



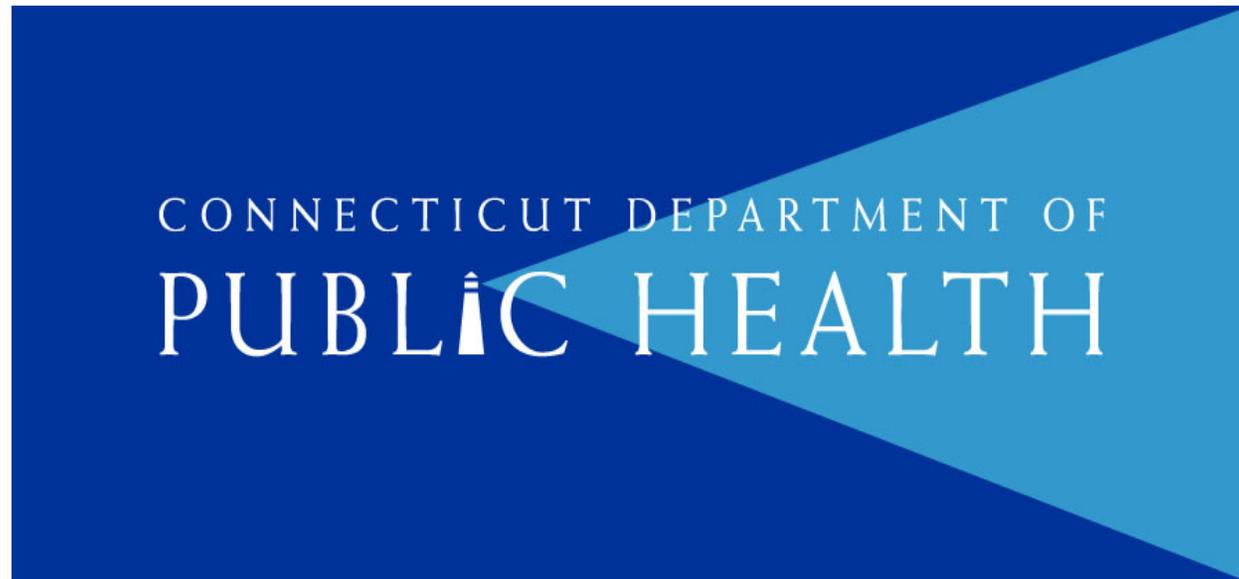
Developing Training Plans: MRC Core Competencies Pilot Project

