



Coronavirus Disease 2019 (COVID-19) Resources for Medical Reserve Corps Units

Information and resources included in this document are current as of May 15, 2020. For the most up-to-date situation summary and guidance related to COVID-19, visit www.cdc.gov/covid19.

Overview

Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by a novel (new) coronavirus that has been detected in locations internationally, including in the United States. The virus that causes COVID-19 is able to spread from person-to-person and can cause mild to severe illness. The federal government is working closely with state, local, tribal, and territorial partners, as well as public health partners, to respond to this public health emergency.¹

Medical Reserve Corps (MRC) units, many of which are sponsored by local health departments, are important public health preparedness and response assets and can help bolster their local community's emergency response infrastructure by providing supplemental personnel when needed.² This document is intended to provide MRC units with COVID-19 resources, guidance, related training, and example response roles for MRC volunteers.

COVID-19 Resources

HHS' Centers for Disease Control and Prevention (CDC) has published a dedicated website related to COVID-19, which is available at www.cdc.gov/covid19. The site includes timely, up-to-date situational awareness information, guidance, and resources for public health and healthcare communities, as well as the general public. Below are examples of topics and guidance covered on the site; new and updated information is frequently posted.

- What You Should Know – how it spreads, how to protect yourself, what to do if you are sick
- Situation Updates – situation summary, risk assessment, CDC response
- Information for Specific Audiences – guidance for health professionals, healthcare facilities, health departments, first responders, laboratories, businesses, schools, retirement communities (among others)
- Communication Resources – print resources, videos, public service announcements

HHS' Office of the Assistant Secretary for Preparedness and Response, Technical Resources, Assistance Center, and Information Exchange (ASPR TRACIE) has also published a [COVID-19 webpage](#). There you will find links to:

- Planning Resources (e.g., alternate care sites, crisis standards of care)
- Federal COVID-19 Websites
- Select Technical Assistance Requests (e.g., drive-through testing, fatality management)
- ASPR TRACIE-Developed Infectious Disease Resources (e.g., self-care modules for healthcare providers)
- Select Comprehensive Topic Collections related to pandemic planning and response

¹ Centers for Disease Control and Prevention – [Coronavirus Disease 2019 \(COVID-19\) Situation Summary](#)

² The Medical Reserve Corps Program is the national office of the MRC and is housed within the U.S. Department of Health and Human Services (HHS), Office of the Assistant Secretary for Preparedness and Response. The program started as an HHS demonstration project in 2002. In 2006, Congress passed the Pandemic and All-Hazards Preparedness Act (PAHPA), which formally established the MRC "to provide for an adequate supply of volunteers in the case of a Federal, State, local, or tribal public health emergency"



MRC TRAIN, part of the larger TRAIN Learning Network, has posted a series of trainings available to unit leaders and volunteers related to COVID-19. This includes training from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), European Centre for Disease Prevention and Control, and others. These COVID-19 related trainings may be accessed via this [MRC TRAIN link](#).

Example MRC Response Roles

MRC units in communities across the country are engaged in COVID-19 response activities. MRC volunteers are supporting a myriad of response roles and tasks depending on local community need. While response activities vary, below are common COVID-19 MRC missions:

- **Testing support** – assisting with COVID-19 testing at clinics and drive-through sites – roles ranging from appointment set-up, patient registration, traffic control, data entry, personal protective equipment (PPE) donning and doffing, nasopharyngeal swab administration, and test result follow-up
- **Epidemiology and surveillance support** – assisting health departments with positive case investigations, contact tracing, and patient monitoring of those in isolation/quarantine (often done remotely via phone)
- **Medical surge** – providing medical surge personnel to facilities, including (but not limited to): hospitals, long term care facilities, congregate housing, alternate care sites, federal medical stations, and emergency isolation shelters for homeless and vulnerable populations
- **Community screening** – performing health screenings and temperature checks of staff and visitors at hospitals, health departments, emergency operations centers, municipal buildings, correctional facilities, and homeless shelters
- **Call center operations** – assisting health departments and community call centers with fielding and triaging phone calls and email inquiries from the general public and healthcare providers, including providing general COVID-19 information and guidance, performing initial health screenings, and providing information about available testing
- **Community outreach** – assisting school systems, local community food banks, Meals on Wheels programs, senior centers, and local Area Agencies on Aging with packaging and food delivery/distribution; making well check calls to older community members and those on special needs registries; assisting with grocery and prescription medication pick-up and delivery; making cloth masks for community members
- **Logistics support** – inventorying, assembling, and distributing PPE; providing stockpile warehouse support; facilitating test specimen pick-up and delivery to laboratories; delivering and setting up mobile field hospitals, mobile field offices, and drive-through tents
- **Behavioral health** – providing behavioral health support for staff and community members at call centers, homeless shelters, health departments, first responder agencies, long term care facilities, and hospitals
- **Community education** – providing health education and raising awareness of prevention and mitigation measures for both general population and specific community groups through public service announcements, flyer distribution, door hangers, social media, outreach calls, etc.
- **Training** – assisting with fit testing and PPE donning and doffing training for volunteers and healthcare personnel



Appendix A – Mission Specific Resources: Epidemiology and Surveillance Support

Note: Non-Federal government tools and resources listed below are provided for informational purposes only and are not intended to indicate endorsement. MRC units should evaluate and select tools that best meet their needs and those of their communities. If applicable, MRC units are also encouraged to utilize local and state-specific resources.

