

# Boston Medical Reserve Corps Orientation

**A Program of the Boston Public Health Commission**



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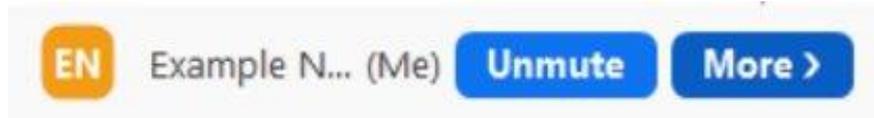
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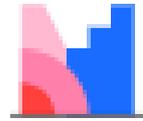
*Media &  
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Manager*

# Housekeeping items

- **This session will be recorded**
- **Make sure you're muted.**
- **Have your mobile phone closeby to participate.**
- **Change your display name**  
**in Zoom**



# Introductions



## Mentimeter

To participate,  
snap the QR code or  
use the link in the chat

# Objectives

## **By the conclusion of this course, you will be able to:**

- Summarize the purpose of the Boston MRC
- Recognize the possible roles that Boston MRC members may perform
- Describe the steps to take in response to a Boston MRC emergency notification
- Recognize how to manage protected health information during normal and emergency operations
- Describe the Incident Command System (ICS) how it applies to the role of an MRC member
- Identify key measures to take at home to prepare for a potential emergency

# Today's Agenda

- Welcome & Introductions
- Background & Roles of a Volunteer
- Activation Procedures
- Guidelines when Working in a Deployment
- Preparing at Home
- Next Steps to Becoming a Boston MRC Member
- Conclusion & Evaluation

# Background & Roles

# About the MRC

- National network of more than 200,000 volunteers
- Organized locally by the Boston Public Health Commission
- Prepares for and responds to emergencies to support the City of Boston's public health infrastructure



# History of the Program



The Office of the Surgeon General launches the Medical Reserve Corps (MRC) program

2002

2003



MRC units were created in 166 communities, including **Boston**



Nearly 50,000 MRC members in 600 units served in over 2,500 immunization, flu prevention, and flu care activities related to H1N1

2009



The MRC celebrates 15 years of supporting public health and emergency preparedness activities across the country

2018

2013

The “Get Ready. Be Safe. Stay Healthy.” program is developed by OPHP



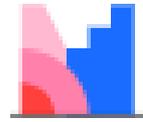
Get Ready Be Safe Stay Healthy

2020

The MRC was activated to assist with COVID 19 efforts. Region 1, which **includes Boston**, devoted 121,000 hours of service



# Boston MRC Facts: Truth or Lie?



## Mentimeter

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# MRC Activities

## Planned Events



Boston Marathon  
April 2017

## Emergency Activations



Resource Distribution  
December 2020

## Exercises



NDMS VA Full-Scale  
Exercise June 2017

## Educational Opportunities



Until Help Arrives course,  
January 2018

## Other Events-Networking

# Planned Events



## Examples:

- City Hall flu clinics
- Walk for Hunger
- Community outreach events
- Resource Distribution

# Emergency Activations



## Examples:

- Flu Emergency
- Hurricane Maria Support
- COVID-19
- Anything impacting the public health of Boston

# Educational Opportunities



- Education & Training
  - Building Community Resilience
  - Introduction to Emergency Tracking
  - Disaster Behavioral Health
  
- Exercises
  - Full-Scale Exercises
  - Activation Drills

# Example Volunteer Roles

	Event	Medical	Non-Medical
	<b>Vaccine Clinic</b>	<ul style="list-style-type: none"><li>•Administering vaccinations</li></ul>	<ul style="list-style-type: none"><li>•Registering patients</li><li>•Translation</li></ul>
	<b>National Preparedness Month Event</b>	<ul style="list-style-type: none"><li>•Blood pressure readings</li></ul>	<ul style="list-style-type: none"><li>•Emergency preparedness education</li></ul>
	<b>4<sup>th</sup> of July</b>	<ul style="list-style-type: none"><li>•Patient tracking</li></ul>	
	<b>Active Shooter Exercise</b>	<ul style="list-style-type: none"><li>•Play role of a wounded patient</li></ul>	



# Activation Procedures

# Activation Procedures

## Advisory

Informs volunteers of an incident that is occurring, and **no action is needed.**

## Standby

Informs volunteers that they may be activated in the next 72 hours. **No volunteers needed at this time.**

## Activation

Specific request for volunteers.