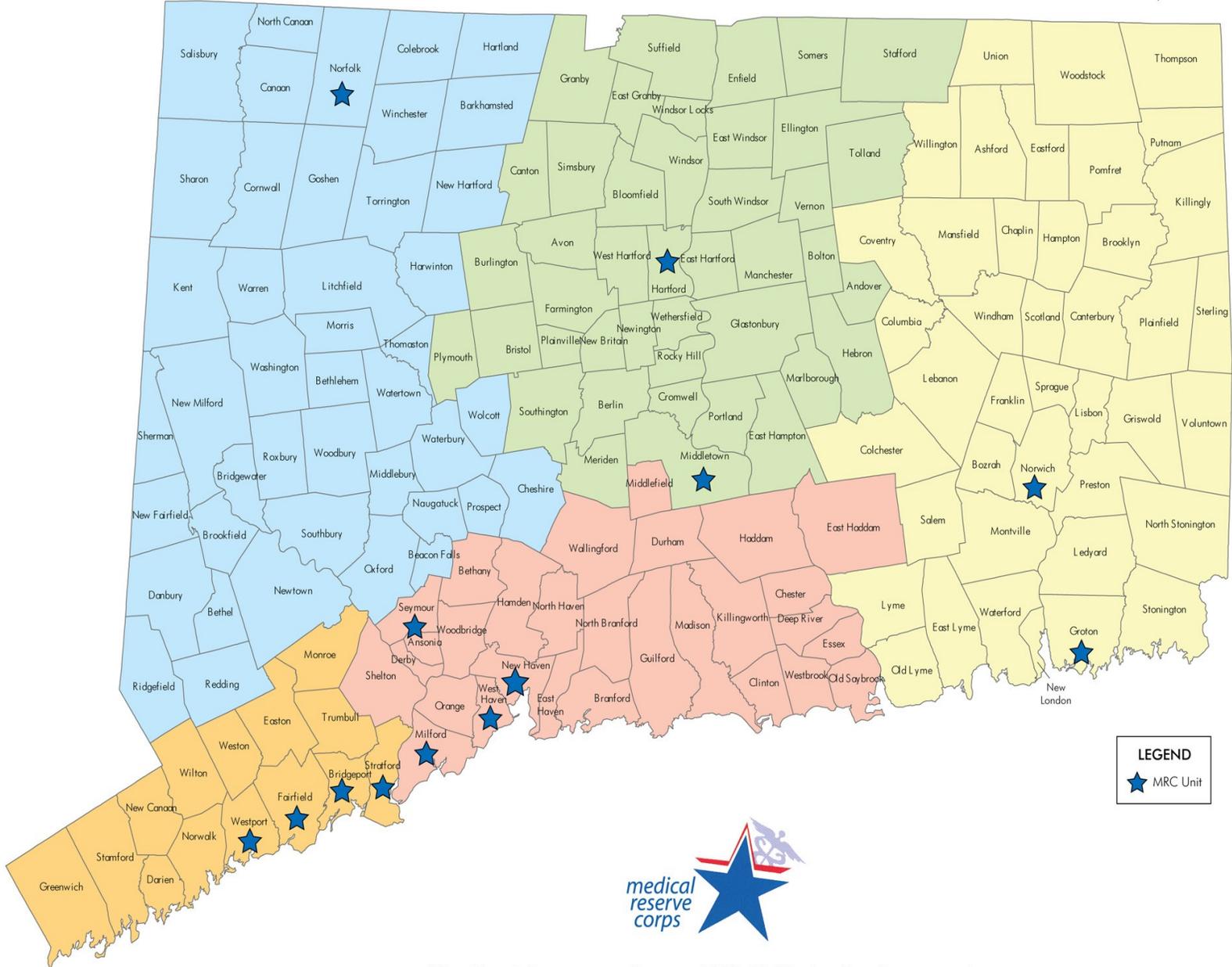
Mary Grace Duley, Connecticut Department of Public Health

Pat Vargo, West Virginia Northern Panhandle MRC

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Developing Training Plans – Three Local MRC Unit Stories





LEGEND
 ★ MRC Unit



Medical Reserve Corps (MRC) Units in Connecticut

Three Unit's – Three Experiences

- The Capitol Region MRC
- The Yale New Haven MRC
- The Milford MRC

Capitol Region MRC Demographics

1. Does your unit currently have a training plan in place?

Yes. It was completed based on the NACCHO core competencies and is at the printer. The document with training log will be distributed to members starting with the November 2007 Capitol Region MRC meeting.

2. If you do have a training plan in place how is it being implemented, and how far have you gotten?

See above and it was introduced as a draft at the CR-MRC October meeting. We will discuss making the document available on line. The training is part of the CR-MRC orientation. We will keep a log for the member and our intent is that meetings will be a training opportunity. The training is part of ESF-8. _

Capitol Region MRC Demographics

4. Number of volunteers in your unit?

150

5. Your unit's specific goals for this project.

I think we have accomplished our immediate goal and hope other MRC units will do something similar. Offer their unit's training plan as an example for others.

Capitol Region MRC Training Plan

- Background & Overview

CAPITOL REGION MEDICAL RESERVE CORP TRAINING LOG

Date Started: _____ **Date Completed:** _____ **Supervisor's Signature:** _____

	Competency	Suggested Trainings/Tools	Date Completed	Certificate on File	Comments/Additional Information		
MRC Core Competency Training Log	1	Describe the procedures and steps necessary for the MRC member to protect health, safety, and overall well-being of themselves, their families, the team, and the community.	ARC Introduction to Disaster			Optional for CR-MRC	Date Competency 1 Completed
			IS-22 Are you Ready? An In-depth Guide to Citizen Preparedness				
			CERT-Module 1, Lesson 2: Family and Workplace Preparedness			Optional for CR-MRC	
			Ready.Gov				
			Standard Precautions and Respiratory Hygiene				
	2	Describe the impact of an event on the mental health of the MRC member, responders, and others.	<i>Psychological First Aid: Field Operations Guide (MRC version)</i>			Optional for CR-MRC	Date Competency 2 Completed
			<i>UR Center for Disaster Medicine and Emergency Preparedness</i>			Optional for CR-MRC	
			<i>Nebraska Psychological First Aid Curriculum</i>			Optional for CR-MRC	
			<i>Psychological First Aid: Helping Others in Times of Stress</i>			Optional for CR-MRC	
			Introduction to Mental Health Preparedness for local health dept staff and community volunteers				

