



Volunteers Building Strong, Healthy and Prepared Communities

Medical Reserve Corps (MRC) Volunteer Handbook/Standard Operating Guidelines

May 6, 2016



Public Health
Prevent. Promote. Protect.



Table of Contents

Introduction: Why Volunteer?.....	2
General Information.....	3
• Citizen Corps.....	3
• Medical Reserve Corps (MRC).....	3
• Role of MRC Volunteers.....	4
• K HELPS Defined.....	6
MRC Membership Process.....	6
Volunteer Operations.....	8
Risk Management.....	9
Appendices	
A. MRC Performance Qualifications.....	11
B. Creating an Account on TRAIN.....	12
C. MRC Training Matrix.....	13
D. Volunteer Guidance on K HELPS Notifications.....	21
Forms	
• Workers' Compensation – KYEM Form 50.....	22
• Code of Conduct/Confidentiality Agreement/Media Consent	23
• Healthcare Experience/Education Verification.....	24
• Hospital/Clinical Privilege Verification Form.....	25
• Criminal Records Check Form.....	26

Why Volunteer?

We move about the community without thought of what would happen in the event of a public emergency or disaster. Kids go to school, the morning news is watched and people head to work. Maybe on the way home we stop by the local grocery store. Dinner is cooked and evening activities completed before going to bed and starting the routine over the next day. What if that all changed in the blink of an eye? What if an event happened that threatened the health of you, your family, friends and neighbors?

The Pike County Medical Reserve Corps (MRC) partners with public agencies in an effort to be prepared to respond to emergencies, natural and man-made disasters. Plans are developed, exercised, evaluated and improvements made on lessons learned. Preparedness planning efforts are ongoing in the community. Dedicated personnel work to secure resources for response and recovery efforts associated with disasters.

Many plans cannot be fully implemented without a strong and dedicated force of volunteers. Trained, organized and motivated volunteers with medical and non-medical backgrounds are essential to meet the needs of the public in time of disaster. This is the MRC. Volunteer health professionals may use their expertise to address the needs of the public when traditional infrastructure is overwhelmed. Volunteers with a non-medical background provide assistance in various support roles. The community is better prepared in time of need because of volunteers like you!

Please use this handbook for information and guidance related to MRC team membership. You are part of a nationally recognized organization. See more at: www.medicalreservecorps.gov

I am the MRC unit leader. Welcome and thank you for volunteering. The health department and the community appreciate your willingness to help in time of need. I look forward to meeting and working with you.

Sincerely,

Crystal Newsome

606-437-5500

CrystalD.Newsesome@ky.gov

General Information

Citizen Corps



Following the tragic events that occurred on September 11, 2001, state and local government officials have increased opportunities for citizens to become an integral part of protecting the homeland and supporting local first responders.

January 2002, President Bush announced the creation of USA Freedom Corps to capture the spirit of service that emerged in communities after 9/11.

Citizen Corps is a component of USA Freedom. It was created to help coordinate volunteer activities to make communities safer, stronger, and better prepared to respond to emergencies. It provides opportunities for people to participate in a range of programs to make families, homes, and communities safer from threats of crime, terrorism, and disasters. Programs that started through local innovation are the foundation for Citizen Corps and this national approach to citizen participation in community safety. Citizen Corps is coordinated nationally by the Department of Homeland Security's Federal Emergency Management Agency (FEMA).

The Medical Reserve Corps, MRC, is one of the Citizen Corps Partner Programs. Other programs include: CERT, VIPS, Fire Corps, USA on Watch and Volunteers in Police Service. Information about Citizen Corps partner programs is available at: <http://www.ready.gov/citizen-corps-partner-programs>

Medical Reserve Corps Background

The Medical Reserve Corps is a specialized component under Citizen Corps. The MRC is housed in the Assistant Secretary for Preparedness and Response (ASPR). MRC general program information can be found on the MRC National Website at: <http://www.medicalreservecorps.gov>.

The MRC in Kentucky is comprised of medical and support personnel willing to volunteer their time and expertise to supplement existing public health and local resources during time of emergency. During emergencies MRC volunteers may provide an important "surge" capacity when there is a shortage of healthcare providers or support personnel. The community recognizes MRC volunteers as responsible, trustworthy and a resource in time of disaster.

The MRC Medical Group is for individuals with a professional license to practice in the medical field (examples include: physicians, nurses, dentists, pharmacists, dentists, psychologists, EMTs, paramedics, veterinarians, chiropractors, radiologists).

The MRC Non-Medical Group is for individuals who can provide a critical support role such as logistics, supply inventory, documentation/record keeping, security, traffic/crowd control, childcare, administrative support (phones, clerical, registration) and runners.

Most Kentucky MRC units are housed in the local health department.

Role of MRC Volunteers

MRC volunteers may be activated to assist the health department respond to an event that involves an emergency or disaster in the community.