Contact Tracing

- [Centers for Disease Control and Prevention \(CDC\) Contact Tracing Resources](#) – includes resources related to the basic principles and protocols of contact tracing, training guidance, digital contact tracing tools, and example contact notification and interview forms (among other resources)
 - [COVID-19 Contact Tracing Training Guidance and Resources](#) – this page contains a sample training plan, including topic areas, learning objectives, and information about existing trainings and resources
- [Epi Info™](#) is a public domain suite. Designed for the global community of public health practitioners and researchers, it provides for easy data entry form and database construction
- [MRC TRAIN \(course #1091008\)](#), has posted a generalized contact tracing training, created and shared by the Michigan Department of Health and Human Services
- The Association of State and Territorial Health Officials (ASTHO) and National Coalition of STD Directors (NCSD) developed an online training titled *Making Contact: A Training for COVID-19 Contact Tracers*, which is available on [MRC TRAIN \(course #1091302\)](#)
- Johns Hopkins University: [COVID-19 Contact Tracing Training](#)
- National Association of County and City Health Officials (NACCHO) Coronavirus Resources for Local Health – this [COVID-19 Data Lab](#) is an interactive tool that allows users to identify COVID-19 data points by state and county



Appendix B – Mission Specific Resources: Testing Support

Note: Non-Federal government tools and resources listed below are provided for informational purposes only and are not intended to indicate endorsement. MRC units should evaluate and select tools that best meet their needs and those of their communities. If applicable, MRC units are also encouraged to utilize local and state-specific resources.

COVID-19 Testing

- [Centers for Disease Control and Prevention \(CDC\) Resources for Evaluating and Testing Persons for COVID-19](#)
 - [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens](#)
 - [Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed COVID-19](#)
 - [Using Personal Protective Equipment \(PPE\)](#)
 - [Laboratory Capacity](#)
- ASPR TRACIE Topic Collection: [COVID-19 Drive-Through Testing / Community Screening Resources](#)
- ASPR TRACIE Technical Assistance Responses:
 - [COVID-19 Testing Process Overview](#)
 - [Drive-Through Testing for Infectious Disease](#)
- National Emerging Special Pathogens Training and Education Center (NETEC): [COVID-19 Laboratory Specimen Collection: Nasopharyngeal Swab Training Video](#)



Appendix C – Mission Specific Resources: Medical Surge Support

Note: Non-Federal government tools and resources listed below are provided for informational purposes only and are not intended to indicate endorsement. MRC units should evaluate and select tools that best meet their needs and those of their communities. If applicable, MRC units are also encouraged to utilize local and state-specific resources.

Long-Term Care Facility Support

- [Centers for Disease Control and Prevention \(CDC\) Resources for Long-Term Care Facilities and Nursing Homes](#) – includes key strategies for long-term care facility planning, infection prevention and control, and testing
 - Recorded webinar: [Preparing Nursing Homes and Assisted Living Facilities for COVID-19](#)
 - [Nursing Home and Long-Term Care Facility Checklist](#)
 - [Key Strategies to Prepare for COVID-19 in Long-term Care Facilities](#) – includes a short webinar series for frontline long-term care staff
- [National Emerging Special Pathogens Training and Education Center \(NETEC\)](#) – this page includes archived webinars and guidance related to patient care and considerations at long-term care facilities
- CDC Clinician Outreach and Communication Activity (COCA) Webinar: [COVID-19 Update and Information for Long-Term Care Facilities](#)
- ASPR TRACIE Topic Collection: [COVID-19 Long-Term Care Resources](#)
- The [American Health Care Association](#) – this page provides guidance and resources for long-term care providers, residents and patients, and families/friends

Homeless Shelter, Isolation/Quarantine Facility, and Recovery Center Support

- [Centers for Disease Control and Prevention \(CDC\) Resources to Support People Experiencing Homelessness](#) – includes prevention and mitigation guidance, screening for symptoms guidance, FAQs, and more
 - [Interim Guidance for Homeless Service Providers](#)
 - [Interim Guidance on People Experiencing Unsheltered Homelessness](#)
 - [FAQs for Homeless Shelters](#)
- [U.S. Interagency Council on Homelessness](#) – includes guidance, webinars, and information on a range of topics, including isolation and quarantine facilities
 - [COVID-19 Resources from Seattle & King County, WA](#)
- ASPR TRACIE Population-Specific Resources: [People Experiencing Homelessness](#)
- [National Health Care for the Homeless Council COVID-19 Resources](#)