

Dallas County MRC Training Courses – 2015/2016

Please note: The minimum age requirement for Dallas County MRC member volunteers is 21 and no under-age individuals may participate in the unit's trainings without prior authorization.

Basic Required Training

ORIENTATION & Response 101 – An introduction to the Medical Reserve Corps, its mission and focus. This course is a pre-requisite to all POD and Shelter training offered by the MRC. Session includes a brief look at the Incident Command System (ICS) and an overview of the Strategic National Stockpile (SNS) and Point-of-Dispensing (POD) operations. Volunteers receive a free copy of the Dallas County MRC Volunteer Handbook and are briefed on training requirements, opportunities, and specific MRC volunteer roles. New volunteers will be asked to read and sign HIPAA and other confidentiality agreements. (2-hours)

FUNDAMENTALS OF PREPAREDNESS WORKSHOP – This course reviews critical personal and household safety measures that can be taken in preparation for natural or man-made disasters. Workshop participants begin writing their own Emergency Communications Plan using forms provided. They also learn the importance of maintaining a Master Supplies List for sheltering at home or for family evacuation. Course includes discussion and interactive problem-solving given a variety of disaster scenarios. Also provided is a list of disaster recovery resources and discussion of “*what to expect following a disaster.*” (2-hours)

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) – These two online courses are self-paced required training for all MRC volunteers: Emergency Management Institute course **IS-100.HCb** (Hospital/Healthcare), and **IS-700.a**. <http://training.fema.gov/IS/NIMS.asp>

Point-of-Dispensing (POD) Training

POD MODULE I: COMMUNICATION / IT & WebEOC – Training provides an understanding of the communication function within a POD and the importance of maintaining links outside the POD. Course outlines the specifics of the POD communications plan, an overview of the WebEOC communications tool, and basic HAM radio capabilities within the POD. Volunteers taking this course should have working experience with laptop or PC functions. (2-hours)

POD MODULE II: SCREENING/DISPENSING & VACCINATING– Course is designed to provide an overview of POD roles and responsibilities for **medical** volunteers. The course provides in-depth training for clinical screeners, dispensers and vaccinators working within a POD environment. (2-hours)

POD MODULE III: INVENTORY MANAGEMENT – Training includes an overview of POD operations and provides techniques of inventory management and the control of supplies and medications/vaccine in a POD. Course includes handling, storing, and reporting protocols for received, stored, and dispensed medications, expendable supplies, non-expendables, and accountability for other property and equipment. (2.5-hours)

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POD MODULE IV: ADMINISTRATION MANAGEMENT – Trains volunteers on completing POD reports accurately and efficiently; recording POD throughput and medications dispensed. Also covers staff registration, role assignments, timekeeping, and the recruitment and training of additional POD volunteers as needed. (2.5-hours)

POD MODULE V: CRISIS MANAGEMENT – This is a course for Social Workers, Mental Health Professionals, and para-professionals. Course addresses mental health concerns and responses in a POD or shelter environment. Study includes the psychological effects upon general populations following a bioterrorism event and touches on post-event recovery. Factors in conducting surveys of the affected population are described. (2-hours)

POD MODULE VI: SAFETY, SECURITY & FIRST AID STATION – This is a course for Site Directors, Safety Managers, and F.A. Station personnel. Includes a review of POD safety inside and outside; working with on-site city/county law enforcement personnel, safety hazards and issues pertinent to both staff and clients, reporting an accident/incident, attending to injuries/illnesses, evacuation protocols, and forms documentation. (2-hours)

POD MODULE VII: SUPPORT ROLES – This course provides a quick review of basic POD operations and outlines duties for POD Runners, Floaters, Crowd Control personnel, and Forms Distributors. This critically important non-management training is ideal for active volunteers who are able to stand for longer periods of time, move quickly, and interact with both POD staff and the general public. (2-hours)

POD MODULE VIII: GRIAGE & CLIENT EDUCATION – This includes the combined greeting and triage (griage) function and instructs on ways to identify special needs. Training will provide information the educator will disclose to individual members of the general public as they are being processed through the POD. Designed also for bi-lingual volunteers, this course provides interpreters an understanding of this information so they can help non-English speaking members of the general public. Course teaches one how to access interpretive aids such as pictograms and translated instructions during POD operations. (2-hours)

