



# Kansas Guide to Forming a Medical Reserve Corps Unit

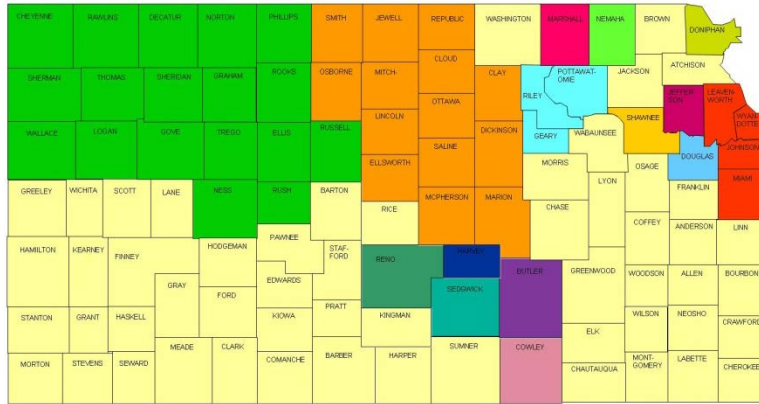
A desire to work to create safe, healthy, and prepared Kansas communities



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Each unit is sponsored by a housing agency. These housing agencies range from local governmental agencies to community-based organizations. For example, KS MRC units are housed in local emergency management agencies, hospitals, local health departments and non-profit associations.

### **Standardization**

The KS MRC is working on creating standardization throughout the units. This does not mean that all KS MRC units will be the same. We still want to encourage diversity and variety among the units. Instead, the main goal of standardization is to create a basic definition of what a KS MRC volunteer is considered.

So far, KS MRC has created a standardized Volunteer Application. This was created and agreed upon by KS MRC Unit Coordinators to ensure that all relevant information is included (*See Attachment 1*). Additionally, there is an approved KS MRC logo (.jpg format) that is available for all units' use throughout Kansas (*See Attachment 2*). If you wish to create a county or unit-specific logo, the design will need to be approved through the federal MRC office. To do this, you will have to log into the national MRC website, [www.medicalreservecorps.org](http://www.medicalreservecorps.org), and click on the link that says "Logo Request/New Use".

KS MRC members developed a standardized training requirement. The focus is on a basic, primary level of training that each unit will strive to complete. This will ensure that all KS MRC volunteers have completed the same minimum level of training (*See Attachment 3 for a copy of the policy*). Once the basic level of training has been institutionalized, the Kansas MRC unit leaders will work towards developing more advanced training levels.

The Kansas MRC program developed a Volunteer Incentive Program (VIP). The VIP provides volunteers incentive items for completing the requirements of the Kansas MRC Standardized Training Plan. The VIP utilizes TRAIN's Master Training Plan through the units' MRC Business Account, which allows for monitoring a volunteer's progress. The training elements are ICS 100, IS 700, IS 22 or a family preparedness plan, Psychological First Aid (PFA), and an MRC Orientation. Each element is associated with a specific core competency. Associating the incentives with the training plan, which is associated with the core competencies, ensures that the volunteers are meeting the core competency standards.

## ***Unit Activities***

MRC volunteers contribute their time and efforts in a wide variety of situations, from natural disasters to health fairs. During the interim of responding to disasters/emergency, MRC volunteers serve as Public Health Ambassadors. Typically, they provide health education and support, as well as, encourage the community to embrace healthy lifestyles.

One of the biggest struggles faced by MRC units is the challenge of keeping volunteers involved and active. If you are interested in utilizing your MRC unit for a particular activity, chances are a KS MRC unit has done it. There's no need to re-invent the wheel. Instead talk to another unit coordinator to get recommendations, advice, and help when beginning a new activity (*See Attachment 4 for the contact list.*)

## ***Credentialing & Verification of Volunteers***

The Kansas System for the Early Registration of Volunteers (K-SERV) is a comprehensive, online tool for volunteer management. K-SERV was originally created as a site that could enroll, verify, and credential health professionals interested in volunteering during an event. Since then, K-SERV has been expanded to register anyone interested in helping during an incident, not just those that are licensed healthcare professionals. K-SERV is able to credential up to 20 different health and medical professionals certifications and licenses.