Strategic National Stockpile (SNS): Supporting the receipt and distribution of emergency supplies)

The Center for Disease Control and Prevention's Strategic National Stockpile (SNS) has large quantities of medicine and medical supplies to protect the public if there is a public health emergency, severe enough that local supplies are not sufficient to meet demand. Once federal and local authorities agree the SNS is needed, medicines can be delivered to any state in the country within 12 hours. MRC volunteers may be asked to assist at a distribution node receiving, taking inventory, and preparing the medicine/medical supplies for distribution. Additional information is available at the following website: <http://www.cdc.gov/phpr/stockpile/stockpile.htm>



Points of Dispensing (POD's): Supporting community mass medication dispensing

A point of dispensing site, or POD, is a large scale clinic. The clinic enables the public health agency to rapidly administer vaccinations or dispense medications to a large number of people in a very short timeframe. PODs are activated to prevent illness and save lives. MRC volunteers will assist in various medical and non-medical roles at the POD including greeters, registration, flow control and giving medication to the public.



Supporting Alternative Care Sites (ACS) or shelters during disaster response

Alternative Care Sites (ACS) may be needed when hospital and healthcare facilities are overwhelmed due to a medical surge of illness or injuries related to a public health emergency or disaster.

Assisting with public health outreach information and activities in support of a public health emergency. Educational information may need to be widely distributed in a short timeframe in the event of a large scale emergency. MRC volunteers will assist in the distribution of this important information.

There are instances when MRC volunteers may be asked to help with non-emergency events. The health department may ask for your assistance with events that improve the health of the community. Public health non-emergency events may include:

- **Supporting Community Outreach Events (Health Fairs)** Educational information may need to be widely distributed to educate the public about trending health issues including for example heart disease, smoking cessation, AIDS, and keeping up to date with vaccinations.
- **Supporting Non-Emergency Clinics within the Community.** The health departments may set up clinics to provide services to the community including flu vaccination clinics, rabies clinics etc.
- **Supporting Emergency Management and Other Response Agencies.** There may be times when it is not the health department that needs assistance from volunteers but other response agencies. These agencies may not require medical volunteers, but both medical and non-medical volunteers can provide support.

K HELPS Defined



In times of need, Kentucky helps.

The Kentucky Health Emergency Listing of Professionals for Surge (K HELPS) is a web based system used to **register and alert** individuals interested in volunteering to offer assistance during public health emergencies or disasters. The Kentucky Department for Public Health operates K HELPS. The system allows public health officials to streamline the registration of health professionals and apply emergency credentialing standards to prospective volunteers. Pre-registration provides a way to quickly reach volunteers when a disaster strikes. It does not require someone to respond if contacted.

The KY Department for Public Health recognizes the importance of having credentialed volunteers to call upon in an emergency. MRC volunteers supplement existing local emergency & public health resources in responding to emergencies. Volunteers can register for MRC in the K HELPS at <https://www.kentuckyhelps.com> or contact their local MRC Coordinator for a paper application.

MRC Membership Process

Registration, Forms and ID Badge

Membership is open to any citizen age 18 or older who can support the mission of the MRC. To apply for membership, volunteers register with the Kentucky Health Emergency Listing of Professionals for Surge (K HELPS):
<https://www.kentuckyhelps.com>

The MRC unit leader will contact the volunteer after they register. The unit leader will send forms for the volunteer to complete and return to the unit leader. **Please return a copy of your driver license with the forms.**

Forms include:

- Workers Compensation KyEM Form 50
- Code of Conduct/Confidentiality Agreement
- Media - Photo Consent for Release Form
- Criminal Record Check Form

Volunteers are issued a photo ID badge after completing the paperwork process. Arrangements can be made for your photo to be taken at the health department or the volunteer can send a photo to the unit leader.

This photo is also uploaded to the volunteer profile in K HELPS.

Confidentiality

During a volunteer's involvement with the MRC, he/she may be privy to sensitive confidential information. Protected health, confidential and sensitive information is either information that is protected by law or is of such a personal nature that it is not treated as public record and must be safeguarded.

MRC volunteers agree to abide by the terms of confidentiality as stated above and certify their agreement to these terms by signing and returning the Code of Conduct / Confidentiality Agreement.

Criminal Record Check/Valid Driver's License/State I.D.

Criminal record checks are conducted on MRC volunteers in KY. Criminal record check is provided at **no cost** to the volunteer.

A criminal record check showing a record of conviction does not automatically disqualify an individual from becoming a MRC volunteer. The health department has guidelines for record check results. If you have a question about the process please ask the unit leader. (See Criminal Record Check Form) **NOTE THE MRC UNIT LEADER NEEDS TO INCLUDE THE FORM USED BY THE AGENCY.**

The prospective volunteer shall provide the unit coordinator with a valid driver's license or state issued photo I.D. in order to prove identity. This needs to be provided before ID badge is issued.