Yale New Haven (YNH) MRC Demographics

1. Does your unit currently have a training plan in place?

Yes

2. If you do have a training plan in place how is it being implemented, and how far have you gotten?

On-line - all volunteers take training

3. How are you implementing the plan? In person, On-line, a combination of both, or other?

Combination of both.

Yale New Haven (YNH) MRC Demographics

4. Number of volunteers in your unit? -

200. YNH MRC is fully integrated into the statewide emergency credentialing program (ECP).

5. Your unit's specific goals for this project.

Offer their unit's training plan as an example for others.

MRC-YNH Training Plan

- Background & Overview

Milford MRC Demographics

1. Does your unit currently have a training plan in place? Yes

2. If you do have a training plan in place how is it being implemented, and how far have you gotten?

Our training is mainly in-person evening sessions hosted by the Milford Health Department using either in-house trainers or subject matter experts in the subjects we cover. We are continually offering new courses on emerging issues such as pandemic flu and refresher courses on communications, POD operations, ICS and more.

Milford MRC Demographics

3. How are you implementing the plan? in-person trainings, on-line trainings, or combination of both, or other?

While we encourage all volunteers to register on TRAIN and use the on-line resources, we've found that the majority of volunteers prefer in-person trainings.

4. # of volunteers in your unit

We have 250 registered volunteers in the Coalition for Community Preparedness, which encompasses Milford CERT (less than 50 of the members) and Milford MRC. We have probably 125 ACTIVE members in that number.

Milford MRC Demographics

5. Your unit's specific goals for this project.

The continued education of our volunteers for use in exercises and the integration of the Pilot Project's Matrix language into the pre-existing trainings.

Date Started: _____ Date Completed: _____ Supervisor's Signature: _____

		Competency	Suggested Trainings/Tools	Date Completed	Certificate on File	Comments/Additional Information	
Milford MRC Core Competency Training Log	1	Describe the procedures and steps necessary for the MRC member to protect health, safety, and overall well-being of themselves, their families, the team, and the community.	Public Health Preparedness 101				Date Competency 1 Completed
			ARC Introduction to Disaster				
			IS-22 Are you Ready? An In-depth Guide to Citizen Preparedness				
			CERT-Module 1, Lesson 2: Family and Workplace Preparedness				
			N-95 respirator fit testing				
			N-95 Train the Trainer course				
			Standard Precautions and Respiratory Hygiene				
		Competency	Suggested Trainings/Tools	Date Completed	Certificate on File	Comments/Additional Information	
Milford MRC Core Competency Training Log	2	Describe the impact of an event on the mental health of the MRC member, responders, and others.	<i>Psychological First Aid: Field Operations Guide (MRC version)</i>				Date Competency 2 Completed
			Emergency Mental Health for general volunteers				
			<i>Mental Health in Disasters Field Guide: SAHMSA</i>				
			<i>Psychological First Aid: Helping Others in Times of Stress</i>				
			Introduction to Mental Health Preparedness for local health dept staff and community volunteers				
	3	Describe the MRC member's communication role(s) and processes with response partners, media, general public, and others.	IS 100: Introduction to the Incident Command System				Date Competency 3 Completed
Fundamentals of Crisis and Risk Communication							
Customer service video screening: <i>The Essentials of Great Service</i>							

Milford MRC Training Plan

- Background & Overview

CT MRC Primary Contact:

- Further Questions?
- Mary Grace Duley, MA, RN
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**West Virginia Northern Panhandle
Medical Reserve Corps**

Developing Training Plans

Northern Panhandle MRC Training Region

NATIONAL ASSOCIATION OF COUNTY AND CITY HEALTH OFFICIALS April 2006

MRC Core Competencies

medical reserve corps

BACKGROUND

Medical Reserve Corps (MRC) members come from a variety of backgrounds and enter the program with varying credentials, capabilities and professional experience. There is currently no standard training or core set of competencies for MRC members; hence, there is variation in what each MRC is able to do. This diversity is a strength of the program, but also makes standardization across the MRCs difficult. In order for an MRC to fulfill its mission in the community, members of the MRC need to be competent to carry out their responsibilities. Training needs to be geared toward a common set of knowledge, skills and abilities.

