

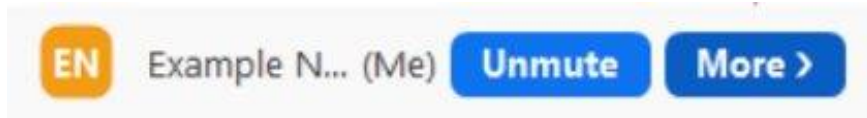
Boston Medical Reserve Corps Orientation

A Program of the Boston Public Health Commission



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



Facilitators

**Adanarys
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*Community
Resilience
Network
Manager*

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*Emergency
Staffing
Program
Manager*

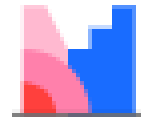
Matt Miller

*Administrative
Analyst*

**Katherine
Tejada**

*Media &
Technology
Manager*

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

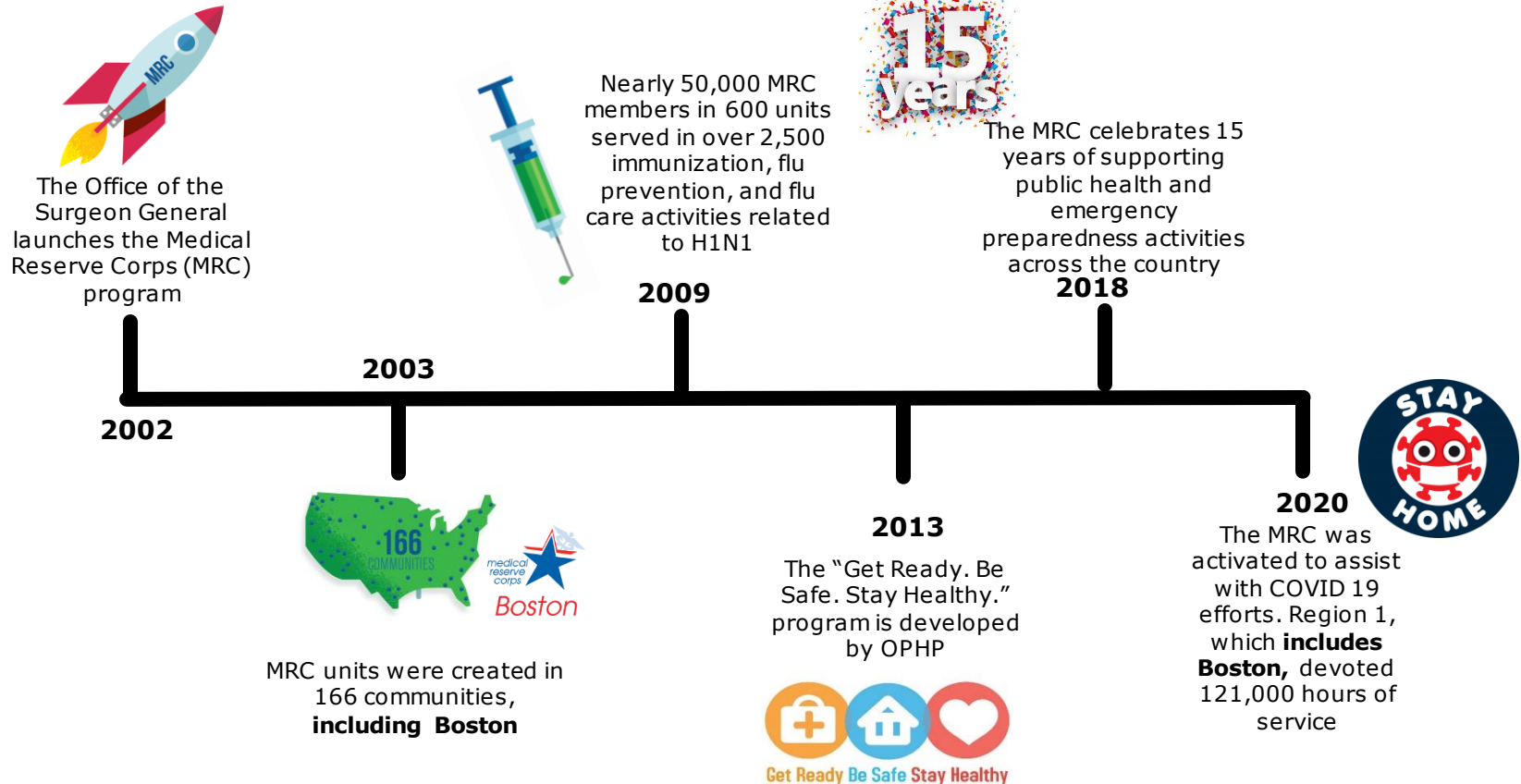
Background & Roles

About the MRC

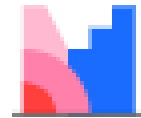
- National network of more than 200,000 volunteers
- Organized locally by the Boston Public Health Commission
