Loudoun Medical Reserve Corps Orientation

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LOUDOUN COUNTY VIRGINIA | Health Department

Objectives

- Who we are, what we do, and how we do it.
- Mission and history of the MRC.
- Describe public health and emergency response.
- Describe volunteer roles, responsibilities and protocols.
- Overview of volunteer and training systems.
- Overview of the Incident Command System and Mass Dispensing Sites.
- Outline next steps.

Who we are

- The Loudoun MRC is a volunteer program designed to increase the ability of our public health system to help our community when disaster strikes.

- The Loudoun MRC is made up of medical and non-medical personnel who serve as volunteers to respond to natural disasters and man-made emergencies, as well as support the Health Department's daily operations as needed.

What We Do

- MRC volunteers perform the following functions, and more, to ensure the safety and well-being of the Loudoun community:
  - Assisting in emergency response during a natural disaster, terrorist attack, or disease outbreak.
  - Staffing exercises to test local capacity to quickly dispense medicines in an emergency.
  - Operating flu clinics to reduce spread to vulnerable populations.
  - Educating the public on personal preparedness.
  - Provide support for daily operations of the Health Department as needed.

How We Do It

- Loudoun MRC engages volunteers in a variety of activities, such as free trainings, drills and exercises, and actual emergency response activations, with the purpose of developing a cadre of highly skilled volunteers available to strengthen public health, enhance emergency response capabilities, and build community resiliency.

History and Role of the MRC

History of the MRC

- In response to the events of 2001, the George W. Bush administration developed the concept of an organization that pre-identifies volunteers in order to prepare and respond to medical emergencies and public health initiatives. They launched a national, community-based movement in July 2002 and named this volunteer organization the Medical Reserve Corps.

- The MRC serves as a way to standardize training and organize response for medical and non-medical volunteers who wish to support responders in times of public health emergencies.

- The program now has 190,000+ volunteers, and Loudoun MRC is one of more than 900 units nationwide.

MRC Mission

- The mission of the Medical Reserve Corps (MRC) is to engage local communities to strengthen public health, reduce vulnerability, build resilience, and improve preparedness, response, and recovery capabilities.

- We aim to establish groups of volunteers with interest in strengthening local public health system and providing help in emergencies by:
  - Organizing locally.
  - Integrating and assisting with existing programs and resources.
  - Identifying, credentialing, training, and preparing our volunteers in advance.
  - Including medical and public health professionals, among others.

- Improve the health and safety of communities across the country by organizing public health, medical, and other volunteers.

Loudoun MRC Public Health Roles

- Staff alternate care sites
- Supplement health department staffing as needed
- Outbreak investigations
- Provide medical care, administer vaccines and dispense medications.
- Assist with isolation/quarantine activities
- Promote preparedness
- Assist at the Emergency Operations Center

- Provide staffing in response to health emergencies
- Provide administrative, logistical and communications support
- Represent the MRC at community events (such as fairs)
- Provide health education as part of a local public health initiative
- Depending on the situation medically trained members may be placed in non-medical roles

Strategy During Public Health Emergencies

- Under the guidance of Federal, State, and Local governments the Loudoun Health Department:
  - Isolate, diagnose, and treat cases
  - Establish surveillance and conduct epidemiological investigations
  - Establish and operate county mass dispensing/ immunization sites (PODs)
- The Health Commissioner and the Governor are authorized to enforce isolation or quarantine of citizens to prevent the spread of disease in Virginia

Public Health Emergencies

- Man-Made Emergencies
  - Bioterrorism: Anthrax, Botulism, Cholera, Smallpox and Bubonic Plague.
- Natural Disasters
  - Earthquakes, floods and droughts, tornadoes, lightening and extreme weather.
- Disease Outbreaks
  - Influenza pandemic, Ebola Virus, Zika Virus, Measles, COVID-19 pandemic, among others.
- Public Health Emergencies
  - Opioid Overdose/Addiction

Volunteer Roles, Responsibilities and Expectations

Volunteer Minimum Requirements

- Review the Local MRC Orientation [You are here!]

- Take the Orientation Post Test

- Complete the [VDH: Cybersecurity and HIPPA Training for MRC Volunteers](#) required training

- Submit a Background Investigation SP-167 Form (required of all volunteers who are 18 years of age or older)

- Familiarize yourself with our Member Handbook

Background Investigation Form

- Upon acceptance to the Loudoun MRC and passing the MRC post-test, you must complete an SP-167 form to initiate your background check.

- Submit a Background Investigation SP-167 Form (Attached in your Welcome Email).

- You are only responsible for Section 1 and 2. Form must be filled out in the presence of a notary public. You will need a valid government issued photo ID.

- Take the form and valid identification to your preferred notary.

- Return completed forms to 45201 Research Place, Suite 130 Ashburn, VA 20147.
  - Alternatively, contact the MRC team at mrc@loudoun.gov to arrange a time to drop of the form in person.

- Please note that electronic forms will not be accepted.

- If you're under 18 years of age, you do not need to complete this step.

MRC Volunteer Conduct

- The Loudoun MRC program expects that members will comply with the following standards of behavior:
  - Exhibit professional behavior and adhere to the volunteer code of conduct (which can be found in the Members Handbook).
  - Adherence to all local, state, and federal laws and safety standards at all times.
  - Adherence to the chain of command, both within the local MRC unit and any Incident Command System established during an emergency.
  - Maintain updated contact and licensing information in Virginia Volunteer Health System (VVHS).
  - Respond to quarterly communication drills within designated 12-hour time frame.

Self-Deployment

- Please do NOT respond to any emergency unless requested and officially deployed by the MRC. Even if you receive an initial activation alert, if you do not receive deployment instructions you have not been officially deployed.

- If you hear that we need volunteers and you do not get some communication from us, DO NOT go just because your friend told you that they need volunteers at an event.
  - Ensure you have received an activation alert AND deployment instructions before you deploy.
  - When in doubt, reach out to your MRC team!

- **Please note:** If you self-deploy, you will be removed from the Corps and be held liable for any actions.

Public Communication

- As a representative of VDH and the Loudoun Health Department, DO NOT talk to the press without notifying the Public Information Officer on site or your MRC Unit Coordinator.

- **When in doubt ASK!**

Health Insurance Portability and Accountability Act (HIPAA)

- Just as you expect others to keep your information secure, HIPAA, the Health Insurance Portability and Accountability Act, requires all VDH personnel to secure the information of our patients and clients. We do not share information about individuals we assist in the community.

- As a volunteer performing duties for VDH, you will have access to the protected health information (PHI) of our patients/clients. The fact that an individual is or was a patient/client of VDH is PHI.

HIPAA

In your MRC role, you may have access to the Protected Health Information (PHI) of patients or others seeking care, such as their name, demographics or medical conditions

The fact that an individual is or was a patient is PHI

As directed, you may share PHI with other health care providers for treatment purposes

You may NOT photocopy PHI

Under HIPAA except in a few well-defined circumstances

PHI cannot be disclosed to ANY other person or medical entities without the written consent of the patient

You may use PHI as necessary to carry out your duties as an MRC volunteer

Do not dispose of any documents with PHI into a waste can

Instead, place discarded documents with PHI into containers properly marked for shredding

Be aware of your surroundings: It is inappropriate to discuss PHI in bathrooms, lunch areas or any other public spaces

Liability Coverage

- All MRC volunteers that have been activated and deployed through their unit in a disaster are covered for liability under Virginia law. As long as a volunteer is acting within the scope of their duties, and not exceeding the training they have been given, they are eligible for the same liability protection afforded to paid staff.

- While they are acting under the direction of VDH and the Loudoun County Health Department, MRC volunteers are eligible for the same liability protection available to state employees. MRC and CERT volunteers "shall enjoy the protection of the Commonwealth's sovereign immunity to the same extent as paid staff."

