

Boston CRI Plan: An Overview

John Jacob
Associate Director
Emergency Preparedness Division
Boston Public Health Commission

CRI Goal

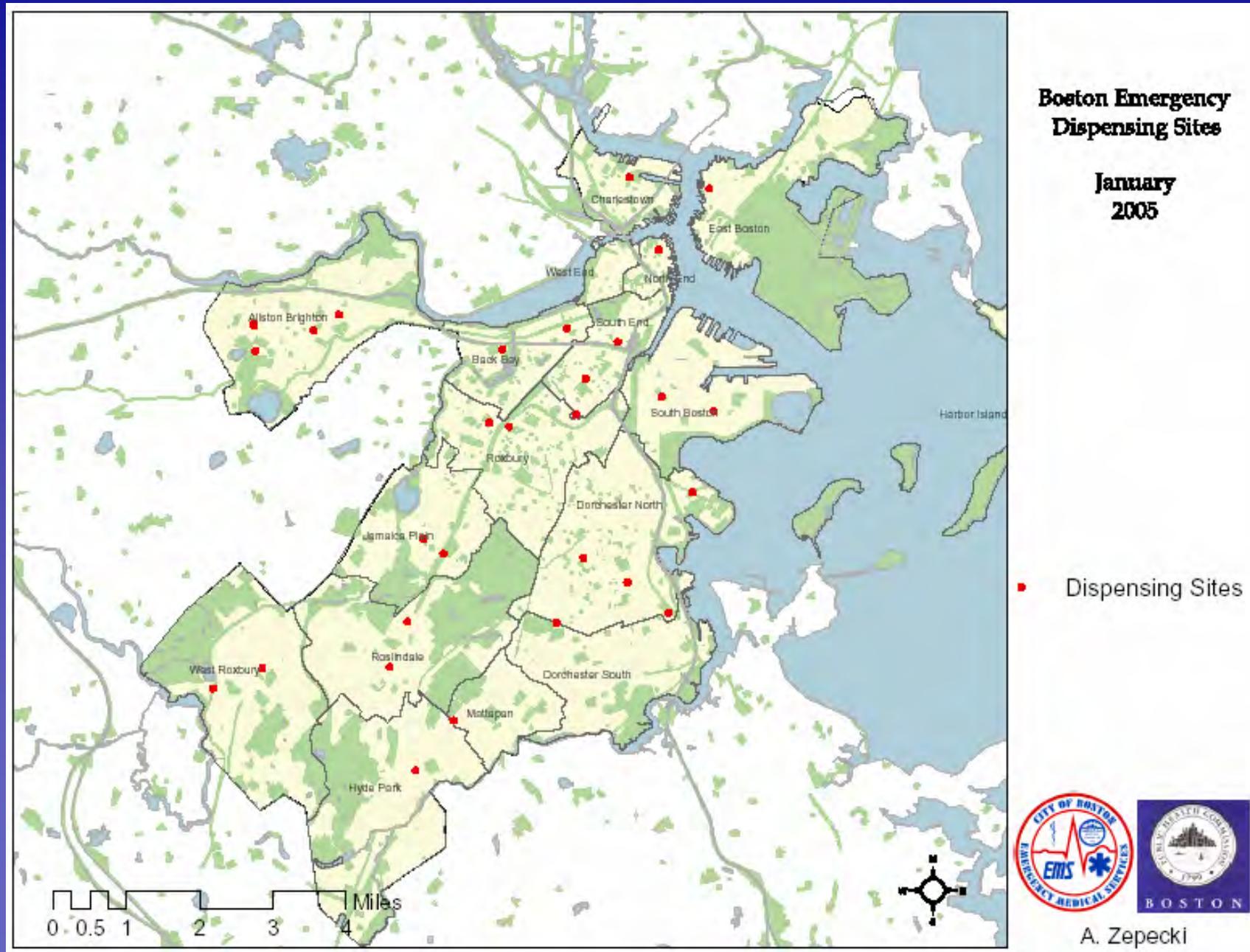
Develop plans to distribute oral medications to entire residential population of Boston within 48 hours of the decision to do so.

