

## The American National Red Cross and Medical Reserve Corps Partnership Implementation Plan

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### **Purpose and Audience**

The Partnership Implementation Plan has been developed to provide partnership guidance for both Red Cross and Medical Reserve Corps (MRC) national offices and local chapters/units.

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### **National Leadership Commitment**

**Leadership commitment** from both organizations is essential for the successful implementation of the partnership. The primary points of contact (*Letter of Agreement – Attachment A*) will be instrumental in enlisting support of senior leadership in each organization.

- Red Cross will inform Disaster Cycle Services leadership, including Division Disaster Executives, Division Disaster Directors, Regional Disaster Officers, and Disaster Program Managers on the importance of this partnership.
- Red Cross leadership should ensure that information is disseminated to the staff and volunteers who will work with the MRC, such as mass care, health services, staff services, and volunteer services workers.
- The MRC Program Office leadership will inform the Office of Emergency Management, MRC Regional Liaisons, and MRC State Coordinators on the importance of this partnership.
- MRC staff and leadership will ensure that information is disseminated to the local units who should consider working with Red Cross mass care, health services, staff services, and volunteer service workers.

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### **National Leadership Announcing the Partnership Renewal**

The partnership will be announced by Red Cross through:

- The Exchange – the organization’s intranet.
- The Cross Connection – the organization-wide communication tool.
- National Headquarters (NHQ) process managers, including Preparedness, Response, Recovery, and Mobilize the Community through their regular communication channels.

The partnership will be announced by the MRC Program through:

- The MRC Listservs
- The MRC Newsletter
- The MRC website
- MRC Regional Liaisons and State Coordinators

MRC Program leadership and Red Cross CMP leadership and staff will host a webinar to inform the field about the partnership, implementation activities, and provide the field an opportunity to ask questions.

- Red Cross regions and chapters will be invited – including Regional Disaster Officers, Disaster Program Managers, mass care, health services workers, staff services, volunteer services, and the mobilize the community workforce.
- MRC Program will invite leadership, staff, MRC State Coordinators, and local MRC unit leaders.

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**Local Leadership Commitment**

**Local Leadership commitment** is essential for the successful implementation of the partnership and will be instrumental in enlisting local-level support in each organization.

- Local Red Cross leadership will inform regional Disaster Cycle Services staff, including Regional Disaster Officers (RDO), Disaster Program Managers (DPM), and Disaster Program Specialists (DPS) on the importance of this partnership and will ensure that information is disseminated to the employees and volunteers who work with MRC.
  - Local MRC leadership will inform the MRC Regional Liaisons and MRC State Coordinators on the importance of this partnership and will ensure that information is disseminated among the local units who work with Red Cross.
  - Open communication will be encouraged between the Red Cross chapters/regions and MRC units at the regional, state, and local levels. Each party should share pertinent and other relevant information regarding their activities, including contact information for key personnel.
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**1. How to connect locally**

MRC unit coordinators and volunteers can:

- Locate their local Red Cross chapter by visiting [www.redcross.org](http://www.redcross.org). Click on “Local Red Cross” and enter the appropriate zip code. The local contact should be the RDO, DPM, or DPS who will connect MRC to the Disaster Health Services and/or Disaster Mental Health Lead/Advisor for the Red Cross region.
- Request American Red Cross National Headquarters – Community Mobilization and Partnerships to provide introductions to their local region/chapter. To begin, email [ngopartners@redcross.org](mailto:ngopartners@redcross.org).

The Red Cross RDO, DPM, DPS, or Disaster Health Services and/or Disaster Mental Health Lead/Advisor can:

- Locate their local MRC unit by visiting <https://mrc.hhs.gov> and clicking on “Find a Unit.” Enter the location (address, zip code, etc...) and a map will display nearby units. Unit details and contact information is available by clicking on the unit flags. The local contact will be the MRC unit leader.
  - Contact the MRC Regional Liaison. The MRC Regional Liaison communicates and collaborates with MRC unit leaders, MRC State Coordinators, MRC Program office staff, and stakeholder organizations involved in public health, emergency preparedness, and disaster response. MRC Regional Liaison contact information can be found at <https://mrc.hhs.gov/pageViewFldr/Coordinators/Regional/>.
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**2. How Red Cross and MRC support each other**

- MRC and Red Cross can collaborate on activities outside of disaster services if these activities meet the needs of the community, e.g. blood drives, health and safety, home fire campaign.
  - MRC volunteers may assist the Red Cross in providing disaster health services, disaster mental health, sheltering, feeding, distribution of emergency supplies, and the many other functions of a disaster relief operation. Planning for this support should include identifying staffing needs and clarifying roles, responsibilities, and expectations. These
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### How Red Cross and MRC support each other *cont'd*

activities can be outlined in *Letter of Agreement Attachment B – Local Partnership Agreement*.