Code of Conduct

All volunteers shall understand and agree to meet the standards of conduct of the Pike County Medical Reserve Corps. These standards address ethical conduct while acting in the role of a volunteer, as well as safe work practices and respect for others. The Code of Conduct is included on the agreement form in the handbook.

Dismissal from MRC Team

A volunteer may be dismissed for, but not limited to, the following:

- Violation of Confidentiality
- Violation of the Code of Conduct
- Self-Deployment to an Event
- Criminal Activity

Volunteer Operations

Activation (how will you be contacted and your assistance requested?)

The volunteer **may not** respond to an incident without being activated. Volunteers will be activated by the MRC Unit Leader or other authorized person. **A volunteer under the influence of alcohol or impaired by medication or other substance shall not accept assignment.**

- In an actual **emergency or drill**, the KHELPS system will contact volunteers by phone and e-mail. If you cannot participate, **you should still acknowledge receipt of the phone or e-mail notification.**
- In a **non-emergency**, e-mail from the MRC Unit Leader will be the primary means of volunteer notification.

At the time of an activation volunteers will be provided:

- General situation / event information and response
- Type of duties / roles in which they are needed
- Timeframe and duration in which they are needed
- Check-in location

Accepting Assignment / Accountability

MRC Volunteers **MUST**:

- Have a family disaster plan and implement their plan before accepting assignment / responding
- Ensure that their family and home is secure before accepting assignment / responding
- Report to the designated check-in location
- Bring photo identification as well as your MRC ID badge and any necessary personal items. (Personal items must be carried on your person at all times such as in a fanny pack.)
- Attend the just-in-time training at the check-in location. The just-in-time training will detail the roles and responsibilities of the position the volunteer has been assigned to for the incident, including necessary personal protective procedures, who the volunteer reports to on scene and a review of the Incident Command System (ICS).
- Volunteers **must never** provide any information to the media or answer any media questions while on assignment. If approached by a member of the media while acting in the capacity of a volunteer, please direct the media to a supervisor.

PLEASE NOTE: Volunteers are not considered on assignment until officially checked in. Volunteers are no longer on assignment after the volunteer has

checked out. This is important and impacts worker's compensation if injured and is discussed in more detail in the risk management section.

Deactivation / Leaving Assignment

Volunteers will receive notice of deactivation from their supervisor. It is the responsibility of the volunteer to notify their supervisor if they need to leave an incident or exercise prior to being deactivated. The volunteer should ensure equipment is returned.

Post-Incident Evaluation

Post-incident evaluation improves future response by evaluating what worked, what didn't work and what needs to change. After an incident, the lead agency should provide a formal / informal critique of the incident. This is conducted by a lead response agency following any incident or exercise and includes:

- Review of the incident and the operational plan
- Evaluation of volunteer response to the incident
- Evaluation of volunteer and first responder agency roles

Corrective action will be recommended /implemented, based on results of critique of the incident. Corrective action may include additional training, revision of standard operating guidelines, implementing changes to improve communication and / or addressing equipment failures / needs.

Deployment Outside of the Immediate Area

The MRC's primary role is in the local community. MRC volunteers who are willing may have the opportunity to serve in other areas in Kentucky if a large scale emergency impacts a wide area. The unit leader would request your assistance and explain the situation and your role. The decision to activate the Pike County MRC will be made after verification of the assignment and evaluation of the request for assistance and volunteer safety / risk.

Risk Management

The volunteer must only work within the normal scope of practice if they are a medical professional. Volunteers **must**:

- Work under the buddy system or within a team as directed by a supervisor.
- Wear appropriate personal protective equipment and follow standard infection control procedures during all hours of volunteer activation. The type of protective equipment and infection control measures will be incident specific and may include: hard hats, gloves, goggles and masks. At the time of activation, volunteers will be given appropriate equipment and instructed on its proper use.
- Maintain basic measures of sanitation and hygiene.

The Pike County Health Department intends to minimize and prevent risk to volunteers. Attempts to reduce risks to volunteers include training, education and use of universal precautions. Volunteers will be matched accordingly to positions for which they have the skills and qualifications.

Some unanticipated risks may be present during a public health emergency and during non-emergency work. MRC volunteers agree to assume their own risk as a volunteer. Incidents, accidents, or injuries should be immediately reported to the MRC Unit Leader.

Worker's Compensation Coverage

All MRC volunteers should complete the KYEM Form 50. The MRC Unit Leader provides a copy of the form to the Area Manager for Kentucky Emergency Management. This form certifies a volunteer's participation and eligibility for worker's compensation.

Remember: You are not covered under worker's compensation until you have signed in and received official assignment at the volunteer mobilization site. Volunteers are no longer on assignment after the volunteer has checked out.

Extended Risk Management

State and local health officials are actively working to extend liability coverage for its volunteer force through legislative and other means. Local MRC Coordinators will continue to update their volunteers on progress in this area.