MRC Coordinators have the ability to become K-SERV Local Administrators. Local-level administrators may only view the information of the volunteers registered in their county or counties that the State Volunteer Coordinator has given access to. They have access to all their volunteers' information and may perform all the functions of the K-SERV system. A K-SERV Local Administrator does not have the ability to credential a volunteer; that is completed by the State Volunteer Coordinator. The local administrator is able to create and edit groups, request volunteers through the use of Kansas Health Alert Network (KS-HAN), and track deployment of volunteers.

## ***Badging Volunteers***

The Kansas Division of Emergency Management (KDEM) had begun a statewide credentialing and resource tracking project that would incorporate badging volunteers. The Kansas MRC Unit Coordinators and the Kansas System for the Early Registration of Volunteers (K-SERV) Advisory Council had indicated strong preference for integrating with the current emergency management badging efforts and, in the interest of collaboration and partnership, it was decided that the K-SERV badging project would be highly incorporated with the KDEM credentialing and resource tracking project.

For K-SERV volunteers who will not be issued a card prior to an incident, the following steps should be followed to provide an identification card once on scene:



- Integration into local and state plans for public health and emergency response
- Training (utilizing NIMS requirements and the MRC Core Competencies)
- Volunteer activation/utilization
- Sustainability
- Evaluation
- MRC unit participates in public health, preparedness and emergency response activities
- MRC unit is active in the MRC network (regionally and/or nationally), and considers the following elements:
  - Participates in state, regional and/or national MRC meetings
  - Shares information with other MRC units (listserv, promising practices, training resources, etc.)
  - Maintains/updates unit profile on the MRC website (including current contact information, volunteer numbers, recent activities, extended profile information, etc.)
  - Participates in annual MRC Technical Assistance Assessments
  - Interacts with MRC Regional Coordinator

- ([http://www.medicalreservecorps.gov/File/MRC\\_Resources/mrc\\_101.ppt](http://www.medicalreservecorps.gov/File/MRC_Resources/mrc_101.ppt))
  - Promising Practices Toolkit (<http://www.medicalreservecorps.gov/PromisingPracticesToolkit.asp>)
  - NIMS Compliance Guidance for MRC Units (<http://www.medicalreservecorps.gov/NIMSGuidance>)
  - New Leader Transition Checklist ([http://medicalreservecorps.gov/File/Unit\\_Leader\\_Transition\\_Doc.doc](http://medicalreservecorps.gov/File/Unit_Leader_Transition_Doc.doc))
  - Unit Leader Guide to the TA Assessment ([http://www.medicalreservecorps.gov/File/MRC\\_Resources/Unit\\_Leader\\_Guide\\_to\\_the\\_TA\\_Assessment.pdf](http://www.medicalreservecorps.gov/File/MRC_Resources/Unit_Leader_Guide_to_the_TA_Assessment.pdf))
  - How to Start an MRC ([www.medicalreservecorps.gov/StartMRC.as](http://www.medicalreservecorps.gov/StartMRC.as))
2. In addition, fairly detailed information on a variety of MRC topics are contained in a series of publications called the Technical Assistance Series, also available on the national MRC website. The Technical Assistance Series can be found at the following web address: <http://www.medicalreservecorps.gov/TASeries>.
  3. The National Association of City & County Health Officials (NACCHO) website, [www.naccho.org](http://www.naccho.org), has many public health resources available for free. The system does require that you register on the site. Since NAACHO has a partnership with the MRC, there is an MRC-specific portion of the website available here: <http://www.naccho.org/toolbox/>.
  4. A partner with the MRC is the Citizen Corps. The website, [www.citizencorps.gov](http://www.citizencorps.gov), makes available many resources that are beneficial for MRC leaders and volunteers.
  5. State of Kansas MRC website, [www.KansasMRC.org](http://www.KansasMRC.org), provides an outlet of information sharing among current and prospective MRC units and volunteers. In addition, the web site provides educational resources for the public.