**Respond ASAP** if you wish to be activated.

# Activation Procedures

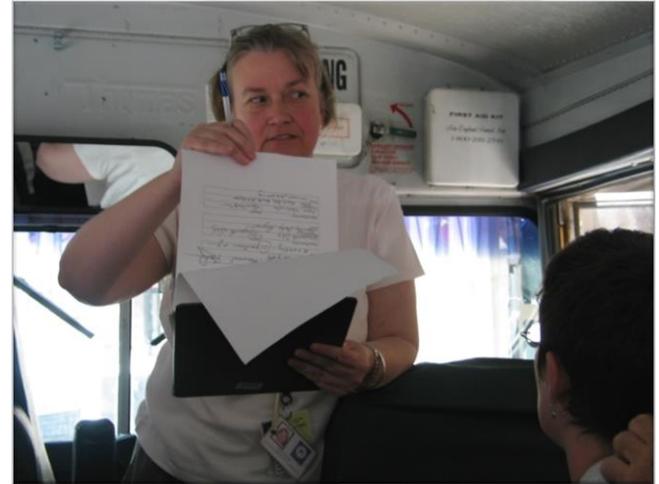
**You will be contacted by **phone** or **email**:**

- 1** Decide if you can respond.
- 2** Activate your personal emergency plan.
- 3** Report at the time and place specified.
- 4** Always **notify your supervisor** when you arrive.

# Activation Procedures

A few things you should know:

- You will generally have **24 hours notice** before you're needed
- You will likely be asked to work an **8 hour shift**
- You will be provided with **food and drink**
- You will receive **Just-in-Time Training (JITT)**
- **Do not self-deploy**



Volunteers receive Just-in-Time Training on the way to a Mass Dispensing Clinic.

# Activation Procedures

## Things to bring:

- Photo ID
- Information about the event
- Snacks
- Water
- Medication
- What else?



# Activation Example

Response Requested: City Hall Vaccination Clinics October 12 & 17

 Boston MRC <66499514-0005-3002-80c0-fceb55463ffe@notify.marespon...  
To Volunteer

**External Email - Use Caution**

Mon 10/3/2022 11:46 AM

← Reply   ← Reply All   → Forward   ...

**\*\* Please [click this link](#) to submit your availability by October 5 at 8pm** to support the below described operation:

Good morning MRC volunteers,

The Boston Public Health Commission is seeking Boston MRC non-clinical volunteers to support vaccination clinics at City Hall. Both the flu and COVID-19 vaccines & boosters will be provided. We are seeking multiple non-clinical volunteers to support queue management, registration, and/or the observation area. This role will require the ability to stand on your feet for a few hours at a time and navigate stairs.