The development of MRC competencies provides several benefits. Competencies define a core or standard set of activities that each MRC member would be able to perform. They also provide a framework for the program's training component and assist in describing what communities can expect of their MRCs. This 'uniformity' may allow for better interoperability between MRCs, making collaboration amongst MRC units and their external partners more efficient. The use of competencies has proven effective in public health worker training and assessment, and should translate well to the work of MRCs. The goal of this project is to develop a core set of competencies for MRC volunteers, laying the groundwork for future training and development activities of the program.

COMPETENCY STATEMENTS

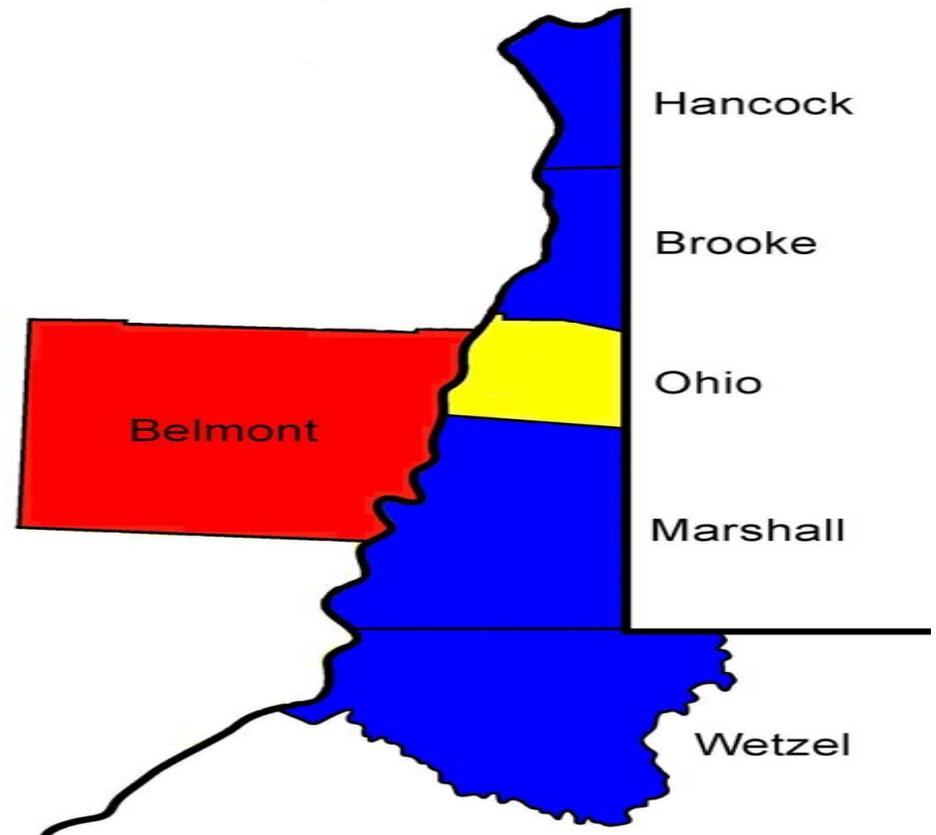
Competency statements are descriptive of expected behavior on the part of an individual. A competency can be composed of a range of knowledge, skills, and attitudes, but must be described as an observable or measurable action. Every competency statement includes an action verb and the object of that verb. Broad competency statements are frequently used in position descriptions or role assignments; narrower competency statements (often described as the sub-competencies) are needed when planning curricula to teach those competencies. Broad competency statements are generally measurable only over time, or in complex situations; sub-competencies used for educational purposes are generally measurable within the time span of a single class or course.