POD MODULE IX: POD OPS OVERVIEW – This course is primarily for Tier I volunteers, those who have completed all basic training including at least one POD role-specific class. Use it to refresh your POD knowledge and skills prior to participating in a POD Exercise. And, for volunteer members who have not attended a POD class in the last two or three years, it's an excellent refresher on the important aspects of helping out during emergency POD operations. Training includes descriptions of all roles and station assignments, the chain-of-command, effective information sharing, intra-POD communication protocols, and the importance of and ability to collaborate. The training highlights the individual responsibility every POD worker has for delivering effective just-in-time training. (2-hours)

POD MODULE X: POD COMMAND – This course is for those volunteers who have completed at least one management level POD training course and the POD OPS Overview (POD Module IX). Potential POD Site Directors, Safety Managers, Clinic Managers, Logistics & Facilities Managers, and Administration Managers will learn the importance of POD site selection and planning, the identity of jurisdictional partnerships, fundamentals of mobilization, operations, and demobilization. Subject matter includes the current SNS protocol and RSS warehouse fulfillment, POD personnel management, just-in-time training, public information protocol, and legal liabilities. (2-hours)

Supplemental Training

HEALTH, EDUCATION & OUTREACH: Designed to inform MRC member volunteers of current and emerging local health threats, this course will prepare volunteers to assist in taking information into the community at large; mitigating emergency disease outbreaks and calming public concerns. In addition, it is designed to prepare volunteers to assist in staffing public health preparedness booths at local events such as health and safety fairs while promoting volunteer opportunities within the MRC. (2 hours)

PUBLIC HEALTH SUPPORT ROLES: This course provides an overview of the different support roles MRC volunteers may fill during public health emergencies. These include but are not limited to assisting with volunteer registration and deployment, distributing first-responder prophylaxis kits, filling support functions in a Family Assistance Center, Call Center, and just-in-time Neighborhood Outreach. (2 hours)

CBRNE THREAT SERIES: This series of 4 courses provides an overview of the different types of Chemical, Biological, Radiological, Nuclear and high-yield Explosive threats. Uses CDC provided information and recommendations on how to recognize a CBRNE event. Course familiarizes medical personnel with the basic medical signs and symptoms as well as the medical standards for identifying and treating CBRNE injuries. (2 hours each)

DEPLOYMENT & RECEPTION CENTER STAFFING: Instruction on the volunteer support roles for registering, identification and credentialing, badging and assigning of all volunteers to be deployed to a specific point of disaster or emergency response. (2-hours)

MRC LEADERSHIP: This course is designed to prepare individual volunteers with the competencies required of effective team leaders during the training for and actual emergency deployment. Training includes the enhancement of information sharing, problem solving, and decision making skills, while honing the ability to collaborate. Participants will interact with one another through a variety of stimulating activities designed to sharpen skills while providing new insights. (2 hours)

PSYCHOLOGICAL FIRST AID (PFA): For mental health and other non-professional disaster response volunteers who may be called upon to provide affected children, adolescents, adults, and families early assistance in the immediate aftermath of a disaster as part of an organized response effort. Course material includes the Psychological First Aid Quick Series handbook. Training consists of lecture, classroom discussion, and interactive role-play by class participants. (4 – 6 hours offered annually)

EPI SURGE & PPE TRAINING: Course describes basic epidemiological principles, disease surveillance, and outbreak investigations in Dallas County. Participants use role-play in completing an EPI investigation questionnaire. Details are provided on how trained MRC volunteers can assist in actual EPI investigations. Course also offers an interactive demonstration on the use of Personal Protection Equipment. (2-hours)

BASIC DISASTER LIFE SUPPORT™: The BDLS® course is designed to engage participants through interactive scenarios and group discussion. The overarching aim is to teach a common lexicon, vocabulary, and knowledge base for clinical and public health management that is practical

and relevant for all health professionals. The course is aimed at a broad range of audience categories that share a common likelihood of providing clinical care and assistance to casualties during a disaster or public health emergency. Successful completion of the BDLS course is a prerequisite for attendance at the ADLS course.