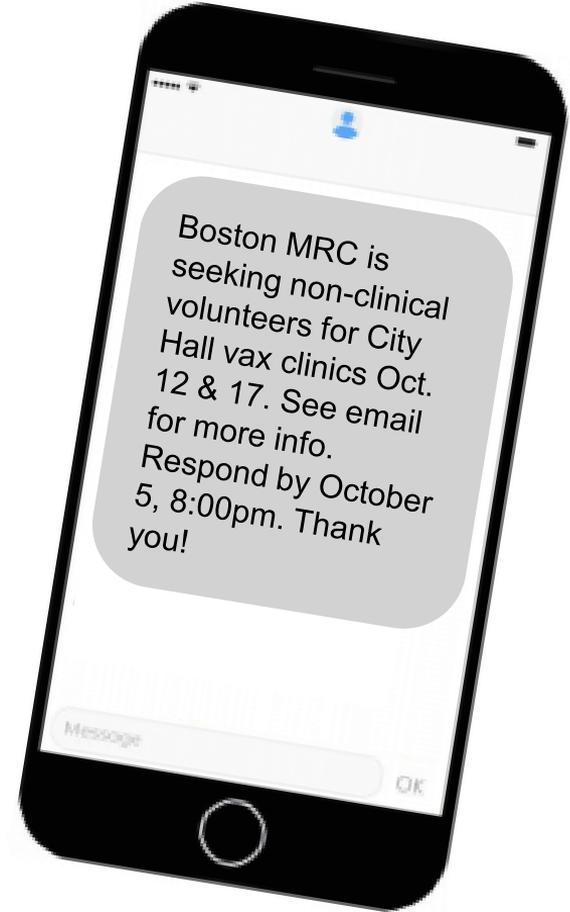
**Deployment Details**

- Location: Boston City Hall (1 City Hall Square, Boston MA 02201)
- Roles: Non-clinical
- Shifts available:
  - Wednesday October 12th, 8:30am-1:30pm
  - Monday, October 17th, 12:30pm-5:30pm

**Safety and Logistics**

- Lunch and water will be provided
- The clinics will take place indoors. Masks are required for all persons inside the building. All CDC infection prevention measures will be in place. Masks, gloves and hand sanitizer will be readily available.

If you are available for this deployment, please complete this [schedule availability survey](#) by 8:00pm on Wednesday, October 5.



# Are You Available?

It's Tuesday night, 6:45pm.  
You receive a text message.

Boston MRC is seeking non-clinical volunteers tomorrow at 2:00pm,  
to help set up an emergency shelter.

**YES**



**SUBMIT YOUR AVAILABILITY  
AS DIRECTED.**

**UNSURE**



**SUBMIT YOUR AVAILABILITY  
WITHIN 12 HOURS.**

**NO**



**SUBMIT YOUR AVAILABILITY  
AS DIRECTED.**

# **Guidelines when Working as a Deployed MRC Member**

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# Professional Standards

Remember, you are representing the Boston Public Health Commission and City of Boston!

- Respectful
- Flexibility
- Patience
- Dependable
- Enthusiastic
- Teamwork
- Follow instructions



# Health Insurance Portability and Accountability Act (HIPAA)

## **What is HIPAA?**

National standards for the security and protection of health information

**What are some examples of PHI (Private Health Information)?** Please share.

# Health Insurance Portability and Accountability Act (HIPAA)

## Protected Health Information (PHI)

Includes, but is not limited to:

- Names
- Addresses
- Age
- Social Security Number
- Telephone number
- Physical or mental condition
- Medications
- Type of healthcare being provided

