



MRC New Volunteer Information Santa Cruz County Unit



MRC Mission

To serve the local and regional community through emergency preparedness, health education and disaster response.

MRC Core Values

Community: Honor the community-based nature of the MRC and recognize its spirit of volunteerism.

Action: Seek opportunities to develop meaningful initiatives that support community medical and public health volunteerism and service.

Resourcefulness: Maximize the potential to learn, and leverage relationships and assets to the fullest extent.

Teamwork: Embrace collaboration and work collectively to achieve the mission.

Diversity: Accept and respect the cultural identity of all.

MRC Background

National Level

The Medical Reserve Corps (MRC) is a national network of volunteers, organized locally to improve the health and safety of their communities. The MRC network comprises approximately 190,000 volunteers in 900 community-based units located throughout the United States and its territories.

The need for the MRC became apparent after the 9/11 terrorist attacks, when thousands of medical and public health professionals, eager to volunteer in support of emergency relief activities, found that there was no organized approach to channel their efforts. Local responders were already overwhelmed and did not have a way to identify and manage these spontaneous volunteers, and many highly skilled people were turned away. As a result, the MRC was established to provide a way to recruit, train, and activate medical and health professionals to respond to community health needs, including disasters and other public health emergencies.

Local Level

Santa Cruz County MRC Unit was established in 2005 and is an extension of the Public Health Department and Health Services Agency in Santa Cruz County. The Health Officer and/or Medical Health Operational Area Coordinator (MHOAC) is responsible for activating the MRC through the Disaster Healthcare Volunteer (DHV) system.

MRC Unit Overview

Volunteer Demographic

The Santa Cruz County MRC is compiled of a variety of medical and non-medical volunteers. Many MRC members are just like you – nurses, doctors, pharmacists, therapists, public health officials and other community members who believe in keeping your local area healthy, prepared and resilient. Volunteers share a commitment to helping others and making a difference.



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Volunteer Roles and Responsibilities

Volunteer Roles

The role of an MRC volunteer is aimed to create a stronger, more resilient community through education, preparedness, and disaster response. Along with provided training, MRC volunteer(s) practice their medical experience to assist in community response.

Volunteer Requirements

MRC volunteers are highly valued and given high levels of responsibility. To be considered an **active** and **deployable** volunteer:

Volunteer Requirements and Recommended Courses	
Register as a Disaster Healthcare Volunteer (DHV)*	DHV
Complete New MRC Volunteer Training	As Scheduled
Disaster Service Worker Oath and Form	Provided upon Deployment
Create (or Sustain) a Personal Preparedness Plan*	Ready.Gov
ICS 100 Course*	ICS 100
ICS 200, 700, and 800 ⁺	ICS 200 ; ICS 700 ; ICS 800
	*Required ⁺ Recommended

Perhaps the most important part of training is learning how to work as a team member. An organized, well-trained MRC unit is familiar with its community's response plan, knows what materials are available, knows its response partners, and knows where its skills can be put to best use in a coordinated manner. For more information on the community's response plan, visit the websites for the [Office of Emergency Services](#) or [Public Health Emergency Preparedness](#) unit.

Volunteer Core Competencies

The Competencies for Disaster Medicine and Public Health (DMPH) are widely understood to be the knowledge needed for a health care professional and/or first responder to perform a task in a safe and consistent manner. Utilizing the DMPH Competencies as the baseline core competency set for MRC volunteers, makes collaboration between MRC units and other partner organizations more efficient.

Organized into 4 Learning Paths, the Core Competencies for Disaster Medicine and Public Health represent a baseline level of knowledge and skills that all MRC volunteers should have, regardless of their role within the MRC unit.

Volunteer Preparedness

Volunteer Response

Volunteer Leadership

Volunteer Support for Community Resiliency

Volunteer Preparedness: Demonstrate personal and family preparedness for disasters and public health emergencies DMPH 1.0 | Demonstrate knowledge of personal safety measures that can be implemented in a disaster or public health emergency DMPH 5.0



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Volunteer Response: Demonstrate knowledge of one's expected role(s) in organizational and community response plans activated during a disaster or public health emergency. DMPH 2.0 | Communicate effectively with others in a disaster or public health emergency. DMPH 4.0 | Demonstrate knowledge of surge capacity assets consistent with one's role in organizational, agency, and/or community response plans. DMPH 6.0 | Demonstrate knowledge of principles and practices for the clinical management of all ages and populations affected by disasters and public health emergencies, in accordance with professional scope of practice. DMPH 7.0

Volunteer Leadership: Demonstrate situational awareness of actual/ potential health hazards before, during, and after a disaster or public health emergency. DMPH 3.0 | Demonstrate knowledge of public health principles and practices for the management of all ages and populations affected by disasters and public health emergencies. DMPH 8.0

Volunteer Support for Community Resiliency: Demonstrate knowledge of ethical principles to protect the health and safety of all ages, populations, and communities affected by a disaster or public health emergency. DMPH 9.0 | Demonstrate knowledge of legal principles to protect the health and safety of all ages, populations, and communities affected by a disaster or public health emergency. DMPH 10.0 | Demonstrate knowledge of short- and long-term considerations for recovery of all ages, populations, and communities affected by a disaster or public health emergency. DMPH 11.0

MRC Registration

Account Creation

- Enter email address on: <https://mrc.hhs.gov/Account/Register.aspx>
- Be sure to select the “**Santa Cruz County MRC UNIT**”
- Follow steps as prompted
- Contact karen.hackett@santacruzcounty.us with any registration questions

Disaster Healthcare Volunteers – California

Disaster Healthcare Volunteer (DHV) portal is a secure management system for disaster volunteers in the state of California. The DHV allows volunteers to register, verify medical or professional credentials, input certifications, and receive a background check. All steps are required for in the event of a deployment or activation. Santa Cruz County MRC requires individuals to have a 100% completion rate to be activated for deployment. Volunteer accounts should be updated (every six months) to ensure proper identification.

DHV Communication: MRC Coordinators use the DHV to send notifications or request response in the event of an activation or special event. DHV messages can be sent through text, email, phone, or fax. Volunteers are requested to input two modes of contact to efficiency.

Registration (**NEW**) February 2021- MRC Registration for new volunteers has exceeded capacity and is closed until further notice.



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Account Creation

1. Go to the DHV online registration www.healthcarevolunteers.ca.gov.
2. Click on NOT Registered to start.

Volunteer Affiliation

1. For “Which County do you wish to be affiliated with?” – Select **SANTA CRUZ COUNTY**
2. For “Are you already a member of an MRC or DMAT?” – Select **MEDICAL RESERVE CORPS**
3. For “Which unit are you a member of?” – Select **SANTA CRUZ COUNTY UNIT MEDICAL RESERVE CORPS**
4. Complete the online registration process and fill in all of the fields marked with a red asterisk. Also, **COMPLETELY fill in your Driver’s License Information.** Information should include relevant certifications, credentials, or trainings that made aid during a deployment.

DHV Activity

DHV members are asked to respond to all DHV alerts. Members who do not respond to **four (4)** consecutive DHV alerts within **one (1) year** are eligible to removal from the system.

Additional Resources

[Santa Cruz County MRC Website](#)

[Well Check Webinars](#)

[MRC Train](#)