ADVANCED DISASTER LIFE SUPPORT™: The ADLS® course is an intense 15-hour course that allows participants to demonstrate competencies in mass casualty management. Core education elements include the ADLS manual and five interactive lectures (Disasters and Public Health Emergencies; Triage in Disasters and Public Health Emergencies; Health System Surge Capacity for Disasters and Public Health Emergencies; Community Health Emergency Operations and Response; and Legal and Ethical Issues in Disasters). Essential training components include population scenarios discussion; mass casualty triage tabletop and situational training exercises; surge tabletop scenario for a health care facility; personal protective equipment skills performance and decontamination video review; casualty management in small groups with simulated scenarios; and emergency operations center situational training exercise. ADLS requires learners to apply knowledge learned in Basic Disaster Life Support™ (BDLS®) courses.

The ADLS course target audience includes physicians, nurses, physician assistants, emergency medical technicians (EMTs), paramedics, pharmacists, allied health professionals, and students in health professional schools.

AMATEUR RADIO TRAINING FOR POD DEPLOYMENT: (For licensed HAM operators.) DCHHS maintains a number of emergency radio sets for emergency deployment to points-of-dispensing (PODs). This on-going training series is designed to familiarize licensed HAM radio operators with this proprietary equipment and enlists their participation in the MRC communications group for deployment during a public health emergency. (2 to 3 hours)

CPR/AED: TRAINING I. (Basic Life Support [BLS] for medical professionals), and **TRAINING II.** (“Heart Saver” for non-medical personnel) – Each course leads to earning the American Heart Association (AHA) certification. Instruction includes the latest methods of administering cardio pulmonary resuscitation (CPR) and use of the automatic external defibrillator (AED). (4.5-hours with a break for lunch on your own)

CPR/AED RE-CERTIFICATION TRAINING: This course is for individuals whose AHA certification card has expired within the last 12-months. It is structured to “refresh” full certification training; leading to renewal. First Aid Station training not included. (3-hours)

NIMS: The Emergency Management Institute courses, IS-200 (Single Resources), and IS-800 (National Response Plan) can be completed online. These courses offer an in-depth look at NIMS/ICS and the application each has to POD operations. <http://training.fema.gov/IS/NIMS.asp>

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Shelter Training

EMERGENCY SHELTER CLINIC OPERATIONS: For licensed medical and general non-medical volunteers who want to provide supplemental support to emergency shelter clinic operations. (2.5-hours)

Phase one is a one-hour course which covers first-time deployment and assignment protocol. Included is an overview of the Dallas Medical Operations Center (DMOC) as well as the Public Health Operations Center (P-HOC). Training provides information on emergency notification, reporting to a staging area and a general overview of what to expect in an emergency shelter clinic. Course also defines roles that may be available to the volunteer.

Phase two consists of four, ninety-minute breakout sessions (*select one*):

Shelter Training Module I: Medical Branch Operations – overviews typical level of provided care, clinic floor plan, management structure, pharmaceutical resources, medical records, and incident-specific protocols. For physicians, registered nurses, medical assistants, and other licensed clinicians.

Shelter Training Module II: Mental Health Branch Operations –Basic procedures for volunteering in the MH clinic, how the clinic functions, and protection from legal liabilities arising from volunteer service. An overview of the mental health effects of disasters, differentiates nonspecific distress from posttraumatic psychopathology after disaster exposure, covers the types of acute psychiatric problems typically encountered in disaster shelter populations, and reviews basic acute psychiatric care in disaster shelters. It also presents procedures for dispensing medications, emergency care triage, referral to psychosocial resources in the community, and care of special psychiatric problems such as methadone/suboxone treatment for opiate dependence. Course will cover clinic resources that are typically available. For licensed, prescribing psychiatrists.