Professional Liability Coverage

Professional liability coverage may be extended to volunteers through local county agency policy but only while acting at the directions of, and within the scope of their duty for the agency. This coverage is limited to nurses, paramedics, and emergency medical technicians. It does not cover physicians, dentists, veterinarians, and/or nurse practitioners. The MRC unit coordinator has information about professional liability coverage.

The Pike County Health Department MRC does not discriminate on the basis of color, religion, sex, age or national origin or against any qualified individual with a disability.

Appendix A

MRC Performance Qualifications

- Identify the role of public health in the community.
- Describe how MRC serves the community.
- Follow policies and procedures related to professional and ethical representation of the MRC.
- Describe the chain of command (e.g. NIMS, ICS, EMS) during MRC activities.
- Describe the member's communication responsibilities and procedures.
- Follow procedures to successfully activate, report and demobilize.
- Demonstrate cultural humility during MRC activities.
- Demonstrate safe behaviors during MRC activities.
- Identify the impact of an event on the behavioral health of the MRC member and their family, team, and community.

Reference / Link: [MRC DMPH Competencies Training Plan](#)

Appendix B

CREATING AN ACCOUNT ON TRAIN [optional]

New users wishing to access TRAIN can create an account at <https://ky.train.org>

1. Click on Create Account
2. You must agree to TRAIN policies before creating a new account. The policy page will provide you with links to review these policies. If you accept the terms, click the checkbox labeled “I agree to these TRAIN policies,” then click “Next.”
3. In the next screen you must provide relevant information in every field marked with an asterisk. This information will uniquely identify your account within the TRAIN system. The “Optional Fields” can be filled out or left blank at your own discretion.
4. Once you have entered all the required information and any optional information you wish to provide, click the “Next” button to continue.
5. On the next page, you must specify which TRAIN organization’s main page you will be using. Click the appropriate button for your account, then select the grouping options from the pop-out window.
6. Once you have selected your group options, click “Submit.”
7. The next page will require you to select professional attributes which describe your occupation. You must select at least one, but you may select up to three.
8. Once you have selected your professional attributes, click “Next.”
9. You will then be prompted to select work settings which describe your working environment. You must select at least one, but you may select up to three.
10. You will then be prompted to describe various demographic information about yourself. This information is optional.
11. Depending on the settings selected in the above steps, you may also be prompted to answer one or more survey questions. Any questions marked with an asterisk are required information. Answer any survey questions, then click next to continue.
12. Your account is now created! Click “Continue” to be automatically logged in. In future, you can log in from your group portal by entering the login information provided in step 5.

Appendix C

MEDICAL RESERVE CORPS (MRC) TRAINING MATRIX
January 2016

<p align="center">Volunteer Name</p>	<p>To become an approved MRC Team Member you must complete these forms:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Criminal Records Check Request Form <input type="checkbox"/> Workers Comp Enrollment Form (KYEM Form 50) <input type="checkbox"/> Code of Conduct/Confidentiality Agreement <input type="checkbox"/> Phone Interview with MRC Unit Leader <input type="checkbox"/> Present current, valid photo ID to MRC Unit Leader <input type="checkbox"/> Local Unit Leader verifies licensure <p>Additionally, for Medical Volunteers only, complete (optional):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Hospital/Clinical Privilege or HealthCare Experience/Health Education Form 	
General MRC Courses	Train ID #	Date of Completion
<input type="checkbox"/> KY DPH MRC Orientation	1009215	
<input type="checkbox"/> Introduction to the National Incident Management System (NIMS) (IS-700.a)	1016070	
<input type="checkbox"/> Introduction to Incident Command System for Medical Reserve Corps (IS-100.b)	1046922	
<input type="checkbox"/> KY DPH MRC Family Disaster Plan	1009110	
<input type="checkbox"/> KY DPH MRC Risk Communication	1009111	
<input type="checkbox"/> KY DPH MRC Psychology of Disaster	1009534	
<input type="checkbox"/> MRC Infection Control	1004805	
Strategic National Stockpile (SNS) Team		
<input type="checkbox"/> SNS 100 Introduction, Terms & Concepts Introduction to the Department Operations Center (DOC)	1010328	
<input type="checkbox"/> SNS 110 Point of dispensing (POD) Staff Introductory Level Training SNS 120 Distribution Node (DN) Staff Introductory Level Training	1010329	
Functional and Access Needs (FAN) Team		
<input type="checkbox"/> Public Health Preparedness for At-Risk Populations and Functional and Access Needs	1047529	

