



Medical Reserve Corps

Volunteers Building Strong, Healthy, and Prepared Communities

Medical Reserve Corps Quarterly Report: FY2018 Quarter 2 (January 1 – March 31, 2018)

The Medical Reserve Corps (MRC) is a national network of local volunteers with a mission to strengthen public health; reduce vulnerabilities; improve emergency preparedness, response and recovery capabilities; and build community resilience. MRC volunteers include medical and public health professionals, and other community members interested in improving the health and safety of their local jurisdictions.

MRC: This Quarter By the Numbers



918 MRC units
191,487 volunteers



6 new MRC units registered
25 MRC units de-registered



MRC units participated in **54** "Stop the Bleed" trainings, including events held on *National Stop the Bleed Day* on March 31



In response to flooding events in IL, IN, KY, MI, and VT, more than **40** MRC volunteers assisted with sandbagging, administering vaccinations (e.g., Tdap), staffing local Emergency Operations Centers, providing resources to those affected, and conducting disaster assessments



MRC units participated in **84** flu-related activities, including vaccination clinics and community outreach on flu prevention



In celebration of National Heart Health Month in February, MRC volunteers served approximately **150** hours administering blood pressure and glucose screenings, conducting outreach at events, and holding CPR/AED trainings



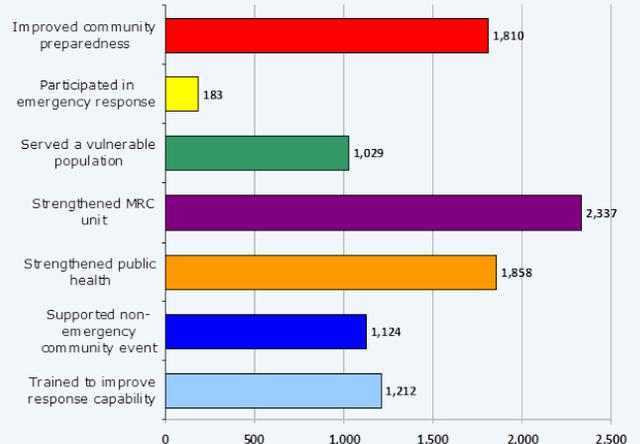
In response to winter storms and freezing temperatures throughout the country, approximately **30** MRC units were activated or placed on stand-by to assist communities with warming centers and overnight sheltering operations, including providing medical and mental health support

MRC: At Work in our Communities

This quarter, **494** MRC units reported a total of **3,492** activities

- **183** emergency-related
- **3,309** non-emergency

The number of activities notes the number of unique entries by MRC unit leaders for the quarter. MRC unit leaders also select impact areas for each activity, which may include multiple categories. Thus, the numbers in the bar chart to the right may not equal the total number of activities.



Emergency and/or Response-Related Activities

- ★ **Colorado Acupuncture MRC (CO)** volunteers supported the Adams County Sheriff's Department with behavioral health acupuncture treatments for the funeral guard after the death of an officer.
- ★ **Middletown MRC (CT)** volunteers greeted and escorted people entering Middlesex Hospital after a man crashed his car into and damaged the emergency room entrance.

- ★ **Manatee County MRC (FL)** was activated to provide emergency medical rehab to firefighters of East Manatee County Fire Department and Florida Forest Service as they battled a 10-acre fire that was located in a heavily-wooded area with residential structures nearby.



Manatee County MRC (FL) volunteers responded in less than an hour to the scene of a brush fire to provide emergency medical rehab to firefighters

- ★ **Clark County MRC (IN)** volunteers assisted with a tetanus vaccination clinic hosted by the local health department after the community experienced severe flooding in early March. People who don't have a current tetanus vaccination may be susceptible to tetanus if they have open wounds, or if they get cuts during flood clean-up.

- ★ **Louisville Metro MRC (KY)** administered Hepatitis A vaccinations at 37 different locations in response to a regional outbreak. **Bullitt County MRC (KY)** assisted in this effort by providing trained vaccinators to the Louisville Metro MRC.

- ★ **New Orleans MRC (LA)** was activated three times during January to support cold weather shelters for homeless individuals due to unusually cold/freezing temperatures. In total, MRC volunteers contributed approximately 500 service hours supporting the shelters.