- Prepares for and responds to emergencies to support the City of Boston's public health infrastructure



History of the Program



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

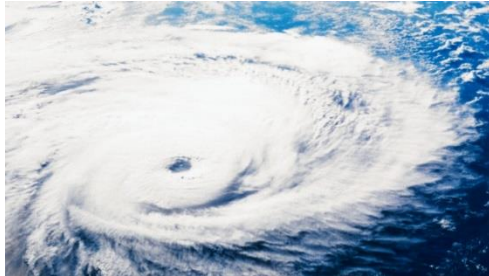
Planned Events



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
	Vaccine Clinic	•Administering vaccinations	•Registering patients •Translation
	National Preparedness Month Event	•Blood pressure readings	•Emergency preparedness education
	4th of July	•Patient tracking	
	Active Shooter Exercise	•Play role of a wounded patient	



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

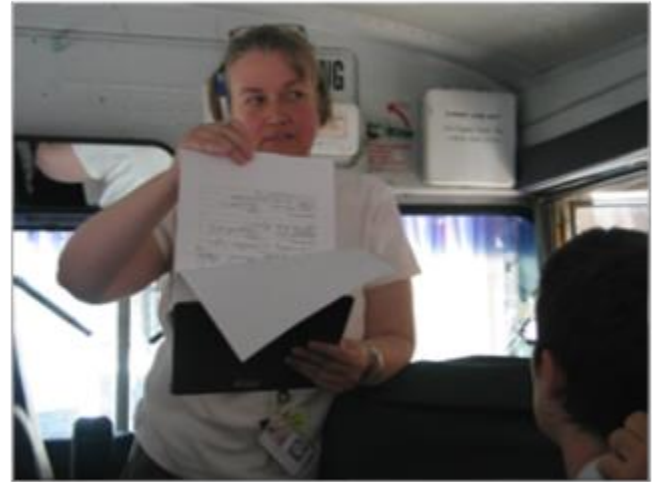
You will be contacted by **phone or **email**:**

- 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.