# Keep Sensitive Information Private and Secure

## Private

Do not disclose information inappropriately



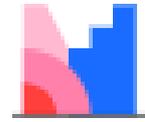
## Secure

Keep information locked and password protected



When in doubt, **don't give information out!**

# Activity: Spot the HIPPA Violation



## Mentimeter

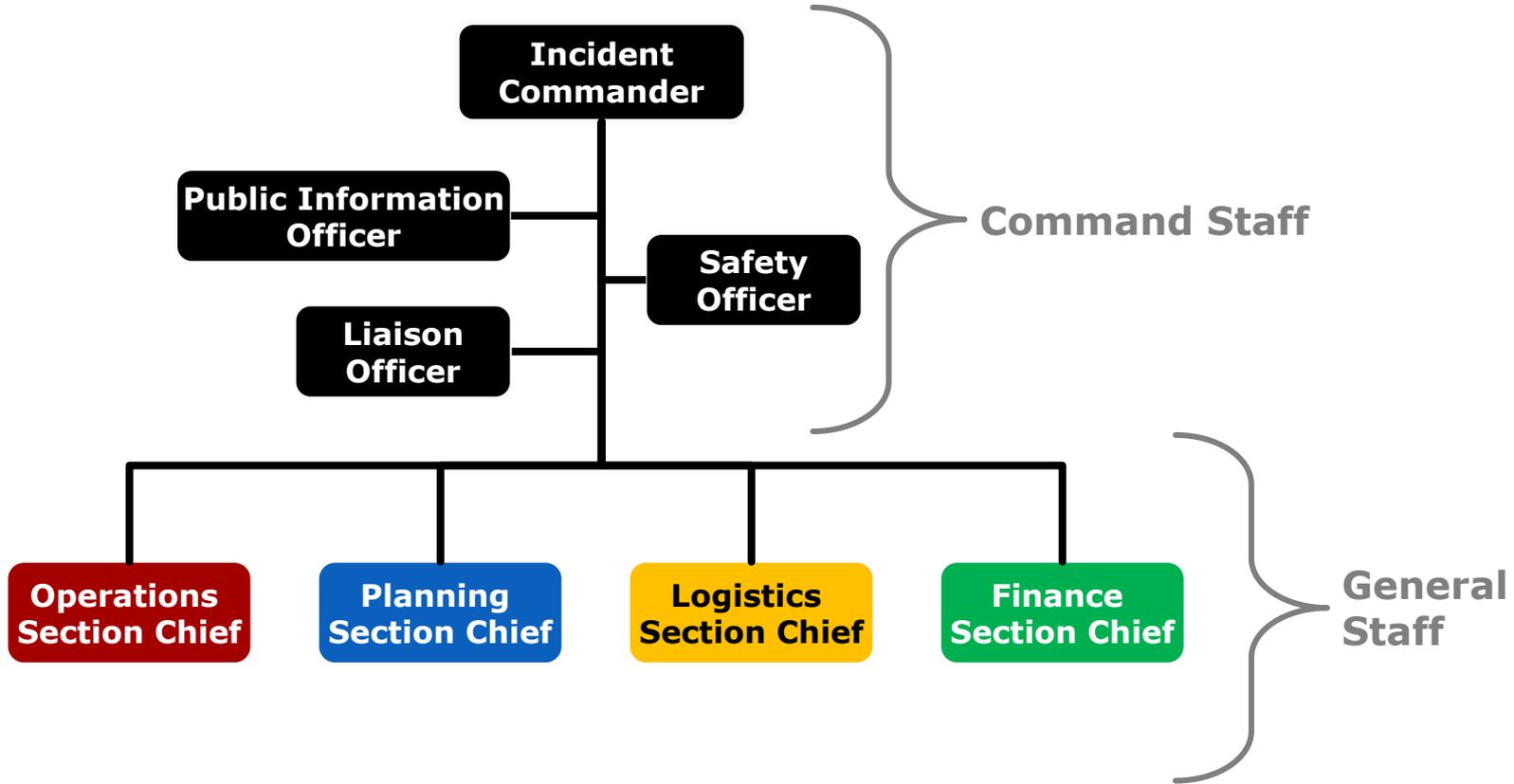
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# Incident Command System (ICS)