- Form more information visit http://www.vdh.virginia.gov/mrc/legal/

Legal Liability of Volunteers

Code of Virginia § 8.01-225.02

- MRC volunteers who are health care providers may enjoy certain liability protection during declared disasters when:
  - A state or local emergency has been or is subsequently declared in response to such disaster, and
  - The emergency and subsequent conditions caused a lack of resources, attributable to the disaster, rendering the health care provider unable to provide the level or manner of care that otherwise would have been required in the absence of the emergency and which resulted in the injury or wrongful death at issue

Virginia Code § § 8.01- 225 et seq., the "Good Samaritan Act"

- MRC volunteers (and others) should be immune from liability for harm caused when providing emergency care to ill or injured persons at the scene of an accident, fire or any life-threatening emergency

Code of Virginia § 8.01-225.01

- MRC volunteers may enjoy protections from liability in cases where a provider is alleged to have abandoned his own patients while helping out in a declared emergency

Legal Liability of Volunteers Cont'd

Code of Virginia § 44-146.23

- MRC volunteers when deployed "should be immune from liability for negligence caused when providing medical and health services"

- Additionally, during an emergency, those MRC volunteers "who are licensed or certified to render health care services should receive immunity from negligence when they gratuitously render aid using their skills"

Code of Virginia § 2.2-3600 et seq., (State Government Volunteers Act)

- MRC volunteers may enjoy the protection of the Commonwealth's sovereign immunity

Code of Virginia § 8.01-225.01

- MRC volunteers may enjoy protections from liability in cases where a provider is alleged to have abandoned his own patients while helping out in a declared emergency

Workers' Compensation

- As volunteers are not paid employees, you are not eligible for any workers' compensation benefits. We take safety seriously: if you spot unsafe conditions or situations, please alert your supervisor immediately.
  - As a volunteer, you have the right to refuse to serve in unsafe conditions.
- Coverage could be provided if:
  - A locality decided to provide MRC workers' compensation after adoption of a resolution pursuant to VA. Code § 65.2-101 (This would apply only to MRCs acting in the same locality as the local government. This is not the case currently in Loudoun.)
  - MRCs are responding to a VDEM (Virginia Dept. of Emergency Management) requests for assistance, MRCs may then be deemed employees of VDEM for purposed of the Virginia Workers' Compensation Act and could be eligible for Workers' Compensation.

Volunteer Activation and Deployments

Activation

- When the Loudoun MRC requires your assistance, you will be activated for a deployment through the Virginia Volunteer Health System (VVHS). When you deploy:
  - Make sure you complete whatever trainings are needed for the role or team to which you are assigned and pass any associated evaluations.
  - Please wear the identification provided to you by your coordinator. This could include a t-shirt, ID badge or other ID.
- If you can't show up for a shift you have signed up for, let us know as soon as possible so we can adjust and fill the roles where we have gaps.

VVHS Alert Classifications

Communication Alert

- Used to communicate to volunteer(s). This tool can be used to communicate with a single volunteer or multiple volunteers.
- Examples of Communication Alerts:
  - Newsletters
  - Communications that do NOT require a response

Awareness Alert

- Used to inform volunteers about important public health information.
- Examples of Awareness Alerts:
  - Heads Up: It's hurricane season, make sure you have your plan in place!

VVHS Alert Classifications

Readiness Alert

- Used to notify volunteers about an upcoming exercise or if a system test alert message is being sent.

- Example of a Readiness Alert:
  - Gauging how many people could potentially participate in an activity.

Training Alert

- Used to determine if volunteers are potentially able to support an activity, without all the specifics confirmed. This can be used to determine if there is volunteer interest.

VVHS Alert Classifications

Activation Alert

- Used to activate volunteers for a specific activity and should include activation specifics such as the date, location and time.

Deactivation Alert

- Used to inform volunteers that their support is no longer needed for an activation that they received previously.

VVHS Alert Classifications

Emergency Alert

- Used to notify volunteers in a declared public health emergency.

- Calls for volunteers to respond to a specific emergency.

- May be used to notify volunteers are needed in less than 24-hours.

Exercise Alert

- Used to test volunteers' response capability to prepare for an emergency.

- Respond as you would if the alert was for a real emergency in which all businesses, schools, events and activities are closed/cancelled.

Quarterly Exercise Alert

- There will be four (4) quarterly alerts sent out via VVHS that will look like the email message below.

- You are required to respond to at least two (2) of them to remain in good standing with Loudoun MRC.

This is a DRILL. Your response is required. Please click on the link below to respond. Thank You.

Please click here to confirm receipt and select your availability.

Thank you for volunteering to protect Virginia's health!

Regards,
Monserrat Hellman
Loudoun Medical Reserve Corps Coordinator
Virginia Volunteer Health System

Email: mrc@loudoun.gov
Phone: (571) 233-6273

Alert Details

Sent On:	6/30/2023 at 4:00 PM
Subject:	[VVHS] Exercise: Loudoun MRC Alerting DRILL - Please Respond by 9 PM Tonight
Category:	Exercise
SMS Message:	DRILL! This is a Loudoun MRC Alerting Drill. Please check your email and respond by 9 pm.
Email Message:	

THIS IS A DRILL.

Your response indicates your ability to receive and respond to VVHS alerts.

Respond by 9:00 pm, TODAY, Friday June 30th.

To respond, click on the link below that says "Please Click here to confirm receipt and select your availability." You will then be taken to a page that asks you to choose one of the following.

- "I am available for this event" to indicate that you have received this test Alert and would be available to help **if** this were a real event.
- "I'm not available for this event" to indicate you have received this test Alert but would not be available to help **if** this were a real event.

IT IS CRITICAL THAT *you click on one of these 2 options so we know that you have received this test alert.*

THIS IS A DRILL.

[I'm Available For This Event]   [I'm Not Available For This Event]

VVHS 101 - Responding to VVHS Alerts

Jennifer Freeland,

Volunteers needed to help with Special Olympics Virginia Healthy Athletes Center. Special Olympics is the largest global public health organization dedicated to serving people with intellectual disabilities. Special Olympics Virginia is seeking volunteers to help provide screenings and education for athletes.

Please click here to confirm receipt and select your availability.

Thank you for volunteering to protect Virginia's health!

Regards,
Kate Bausman
Richmond City Medical Reserve Corps and Clinical Linkages Coordinator
Virginia Volunteer Health System

Email: richmondcity@vamrc.org
Phone: (804) 205-3730

VVHS 101 - Responding to VVHS Alerts Cont'd

Email Message:

WHAT: MRC Orientation for new volunteers

WHEN: Thursday, June 7 from 6:30 to 8:30 PM

WHERE: Fairfax County Health Department, 10777 Main Street, 3rd floor, Fairfax, VA 22030

HOW: Registration: TRAINVa Course Code 1041920

Additional Information: IS 100, IS700 - are two other training requirements and can be completed online (please forward your certificates of completion to HDMRC@FairfaxCounty.gov once you have completed the course).

If you have any questions or concerns, please do not hesitate to contact me directly at hdmrc@fairfaxcounty.gov.

Category: Training

> I'm Available For This Event   I'm Not Available For This Event

VVHS 101 – Alerts with Multiple Choices

Event Choices

Available	Location	Locality	Date	Time	Roles	Volunteers Needed
☐	TC Williams HS	City of Alexandria	6/27/2018	2:00 PM to 5:00 PM	Registered Nurse	2
☐	Alexandria Elem	City of Alexandria	6/28/2018	2:00 PM to 5:00 PM	Registered Nurse	2

I'm Available For The Selected Events   I'm Not Available For Any Of These Events

Responding to an Alert

- What does it mean to be "available"?
  - Are you qualified?
  - Are you personally, physically, & emotionally READY?
  - Are you available for the entire shift?
  - Do you understand the nature of the request?
  - Do you understand best practice standards for this exercise?
  - Is the alert within your training and area of expertise?
- Remember: If you're not sure, it's OK to ask questions and it's okay to Say "I'm <u>NOT</u> available"!

VVHS 101 - Communications Tips

- Save @loudoun.gov, @vdh.virginia.gov, @vamrc.org to your contacts as VVHS Alerts which will notify your email provider you would like to receive these emails.
  - If you find an alert email in your SPAM or JUNK folder, with most email providers, you can click "Not Spam/Junk", and this should change the delivery location of these emails.
- If you answer the phone, you can choose 1 for available and 2 for unavailable.
- You can NOT choose your availability via text, so please be sure to check your email.
- You will always receive VVHS MRC phone messages from the same phone # 804-864-7200. We highly recommend you save this number to your contacts!

Virginia Volunteer Health System (VVHS) 101

About VVHS

The Virginia Volunteer Health System:

- Web based information, alerting and credentialing system. Managed by MRC Coordinators/Program Assistants, Emergency Coordinators, and MRC Administrators.

- Allows members to maintain and update their own data to ensure its accuracy.

- Stores professional license/certification information (and driver's license number).

- Verifies professional license/certification automatically.

- Contains an alerting system capable of contacting you by voice, text messages and email. This is how you will be notified if your help is needed!

Signing In

Welcome

The Virginia Volunteer Health System (VVHS) is a web-based information, alerting and credentialing system used by local Medical Reserve Corps Coordinators and health districts for the management of medical and support volunteers who desire to support public health emergencies and daily public health activities in Virginia.

Register as a New Volunteer

Please sign in if you are an existing member or returning to complete your volunteer application.

Need Help?

? Frequently Asked Questions

✉ Contact Us

If you don't remember your credentials, click on Forgot Username or Password? or click on the Contact Us Link to email the admin team for troubleshooting help!

Enter your User ID and Password here

Please Sign In

admin

••••••••••

Sign in

Forgot username or password?

Please do not register again if you are already a MRC volunteer and are experiencing difficulty with your username or password. Instead, contact your coordinator via Contact Us.