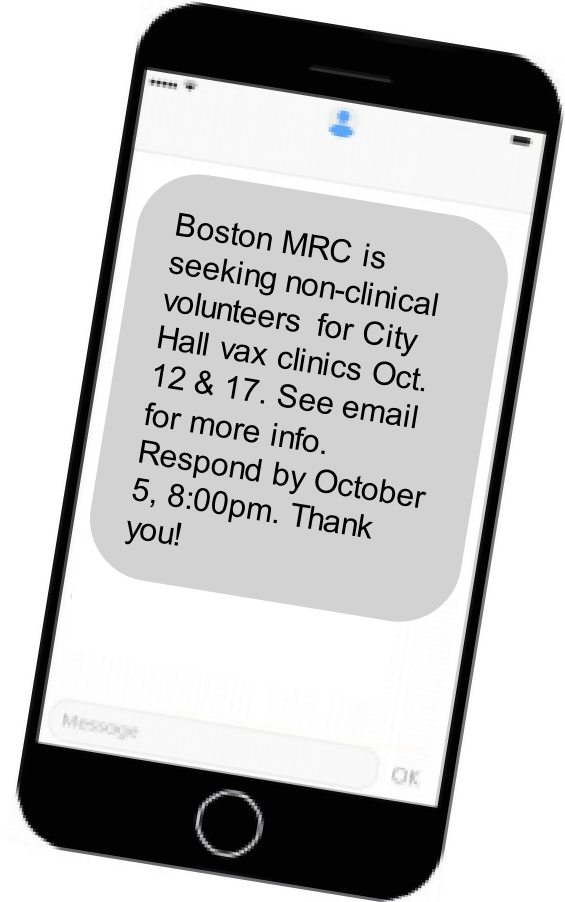
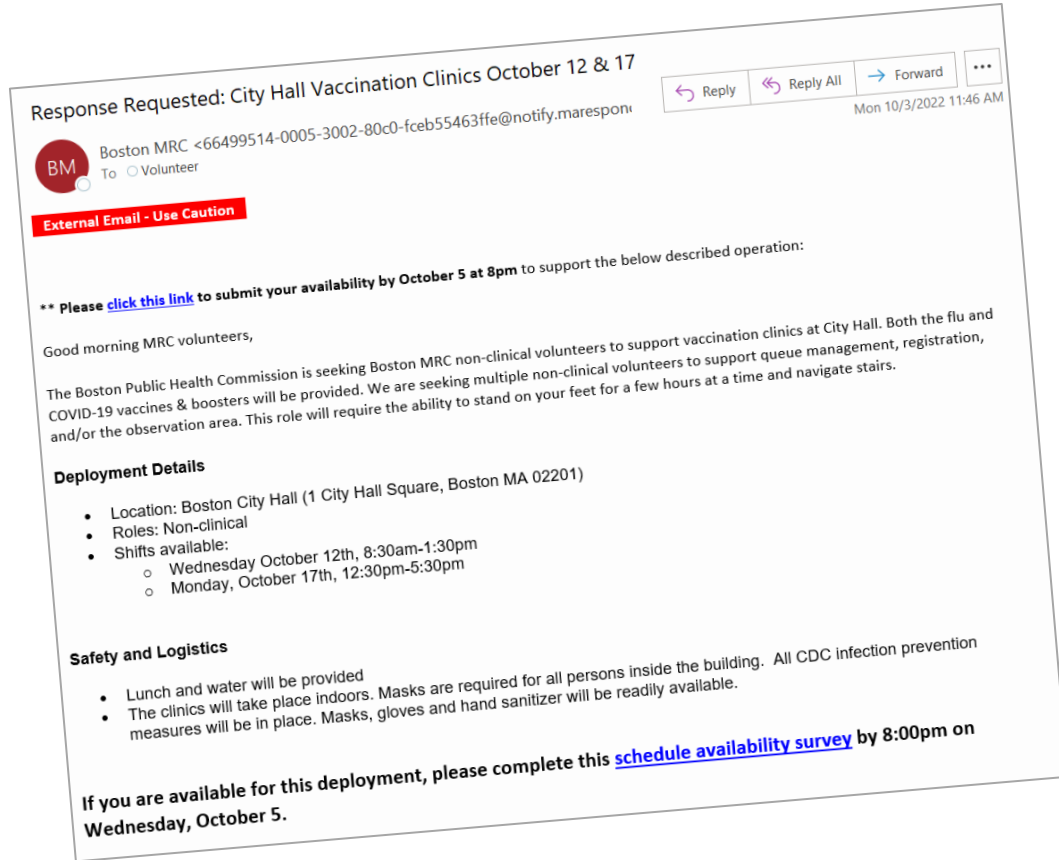
Activation Procedures

Things to bring:

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



Activation Example



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

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 HIPPA?