Shelter Training Module III: Crisis Counseling/Social Work Operations – designed to prepare the mental health professional and social worker volunteer to help deliver basic services and restore a heightened degree of normalcy to the affected shelter population. It also overviews appropriate response techniques to a diverse audience; including event specific listening skills and counseling protocol. Course reviews avenues of resources and provides tips on how to find answers to a variety of questions and concerns that may develop among shelter staff and general shelter population. For licensed psychologists, counselors, clinical social workers, licensed vocational nurses (LVNs), mental health professionals, and behavioral health specialists.

Shelter Training Module IV: Non-medical Clinic Support – overview of the specific roles non-medical volunteers may be asked to fill after arriving at the shelter. The importance and effectiveness of “just-in-time” training will be discussed. Critical highlights of the following roles will be covered in order to cross-train all course attendees: Site volunteer coordinator, language interpreters, data entry of clinic medical records, serving as the clinic staff receptionist and assignment coordinator, training as a volunteer scheduling assistant, and filling the role of clinic inventory manager and inventory clerk. For support volunteers who have a variety of administrative or clerical experience and skill-sets.

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POD Training Matrix for MRC Volunteers

POD Roles



	Course List	MRC Orientation	Fundamentals of Preparedness	NIMS Online Training: IS-100.HCb & 700.a	Module I: Communications / IT & WebEOC	Module II: Screening/Dispensing/Vaccinating	Module III: Inventory Management	Module IV: Administration Management	Module V: Crisis Management	Module VI: Safety, Security & F.A. Station	Module VII: Support Roles (Runner/Crowd Control/Forms Distribution)	Module VIII: Griage & Patient Education	Module IX: POD OPS Overview	Module X: POD Command	CPR/AED & POD First Aid Station
Site Director		M	M	M	R	R	R	R	R	M	R	R	M	M	R
Safety Manager		M	M	M	R	R	R	R	R	M	R	R	M	M	M
Physician Consultant (M)					R	M	R	R	R				M	R	R
Clinic Manager (M)		M	M	M	R	M	R	R	R	R	R	R	M	M	R
Griage Coordinator (M)		M	M	M	R	R	R	R	R	R	M	M	M	M	R
Griage Lead		M	M	M	R	M	R	R		R		M	M		R
Education Lead (M)		M	M	M	R	M	R	R	R	R	R	M	M		R
Education/Interpreters		M	M	M	R	M	R	R	R	R	R	M	M		
Crisis Evaluator (MH)		M	M	M	R	R	R	R	M	R			M	M	R
Crowd Control Leads		M	M	M	R	R	R	R	M	R	M		M		R
Screening/Disp.Coord. (M)		M	M	M	R	M	R	R	R	R			M	M	M
Screening Lead (M)		M	M	M	R	M	R	R		R			M		R
Dispensing Lead (M)		M	M	M	R	M	R	R		R			M		R
Vaccination Lead (M)		M	M	M	R	M	R	R		R			M		R
First Aid Station Lead (M)		M	M	M		R				R			M		M
Forms, Runners, Crowd Cntrl.		M	M	M	R	R	R	M		R	M	R	M		R
Logistics & Facilities Mgr.		M	M	M	R	R	M	M	R	M			M	M	R
Comm / IT Coordinator		M	M	M	M	R	R	R	R	R			M	M	R
Comm / IT Lead		M	M	M	M	R	R	R		R	R		M		R
Inventory Coordinator		M	M	M	R	R	M	M	R	R			M	M	R
Inventory Lead		M	M	M	R	R	M	R		R	R		M		R
Runner Coordinator		M	M	M	R	R	R	R		R	M		M	M	R
Administration Mgr.		M	M	M	R	R	M	M	R	R			M	M	R
Records Coordinator		M	M	M	R	R	M	M	R	R			M	M	R
Records Lead		M	M	M	R	R	R	M		R	R		M		R
Vol. & Staff Coordinator		M	M	M	R	R	R	M	R	M			M	M	R
Vol. & Staff Lead		M	M	M	R	R	R	M		M	R		M		R

(M) = Medical Personnel

M = Mandatory training

(MH) = Mental Health Personnel

R = Recommended training