New Orleans MRC (LA) volunteers staffed three cold weather shelters in January

- ★ **Hampshire County MRC (MA)** volunteers helped set up an emergency dispensing site at Smith College to dispense Meningococcal B vaccines to students following a recent diagnosis. Four hundred thirty-one vaccines were administered.

Emergency and/or Response-Related Activities (*continued*)

- ★ Nine volunteers from **Newaygo County MRC (MI)** responded to severe flooding in February. Newaygo County activated its Emergency Operations Center and initial telephone contact was made to residents known to be in flood-prone areas. Volunteers supported the effort by staffing phones as well as conducting disaster assessment afterwards.
- ★ **Pettis County MRC (MO)** volunteers supported the Pettis County Senior Center and Open Door Ministries in operating a warming shelter over the extremely cold nights of January 11-16, 2018.
- ★ **Carroll County MRC (NH)** volunteers provided telephone and administrative records support for the staff at a local hospital during a building flooding event that affected computer systems, telephone systems, and other reporting mechanisms.
- ★ After a local pediatric flu-related death, **Hudson Regional Health Commission MRC (NJ)** helped administer flu vaccinations for children at a local school. MRC volunteers, along with Public Health nurses, vaccinated approximately 200 students in grades 1st – 8th.
- ★ In response to inclement weather and freezing temperatures, **Paterson MRC (NJ)** volunteers assisted with a blanket drive for the homeless, local homeless shelters, and other agencies in need. MRC volunteers supported blanket collection, storage, and distribution.
- ★ **Dutchess County MRC (NY)** volunteers assisted with surveillance calls, interviews, and data input for an outbreak of norovirus linked to a local catering establishment.
- ★ Volunteers from the **Clark County MRC (OH)** Suicide Response Team were activated for three separate suicides to provide support and resources for the loved ones. The team uses an evidence-based model that shows immediate post intervention for loved ones of a suicide victim reduces the risk of subsequent suicides among those served.
- ★ Seven MRC nurses from the **Franklin County and Columbus MRC (OH)** helped staff an American Red Cross shelter from February 1 – February 4 to assist those affected by a large apartment complex fire.
- ★ **MRC of Puerto Rico (PR)** volunteers supported 20 flu vaccination clinics located in multiple municipalities in response to widespread flu activity on the island.
- ★ The Galveston County Health District requested activation of the **Galveston County MRC (TX)** in response to more than 9,000 patients at two local clinics being potentially exposed to Hepatitis B, Hepatitis C, and HIV. The MRC was asked to open phone banks and a blood testing center. Due to the large scale of this response, **MRC units from Brazoria, Fort Bend, Harris, and Montgomery Counties** were also recruited to respond. These units provided volunteers to answer the phone bank hotline, schedule appointments for blood screens at the testing center, and to conduct the blood screens. As of early April, more than 2,700 people have been tested, more than 3,100 appointments have been scheduled, and approximately 4,000 calls to the phone bank have occurred.
- ★ **Utah County MRC (UT)** supported phone bank operations during a Hepatitis A outbreak after they received request for support from the local health department.
- ★ In response to local flooding, **Northwest Vermont MRC (VT)** assisted the local health office and partners at a Multi-Agency Resource Center set up to provide affected community members with needed resources, including information about drinking water and food safety, clean-up guidelines, and water testing kits.
- ★ **Three Rivers MRC (VA)** opened and staffed a shelter after winter storm winds caused damage to an apartment complex's roof, displacing 25-30 residents. MRC volunteers provided psychological first aid and medical services, as needed.
- ★ **Snohomish County MRC (WA)** supported a cold weather shelter for homeless individuals from February 9 – February 25.