Fundamentals of Boston's Plan

Backbone:

- Community-based emergency dispensing sites
- 30 pre-identified sites
 - Public school buildings
 - Community centers

Emergency Dispensing Sites



Planning Partnerships

- Boston Police Department
 - Pre-event assessment of identified sites
 - Development of security plans for:
 - Crowd control and traffic flow at sites
 - Safeguarding of medications at each site
 - Escort for transport of medication to sites

Planning Partnerships

- Massachusetts Department of Public Health
- Massachusetts State Police
- Boston EMS
- Boston School Department
- Boston Centers for Youth and Families
- Boston Amateur Radio League
- Mayor's Office of Homeland Security

Planning Partnerships

- Colleges and Universities
 - Development of dispensing plans for their students and staff
 - Well-suited for mass dispensing operations

Importance of Staffing

- Neighborhood-centric plan allows people to stay close to home and out of their cars
- But having more smaller sites, rather than few larger sites, means more staff required
- Staffing is the single biggest limiting factor to our dispensing plan

Boston MRC Volunteers in CRI Operations

Brian Mazmanian

Program Manager, Response Training and Staffing
Emergency Preparedness Division
Boston Public Health Commission

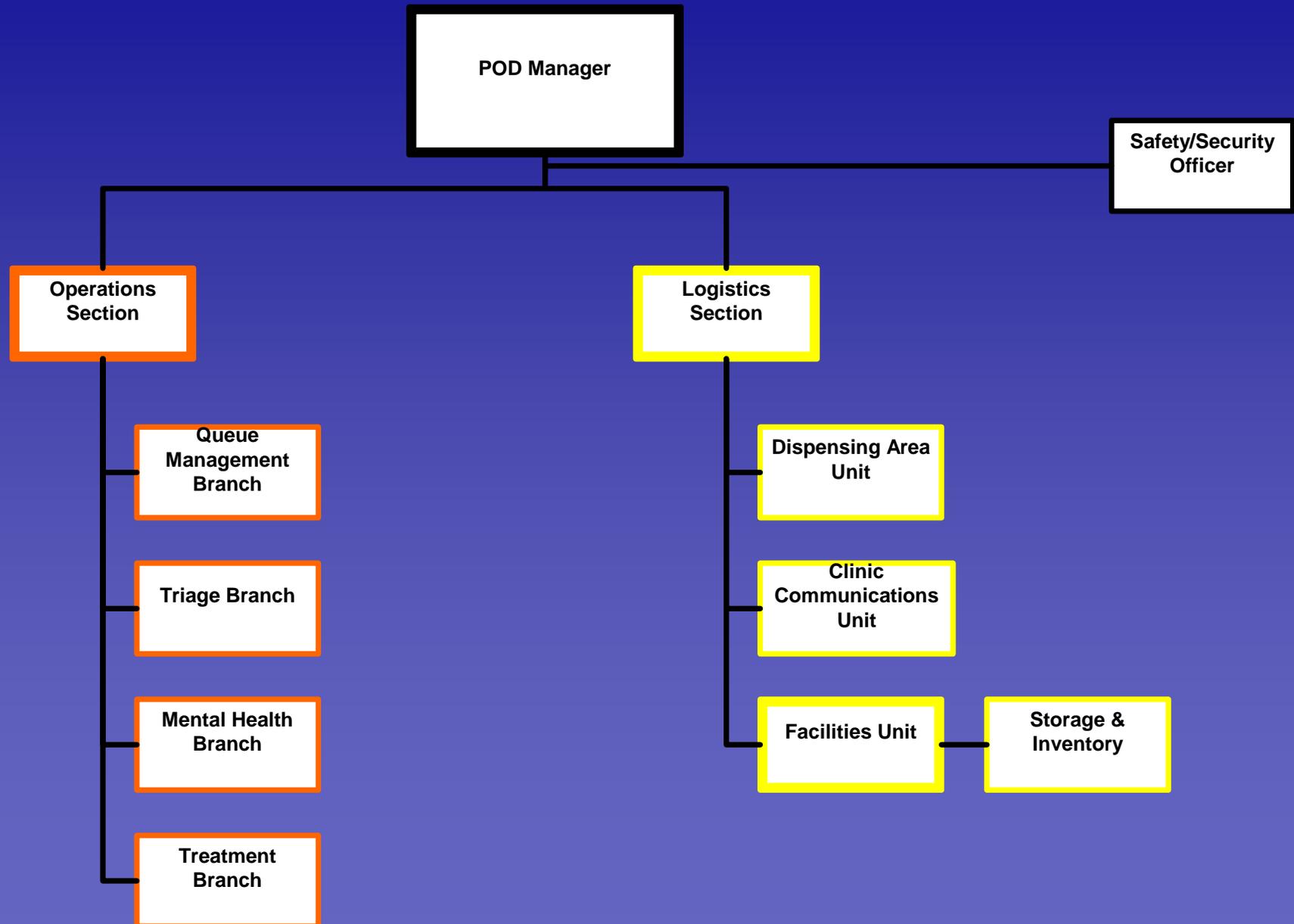
Overview

- MRC Structure
- Recruitment
- Training
- Exercise

Boston MRC Structure

- Structured to meet Boston's CRI response goals
- Staff 30 POD locations