CORE COMPETENCIES FOR MRC VOLUNTEERS

We encourage all active members of a Medical Reserve Corps unit, at a minimum, be able to:

1. Describe the procedure and steps necessary for the MRC member to protect health, safety, and overall well-being of themselves, their families, the team, and the community.
2. Document that the MRC member has a personal and family preparedness plan in place.
3. Describe the chain of command (e.g., Emergency Management System, ICS, NIMS), the integration of the MRC, and its application to a given incident.
4. Describe the role of the local MRC unit in public health and/or emergency response and its application to a given incident.
5. Describe the MRC member's communication role(s) and processes with response partners, media, general public, and others.
6. Describe the impact of an event on the mental health of the MRC member, responders, and others.
7. Demonstrate the MRC member's ability to follow procedures for assignment, activation, reporting, and deactivation.
8. Identify limits to own skills, knowledge, and abilities as they pertain to MRC role(s).

NATIONAL ASSOCIATION OF COUNTY AND CITY HEALTH OFFICIALS



MRC Training Objectives

- Provide the same level of training for MRC's throughout the region because they will be providing mutual aid in surrounding counties.
- Standardize regional MRC classes (same classes taught by the same instructors in the same format).
- Include other counties in neighboring states since disasters do not stop at geographic borders (Belmont County in Ohio).

WV Northern Panhandle MRC

- Piloted formal MRC classes in 2006 (**Ohio County only**) using the Core Competencies. These classes are listed in the 2007 slides.
- Formally joined the NACCHO Core Competencies Pilot Project in 2007.
- Prior to 2006, volunteer training in the Northern Panhandle consisted of smallpox disease awareness / vaccination only.

Northern Panhandle MRC Training Plan 2007

- MRC/SNS Overview Class
- Pandemic Influenza/Isolation & Quarantine
- Epidemiological Investigation/Category A Agents
- Psychosocial Impact of Disasters and Terrorism
- Mass Casualty Awareness
- Smallpox Awareness and Vaccination

Northern Panhandle MRC Training Plan 2007

- CBRNE Awareness
- BDLS (offered only once in the region)
- FEMA Incident Command Courses (IS-100, 200, and 700) and IS-022 Are You Ready? (online courses)
- Pandemic Influenza Summit and Tabletop Drill
- Mock Disaster (annual regional event)

WV Northern Panhandle MRC Training Plan 2008

	TRAININGS BY MRC CORE COMPETENCIES	TRAINING YEAR	REQUIRED TRAINING	COURSE LOCATION
	MRC – Domain #1: Health, Safety, and Personal Preparedness			
1	MRC / SNS Orientation, Registration and Credentialing	2006-2007	YES	Classroom
2	Psychosocial Impact of Disasters and Terrorism	2006-2007	NO	Classroom
3	Basic Disaster Life Support	2006 ONLY	NO	Classroom
4	IS-22: Are You Ready? An In-Depth Guide to Citizen Preparedness	ONGOING	NO	WV-TRAIN Course ID # 1002557
5	WVREDI and WVTRAIN (Credentialing And Training Database) Training	NEW 2008	YES	Classroom

WV Northern Panhandle MRC Training Plan 2008

	TRAININGS BY MRC CORE COMPETENCIES	TRAINING YEAR	REQUIRED TRAINING	COURSE LOCATION
	MRC Domain #2: Roles and Responsibilities of Individual Volunteers			
1	Introduction to Epidemiology	2006-2007	NO	Classroom
2	Pandemic Flu	2007 ONLY	NO	Classroom
3	Mass Casualty Awareness	2006-2007	NO	Classroom
4	Smallpox Vaccination Awareness	2006-2007	NO	Classroom
5	Chemical, Nuclear, Radiological, and Explosive Awareness	2007 ONLY	NO	Classroom