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)

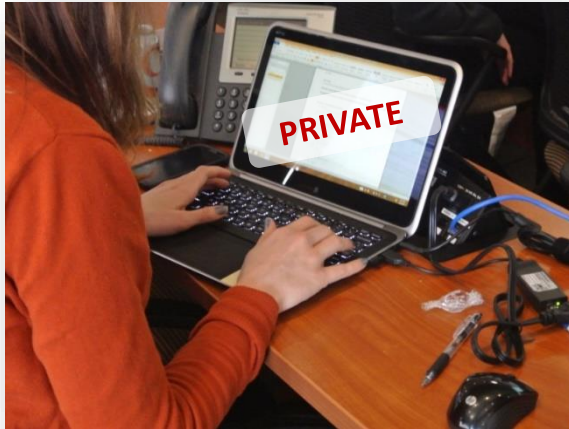
Includes, but is not limited to:

- 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



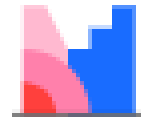
Secure

Keep information locked and password protected



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

Activity: Spot the HIPPA Violation



Mentimeter

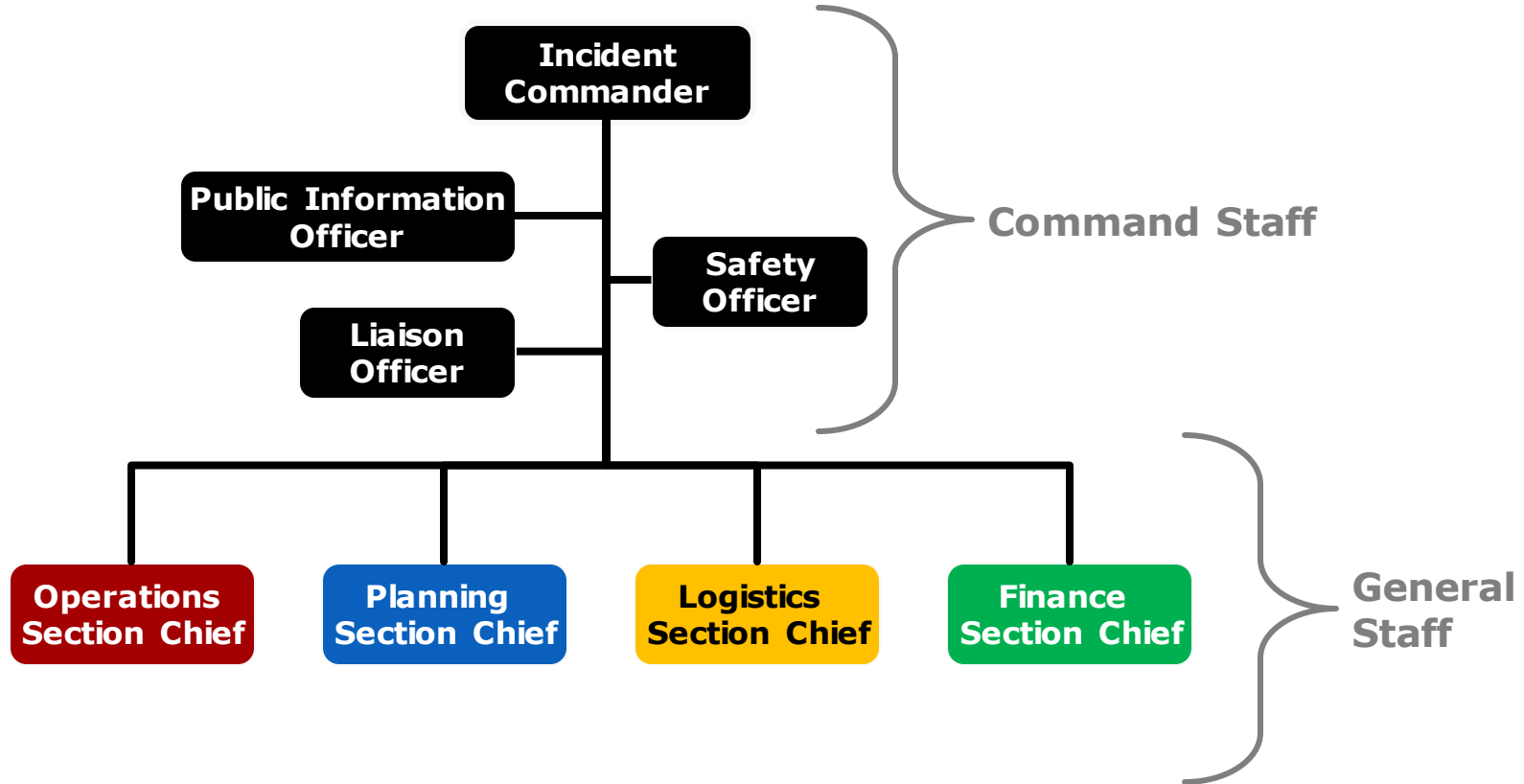
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Incident Command System (ICS)

