

Your Unit Name (click to add)
Medical Reserve Corps

Unit Manual

Helping to Build Strong, Healthy
and Prepared Communities



Table of Contents

Overview: Medical Reserve Corps	3
About (Your Unit Name) Medical Reserve Corps	3
Registration, Credentialing, Background Checks	4
Volunteer Expectations	5
MRC Core Competencies	6
Training	7
Activation/Deployment	8
Non-disaster Activities	9
Liability	9
Communication	10
Volunteer Recognition	10
(Other) Unit Policies	11
Appendices	12

Overview: Medical Reserve Corps

What is the MRC?

The Medical Reserve Corps (MRC) is a national network of local groups of volunteers committed to improving the health, safety and resiliency of their communities. MRC volunteers include medical and public health professionals, as well as others interested in strengthening the public health infrastructure and improving the preparedness and response capabilities of their local jurisdictions. MRC units identify, screen, train and organize the volunteers, and utilize them to support routine public health activities and augment preparedness and response efforts.

What is the DCVMRC?

The Division of the Civilian Volunteer Medical Reserve Corps is housed in the Office of the Surgeon General. It functions as a clearinghouse for information and guidance to help communities establish, implement, and sustain MRC units nationwide. Office activities include strategic planning, evaluation, information sharing and dissemination, intra- and interagency coordination, communications, policy development, program operations, grants management, contract oversight, technical assistance, training and response coordination. These activities are carried out by DCVMRC staff, which includes the MRC Regional Coordinators.

About the (Insert Your Unit Name) Medical Reserve Corps

Click to insert general information about your MRC unit. Include your history, mission statement, and unit objectives.

Registration

Click to insert information on the types of volunteers you are recruiting and how they can register to become a members of your unit. Include any web links.

Credentialing Healthcare Volunteers

Click to insert information on how your MRC unit credentials healthcare volunteers. Include references to forms they may need to complete.

Background Checks

Click to insert information about your unit's policy regarding background checks. Include references to forms they may need to complete.

Volunteer Expectations

Click to insert information on your unit's volunteer expectations. Include behavior expectations, physical requirements, etc. If applicable, insert statements on volunteer performance reviews and releasing volunteers for not meeting expectations.

Medical Reserve Corps Core Competencies

The Division of the Civilian Volunteer Medical Reserve Corps developed a set of core competencies it recommends for all members of an MRC unit. Competencies define a core or standard set of activities that each MRC member should be able to perform. Competencies also provide a framework for the unit's training program and assist in describing what communities can expect of their MRC units. This uniformity allows for better interoperability between MRC units, making collaborations amongst MRC units and their external partners more efficient. In other words, the core competencies set the standards for a trained and ready unit.

All Medical Reserve Corps volunteers should be able to:

- Describe the procedure and steps necessary for the MRC member to protect health, safety, and overall well-being of themselves, their families, the team, and the community. Document that the MRC member has a personal preparedness plan in place.
- Describe the chain of command (e.g., Emergency Management Systems, ICS, NIMS), the integration of the MRC, and its application to a given incident.
- Describe the role of the local MRC unit in public health and/or emergency response and its application to a given incident.
- Describe the MRC communication role(s) and processes with response partners, media, general public, and others.
- Describe the impact of an event on the mental health of the MRC member, responders, and others.
- Demonstrate the MRC member's ability to follow procedures for activation, assignment, reporting, and deactivation.
- Identify limits of own skills, knowledge, and abilities as they pertain to MRC role(s).

Training

Click to insert your unit's training policies, required courses and how to access the courses, and how you track training.

Activation and Deployment

Click to insert information on how your MRC unit is activated for disaster and regular unit activities. Insert information on how your unit selects, contacts and deploys volunteers and any unit policies concerning deployment.

Insert a packing list and checklist for extended deployments.

Non-emergency Unit Activities

Click to include information on how unit activities are communicated to volunteers, eligibility, and other unit policies.

Liability

Click to insert information on any protections offered to MRC volunteers. Include any restrictions.

Communication

Click to insert information on how your unit communicates its various activities to volunteers. If applicable, include instructions for your notification system. Include information on how volunteers should communicate with you.

Volunteer Recognition

Click to insert information on how your unit recognizes the contributions of volunteers.

Unit Policies

Click to insert additional unit policies not already covered. These may include media releases, unit meetings, physical fitness and required vaccinations, volunteer performance, and volunteer dismissal and returning unit items.

Appendices

Consider adding copies of:

- Any forms (i.e., media release, fit for duty, volunteer performance, background check)
- Sample Job Aid Sheet
- Links to required and supplementary training resources
- Deployment packing and to-do lists
- Communications FAQs
- Preparedness resources
- Sample training log