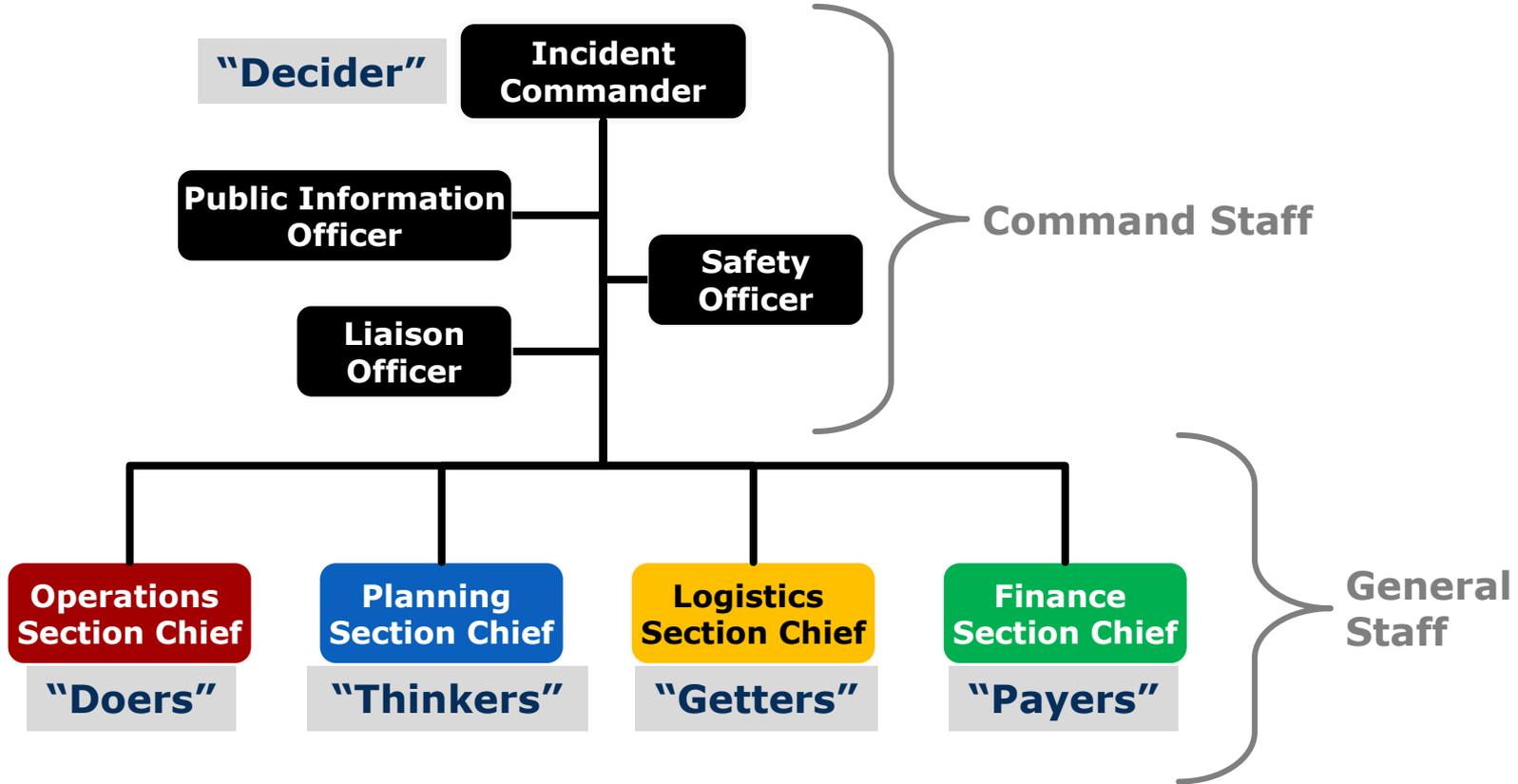
- Management structure, used by **all** emergency response agencies for **all** types of emergencies



# Basic ICS Structure



# Basic ICS Structure



# How ICS Applies to Boston MRC

- Improves communication and coordination
- Creates clear lines of authority
- Report to one supervisor
- Makes for a more effective overall response



Learn more with this mini module!  
<http://delvalle.bphc.org/icsjitt>

# Preparing at Home



Get Ready Be Safe Stay Healthy

# Hurricane Watch: Hurricane Nina



A hurricane watch is in effect for Suffolk County. A hurricane watch means that hurricane conditions are possible in the watch area within 36 hours.