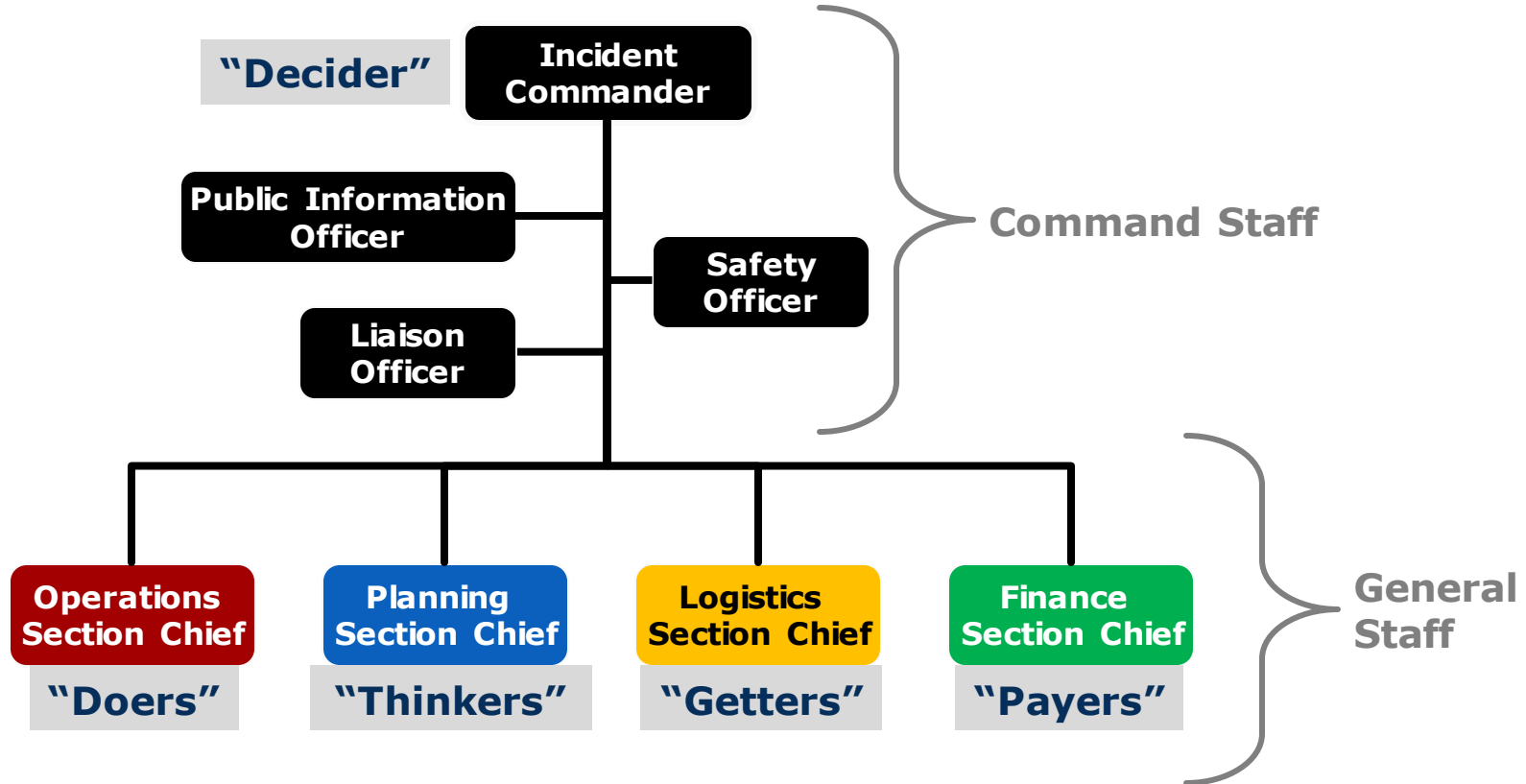
- Management structure, used by **all** emergency response agencies for **all** types of emergencies