- Goal: 4,000+ volunteers

Clinic Staffing Chart



POD Staffing

Two levels of Boston MRC volunteers:

- Leadership Level (20%)
 - managerial positions at a POD
- Response Level (80%)
 - line staff under direct supervision

Challenge

*How do we recruit and train 4,000
volunteers?*

Recruitment

- Designed comprehensive marketing campaign
- Focused on attracting clinical & non-clinical volunteers

★BE ONE OF BOSTON'S EVERYDAY HEROES★

"Boston's the city I love and I want to help if a large emergency happens here."



[Boston Medical Reserve Corps needs medical and non-medical volunteers. Join today. www.BostonMRC.org ★ 617- 534-9200]



Boston Public Health Commission, Mayor Thomas M. Menino



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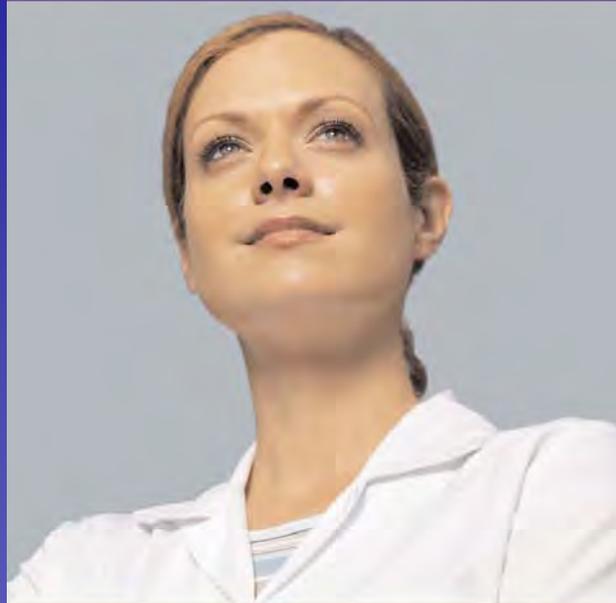


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Took my class on a field trip.

Picked the girls up from school.

**Attended my neighborhood
association meeting.**

Joined the Boston Medical Reserve Corps.

Be one of Boston's everyday heroes.

Every day you accomplish a lot – at work, at home and in your neighborhood. Now you can accomplish something for yourself and your community.

Join the Boston Medical Reserve Corps (MRC). The Boston MRC is looking for medical and non-medical volunteers to help out in an emergency. Joining is quick, the time commitment is small and the training is free. So accomplish something for yourself and help your city when it needs help most.
Join the Boston MRC today.