Dashboard - Activity

The activity section in the dashboard allows you to see an overview of:

- Number of deployments

- Deployment and training hours

- Attended Trainings

- Awards received

Please allow 2 business days for your coordinator to enter any deployment or training you attend in VVHS.
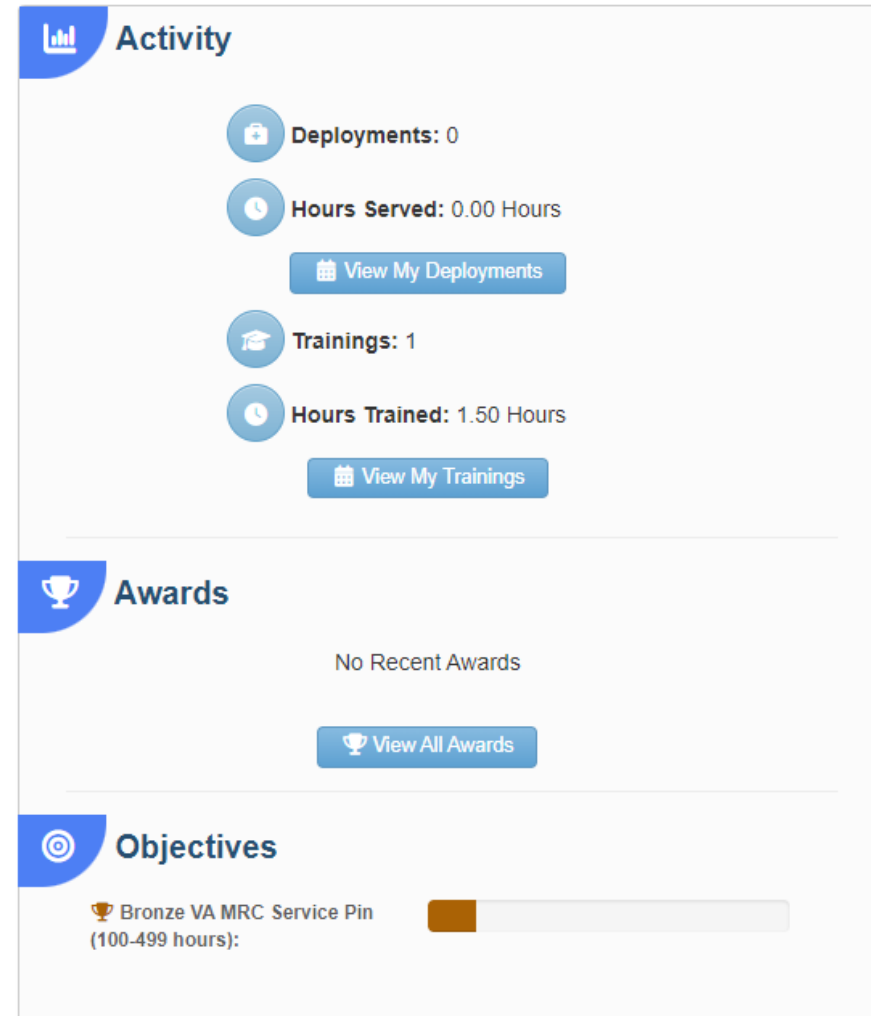
Dashboard - Recent Alerts

The recent alert part of the dashboard reflects any alerts you have received.

Alerts marked as **Pending** are those alerts you have not responded to.

Alerts marked as **Available** are those you indicated you'd be interested in supporting.

Alerts marked as **Unavailable** are those you were unable to attend/support.

Click on the different alerts for more details regarding the deployments or trainings or to update your availability.

Recent Alerts
Response Rate: 0%

Cybersecurity and HIPAA Training Requirement for MRC Volunteers   30 Jun
Sent by Michael Magner via Email

MRC HAM Radio Team Interest Meeting   07 Mar
Sent by Michael Magner via Email
Response Status: ❓ Pending

Statewide Training: Conflict Management 3/21   06 Mar
Sent by Kate Bausman via Email
Response Status: ❓ Pending

Inova Loudoun Disaster Drill - Actors Needed   03 Mar
Sent by Monserrat Hellman via Email and SMS\Text
Response Status: ❓ Pending

Consent Form Administrative Support Needed   01 Mar
Sent by Monserrat Hellman via Email and SMS\Text
Response Status: ❓ Pending

Dashboard - My District

My District section contains all the information to contact your coordinator.

My District - Loudoun County

Unit Coordinator:	Monserrat Hellman
Coordinator Email:	mrc@loudoun.gov
Coordinator Phone:	(571) 233-6273
District Message:	n/a

Dashboard - Calendar of Followed Events

Calendar of Followed Events

| < | > | | July 2023 | | | month | day | Upcoming Events |

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

The Calendar of Followed Events is where you will find any events or trainings you have marked yourself **Available** for.
Remember, only deploy if you have received confirmation and deployment instructions!

Dashboard - Help

- The Help section is as simple as it sounds! Here you can:
  - Find Frequently Asked Questions
  - Verify your Email Address
  - Request Alerts Help
  - Request a TRAIN Username and
  - Request Help Adding your FEMA ID to TRAIN
- When in doubt, contact mrc@loudoun.gov or vamrc@vdh.virginia.gov for help.

Dashboard

- Your dashboard is the first screen you will see when logging into VVHS. Your dashboard contains your recent volunteer alerts, including the dates they were sent. This includes activations, trainings, and communications. Clicking on your dashboard links will allow you to read, review, and respond to alerts.

- Other links available include:
  - Downloading your deployment and training reports
  - Viewing the events list
  - Viewing your training list and
  - Accessing training videos

▦ Dashboard

⚇ My Account ▾

👤 Overview

📞 Contact Info

🪪 Credentials

💗 Health

ⓘ Additional Info

🎓 Training

📅 Deployments

🏆 Recognition

📄 Summary

💬 Alerts

📅 Deployment Report

📅 Events List

🏛 Training Report

📖 Training List

▶ Training Videos
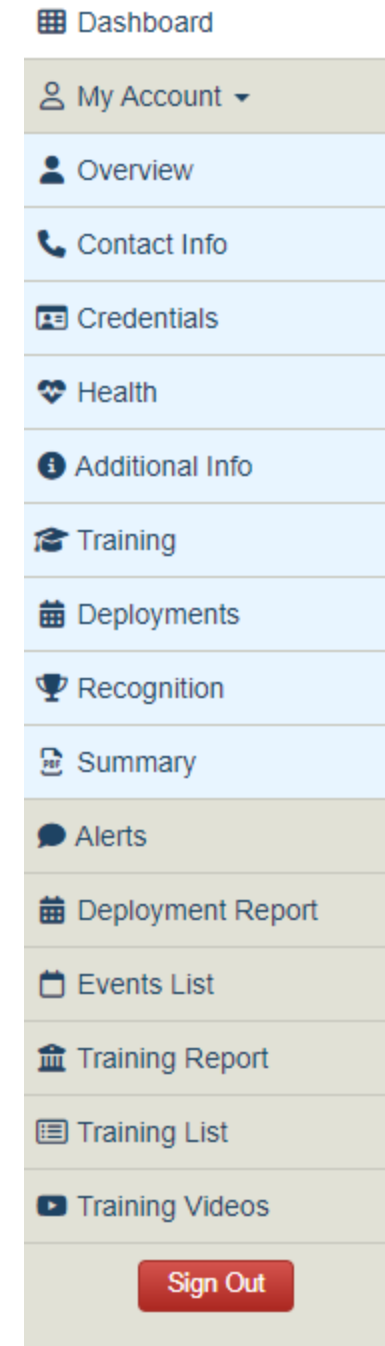
Sign Out

You can also access your account, upload certificates or change your contact information from these quick links!

Updating your Information

Profile Pictures Dos and Don'ts

Do use a selfie or passport-style head and shoulders photo.

Do take the photo in front of a bright background.

Don't use filters.

Don't use a photo of you with a group of friends or in a crowd.
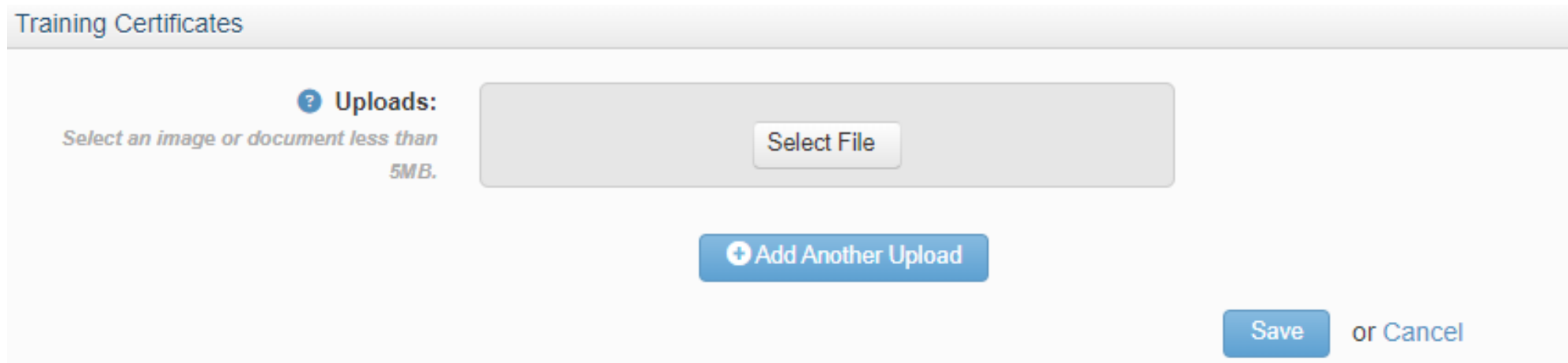
Uploading Certificates

- If you have recently completed a training, whether it is through TRAIN Virginia or another learning management system, we'd love to hear about it.