- Red Cross provides free online disaster training. Several courses, including Shelter, Bulk Distribution, and Feeding Fundamentals are now available to partners online and can be found on [www.disasterready.org](http://www.disasterready.org).

**NOTE:** This training is for information purposes only and if an MRC volunteer needs credit for the class, it should be taken through his/her local Red Cross chapter.

- **Account Setup & Login for DisasterReady.org**

To set up your own account, follow the instructions below:

- [Click here](http://www.disasterready.org/RedCross) or type <http://www.disasterready.org/RedCross> into your web browser
- Click on the New User button
- Complete your user details and click on Login

- **"How To" Assistance**

To access instructions and videos on how to navigate the portal and search for classes, [click here](#).

- The TrainingFinder Real-time Affiliate Integrated Network (TRAIN) is a free learning resource for professionals who protect the public's health.

TRAIN is comprised of the national TRAIN.org site and participating TRAIN affiliates sites. Because all TRAIN sites are connected, users can access information about state, local, national, or international training available to them through any participating TRAIN site. The MRC-TRAIN site is available at <https://www.mrc.train.org>.

- **Account Setup & Login for <https://www.mrc.train.org>**

To set up your own account, follow the instructions below:

- [Click here](https://www.mrc.train.org) or type <https://www.mrc.train.org> into your web browser
- Click on the Create Account button located on the left side
- Follow the directions and complete the required fields

- **Learn to "Use TRAIN"**

To access instructions and videos on how to navigate the portal and search for trainings, [click here](#).

### 3. Types of Collaboration

There are three primary ways in which Red Cross and MRC can work together. These include:

- **MRC volunteers working as Red Cross volunteers**

When MRC volunteers work as Red Cross volunteers, they will be processed through the Red Cross volunteer intake system, which includes a background check. As Red Cross volunteers, they must adhere to Red Cross procedures and doctrine, display Red Cross identification (not MRC identification), and work under Red Cross supervision. Local MRC units and Red Cross chapters should work

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**Types of  
Collaboration  
cont'd**

together to process MRC volunteers through the Red Cross volunteer intake system in advance of any disaster.

- **MRC volunteers working alongside Red Cross volunteers (e.g., in shelters, emergency aid stations)**

When MRC volunteers are working as MRC volunteers in a facility where the Red Cross is also working, the MRC volunteers should identify themselves as such (and not as Red Cross volunteers). In this situation, MRC volunteers will work under MRC or public health agency protocols and supervision.

- **Red Cross volunteers working as MRC volunteers**

When Red Cross volunteers work as MRC volunteers, they will be processed through the MRC volunteer intake system. As MRC volunteers, they must adhere to MRC protocols and guidance, display MRC identification (not Red Cross identification), and work under MRC supervision. Local MRC units and Red Cross chapters should work together to process Red Cross volunteers through the MRC volunteer intake system in advance of any disaster.

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**4. How to  
engage  
locally or  
regionally**

- After introductions have taken place, both organizations should plan an initial meeting and determine a timeline to engage with each other on a regular basis. A brief 30 minute or less presentation by both parties will facilitate the understanding of each other's organization.
  - It is **very important** to understand how each organization is structured, how each operates, how each supports its community, and finally, what makes sense for collaborative activities.
  - Collaboration ideas to discuss can include:
    - Joint preparedness and readiness trainings and activities.
    - Local response plans for collaboration.
    - Home Fire Campaign event.
    - Cardiopulmonary resuscitation (CPR) and first aid training, Psychological First Aid (PFA) training, or disaster exercises.
    - MRC programs such as *Stop the Bleed* or *Until Help Arrives*.
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**5. Activation of  
MRC Health/  
Mental Health  
Services support  
during a disaster**

It is important to understand how MRC units are activated in order for them to provide health services in a disaster.