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?



 Mentimeter



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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
- Join a Ready Safe Healthy workshop



Steps to Becoming a Boston MRC Member



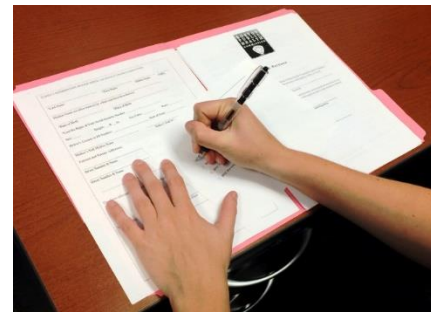
OUR KIT ISN'T COMPLETE WITHOUT YOU.

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!](#)



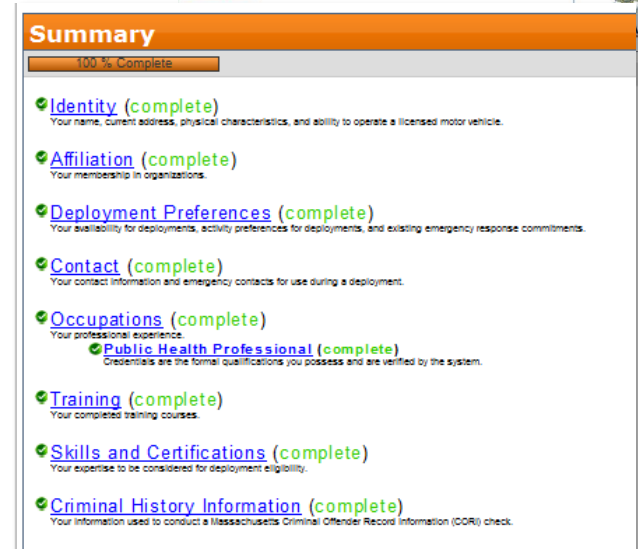
CORI Options

- 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.

The screenshot shows the 'Background Check' section of the MA Responds web application. At the top, there are tabs for 'Overview', 'Profile', 'Organizations', 'Account Settings', and 'Missions'. Below these, a sub-menu includes 'Summary', 'Identity', 'Deployment Prefs', 'Contact', 'Occupations', 'Training', 'Skills', and 'Background Check' (which is highlighted). Two links are visible: 'Background Report Copy Request Form' and 'Reinvestigation Request Form and Summary of Consumer Rights'. A 'PRINT VIEW' button is in the top right. The main heading 'Background Check' is in an orange bar. Below it, a table shows the status of checks. The table has columns for 'Check Type', 'Check Status', and 'Last Updated'. There are two rows: 'CORI' and 'VSOS', both with a status of 'Unknown'. To the right of each row is an orange 'Complete Form' button. The 'Complete Form' button for the 'VSOS' row is circled in black. The page number '1-2 of 2' is in the top right corner of the table area.

Check Type	Check Status	Last Updated
CORI	Unknown	
VSOS	Unknown	

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:**

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