# Activity: Are You Ready?



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snap the QR code  
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the chat

# Debrief: Are you prepared?

- 1.** Do you know how the people in your plan will contact each other in an emergency and where you will meet?
- 2.** Do you have a 3-day food and water supply for each person in your home? (Pets included!)
- 3.** Do you have a first aid kit with health products and prescription medicine?
- 4.** Do you have supplies for 24 to 48 hours ready in your car or in a backpack in case you must leave home?
- 5.** Do you review your plans and supplies every 6 months with everyone in your plan?

# Get Ready. Be Safe. Stay Healthy.

## Communications Plan

- Change Voicemail Message, if phone lines go down, calls will go straight to voicemail
- Emergency Contact List, create a hard copy and store in a waterproof document holder
- Text Message are more likely to go through when calls do not and land lines may be more reliable than cell phones

## Evacuation Plan

- Create an evacuation plan with two meeting locations
- Locate the closest Neighborhood Emergency Center

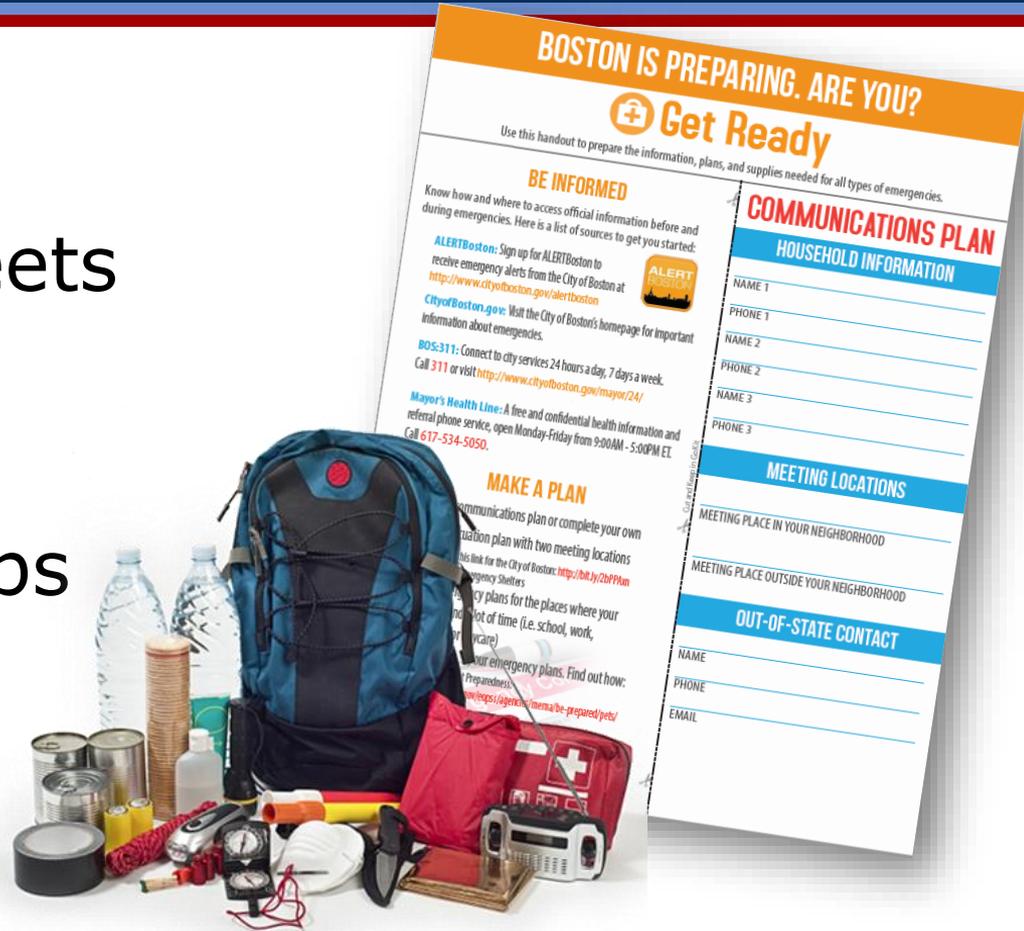
## Shelter-in-Place Plan

- Take immediate shelter where you are
- Close and lock all doors and windows
- Go to the inner most room, hallway, or basement of your home
- Listen to the radio, TV, or check social media for updates and announcements