- If the MRC unit is providing health and/or mental health services, they **MUST** be activated by the local or state Emergency Operations Center (EOC) or MRC Housing Authority to ensure adequate protections exist.
  - When MRC volunteers work alongside the Red Cross (#3 – Types of Collaboration) and not as Red Cross volunteers, health and/or mental services provided by MRC are not covered by Red Cross indemnification.
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- 6. Activation of other MRC support during a disaster** In most cases, if MRC volunteers are working with the Red Cross in any capacity *outside* of health services, they **DO NOT** need to be activated by a local or state EOC. They will be activated via the standard volunteer protocols established by each organization.
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- 7. Local communication strategy** It is important that both parties plan how they will publicly communicate about their joint activities to the local media and community (either together or individually). A communication plan should be discussed and agreed upon prior to collaborating on joint activities. This communication strategy should be documented in the *Letter of Agreement (Attachment B - Local Partnership Agreement)* and will help to ensure a successful partnership.
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### Peer to Peer Network

The Peer to Peer Network is a resource of Red Cross and MRC contacts who have successfully worked with the partner organization at the local level and are available to share ideas and talk with you about their partnership activities.

American Red Cross – Southeast and Caribbean Division		MRC – Mobile Medical Reserve Corps (#431)	
<b>Contact</b>	Terry B. Freeman R.N.	<b>Contact</b>	Brittany Stambuk, RN, BSN
<b>Title</b>	Disaster Health Services Volunteer	<b>Title</b>	MRC Unit Leader
<b>Address</b>	5 N. Bumby Ave., Orlando, FL 32803	<b>Address</b>	248 Cox St., Suite 305 Mobile, AL 36604
<b>Work phone</b>	NA	<b>Work phone</b>	251-544-2196
<b>Mobile</b>	407-467-7008	<b>Mobile</b>	NA
<b>E-mail</b>	<a href="mailto:Terry.Freeman@redcross.org">Terry.Freeman@redcross.org</a>	<b>E-mail</b>	<a href="mailto:bstambuk@mchd.org">bstambuk@mchd.org</a>

American Red Cross – Pacific Division		MRC – San Luis Obispo County Medical Reserve Corps (#1633)	
<b>Contact</b>	Diane St. Denis	<b>Contact</b>	Denise Yi
<b>Title</b>	Pacific Division Disaster Health Services Advisor	<b>Title</b>	Public Health Emergency Preparedness Specialist
<b>Address</b>	NA	<b>Address</b>	2180 Johnson Ave., 2 <sup>nd</sup> Floor San Luis Obispo, CA 93401
<b>Work phone</b>	NA	<b>Work phone</b>	805-788-2067
<b>Mobile</b>	408-828-8352	<b>Mobile</b>	NA
<b>E-mail</b>	<a href="mailto:Diane.StDenis@redcross.org">Diane.StDenis@redcross.org</a>	<b>E-mail</b>	<a href="mailto:slomrc@aol.com">slomrc@aol.com</a>

American Red Cross – Southwest and Rocky Mountain Division		MRC – Medical Reserve Corps of El Paso County (#51)	
<b>Contact</b>	Pat Chappell	<b>Contact</b>	Rebekah Wicker
<b>Title</b>	Interim Southwest and Rocky Mountain Division Disaster Health Services Advisor	<b>Title</b>	MRC Unit Coordinator
<b>Address</b>	NA	<b>Address</b>	1465 Kelly Johnson Blvd., #130 Colorado Springs, CO 80920
<b>Work phone</b>	NA	<b>Work phone</b>	719-591-2424
<b>Mobile</b>	719-229-4814	<b>Mobile</b>	NA
<b>E-mail</b>	<a href="mailto:Pat.Chappell@redcross.org">Pat.Chappell@redcross.org</a>	<b>E-mail</b>	<a href="mailto:mrc@epcms.org">mrc@epcms.org</a>

MRC – Public Health Reserve Corps of Seattle and King County (#503)	
<b>Contact</b>	Dave Nichols, CEM
<b>Title</b>	Medical Reserve & Workforce Deployment Manager
<b>Address</b>	401 5 <sup>th</sup> Ave., Suite 1300 Seattle, WA 98104
<b>Work phone</b>	206-263-8712
<b>Mobile</b>	NA
<b>E-mail</b>	<a href="mailto:Dave.Nichols@kingcounty.gov">Dave.Nichols@kingcounty.gov</a>