**Join today at
www.BostonMRC.org
or call 617-534-9200.**



Boston Public Health Commission
Mayor Thomas M. Menino

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Recruitment Campaign

- Advertisements
 - Transit (Subway cars, buses, stations)
 - Local websites (Boston.com and Boston Herald.com)
 - Community newspapers
 - City kiosks
- Direct Mail
 - 3 part mailing to city resident health professionals
 - Nurses
 - Social Workers
 - Pharmacists

Recruitment Success

- Campaign launched September 2006
- 1,156 new Boston MRC volunteers since launch of campaign
- Over 400 opted into Leadership Level program

Other Recruitment Strategies

- Building ongoing recruitment partnerships with local schools of medicine, nursing, and public health
 - Boston University
 - Harvard
 - Northeastern
- Outreach through existing relationships:
 - Community agencies
 - Community health centers

MRC Training

- Boston MRC distance learning orientation for all volunteers
 - Partnership with Harvard School of Public Health Center for Public Health Preparedness
 - 1156 registered
 - 415 completed

Boston Medical Reserve Corps



Boston Public Health Commission DELVALLE INSTITUTE FOR EMERGENCY PREPAREDNESS CITY OF BOSTON EMERGENCY MEDICAL SERVICES Harvard School of Public Health Center for Public Health Preparedness

The mission of the Boston Medical Reserve Corps (BMRC) is to protect the health of Boston residents, particularly the most vulnerable, by recruiting and training a corps of both clinical and non-clinical volunteers able to assist in response to a public health emergency.

MRC Orientation Topics

- Aligned with MRC Core Competencies
- Topics include:
 - Reasons for activation
 - Activation procedures
 - Volunteer roles
 - ICS
 - Personal and family preparedness

MRC Lecture Series

- Strategic National Stockpile
- Mass Care
- Pandemic Influenza

BOSTON MEDICAL RESERVE CORPS LEADERSHIP TRAINING AND LECTURE SERIES JANUARY - JUNE 2007

Required Trainings for Boston MRC Leadership Level Volunteers

Incident Command System Basics

Brian Mazmanian, *Boston Public Health Commission*

Learn more about the system used to manage incidents, both large and small, by local, state, and federal authorities. Key concepts of the Incident Command System (ICS) will be described. This training will focus on describing practical skills and the tools for utilizing ICS during a public health response.

Wednesday, January 17, 2007 / 6:00 PM - 8:00 PM
Wednesday, May 9, 2007 / 6:00 PM - 8:00 PM

Managing Mass Dispensing Clinics

Brian Mazmanian, *Boston Public Health Commission*

Many public health emergencies require the operation of mass dispensing clinics to treat large numbers of affected city residents. Leadership Level volunteers may serve in managerial roles at these clinics. This interactive session will increase the manager's knowledge and skills to effectively set up and operate mass dispensing clinics in conjunction with local plans and best practices.

Wednesday, February 7, 2007 / 6:00 PM - 8:00 PM
Tuesday, June 12, 2007 / 6:00 PM - 8:00 PM

Leadership Skills

Kathryn Brinsfield, MD, MPH, FACEP, *Boston Emergency Medical Services*

Learn more about your own management style and how to develop the management skills you already possess. These skills will be called into service during times when stress levels may be running higher than usual. This interactive training will provide tools to help manage volunteers more effectively.

Tuesday, March 6, 2007 / 6:00 PM - 8:00 PM
Tuesday, March 27, 2007 / 6:00 PM - 8:00 PM

Behavioral Health Disaster Response/Psychological First Aid

Lisa Gutland, R.N., Psy.D., *Massachusetts Department of Public Health*

What does the term Behavioral Health mean? What is Psychological First Aid? This training will provide Boston MRC Leadership Level volunteers with an explanation of why behavioral health concerns are a major component of emergency events and how behavioral health interventions can both prevent and mitigate certain consequences of disasters and other emergencies. Psychological First Aid will be defined and differentiated from other types of mental health care.

Tuesday, April 10, 2007 / 6:30 PM - 8:30 PM

Prerequisite: Completion of the Boston Medical Reserve Corps (MRC) Volunteer Orientation is a prerequisite for registering for any of the courses listed above.

If you have yet to complete the Boston MRC Volunteer Orientation, please contact Brian Mazmanian, coordinator of the Boston MRC.

(617) 534 - 9200 (p) (617) 534 - 2826 (f) volunteers@bphc.org

Registration forms will be e-mailed to Leadership Level Volunteers prior to each training.