# Get Ready. Be Safe. Stay Healthy.

## Learn more!

- Refer to the tip sheets we'll send you
- Join one of our upcoming workshops



# Steps to Becoming a Boston MRC Member



**OUR KIT ISN'T COMPLETE WITHOUT YOU.**

**WWW.BOSTONMRC.ORG** 

# Steps to Become a Boston MRC Member

1. Complete your MA Responds profile including VSOS and any verified licenses
2. Complete and submit paperwork and CORI form
3. Upon acceptance check for new MRC courses now available to you on the DelValle Institute for Emergency Preparedness

Need help with MA Responds? [Link in chat!](#)



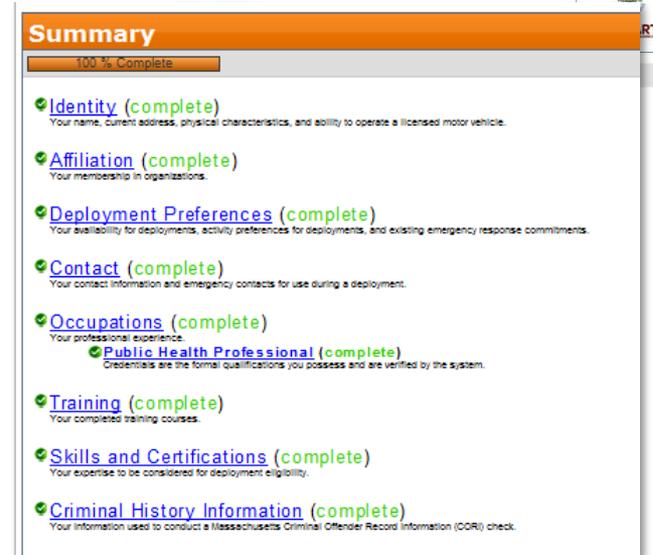
# CORI Options

- Notarize
- Make an appointment
- Walk-in session

You will receive a follow-up email detailing these options and instructions!

# MA Responds

- Volunteer registration system
  - Your profile contains contact information and allows you to upload medical licenses
  - The system verifies credentials in advance of an emergency
- MA Responds is used to send out emergency activations, drills, and other communications



# MA Responds

- As of 2015, the Fair Credit Reporting Act requires all 9 digits of your social security number to process the Validated Sex Offender Search (VSOS).
- Please make sure that you enter your full social security number when completing the online form.

Overview **Profile** Organizations Account Settings Missions

Summary Identity Deployment Prefs Contact Occupations Training Skills **Background Check**

[Background Report Copy Request Form](#) [Reinvestigation Request Form and Summary of Consumer Rights](#) PRINT VIEW

## Background Check

1-2 of 2

Check Type	Check Status	Last Updated	
CORI	Unknown		Complete Form
VSOS	Unknown		Complete Form

# Questions?



# Summary

## The Boston MRC...

- Is a civilian-based volunteer corps that prepares for and potentially responds to emergencies in the City of Boston
- Participates in community events, emergency activations, and educational opportunities
- Follows the Incident Command System (ICS)
- Operates under HIPAA guidelines



# To receive credit for this course:

- **Online evaluation:** Complete now!
- **Access Learning Center:** If you don't have an account, we'll send your info via email.
- **Certificates:** Will be posted on the Learning Center within 48 hours



DELVALLE INSTITUTE  
Learning Center

# Thank you for participating

**For further questions or comments,  
please contact:**

**DelValle Institute for Emergency Preparedness**

**617-343-1370**

**delvalle@bphc.org**

**<http://delvalle.bphc.org>**