WV Northern Panhandle MRC

Training Plan 2008

	TRAININGS BY MRC CORE COMPETENCIES	TRAINING YEAR	REQUIRED TRAINING	COURSE LOCATION
	MRC – Domain #3: Public Health Activities and Incident Management			
1	IS-100: Introduction to the Incident Command System	ONGOING	YES	WV-TRAIN Course ID # 1002558
2	IS-200: Basic Incident Command System for Single Resources and Initial Action Incidents	ONGOING	YES	WV-TRAIN Course ID # 1005012
3	IS-700: National Incident Management System, An Introduction	ONGOING	YES	WV-TRAIN Course ID # 1002546
4	Special Needs Populations in Disasters: Medically Fragile and HIV/AIDS	NEW2008	NO	Classroom
5	Special Needs Populations in Disasters: Homeless, Mentally Ill, Addictions	NEW 2008	NO	Classroom
6	Special Needs Populations in Disasters: Elderly, Children, Physically and Mentally Disabled (MRDD)	NEW 2008	NO	Classroom
7	Mass Care: Sheltering and Alternative Care Sites	NEW 2008	NO	Classroom

Teaching Methods

- Classroom/Lecture: all classes were 3 hours long and CEU's were provided for RN's and LPN's.
- Independent Study/Take Home Courses: FEMA Incident Command and Are You Ready? courses were provided in this format.
- Online Classes: WVTRAIN was used to provide courses in this format.
- Required Courses: FEMA Incident Command classes (IS-100, 200, and 700) and the MRC/SNS Orientation class.

Challenges

- Recruiting/retaining volunteers.
- Discovering new methods to deliver training courses to busy professionals.
- Keeping volunteers interested and motivated.
- Maintaining volunteer databases.
- Balancing MRC work responsibilities with volunteer roles expectations.
- Accommodating volunteers who have minimal or no computer skills.

Future Plans

- Utilize MRCTRAIN/ WVTRAIN to track and monitor volunteer training plans and transcripts.
- Add new courses as MRC response roles change and evolve (expand the core competencies).
- Involve MRC volunteers in community disaster education and outreach.
- Implement quarterly MRC newsletters.
- Involve local colleges in curriculum development and utilize distance learning format.

Contact Information

Pat Vargo, MS, RN, CHES

Threat Preparedness Program

MRC Training Coordinator

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Bear River MEDICAL RESERVE CORPS

Developing Training Plans

Box Elder County

Bear River * Utah

medical
reserve
corps



Training Failure

- Training using core competencies was held monthly
 - Each month's training was one core competency
 - As the volunteer list grew it became harder to know where each volunteer was at in their training
 - Volunteers stopped attending
 - 10 of 64 completed all core competencies

Block Training

- A bird in the hand.....
 - Train them when they're still excited
 - Train them while you have them
 - Core competency training isn't meant to make the volunteer an expert. It's **AWARENESS** training

Block Training continued

- First hour is an explanation of :
 - What an MRC is
 - Roles & Responsibilities of the unit and liability
 - The training program and what's expected
 - Application process for those who want to join

Block Training continued

- The remaining hours consist of:
 - National Incident Management System (700)
 - Incident Command System (100)
 - Psychological First Aid
 - Risk Communication
 - Health, Safety and Personal Preparedness
 - Activation protocol
 - Other miscellaneous unit specific information

Training Matrix Example

- Level 1 Volunteers
 - Orientation Training consisting of all core competencies
- Level 2 Volunteers
 - Level 1 plus the following:
 - ICS 200
 - Basic Disaster Life Support
 - Mass Dispensing Site Training
- Level 3 Volunteers
 - Level's 1 and 2 plus the following:
 - IS 300, 400 and 800
 - Advanced Disaster Life Support

Mandatory vs. Voluntary

- Issues to consider:
 - Host Agency Directions
 - Turn out is better when mandatory
 - Volunteers don't like to be told they have to attend
 - Answer: What's in it for me?

Exercises and Training

- Designed to practice the training
- Include partner agencies if applicable
- Include multiple aspects of prior training
 - ICS
 - Communications
 - Activation protocol
 - Etc.

Optional Monthly Training

- Unit Specified Training
- Over and above core competencies
- Helps unit members to get to know each other
- Keeps the MRC mission in mind
- Allows volunteers to be involved as much as they want

Real Event Involvement

- Provides opportunity to practice
- Helps unit members get to know partner agency personnel
- Let members develop their capabilities
- Allows for teams to work together during minor incidents
- Develops team work

Bear River Medical Reserve Corps
Box Elder County

*Every Disaster is local –
Be a local HERO !*

Kevin Christensen
MRC Coordinator

Bear River Medical Reserve Corps

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THANK YOU!

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of Public Health**

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