Northwest Vermont MRC (VT) volunteers assisted community members affected by recent floods at a Multi-Agency Resource Center

Non-Emergency / Steady State Activities

- ★ **Contra Costa County MRC (CA)** hosted “You are the Help Until Help Arrives” training for 45 community members at the public library.
- ★ **Sacramento MRC (CA)** hosted an active shooter training for 32 MRC volunteers and 14 guests, including nurses from area hospitals and Sacramento Healthcare Coalition members.
- ★ In January, the **Pueblo MRC (CO)** secured funding to purchase “I am not scared when I am prepared” bags, supporting an outreach campaign developed in Colorado to teach disaster resilience to elementary school-aged children after devastating fires affected the southern region of the state.
- ★ **Naugatuck Valley MRC (CT)** hosted its fourth Narcan & Opioids Community Training held at a local hospital as part of the unit’s Naugatuck Valley Overdose Prevention & Education (N.O.P.E.) campaign. After the training, kits that included nasal naloxone, gloves, a face shield, sanitizer, and first aid supplies were distributed to attendees.
- ★ **Bay Area MRC (FL)** volunteers, along with other medical professionals, organized a free health clinic to treat basic health needs of the local homeless population. The clinic is intended to be a monthly event and is expected to grow as awareness spreads throughout the community.
- ★ **North Central Idaho MRC (ID)** participated in a community preparedness training day that included a virtual tabletop exercise on sheltering in place and “Stop the Bleed” train-the-trainer.
- ★ **Egyptian MRC (IL)** participated in a medical countermeasures (Strategic National Stockpile) virtual tabletop exercise hosted by the Emergency Management Institute.
- ★ **Maryland Responds MRC (MD)** hosted a workgroup kick-off meeting to develop a Maryland Region III Radiation Response Team to support local jurisdiction staffing needs for community reception centers in the event of a radiation response. During this meeting, state and local MRC coordinators and radiation subject matter experts met to discuss the project plan and make key decisions to progress the development of the team.
- ★ Three Massachusetts MRC units – **Bristol-Norfolk MRC, Greater Fall River MRC, Greater New Bedford MRC (MA)** – participated in Project Reconnect, a training that focuses on assisting a patient experiencing opioid issues in an emergency room to transition back into their community/treatment centers. Additional Massachusetts MRC units will be joining efforts on this initiative shortly.
- ★ Three MRC units in the St. Paul/Minneapolis area, **Hennepin County MRC, MRC of Washington County, Bloomington Edina-Richfield MRC (MN)**, as well as **Saint Croix Valley MRC (WI)** prepared volunteers for potential roles and activities should they be activated during Super Bowl LII.
- ★ **Minnesota Veterinary MRC (MN)** volunteers attended a training course with state and local partners titled “Emergency Response to Domestic Biological Incidents.”
- ★ In January, **Northwest MRC of St. Joseph (MO)** provided Youth Mental Health First Aid training to 56 high school educators. Youth Mental Health First Aid training teaches lay people methods of assisting a young person who may be in the early stages of developing a mental health problem or in a mental health crisis. In February, this training was provided at a Youth Mental Health First Aid Conference hosted by the Mid-City Excellence Community Learning Center. And in March, MRC members provided Mental Health First Aid training to police academy students. Training included what to do if someone is experiencing a mental health crisis, special considerations for law enforcement officers, and understanding the myths associated with mental illnesses.
- ★ On March 17, a **South-Central Missouri MRC (MO)** volunteer and affiliated HOSA students set up and operated a first aid tent for the Rolla, MO, St. Patrick’s Day parade and festivities.
- ★ **MRC of Southern Nevada (NV)** assisted the Southern Nevada Health District in receiving the Metropolitan Medical Response System (MMRS) stockpile of antibiotics and repackaging the medication into individual courses.