- Go under the Training Tab and click on the Edit button on the right-hand side in the Training Certificates section.

- Select File and browse the proof of completion in your computer, then click save.

TRAIN VA 101

LOUDOUN COUNTY VIRGINIA | Health Department

About TRAIN VA

- TRAIN VA is a learning management system which is designed to improve workforce competencies and to provide access to Virginia and national educational sources. You may use TRAIN VA to:

- Pursue the training needed to be confident in the field.

- Take training that interests you when you are available.

- Complete training plans for specific teams.

- Please note: CEUs are provided for **some** courses.

- TRAIN Pro Tip – take VDH: TRAIN Basics for MRC Volunteers

TRAIN VA Credentials

When you sign up for VVHS, an account is automatically set up for you in TRAIN VA.

To log in to your new account, go to https://va.train.org - Click on "Can't log in?

Please do not set up a new account- click on "Can't log on" to retrieve your log in info.

If you already have a TRAIN account from another state, please contact your MRC Coordinator to ensure that account is linked to your VVHS profile.

Login Name

Password

☑ Remember me

Login

Can't log in?

Create an Account

Retrieving your Credentials

An email should be sent to you with your username and instructions on how to establish your password. If you receive an email stating you do not have an account, you will need to create a new account in TRAIN VA.

Please Note: It may take up to 48 hours after your application in the Virginia Volunteer Health System has been approved for your TRAIN Virginia account to be created.

Forgot Your Login Name / Password?

Please enter the email address associated with your account and click Submit. We'll email you your login name and a link to a page where you can easily create a new password.

If you do not remember the email address associated with your account, please contact technical assistance to reset your password.

Please enter email

Cancel   Submit

TRAIN VA

You can also find your Train VA Login Name under the Training tab in VVHS.

Your login name will start with "VVHS" followed by several numbers.

Please Note: Your TRAIN Virginia login name is a totally unique login from your VVHS login.

Note: All trainings taken under this login name will reflect in your VVHS profile. There is no need to notify your coordinator about a completion of a training, unless you're having difficulties uploading a certificate in the system.

TRAIN VA Home Page

The Home page of VA Train will look like the screen shot on the left.

To search for classes, click "Course Catalog" above the orange arrow.

Searching for courses in TRAIN VA

Search for courses by typing the following into the "Search TRAIN" box to the right of the orange arrow:

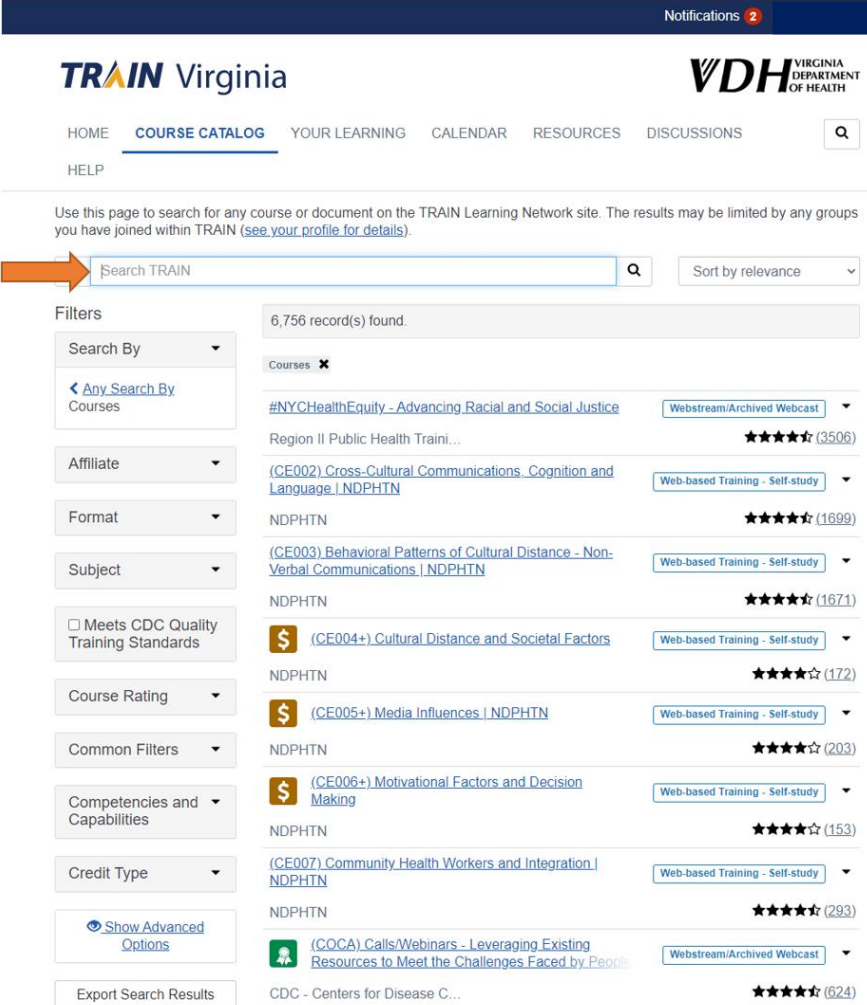Course ID ("1105794")

IS number ("IS-100")

Key words ("You Call The Shots")

Once you find the course you need, click on the course link.

VA TRAIN Pro Tips:

When using key word searches, be sure to review the full course title prior to taking the course. For example, "You Call The Shots" are key words for several VA TRAIN courses.

Do not take expired courses as these may not contain the most up-to-date information.

Taking TRAIN VA Courses

To take the course immediately, click the green button marked "Launch".

If there are multiple courses you want to take, click the blue button marked "Save For Later".
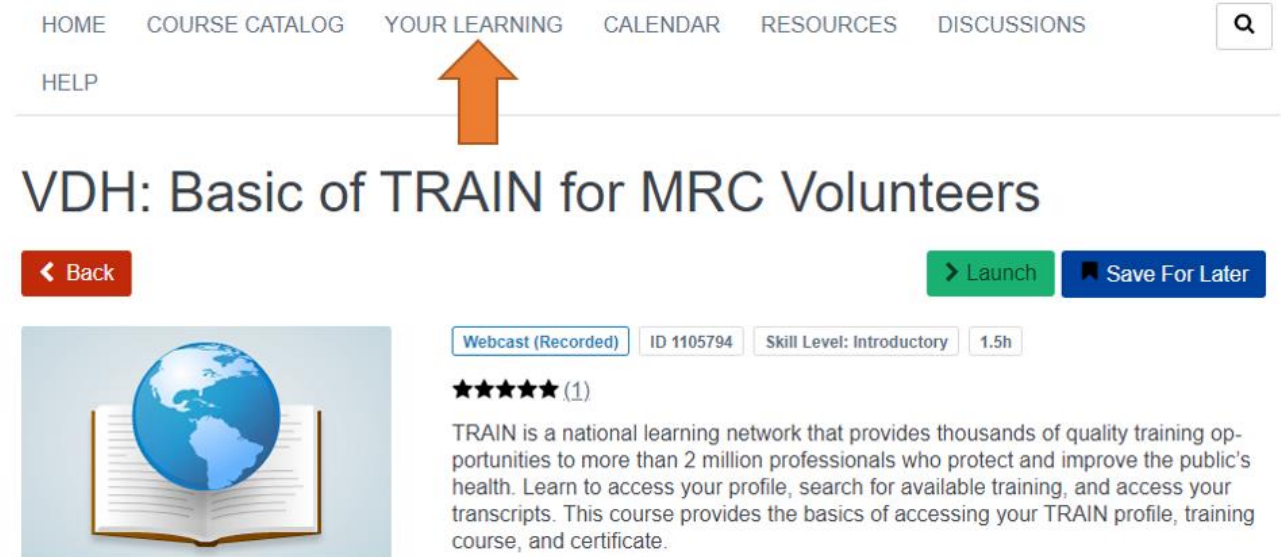
Then, click the red button marked "Back" and continue searching and selecting your courses.