The City of Boston's DeValle Institute for Emergency Preparedness provides high quality all-hazards training for the Boston Community, including public health, health care and public safety personnel, with a focus on chemical, biological, radiological, nuclear and explosive incident preparedness, response and recovery.

This course is supported by funding from the Massachusetts Department of Public Health, Center for Emergency Preparedness under the Centers for Disease Control and Prevention Bioterrorism Preparedness and Response Cooperative Agreement.



The Boston Medical Reserve Corps (MRC) is a committed group of volunteers, both with and without medical backgrounds, that keeps Boston safe by responding to public health emergencies. Recent events have taught us that cities need to be ready for anything, including natural disasters, terrorism, and disease. Boston MRC Volunteers help ensure that all Bostonians, especially the most vulnerable, receive the care they need during a public health crisis. The Boston MRC's Leadership Level Volunteers will serve in key roles during a large scale public health response.

For more information, or to join the Boston MRC, please visit our website: www.BostonMRC.org

Boston MRC Lecture Series

The Boston MRC lecture series provides volunteers with an additional opportunity to learn more about emergency preparedness. This series will be offered quarterly.

Strategic National Stockpile (SNS)

Amy Williams, *Boston Public Health Commission*

What is the Strategic National Stockpile (SNS)? When would it be needed? Who can request it? Learn how the SNS is obtained and its contents distributed as well as how this relates to the Boston Medical Reserve Corps.

Thursday, February 22, 2007 / 5:00 PM - 7:15 PM

Mass Care

Kathryn Brinsfield, MD, MPH, FACEP, *Boston Emergency Medical Services*

Mass care is a means of providing shelter and other assistance to victims following a major disaster. This lecture will describe how mass care has been used in the past and lessons learned. Ways in which volunteers can offer service in a mass care setting will also be addressed.

Monday, May 7, 2007 / 6:00 AM - 8:00 AM

These lectures are open to all Boston MRC members.

Ways to Learn More

American Red Cross www.redcross.org/services/prepare

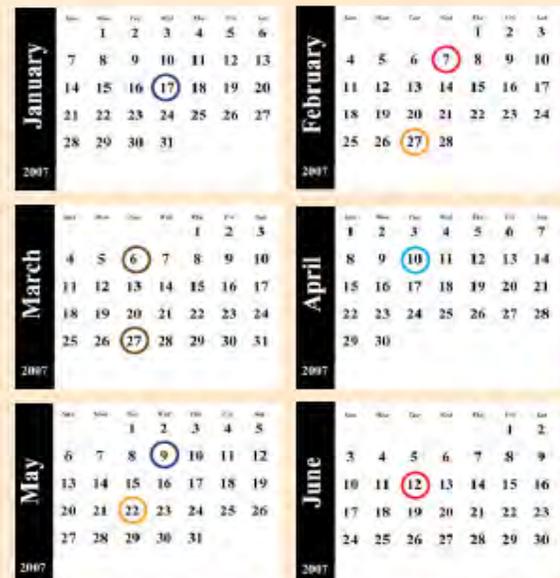
CDC www.bt.cdc.gov

Exercises and Drills www.hsph.harvard.edu/hcphp/products/exercises/

ICS Trainings www.training.fema.gov/EMWeb/IS/crslist.asp

Myers Briggs Preference Test www.teamtechnology.co.uk/tt-arsic/mb-simpl.htm

Psychological First Aid www.ncpsd.va.gov/pfa/PFA_9_6_05_Final.pdf



Exercise and Evaluation

- Conducted full-scale logistics exercise at POD on 6/3/06
 - From SNS request through clinic setup
- Lessons learned:
 - Clinic flow
 - Placement of rooms
 - Placement of signs
 - Loading dock features



Exercise and Evaluation

- 2007 Exercise Plan
 - 3-part Full-Scale Exercise series
 - Activation of MRC volunteers
 - Just-in-Time training for volunteers
 - Clinic operations
 - From opening of clinic to demobilization
 - Special emphasis on demonstrating throughput
 - Evaluation by MRC Volunteers throughout the exercise series