### **System Resources:**

1. Kansas System for the Early Registration of Volunteers (K-SERV): K-SERV is a secure registration system and database for volunteers willing to respond to public health emergencies or other disasters in Kansas or other areas across the country. It can be utilized as a volunteer management system at the local and state levels, therefore avoiding duplication of information at each level. Everyone is welcome to register in K-SERV. For more information, please visit [www.kdheks.gov/it\\_systems/k-serve.htm](http://www.kdheks.gov/it_systems/k-serve.htm)
2. Kansas Train & MRC-Train: TRAIN is the premier learning resource for professionals who protect the public's health. Volunteers can quickly find and register for many courses listed on Train.org and participating TRAIN affiliate sites; track your learning with personal online transcripts; access valuable materials, course reviews, and discussions to improve your learning experience; and stay informed of the latest public health trainings for your area or expertise. [www.ks.train.org](http://www.ks.train.org) or [www.mrc.train.org](http://www.mrc.train.org).



# KANSAS MEDICAL RESERVE CORPS VOLUNTEER APPLICATION



PLEASE PRINT

## Personal Contact Information

Full Name ( <i>Last, First Middle</i> )		Alias ( <i>if applicable</i> )	
Mailing Address	City	County	Zip Code
Home Phone	Cell Phone	E-mail Address ( <i>personal</i> )	

## Work Information

Present Employer	Occupation	Work Phone
Work Address		Work Status <input type="checkbox"/> Full Time <input type="checkbox"/> Part time <input type="checkbox"/> Retired

Background Information: *The following is required for a background check. Your information will be kept confidential.*

Date of Birth	Place of Birth	Sex <input type="checkbox"/> Male <input type="checkbox"/> Female
Driver's License: (#, State, & Type)	Race: <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Hispanic <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Asian/Pacific Islander	
Have you ever been convicted of a felony? <input type="checkbox"/> Yes <input type="checkbox"/> No A misdemeanor? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please explain:	

Professional Licensure Information: Note: *It is not necessary to hold a Professional License to join the Medical Reserve Corps*

Name on License	License Type (health or mental health license)
License Number	Do you have Prescriptive Authority?: <input type="checkbox"/> Yes <input type="checkbox"/> No

## Certifications & Foreign Language

Please list any certifications or trainings and date of completion:	
1. _____	
2. _____	
3. _____	
4. _____	
5. _____	
Please list any specialized skills with relevance to the Medical Reserve Corps:	Please list any foreign languages spoken/written:
1. _____	1. _____
2. _____	2. _____
3. _____	3. _____

Emergency Contact Information

In case of emergency, please contact:		Relationship:
Daytime Phone:	Evening Phone	
Do you have any personal health issues that would impact your ability to volunteer? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please list here:	

Personal References: *Please list 3 personal/professional references*

<input type="checkbox"/> Professional <input type="checkbox"/> Personal	1. Name	Relationship	Phone Number
	Address		
<input type="checkbox"/> Professional <input type="checkbox"/> Personal	2. Name	Relationship	Phone Number
	Address		
<input type="checkbox"/> Professional <input type="checkbox"/> Personal	3. Name	Relationship	Phone Number
	Address		

Education

Highest Level of Education: <input type="checkbox"/> High School <input type="checkbox"/> College <input type="checkbox"/> Graduate School <input type="checkbox"/> Other _____	Year Graduated:	
Name of Graduating School:	Degree:	Major:

Are you part of an emergency/disaster plan with any other organization? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please explain:
How did you learn about the Medical Reserve Corps?	

I hereby certify that all information on this application is accurate and correct and I hereby make application to the \_\_\_\_\_ County Medical Reserve Corps. I understand that I am applying for a volunteer position and this is not an application for, nor a contract of, employment. I understand that this application does not automatically make me a credentialed volunteer and that further interviews and training will take place.