When you have searched and saved all the courses you want to take, click "Your Learning" to view the list of your saved courses.

When you're ready to take a course, click on one of the courses, then click "Launch".

VA TRAIN Pro Tip:
After you take each course, make sure to review the course, then click "Mark Complete" to ensure the course shows completed.

VA MRC Training Calendar

- To access additional training, please look at the [VA MRC Training Calendar](#)

- Live and pre-recorded trainings are available
  - Please read the training summaries carefully to determine if a live session or pre-recorded session is appropriate

- Check this calendar periodically as new training opportunities are made available regularly

- If you are a medical professional who regularly performs vaccinations, you may view the vaccinator training here: [VA MRC Vaccinator Training Information - Medical Reserve Corps (virginia.gov)](#)

Loudoun Medical Reserve Corps

About the Loudoun Medical Reserve Corps

- Housed in the Loudoun County Health Department

- Established in 2006

- One of the largest MRCs in Virginia with almost 2,800 deployable volunteers

Loudoun County Health Department

Loudoun MRC

The MRC is a component of the Loudoun County Health Department

MRC Coordinator and Program Assistant

Report to Public Health Emergency Coordinator under the Director of the Loudoun County Health Department

MRC Advisory Board

Chaired by an MRC member and includes representatives from the health department and MRC volunteers

Meet your MRC Team

Loudoun Medical Reserve Corps Coordinator – Monserrat Hellman

Loudoun Medical Reserve Corps Program Assistant – Jen Chekouras

Loudoun MRC Objectives

- Provide public health support during local emergencies and disasters and participate in ongoing public health activities in our community.

- Ensure that the unit is integrated into community response plans and preparedness efforts.

- Deliver a comprehensive training program for members that meets the needs of the community during an emergency and the personal expectations of the volunteer.

- Support the community in emergency response and recovery efforts, thereby enhancing the capacity of local response agencies.

- Promote community involvement through public education and awareness campaigns that support public health and preparedness initiatives.

- Collaborate with County and community organizations, including Volunteer Loudoun, Fire and Rescue, MHSADS, our local hospitals and the American Red Cross.

- Improve volunteer communication through the use of social media, e-mail, and mass notification systems.

LMRC Expectations

All MRC members should be familiar with the Volunteer Handbook and Confidentiality Policy

DO NOT respond to any emergency, or act on behalf of the MRC in any way, unless specifically requested by the Loudoun Health Department

Assume that anything you see or hear while in an MRC role is confidential and not to be discussed, not even with other volunteers or family members.

Uniform: Please wear your Loudoun MRC polo, badge, and closed-toe shoes to every deployment. Should your badge or polo become lost, stained, or damaged, please alert your MRC Team as soon as possible so they can be replaced.

LMRC Recommended Training

- Intermediate IS courses
  - IS-100.C: Introduction to the Incident Command System (TRAIN VA ID#1078825)
  - IS-700.B: An Introduction to the National Incident Management System (TRAIN VA ID# 1078831)
  - IS-200.C: Basic Incident Command System for Initial Response (TRAIN VA ID#1084004)
  - IS-800.D: National Response Framework, An Introduction (TRAIN VA ID#1091330)
- Other IS courses
  - IS-909 - Community Preparedness: Implementing Simple Activities for Everyone (TRAIN VA ID#1031352)
  - IS-242 Effective Communication (TRAIN VA ID#1111158)
- Disaster Behavioral Health Overview – (TRAIN VA ID# 1021342)
- VDH: VDH's Role in Emergency Response – (TRAIN VA ID# 1018305)
- VDH: Cultural Sensitivity Considerations in Emergency Preparedness and Response – (TRAIN VA ID# 1057588)
- VDH: MRC – Assisting Individuals with Access and Functional Needs – (TRAIN VA ID# 1104164)
- VDH: TRAIN Basics for MRC Volunteers – (TRAIN VA ID#1105346)

Remember to submit/save all completion certificates to VVHS

Other Trainings Available to You

- Epi Strike Team Orientation
- Epi Strike Team Call Center Basics
- CPR, First Aid and AED
- POD Command General Staff Training
- REVIVE! Opioid Lay Rescuer Training
- Until Help Arrives

Volunteer Training
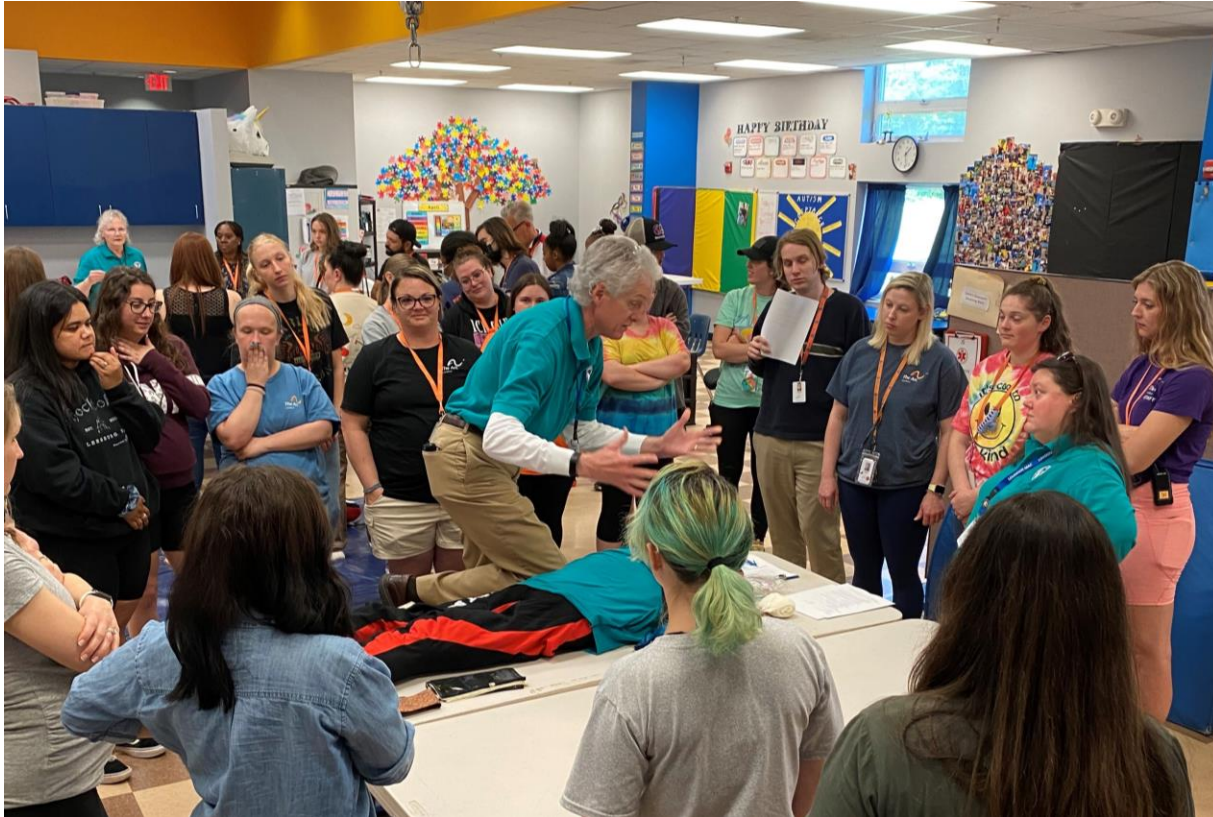
Incident Command (IC) Crash Course

National Incident Management System (NIMS) ICS-700

Incident Command System (ICS) ICS-100

National Incident Management System(NIMS)

- "NIMS provides a consistent, nationwide approach for Federal, State, local, and tribal governments so that they may work together effectively in order to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, and/or complexity..."
- NIMS is:
  - Flexible to enable all responding organizations to work together
  - Standardized to improve overall response and interoperability

Incident Command System (ICS)

- Proven incident management system that is based on organizational best practices

- Interdisciplinary and organizationally flexible

- Appropriate for all types/sizes of incidents

- Allow personnel from a variety of agencies to meld rapidly into a common management structure

- ICS is designed to:
  - Be cost effective by avoiding duplication of efforts
  - ICS has been tested in more than 30 years of emergency and non-emergency applications, by all levels of government and in the private sector

ICS Features

- Common terminology

- Essential to ensuring efficient and clear communications

- Common terminology also includes the use of "clear text" -- that is, communication without the use of specific codes or jargon