<input type="checkbox"/> Cultural Competency: The Impact on Health Equity Online Module	1042680	
<input type="checkbox"/> National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care Online Module	1042689	
Environmental Health Team		
<input type="checkbox"/> Community Environmental Health Assessments	1050177	
<input type="checkbox"/> Environmental Public Health (EPH) Primer Overview	1050175	
Other Available Courses		
<input type="checkbox"/> Public Health Orientation	1008492	
<input type="checkbox"/> Climate Change and Public Health	1050176	
<input type="checkbox"/> KY DPH Pandemic Influenza: Kentucky's Response – Awareness Level	1005569	
<input type="checkbox"/> MRC Category “A” Agents	1004807	
<input type="checkbox"/> *Psychological First Aid I (PFA I) Online	1022214	
<input type="checkbox"/> *Psychological First Aid II (PFA II) Onsite		
<input type="checkbox"/> ICS for Single Resources and Initial Action Incidents (IS-200.b)	1024638	
<input type="checkbox"/> National Response Framework (NRF) (IS-800.B)	1011882	
<input type="checkbox"/> **ICS-300 Intermediate ICS for Expanding Incidents		
<input type="checkbox"/> **ICS-400 Advanced Incident Management System		
<input type="checkbox"/> Small Animal First Aid	1061496	
<input type="checkbox"/> Small Animal Basic Life Support	1061497	
<input type="checkbox"/> Small Animal Issues in Disasters	1061532	

* Two part course. The first part can be completed on line. For scheduling of the on-site portion in your area, see you MRC

Coordinator or visit <http://kccrb.ky.gov/train/>

**These courses are offered on occasion in the state. Check with MRC coordinator or visit <http://kyem.ky.gov/training/>

COURSE DESCRIPTIONS

KY DPH Medical Reserve Corps Orientation

Course Description: Introduces MRC volunteers to activation, reporting and deactivation procedures and describes the role of the local MRC unit in a public health

event or emergency response. Also helps MRC members identify limits to their own skills, knowledge and abilities as they pertain to MRC roles. TRAIN course ID # 1009215.

An Introduction to National Incident Management System (NIMS)

Course Description: This course introduces and overviews the National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents. TRAIN course ID # 1016070.

Introduction to Incident Command System for Medical Reserve Corps

Course Description: ICS 100, Introduction to the Incident Command System, introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training. This course describes the history, features and principles, and organizational structure of the Incident Command System. It also explains the relationship between ICS and the National Incident Management System (NIMS). TRAIN course ID# 1046922

Kentucky Department of Public Health MRC Family Disaster Plan

This module describes the procedure and steps necessary for the MRC member to protect health, safety, and overall wellbeing of themselves, their families, the team and the community. Different types of disasters and how individuals and families can better prepare are described. This course is a prerequisite for the MRC Risk Communication Training Module. TRAIN course ID #1009110

Kentucky Department of Public Health MRC Risk Communication

This module describes the MRC member's communication role(s) and processes with response partners, media, general public and others. This awareness level course defines Risk Communication, "The Seven Cardinal Rules of Risk Communication" and "The 10 Deadly Sins of Communication". Objectives: The overall objective of risk communications is to establish and maintain the public confidence by providing information, identify the purpose of Risk Communication, define the role of the Public Information Officer, list the 10 Deadly Sins of communication. TRAIN course ID# 1009111

Kentucky Department of Public Health MRC Psychology of Disaster

This module describes the impact of an event on the mental health of the MRC member, responder and others. This is an awareness level course. Objectives: Describe the disaster and post-disaster emotional environment, describe the steps that responders can take to relieve their own stress and those of disaster survivors, identify "Psychological First Aid" concepts, and describe Kentucky's Disaster Behavioral Health Assets-Emergency Support Function-8 (ESF-8). TRAIN course ID# 1009534

MRC Infection Control

The course helps MRC volunteers identify possible infection control hazards and safe practices when working in an environment where bloodborne or airborne pathogens are present. TRAIN course ID# 1004805

Strategic National Stockpile (SNS) Team

SNS 100 Introduction, Terms & Concepts/Introduction to the Department Operations Center (DOC)

This first section of this introductory level training will introduce the participant to the Strategic National Stockpile, federal repository of pharmaceuticals and medical supplies for emergencies/disasters. Objectives: Define the Strategic National Stockpile (SNS), describe the concept for communities to receive the SNS, identify SNS contents. Estimated time of completion for this section: The Department Operations Center (DOC) section will introduce the participant to the concept of managing an agencies response under the direction of a DOC and how the DOC fits into overall community response. Objectives: State the purpose and function of the DOC, describe the difference between the DOC and the Emergency Operations Center (EOC), describe the Incident Command Structure of a DOC and the duties of the staff, describe the operational phases of a DOC activation, state the requirements for DOC location, activation, operations, and deactivation, list the documentation requirements of DOC operations, including After Action Reports (AAR). TRAIN course ID# 1010328

SNS 110 Point of Dispensing (POD) Staff Introductory Level Training / SNS 120 Distribution Node (DN) Staff Introductory Level Training