I understand that every attempt will be made to reduce the risks to volunteers; however, some risks may be present during a public health emergency or disaster.

I further understand and give written permission for the \_\_\_\_\_ County Medical Reserve Corps to submit my name for criminal and driving background checks. Also, I realize that my professional licensure status will be verified.

Signature of Applicant

Date

*medical  
reserve  
corps*



***kansas***



## Standardized Training Policy

### Introduction

Each Kansas MRC unit is different and varies wildly in size, location, and activities. Each unit, however, has one thing in common: a desire to work to create safe, healthy, and prepared Kansas communities. The main goal of standardization is to create a basic definition of what a Kansas MRC volunteer is considered.

### Purpose

The Kansas Medical Reserve Corps (MRC) unit coordinators in the State of Kansas have determined and agreed upon minimum volunteer training requirements. The focus is on a basic, primary level of training that each unit will strive to complete. This will ensure that all Kansas MRC volunteers have completed the same minimum level of training.

### Training

All Kansas MRC volunteers are required to have basic training requirements. The minimum volunteer training requirements are consistent with the MRC Core Competencies. The minimum volunteer training requirements include all of the following:

- ICS 100
- ICS 700
- IS 22 or a family preparedness plan
- MRC Orientation

Once the basic level of training has been institutionalized, the Kansas MRC unit coordinators will work towards developing more advanced training levels.



## Kansas MRC Contact List

<p style="text-align: center;"><b>Butler County</b>            206 N. Griffith, Suite B            El Dorado, KS 67042  <b>Melissa Shaw</b>  <a href="mailto:mshaw@bucoks.com">mshaw@bucoks.com</a>            316-321-4517</p>	<p style="text-align: center;"><b>Marshall County</b>            600 Broadway            Marysville, KS 66508  <b>Cheryl Skalla</b>  <a href="mailto:cherylskalla@yahoo.com">cherylskalla@yahoo.com</a>            785-562-3485</p>
<p style="text-align: center;"><b>Doniphan County</b>            201 S. Main            Troy, KS 66087  <b>Kay Smith</b>  <a href="mailto:dchd6@rainbowtel.net">dchd6@rainbowtel.net</a>            785-985-3591</p>	<p style="text-align: center;"><b>North Central Region</b>            239 N. Santa Fe            Salina, KS 67401  <b>Sue Cooper</b>  <a href="mailto:scooper@srhc.com">scooper@srhc.com</a>            785-392-7551            OR  <b>Dick Godfrey</b>  <a href="mailto:Dickgodfrey49@hotmail.com">Dickgodfrey49@hotmail.com</a>            785-823-3128</p>
<p style="text-align: center;"><b>Douglas County</b>            200 Maine Street            Lawrence, KS 66044  <b>Charlie Bryan</b>  <a href="mailto:cbryan@ldchealth.org">cbryan@ldchealth.org</a>            785-843-3060</p>	<p style="text-align: center;"><b>Reno County</b>            206 W 1st            Hutchinson, KS 67501  <b>Bill Guy</b>  <a href="mailto:bill.guy@renogov.org">bill.guy@renogov.org</a>            OR  <b>Todd Strain</b>  <a href="mailto:Todd.strain@renogov.org">Todd.strain@renogov.org</a>            (620)694-2974            OR  <b>J.D. Gilbert</b>  <a href="mailto:Jonathan.gilbert@renogov.org">Jonathan.gilbert@renogov.org</a></p>
<p style="text-align: center;"><b>Jefferson County</b>            1212 Walnut            Oskaloosa, KS 66066  <b>Meghan Fowler</b>  <a href="mailto:mfowler@jfcountryks.com">mfowler@jfcountryks.com</a>            785-863-2447 ext. 225</p>	<p style="text-align: center;"><b>Sedgwick County</b>            1900 East Ninth            Wichita, KS 67214  <b>Barry Carroll</b>  <a href="mailto:bcarroll@sedgwick.gov">bcarroll@sedgwick.gov</a>            316-660-7344</p>
<p style="text-align: center;"><b>Nemaha County</b>            1004 Main Street            Sabetha, KS 66534  <b>Brooke Kelly</b>  <a href="mailto:bdalinghaus@outlook.com">bdalinghaus@outlook.com</a>            785-284-2152</p>	<p style="text-align: center;"><b>Shawnee County</b>            1615 SW 8th Avenue            Topeka, KS 66606  <b>Jennifer Zeller</b>  <a href="mailto:jennifer.zeller@snco.us">jennifer.zeller@snco.us</a>            785-368-2736</p>
<p style="text-align: center;"><b>KS Veterinary MRC</b></p>	<p style="text-align: center;"><b>Kansas City</b></p>