- Organizational resources

- Organizational facilities

- Use of standardized position titles

- Reliance on an Incident Action Plan

- Integrated communications

- Accountability
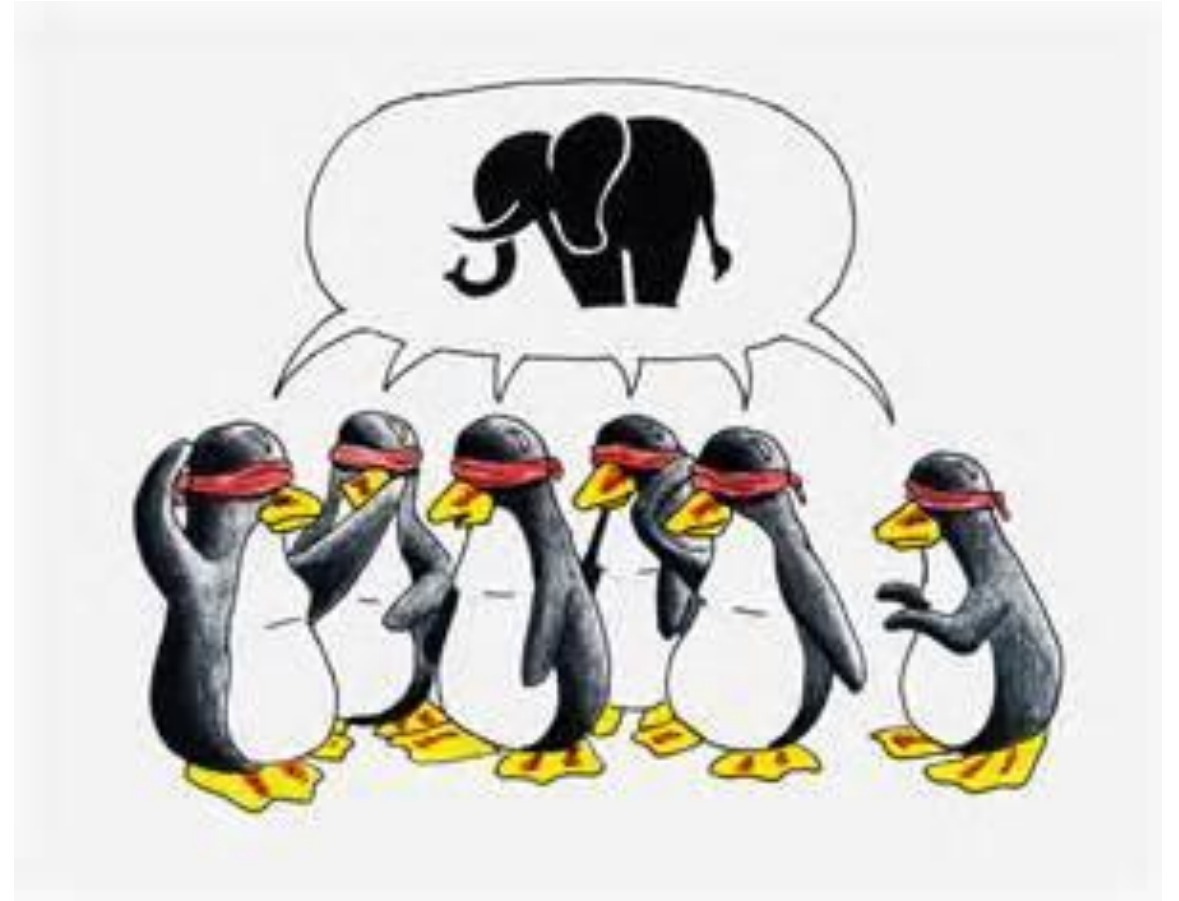
Span Of Control

- From 3 to 7 reporting elements per supervisor

- 5 reporting elements per supervisor is optimum

- Each person reports to only one supervisor

Five Major Management Functions of ICS
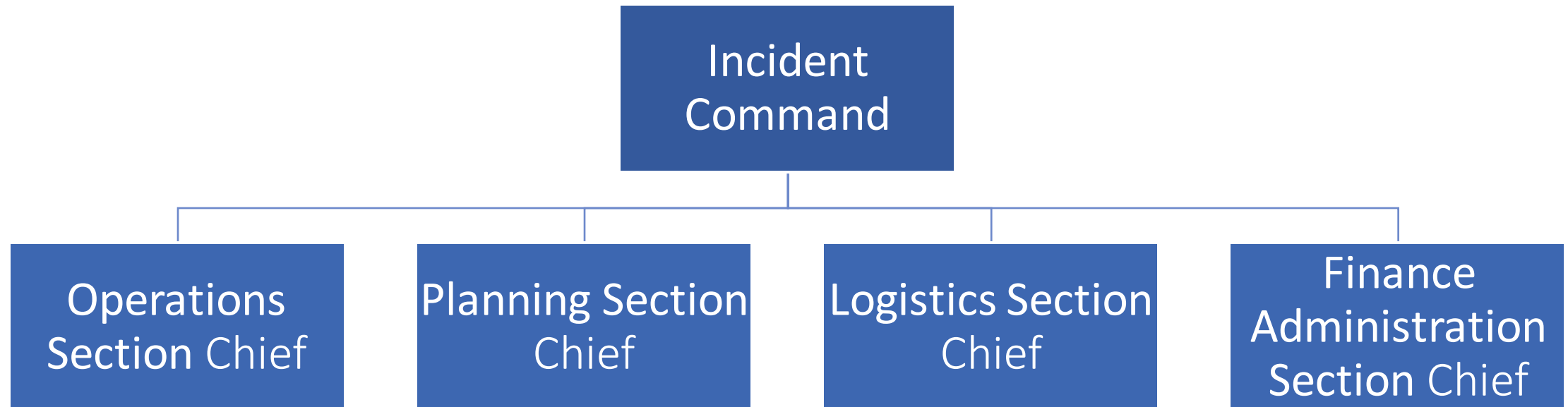
Typical ICS Structure
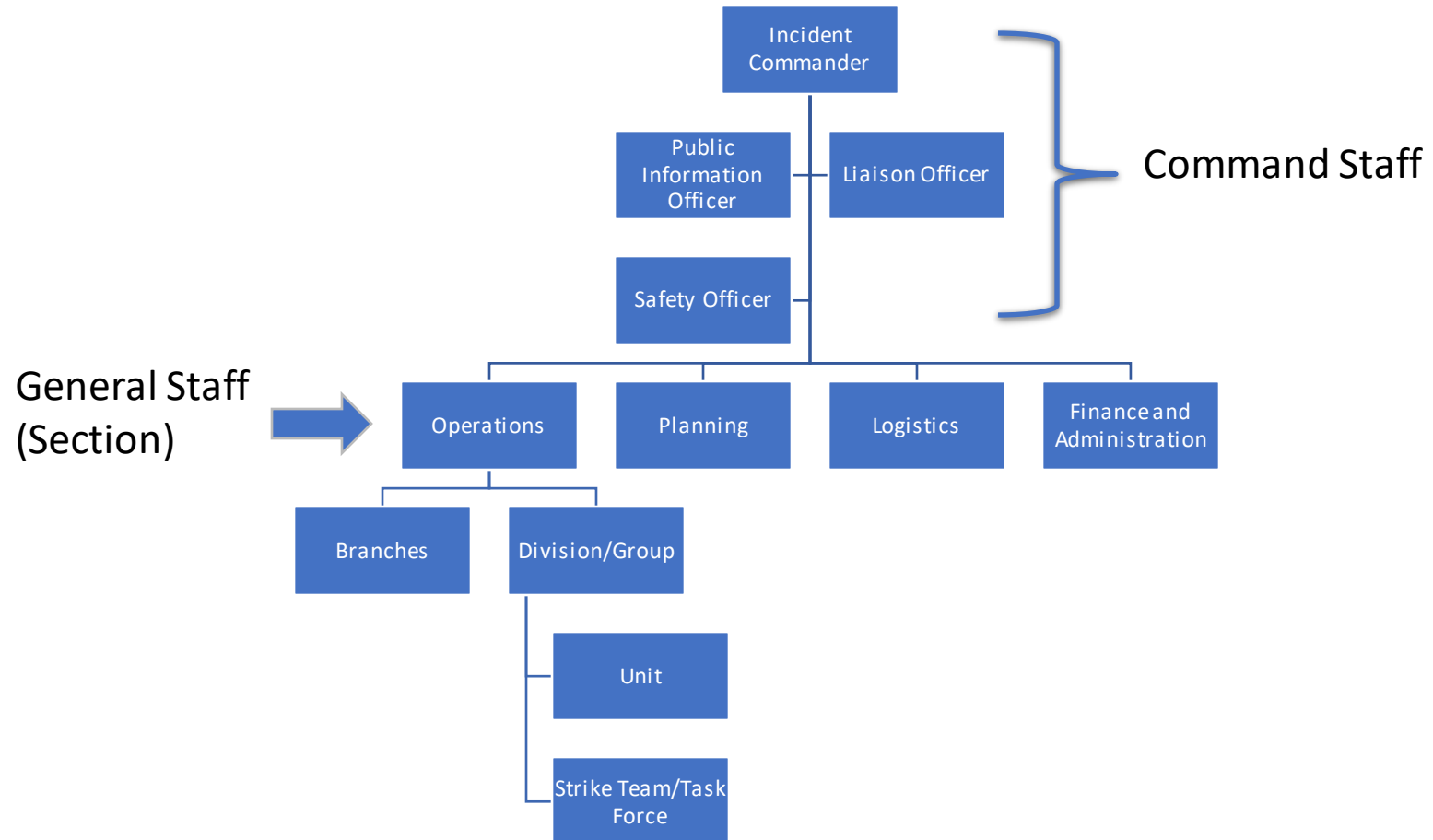
ICS Position Titles

- Provide a common standard for all users
- Distinct titles allow for filling positions with the most qualified individuals – not necessarily the highest ranking
- Useful when requesting personnel

Staffing and Layout of Mass Distribution Sites

(Points of Dispensing - PODs)

Incident Command System Structure for PODs

Points of Dispensing (PODs)

- PODs, or points of dispensing, are community locations in which state and local agencies dispense Medical Countermeasures (immunizations and medications) to the public during a public health emergency.