This section will introduce participants to Points of Dispensing (POD) Operations. The POD module will introduce the participant to the concepts associated with distributing emergency supplies to communities. Objectives: Describe the purpose of a POD, discuss when it may be necessary to open a POD, define the goal of a POD, recommend an Incident Command Structure (ICS) for the organization of POD staff, recommend minimum job functions for a POD, recommend job action sheets for POD functions, identify a possible POD flow diagram. Estimated time of completion for this module: This section will introduce participants to the Distribution Node (DN) and its function in the distribution of emergency supplies. The DN module provides awareness level training on the receipt, storage, and distribution of SNS assets. Objectives: Describe a DN, list events that could cause a DN to be utilized, summarize the purpose of a DN, and describe job functions in a DN. TRAIN course ID# 1010329

Functional and Access Needs (FAN) Team

Public Health Preparedness for At-Risk Populations and Functional Access Needs

Course Objectives: Introduce Emergency Support Function 8 (ESF 8) – Public Health and Medical Support Services, Review legal mandates guiding Functional and Access Needs (FAN) support services, Define at-risk FAN populations and identify why planning for their needs is a focus, Identify at-risk populations, Introduce Emergency

Support Function 8 (ESF 8) – Public Health and Medical Support Services, Review legal mandates guiding Functional and Access Needs (FAN) support services, Define at-risk FAN populations and identify why planning for their needs is a focus, Identify at-risk populations, Learn about things to consider when planning for FAN populations, Learn about Real World Events, Introduce the Kentucky FAST Concept, Describe the role of the Medical Reserve Corps in addressing the needs of functional and access needs populations and supporting ESF – 8, TRAIN course ID# 1047529

Cultural Competency: The Impact on Health Equity Online Module

This course is a prerequisite for the course, National Standards for Culturally and Linguistically appropriate Services (CLAS) in Health Care Online Module 1042689. The Nursing contact hours will be awarded upon completion of both modules and the certificate will be attached to the second online module 1042689. This course is a brief introduction to key concepts surrounding health equity. This introduction will employ a health equity framework to address issues of cultural and linguistic competency, health disparities and social determinants of health. TRAIN course ID# 1042680

National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care Online Module

This course provides a brief introduction to key concepts surrounding health equity. This introduction will employ a health equity framework to address issues of cultural and linguistic competency, health disparities and social determinants of health. TRAIN course ID# 1042689

Environmental Health

Community Environmental Health Assessments

This course discusses the importance of community engagement in setting environmental health priorities, reviews and describes how the Protocol for Assessing Community Excellence in Environmental Health (PACE-EH) can be used to conduct a community environmental health assessment, identifies strategies for working with communities, and the importance of integrating community environmental health assessments into larger public health planning. TRAIN course ID# 1050177

Environmental Public Health (EPH) Primer Overview

This course highlights the core environmental public health services offered by local health departments, describes emerging challenges and opportunities in environmental public health, and identifies strategies for aligning environmental public health efforts with other programs and initiatives in the user's jurisdiction. Additional tools and resources to improve environmental public health practice are also provided. TRAIN course ID# 1050175

Other Available Courses

Public Health Orientation

The module is an efficient tool to orient and train employees on the history, vision, and mission of Public Health, the Core Functions of Public Health, and the 10 Essential Services of Public Health. Because as many as 45% of the Public Health workforce may retire by 2008, Public Health Departments will be facing the orientation of many employees. To assure a competent workforce, able to achieve Public Health Goals and deliver Essential Public Health Services, Public Health must find a way to orient these employees as effectively and efficiently as possible. An online orientation/training module offers Public Health a method to accomplish this task. TRAIN course ID# 1008492

Climate Change and Public Health

This course defines climate change and describes the ways that climate change impact public health by exploring the topic of climate change mitigation and adaptation and local health department roles in each of these areas. TRAIN course ID# 1050176

KY DPH Pandemic Influenza: Kentucky's Response – Awareness Level

This is an awareness level training providing an overview of the current knowledge of past pandemics, and Kentucky's response to these events. Information about the current state of "bird flu" around the world is available, as well as links to Kentucky's preparedness plan. Also included are measures individuals and families can take to decrease their exposure to a possible outbreak and how to develop a personal preparedness plan. TRAIN course ID#1005569

MRC Category "A" Agents

The module identifies category "A" biological agents, their signs, symptoms and treatments. The module also discusses emergency infections and their possible threat. Objectives: Discuss three emerging infections and their possible threat, and identify Category A Biological agents, their signs/symptoms and treatments. TRAIN course ID# 1004807

Psychological First Aid I (PFA I)

This is a pre-requisite to PFA II. You MUST bring your certificate from the module to be admitted to the face-to-face training. This training includes a 6-hour interactive course that puts the participant in the role of a provider in a post-disaster scene. This professionally-narrated course is for individuals new to disaster responses who want to learn the core goals of PFA, as well as for seasoned practitioners who want a review. It features innovative activities, video demonstrations, and mentor tips from the nation's trauma experts and survivors. PFA online also offers a Learning Community where participants can share about experiences using PFA in the field, receive guidance during times of disaster, and obtain additional re-sources and training. TRAIN course ID #1022214