<p>(Statewide)  404 S. Edgemore, Suite 1  Wichita, KS 67218  <b>Christen Skaer</b>  <a href="mailto:clskaer@aol.com">clskaer@aol.com</a>  316-683-4641  Or  <b>Kelly Benton</b>  <a href="mailto:bentonkl@yahoo.com">bentonkl@yahoo.com</a></p>	<p>(Johnson, Leavenworth, Miami, &amp; Wyandotte)  600 Broadway, Suite 200  KC, MO 64105-1659  <b>Sarah Helm</b>  <a href="mailto:shelm@marc.org">shelm@marc.org</a>  816-701-8242</p>
<p><b>Northwest Kansas Regional MRC</b>  2220 Canterbury Drive  Hays, KS 67601  <b>Tami Wood</b>  <a href="mailto:Tami.wood@haysmed.com">Tami.wood@haysmed.com</a>  785-639-0594</p>	<p><b>Wildcat Region MRC</b>  1212 W. Ash St  Junction City, KS  <b>Dani Holliday</b>  <a href="mailto:dholliday@gcphd.org">dholliday@gcphd.org</a>  785-762-5788  <b>Riley County Point of Contact</b>  <b>Jason Orr</b>  <a href="mailto:jorr@rileycountyks.gov">jorr@rileycountyks.gov</a></p>
<p><b>Harvey County MRC</b>  316 Oak St.  Newton, KS 67114  <b>Skip Cowan</b>  <a href="mailto:scowan@harveycounty.com">scowan@harveycounty.com</a>  316-283-5667</p>	<p><b>Cowley County MRC</b>  320 E 9<sup>th</sup> Ave, Suite B  Winfield, KS 67156  <b>Jason Kazban</b>  <a href="mailto:jkazban@cowleycounty.org">jkazban@cowleycounty.org</a>  620-221-1430</p>
<p><b>Region VII Coordinator</b>  <b>Sonia Jordan</b>  <a href="mailto:Sonia.jordan@hhs.gov">Sonia.jordan@hhs.gov</a>  785-452-2890</p>	<p><b>State Coordinator</b>  1000 SW Jackson, Suite 330  Topeka, KS 66612-1365  <b>Emily Farley</b>  <a href="mailto:efarley@kdheks.gov">efarley@kdheks.gov</a>  785-296-5201</p>