Non-Emergency / Steady State Activities *(continued)*

- ★ **Ocean County MRC (NJ)** volunteers assisted at a county potassium iodide (KI) distribution clinic exercise. Volunteers were on-hand to support public education efforts as well exercise communications, facility set-up, and staff/volunteer assembly.
- ★ **Mid-Carolina State Medical Assistance Team (SMAT) (NC)** participated in a pediatric disaster tabletop exercise with the local medical center and community partners.
- ★ **Wasco County MRC (OR)** volunteers held their 5th Annual Blanket Drive. Wasco County MRC was able to collect approximately 150 blankets and 100 warming items (e.g., coats, hats, gloves, socks) for a local homeless shelter.
- ★ Medical and non-medical volunteers from the **Philadelphia MRC (PA)** helped staff three Philadelphia Fire Department EMS medical tents set up along the Philadelphia Eagles' Super Bowl parade route.
- ★ Sixteen volunteers from the **Northeast Tennessee Regional MRC (TN)** participated in "Stop the Bleed" training on *National Stop the Bleed Day* held on March 31. One volunteer assisted with teaching the class, which provided attendees with hands-on tourniquet and wound-packing training.
- ★ **Sullivan County Health Department MRC (TN)** participated in a regional healthcare facility functional exercise involving a scenario where a local hospital had to evacuate its facility and use the Regional Medical Communications Center to coordinate patient transport.
- ★ **Big Country MRC (TX)** partnered with the American Red Cross, local Emergency Management, and local Fire Departments to install free smoke alarms in more than 70 homes in Nolan County as part of the national "Sound the Alarm" fire safety campaign.
- ★ In 2016, approximately 800 6th graders in Richmond, VA, missed class time because they did not have the Tetanus, Diphtheria, Pertussis (Tdap) vaccination required to attend middle school. This year, **Richmond City MRC (VA)** and the Richmond City Health District partnered with the Mayor's office to reduce this number by providing Tdap vaccines to rising 6th graders in every elementary school in Richmond.
- ★ **MRC of Eastern Washington (WA)** conducted naloxone administration training for 25 individuals at the Spokane County Sheriff's Department.
- ★ The **Public Health Reserve Corps of Seattle and King County (WA)** provided a twice weekly healthcare team to serve the medical needs of clients at a local food bank.



Philadelphia MRC (PA) volunteers provided support during the Philadelphia Eagles' Super Bowl parade

MRC Volunteers In Action: Prepared and Ready to Respond

On January 20, three Rocky Mountain MRC (CO) volunteers were working a first aid station at the finish line of a local 5 & 10 mile race when they noticed an individual in distress. The volunteers – two of whom are EMTs – witnessed the individual finish the race, begin stretching, and shortly after, collapse to the ground. Along with two other bystanders, the MRC volunteers quickly rushed to his aid, checked for breathing and a pulse, and immediately started chest compressions and kept his airway open. After performing CPR for approximately 3-4 minutes, the individual's heart began beating again just as first responders and an ambulance arrived. The volunteers received word in the days after that the young man was doing well and expected to make a full recovery. A special thank you and "job well done" to the MRC volunteers for their training, preparation, and willingness to respond when needed!



Strengthening the MRC Network and Enhancing Connectivity with Partners

During the quarter, the MRC Program fostered partnerships and hosted, participated, presented, and/or exhibited at a number of events to enhance connectivity, raise awareness, and strengthen the sustainability of the MRC Network. Examples include:

- ★ Program staff hosted monthly MRC Network Well Check Webinars on the following topics: MRC Promising Practices in Community Preparedness and Resilience, MRC Sustainability: Demonstrating Unit Value, and MRC Specialized Teams. These webinars provided the MRC Network with the opportunity to learn about best practices and available resources to strengthen their MRC units. Well Check Webinar recordings are archived on the [MRC website](#).
- ★ Program staff hosted the quarterly MRC New Leader Orientation in February. The orientation, which is intended for unit leaders who are new to their positions, provided program overview information, as well as resources, tools, and technical assistance available. The goal of the orientation is to help unit leaders build strong and sustainable MRC programs.
- ★ MRC program staff facilitated a webinar for MRC State Coordinators to share ideas and discuss best practices regarding integration of the MRC into state and local-level public health and preparedness infrastructures. Staff also provided an MRC website demonstration, including a tutorial on useful resources, tools, and reports that MRC State Coordinators are able to access, helping to facilitate increased awareness of MRC engagement within each state.
- ★ Program leadership participated in the HOSA-Future Health Professionals Monthly Ideas Meeting to discuss topics of youth engagement in public health, emergency preparedness, and other areas of health and science.
- ★ In February, the National Association of County and City Health Officials (NACCHO) selected 80 MRC units to receive Challenge Awards for innovative projects that are aligned with national health initiatives and are also significant at the local level. The awards (available in three funding categories – \$2,500; \$7,500; \$12,500) are supported by a cooperative agreement with the MRC Program.
- ★ MRC leadership attended the Bataan Memorial Death March in White Sands, NM, on behalf of the MRC program. The annual march through desert terrain commemorates World War II heroes who were captured and forced to march to prisoner of war camps by Japanese forces in 1942. Volunteers, including those from New Mexico and Texas MRC units, are a critical part of the medical team that provides care and first aid to participants throughout the course.
- ★ MRC leadership attended the 2018 Disaster Distress Helpline Steering Committee Meeting in Washington, DC.
- ★ In March, MRC leadership attended the Federal Interagency Disaster Research Meeting, organized by the National Institute of Environmental Health Sciences in Bethesda, MD.