Psychological First Aid II (PFA II) Onsite

One-day in Class: Participants will be able to define Kentucky's Disaster Behavioral Health Statewide Response System of credentialed professional volunteers ready to respond following catastrophic events and possible medical/public health surge that follows. Participants will become familiar with disaster behavioral health volunteer's roles and responsibilities. Participants will gain knowledge and understanding of the National Incident Management System (NIMS), incident command structure and Emergency Support Function ESF-8, public health and medical asset provisions. Participants will receive an overview of Disaster Behavioral Health triage and Psychological First Aid application in the field during and following a catastrophic event and will learn the SAFE -R model of providing crisis intervention. Participants will be evaluated on the disaster behavioral health core competencies and their proficiency in the delivery of crisis counseling services. Participants will gain knowledge of resiliency, peer-care and self-care during and following response to a catastrophic event. *Course provided by Kentucky Community Crisis Response Board and Kentucky Department for Public Health.*

ICS for Single Resources and Initial Action Incidents (IS-200.b)

ICS 200 is designed to enable personnel to operate efficiently during an incident or event within the Incident Command System (ICS). ICS-200 provides training on and resources for personnel who are likely to assume a supervisory position within the ICS. IS-100 is a pre-requisite to the IS-200 course. TRAIN course ID# 1024638

National Response Framework (NRF) (IS-800.B)

The National Response Framework, or NRF, specifies how the resources of the Federal Government will work in concert with State, local, and tribal governments and the private sector to respond to Incidents of National Significance. This course introduces you to the NRF, including the concept of operations upon which the plan is built, roles and responsibilities of the key players, and the organizational structures used to manage these resources. The NRF provides a framework to ensure that we can all work together when our Nation is threatened. TRAIN course ID# 1011882

ICS-300 Intermediate ICS for Expanding Incidents

ICS-300 and ICS-400 courses are courses conducted in a classroom. Both the Emergency Management Institute and the National Fire Academy sponsor NIMS compliant ICS-300 and 400 training. Please contact your local or State's Emergency Management Agency or State Fire Academy for details about when and where these courses will be available. (<http://kyem.ky.gov/training/>)

ICS-400 Advanced Incident Management System

ICS-300 and ICS-400 courses are courses conducted in a classroom. Both the Emergency Management Institute and the National Fire Academy sponsor NIMS compliant ICS-300 and 400 training. Please contact your local or State's Emergency Management.

Small Animal First Aid

During a disaster pets will be involved. It is important that emergency and disaster responders are able to identify if a pet is having a medical problem as well as administer first aid if necessary. Participants will be able to understand how to administer basic first aid and common animal injuries and illnesses. TRAIN course ID # 1061496

Small Animal Basic Life Support

In a disaster situation, a veterinary rapid response system may involve resuscitation of animals that have entered into cardiopulmonary arrest. Early recognition of high risk or quickly decompensating patients can allow for early intervention and preventative supportive measures. TRAIN course ID# 1061497

Veterinary Issues in Disasters

In this training module participants will be able to recognize the implications of the human-animal bond in disasters and how it affects a victims outlook, identify potential public health concerns following a disaster, and safely handle animals and provide emergency care in austere conditions. TRAIN course ID# 1061464

Appendix D

GUIDANCE ON K HELPS NOTIFICATIONS

K HELPS is a critical tool used to support volunteer emergency response in Kentucky. K HELPS may be used for exercises/drills and emergency notifications. The following information provides guidance for managing phone calls and e-mails from K HELPS.

- Always maintain at least one phone number and one e-mail address in your volunteer profile. K HELPS can manage multiple phone numbers and e-mail addresses, so add more as needed to be sure you receive notifications in a timely manner.
- The phone number used to send messages from K HELPS is 866-998-3678. If you add this phone number to your phone contacts with K HELPS as the contact name, you will likely see the notification caller as K HELPS, versus an unknown number that you may ignore. Taking this step should help you avoid missing a K HELPS phone notification.
- Listen to the full phone message and take action as directed. Before hanging up, you will be asked to confirm receipt of the phone message, usually by pressing 1 on your keypad.
- The phone call from K HELPS will almost always direct you to check your e-mail for a more detailed message. If you do not find an e-mail message in your IN BOX please check your spam account.
- The e-mail message from K HELPS will clearly indicate if it is an exercise or if the notification is for an actual public health emergency. Do NOT hit “reply” to try to reach the unit leader. The e-mail is sent from the state-level K HELPS system and will NOT direct your reply to the local unit leader.
- Read the e-mail message very carefully and follow directions. Even if you are unable to participate in the exercise activity or the actual public health response, at the close of the e-mail you will again be asked to confirm receipt of the message.
- In the case of exercises or drills and you have indicated you are available, you will almost never be asked to report to a location. In an actual public health emergency, if you have indicated you are available, you will receive additional instructions and details.
- Even if you are NOT able to volunteer, please acknowledge receipt of K HELPS phone and e-mail messages.