## Checklist for Starting and Developing a Kansas MRC Unit

- Determine the purpose and scope of your Medical Reserve Corps (MRC) unit
  - a. Determine the area your MRC unit will serve
  - b. Conduct a needs assessment
  - c. Develop a mission statement
  - d. Determine objectives
  - e. Establish local partnerships
  - f. Register your MRC unit on the MRC website at <http://www.medicalreservecorps.gov/StartMRC>
- Determine the financial needs of your MRC unit and identify potential funding sources for your unit
- Determine organizational structure and unit composition
  - a. Ensure your MRC unit's organizational structure supports and facilitates your MRC unit's mission
  - b. Ensure your MRC unit composition is consistent with your unit's purpose(s), e.g., mental health specialists if your mission is grief counseling; physicians, nurses, and other clinicians if your purpose is supplementing medical surge capacity; etc.
- Develop procedures for volunteer recruitment and selection
  - a. Determine positions to be filled and identify required specialties
  - b. Develop recruiting and marketing materials
  - c. Develop and implement recruiting events and activities
  - d. Coordinate recruiting efforts with those of other area volunteer agencies, particularly those that utilize medical personnel (i.e., the American Red Cross)
  - e. Develop application materials
- Develop policies and procedures for volunteer screening and selection
  - a. Develop a screening process that includes:
    - i. Application review
    - ii. Interview
    - iii. Reference check
    - iv. Background check (if necessary)
    - v. License verification (if necessary)
    - vi. Documentation of the screening process
  - b. Ensure consistent policies and procedures are followed throughout the volunteer screening and selection process
- Develop a volunteer training program
  - a. Consider including basic (required) and advanced courses in the training program, such as (the basic NIMS course), as part of their training curriculum:
    - i. Orientation to MRC unit
    - ii. ICS-100, *Basic ICS* (required by OCVMRC and KS MRC)
    - iii. IS-700, *NIMS, An Introduction* (required by OCVMRC and KS MRC)
    - iv. IS-22, *Personal and Family Preparedness* (required by KS MRC)
    - v. First Aid/CPR
    - vi. Bloodborne Pathogens/Universal Precautions
  - b. Determine other training courses that might be appropriate and beneficial for volunteers based on the MRC unit's roles and responsibilities and MRC volunteers' specific job responsibilities
  - c. Consider including MRC Core Competencies in training program
  - d. Consider utilizing MRC-TRAIN and/or KS-TRAIN to deliver and track training courses

- e. Consider developing plans and procedures for just-in-time training
- f. Include exercises in MRC unit training programs
- g. Maintain training records for all MRC unit members
- ❑ Develop policies and procedures for the use of MRC volunteers in an emergency
  - a. Determine the MRC unit's capabilities to address the community's needs and challenges (as identified through a needs assessment and coordination with the MRC unit's response partners)
  - b. Develop activation and deactivation procedures, and determine who (or which organizations) may request activation of the MRC unit
  - c. Develop policies and procedures associated with out-of-area volunteer deployments
  - d. Ensure policies and procedures associated with emergency operations are detailed in the MRC unit's handbook, manual, operations plan, etc.
  - e. Ensure MRC volunteers have access to mental health counseling during and/or following emergency operations, if necessary
- ❑ Determine how your MRC unit can support the community's ongoing public health and medical needs (e.g., public education, health screenings, etc.)
  - a. Consult local hospitals, public health agencies, other healthcare institutions and NGOs for ways in which your MRC unit can provide assistance to the community's ongoing public health and medical efforts
  - b. Ensure MRC volunteers' participation in these efforts is properly documented and recognized
- ❑ Develop policies and procedures for unit administration
  - a. Establish a system for tracking and managing volunteers (e.g., the Kansas System for Early Registration of Volunteers [K-SERV] is an online tool for volunteer management)
  - b. Develop ID cards for unit members and determine their use
  - c. Establish policies and procedures for the administration of unit finances
  - d. Develop an MRC unit handbook, manual, or plan
  - e. Develop MRC leadership transition policies
- ❑ Develop and implement strategies for volunteer retention
  - a. Provide leadership opportunities for volunteers
  - b. Provide initial and continuing training opportunities for volunteers
  - c. Ensure volunteers are provided a stake (buy-in) in the development of the MRC unit, through the development of policies and procedures; leadership roles and responsibilities; and listening to and acting on their thoughts, concerns, and questions
  - d. Provide volunteers with unit positions and assignments (both emergency and non-emergency) consistent with their interests and skills
  - e. Ensure volunteers are engaged between emergencies (i.e., in meetings, exercises, or special events)
  - f. Establish a volunteer recognition and awards program
- ❑ Develop and implement an evaluation program
  - a. Establish objectives and plans for their achievement, along with a timeline, and institute a review process to determine progress in these particular areas
  - b. Track volunteer statistics to concretely demonstrate program accomplishments
  - c. Communicate the results of your evaluation program to illustrate your MRC unit's effectiveness
  - d. Update the MRC unit profile at least quarterly