- Potential Mass Dispensing Sites:
  - County Schools
    - Already part of the Loudoun County Emergency Operations Plan for use as shelters
  - County Libraries
  - County Community Centers among other locations

POD Staffing

Potential Staffing Sources:

- Loudoun Health Department (80+ employees):
  - Medical Personnel: 1 MD, 1 Dentist, ~16 RNs, 1 epidemiologist, several medical assistants
  - Non-Medical Personnel: Mainly environmental health and administrative personnel
- Loudoun Medical Reserve Corps
  - Almost 3000 members, 75% non-medical
- Loudoun County Government Employees
- Loudoun County School Employees
- Other affiliated and non-affiliated volunteers

POD Staffing

- Site Staffing Requirements:
- Medical Personnel
  - MD, Pharm, Mental Health, NP, RN, PA, EMT, Other
- Potential Positions:
  - Contact Evaluation Personnel
  - Triage Personnel
  - Medical Screeners
  - Medical Evaluators
  - Immunizers/Medication Dispensers
  - Assistants
  - Exit Review Personnel
- Represent 32% of the personnel needed

- Non-Medical Potential Positions
  - Staging Site Personnel
  - Site Flow Personnel
  - Greeter Personnel
  - Forms/Packet Distributors
  - Logistical Support Personnel
  - Traffic Control Personnel
  - Additional Assistance Personnel
- Represent 68% of the personnel needed
- Note that we also can have non-medical or other PODs with different medical/non-medical personal ratios

Sample Medical POD Flow

- Greeting & forms review
- Triage
- Additional Assistance (if needed)
- Forms review
- Medical Evaluation
- Medication
- Exit Review

POD LAYOUT
Client Flow (Arrows) and Location of Site Flow Personnel at Templated High School
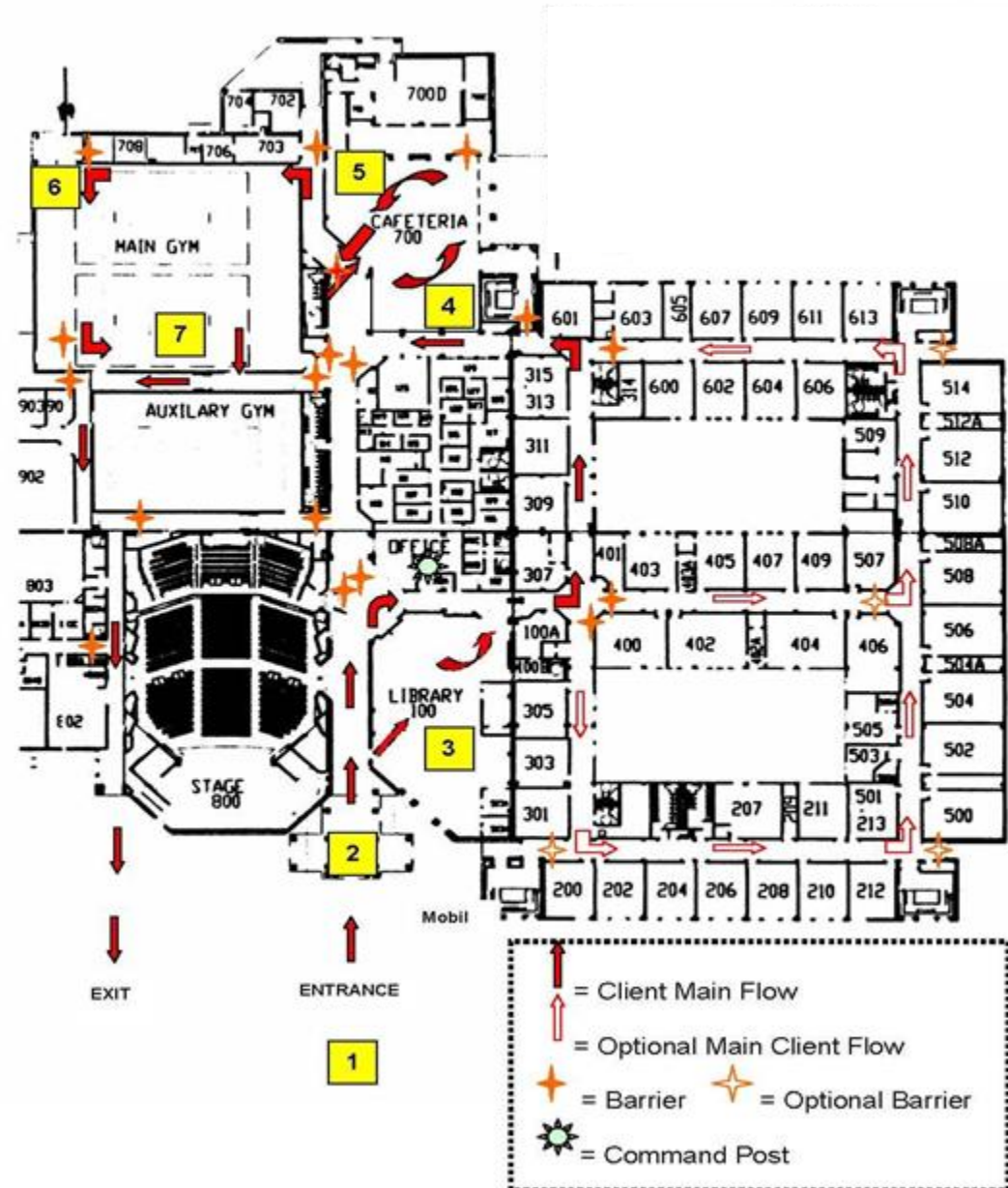
Staging Site

- If multiple sites are open, or if a site is open for multiple periods, then a Staging Site is likely to be in operation

- Staff would be told to report to the Staging Site to:
  - Check in
  - Receive job Assignment
  - Receive Deployment packet including Job Actions Sheets (detailed job instructions)
  - Deploy to their assigned site
  - Return and checkout