The Pike County Health Department sincerely appreciates the support of volunteers in helping our community prepare to respond and recover from a public health emergency or disaster.



Kentucky Division of Emergency Management
WORKERS' COMPENSATION ENROLLMENT FORM

New Member

Updated Enrollment

Name (Last) (First) (Middle)

Street / P.O. Box / Route #

(City) (Zip Code) (County)

Social Security Number _____ DOB _____

Phone: Home _____ Work _____

Sex Male Female

Height _____ Weight _____ Hair Color _____ Eye Color _____

Emergency Services Organization _____

List any Special Training _____

Are you presently any of the following?

1. Volunteer Firefighter Yes No 2. Auxiliary Policeman Yes No

3. Water Rescue Member Yes No 4. Cave Rescue Member Yes No

5. Other: _____

Signature _____

Date _____

DO NOT WRITE BELOW THIS LINE

Date Received in Area Office _____

KyEM Form 50



Healthcare Experience/Education Verification

It is the responsibility of the volunteer to ensure the accuracy and completion of this form and to return this completed form to the MRC Coordinator upon its completion. Failure to comply will result in the volunteer being moved to a Non-Medical Group in the MRC.

I, _____, consent to the release of information pertaining to my

Print Name

Healthcare education/Healthcare experience at _____.

Institution Name

Volunteer Signature

Date

For Agencies to Complete

_____, is/was an employee/student in good standing at

Print Name

_____, in the capacity of a

Place of Employment/School Name

_____.

Position/Student

Print Name/Title of Verifying Person

Institution Name

Signature

Date

Contact Person: _____

Fax Number/Email: _____

Phone Number: _____



Hospital/Clinical Privilege Verification Form

To be completed by potential volunteer

I, _____, consent to the release of my hospital/clinically
Print Name
active privilege information to the _____ Medical Reserve
Medical Reserve Corps Unit Name
Corps. This includes my privilege effective date and current work status. I extend absolute
immunity to, and release from any and all liability, _____ and its authorized
place of employment
representative to release the information requested.

Please provide contact information for the verifying authority at the agency where you hold
privileges.

Contact Person: _____ Fax
Number/Email: _____
Phone Number: _____

If affiliated with another group in K HELPS, please list name of group here _____. To
avoid duplication of credentialing, signature of this form will also allow sharing of information
between groups. In addition, assuming the continued involvement with the MRC, this document
will be utilized on an annual basis to re-verify privileges.

Volunteer Signature

Employee number or Date of Birth

Date

To be completed by verifying authority

_____, has active hospital/clinical privileges at
Print Name
_____ to practice as a _____. Privileges
are _____
place of employment
Provider Type
active and in good standing since _____.
Effective Date

Signature of Verifying Person

Date



REQUEST FOR CONVICTION RECORDS FIRE DEPARTMENT,
AMBULANCE SERVICE, RESCUE SQUAD

Pursuant to KRS 17.167, Request is made for any record of conviction found in the files of the Kentucky centralized criminal history record information system regarding the person identified herein. This information shall be released to:

Pike County Medical Reserve Corps, 119 River Drive, Pikeville, KY 41501

Organization Name and Address

ACKNOWLEDGEMENT BY APPLICANT

I have applied for employment or a volunteer position with one of the following organizations: a paid or volunteer fire department (certified by the Commission on Fire Protection Personnel Standards and Education), an ambulance service (licensed by the Commonwealth of Kentucky), or a rescue squad (officially affiliated with a local disaster and emergency services organization or with the Division of Emergency Management). I am requesting that the Kentucky State Police provide the employer with any record of conviction found in the files of the Kentucky centralized criminal history record information system. I know that I have the right to inspect my criminal history record and to request correction of any inaccurate information. If I do not exercise that right, I agree to hold harmless the Kentucky State police and any Kentucky State Police employee(s) from any claim for damages arising from the dissemination of inaccurate information.

I have applied for a position with the above stated organization.

APPLICANT INFORMATION (PLEASE PRINT)

NAME: _____
Last First Middle Maiden

ADDRESS: _____
Street City State Zip

SEX _____ RACE _____ DATE OF BIRTH _____ SOC SEC NO _____

Signature Date Witness Date

Requesting agencies should ensure that all application information is completed.

Requests should be accompanied by **two, self-addressed stamped envelopes** – one bearing the name and address of the requesting agency and the other bearing the name and address of the applicant.

RETURN THIS FORM TO: Kentucky State Police
Criminal Identifications and Records Branch
Criminal History Dissemination Section
1250 Louisville Road
Frankfort, KY 40601

Visit us online @ <http://kentuckystatepolice.org>

Revised 10/03