Volunteers from New Mexico and Texas served more than 3,000 hours providing care to participants of the 2018 Bataan Memorial Death March in White Sands, NM

Strengthening the MRC Network and Enhancing Connectivity with Partners

During the quarter, MRC Regional Liaisons offered technical assistance, fostered partnerships, and attended various regional / state / local MRC and coalition meetings to engage state leaders, unit coordinators, volunteers, and network stakeholders & partners. Examples include:

- ★ Region 1 (CT, ME, MA, NH, RI, VT) – Participated in FEMA Region 1 Community Preparedness Volunteer Coordinator webinar
- ★ Region 2 (NJ, NY, PR, VI) – Continued to actively engage with MRC units and partners on hurricane recovery efforts in both Puerto Rico and the U.S. Virgin Islands
- ★ Region 3 (DC, DE, MD, PA, VA, WV) – Participated in various state MRC meetings (e.g., Pennsylvania MRC meeting, Virginia MRC meeting)
- ★ Region 4 (AL, FL, GA, KY, MS, NC, SC, TN) – Hosted unit sustainability brainstorming / best practices session with Florida MRC unit leaders
- ★ Region 5 (IL, IN, MI, MN, OH, WI) – Attended Region 5 Regional Advisory Council (RAC) meetings and ASPR Regional Emergency Preparedness / Response Partnership meetings
- ★ Region 5 – Participated in various state MRC meetings (e.g., Wisconsin state monthly MRC meeting, Ohio quarterly state meeting, Michigan MRC volunteer management meetings, Indiana quarterly state meetings, Illinois MRC Association meetings)
- ★ Region 6 (AR, LA, NM, OK, TX) – Participated in Arkansas’ first statewide MRC conference hosted by the MRC State Coordinator along with the Preparedness Division Director. The conference served as an important opportunity to showcase Arkansas MRC engagement and community value
- ★ Region 6 – Participated in ASPR’s tabletop planning exercise for Louisiana’s upcoming hurricane season
- ★ Region 7 (IA, KS, MO, NE) – Attended the Gateway Volunteer Network meeting in St. Charles, MO. The Gateway Volunteer Network is an initiative developed by MRC units in the bi-state St. Louis metropolitan area to enhance the preparedness, emergency response capacity, and community resiliency of the St. Louis community by coordinating and integrating efforts of the local MRC units
- ★ Region 8 (CO, MT, ND, SD, UT, WY) – Provided input and collaborated with Utah Emergency Management on a training to market and promote the utilization of MRC to local decision-makers and residents
- ★ Region 8 – Presented about the MRC program and the “You are the Help Until Help Arrives” initiative during a Region 8 Million Hearts® webinar. Million Hearts® is a national initiative, co-led by the Centers for Disease Control and Prevention and the Centers for Medicare & Medicaid Services, that focuses on the prevention of heart attacks and strokes across the nation
- ★ Region 9 (AZ, CA, HI, NV, Guam, American Samoa, CNMI, FSMI, RMI, and Palau) – Hosted a meeting for Northern California MRC unit leaders, the California MRC State Coordinator, and the MRC Los Angeles unit leader to discuss participation in recent responses, lessons learned for future responses, and first steps to creating a Northern California MRC Alliance
- ★ Region 10 (AK, ID, OR, and WA) – Participated in the annual regional ASPR Federal Partners Meeting. Partners in attendance included those from HHS’ Hospital Preparedness Program, National Disaster Medical System, and Centers for Disease Control and Prevention – among others

Website: <https://mrc.hhs.gov> | **E-mail:** MRCcontact@hhs.gov

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