STAGING SITE (SS) LAYOUT
Station / Area Locations and Worker Flow at Template HS (Heritage HS)
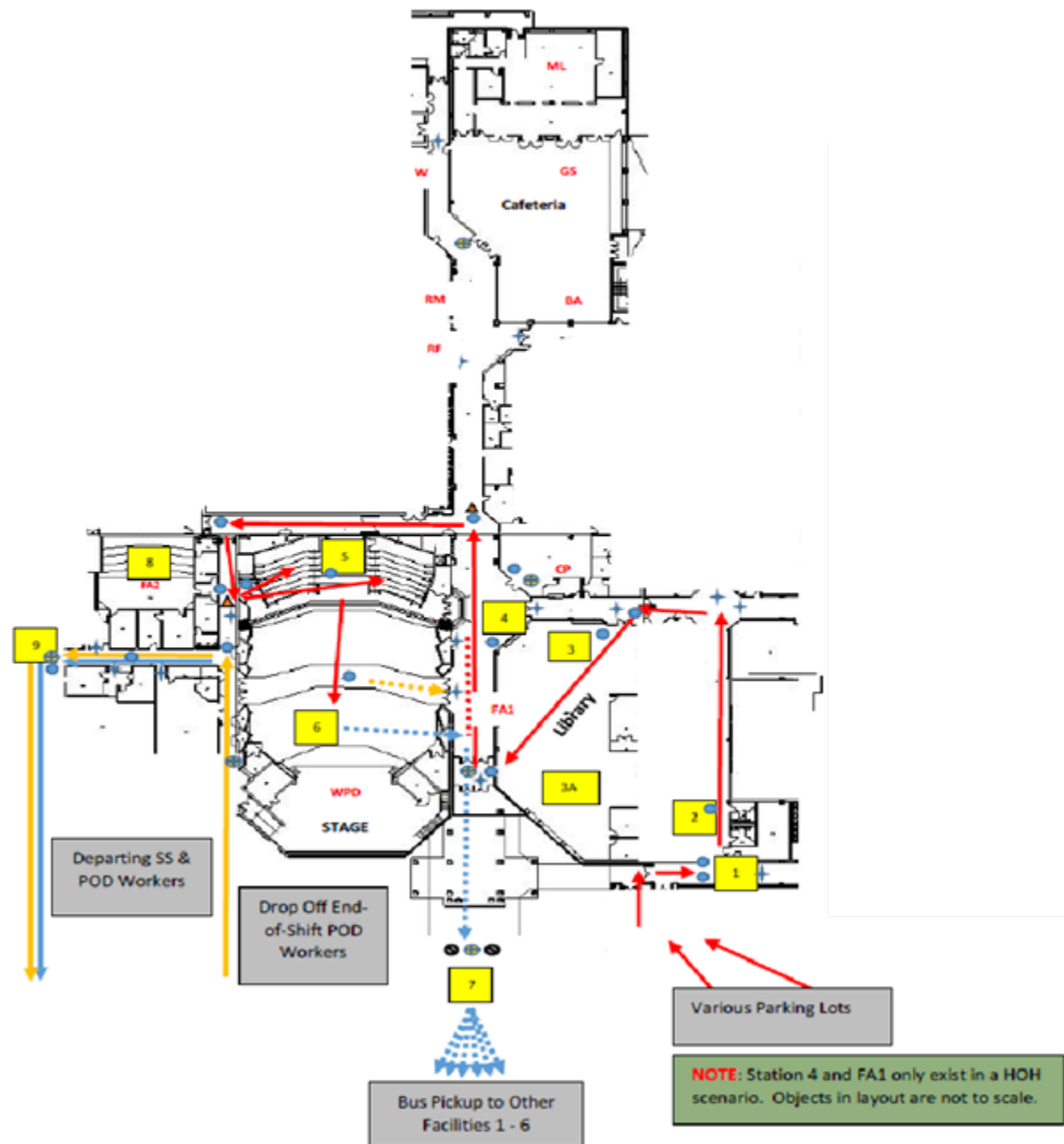
Sample Staging Site

	Personnel Flow
→(red)	Flow to assign SS and other facility workers
1	Station ID check
2	MRC Worker Verification/Shirt Issue
3	Registration
3A	Job Assignments
4	Medication 1
5	Briefing and SS JITT-1
6	Deployment
⇢(blue dashed)	SS workers report to assigned posts
⇢(yellow dashed)	Other facility workers deploy on buses
7	Facility ID/transportation to other facilities
8	Medication 2 (SS workers only)
9	Checkout
→(blue)	SS workers departing SS
→(yellow)	Other Facility workers departing SS

Departing SS & POD Workers

Drop Off End-of-Shift POD Workers

Bus Pickup to Other Facilities 1 - 6

Various Parking Lots

NOTE: Station 4 and FA1 only exist in a HOH scenario. Objects in layout are not to scale.

Staging Site Incident Command System (ICS) Organization

Staging Site Manager
S1

Color Coding:
Red= Manager
Green = Command Post Staff
Orange = Supervisor
Yellow=Non-Supervisory Workers

Positions with dotted line outlines may not be filled.
Some positions may differ from NIMS structure.
Numbers correspond to job description for that position.

Communications Officer
S6000

Law Enforcement Supervisor
S4000

Safety Officer
S5000

Law Enforcement Personnel
S4001

Liaison Officer
S7000

Operations Chief
S1000

Logistics Chief
S2000

Planning Chief
S3000

Registration Supervisor
S1010

Job Assignment Supervisor
S1020

Logistical Support Supervisor
S2010

Parking Lot Control Supervisor
S2030

Documentation Officer
S3001

Registration Processor
S1011

Job Assignment Processor
S1021

Logistical Support Assistant
S2011

Parking Lot Control Personnel
S2031

Deployment Supervisor
S1030

Training Supervisor
S1040

Food/Water Service Supervisor
S2040

Facilities Supervisor
S2050

Deployment Processor
S1031

Trainer
S1041

Food/Water Service Personnel
S2041

Facilities Personnel
S2051

Medication Supervisor
S2060

Medication Dispenser
S2061

Site Facilities and Personnel

Worst Case Scenario 1

- Based on a 400,000+ population in a 4-day operation using three 8-hour shifts per day:

- Facilities currently needed: 1 staging site and 6 mass distribution sites

- Personnel needed: medical and non-medical personnel -- approximately 1,900 personnel per day

- This is a medical POD

Site Facilities and Personnel

Worst Case Scenario 2

- Cities Readiness Initiative (CRI) - Bioterrorism (Anthrax)
- Facilities needed: 1 staging site and many mass distribution sites
- 24 hours to set up and 24 hours to give antibiotics to all
- This is a non-medical POD scenario - no medical screening
- Also, a household member can pick up medication for other household members

Events and Exercises MRC Have Supported

2009 H1N1

- First activation of the Loudoun MRC October 2009

- 23 MRC volunteers, both medical and non-medical provided 238 hours of time over a 2-week period in April at the Emergency Operations Center in support of to the Health Department's initial response to the H1N1 virus outbreak

- Over 150 MRC members provided over 3000 hours of critical support (October 2009 – January 2010) at multiple vaccination PODs/clinics as well as administrative support

Information Hot Line Support

Volunteers help staff call centers during public health emergencies and disease or foodborne outbreaks.

During the COVID-19 Pandemic, the Loudoun MRCs staffed the COVID-19 Information Hotline from March 2020 to September 2022. Volunteers contributed 20,231 hours and answered over 45,000 throughout this time!

Infection Prevention Ambassadors

Volunteer Infection Prevention Ambassadors educated and encouraged good infection prevention strategies at polling locations, schools, and government buildings during the COVID-19 pandemic.

Volunteers provided 4,245 hours of support during early voting and the General Election in 2021!

COVID Testing

MRC volunteers assisted in providing medical, administrative and logistical support for COVID-19 testing events for community members in Loudoun, including door to door testing and drive-thru testing.

Volunteer's testing efforts resulted in 3,730 hours of support involving COVID-19 testing.

American and Afghan Evacuee Support

MRC volunteers supported American and Afghan evacuees arriving at Dulles International Airport assisting with COVID-19 testing, n95 mask fit testing, logistics support, flow control, and translation support.

Dulles Town Center (DTC) POD

- The Dulles Town Center (DTC) operated from December 2020 – February 2022, one of the largest and longest-running COVID-19 PODs in the Commonwealth

- Loudoun MRC volunteers donated 141,093 hours of their time

- In total, 348,646 COVID-19 vaccines were administered at the DTC POD

More COVID-19 Emergency Response

- Provided over 100 MRC volunteers during drive-thru testing sites

- Deployed volunteers to Long Term Care Facilities to relieve staff shortages

- Conducted Contact Tracing Investigations

- Logistical support during Point Prevalence Survey Data Entry

CodeFlu 22 (Annual Mass Dispensing Exercise)

Every year the Loudoun MRC helps staff exercises to test local capacity to quickly dispense medicines in an emergency.

The CodeFlu clinics offer free flu vaccinations to the public and serve as an opportunity to test our equipment, set up, and unit response.

CodeFlu 22 allowed the Loudoun County Health Department to serve 301 clients and deliver 175 COVID-19 vaccines and 247 Flu vaccines.

Public Health Community Outreach

Other Events

- Zika 2016
  - Developed protocols for MRC Teams going door to door for first time
  - Placed door hangers and looked for and reported back on potential mosquito breeding grounds
- Code Flu 08
  - Tested the establishment of a staging site and a POD
  - Seasonal flu vaccine was provided to the public

- StageCoach 13
  - Tested the use of a staging site
  - Staging site staffed 2 simulated PODs
  - All key positions staffed by MRC
  - Approximately 150 participants
- RTF 2018 - 2019
  - Provided Patients for a series of Fire/Rescue/Police drills to train on active shooter scenarios

Next Steps

- Take the Orientation Post-Test (open book)
- Complete the [VDH: Cybersecurity and HIPPA Training for MRC Volunteers](#) required training.
- Submit a Background Investigation SP-167 Form
- Familiarize yourself with our Member Handbook

Feel free to contact us with any questions. Thank you for helping keep our community safe!

Helpful Information

Links:

- https://www.loudoun.gov/1352/Medical-Reserve-Corps
- https://www.loudoun.gov/2525/MRC-Members-Page
- https://www.train.org/virginia/welcome
- https://training.fema.gov/nims/

Physical Address:

- Loudoun County Health Department
- Monserrat Hellman, MRC Coordinator, or Jen Chekouras, MRC Program Assistant
- 45201 Research Pl. Suite 130
  Ashburn, VA 20147
- Hours: 8:30am – 5pm Monday through Friday or by Appointment.

Emails:

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- jenica.chekouras@loudoun.gov
- mrc@loudoun.gov
- david.goodfriend@loudoun.gov