

Sonoma County Medical Reserve Corps

MRC Field Guide



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Are You Ready?

At your MRC volunteer training, you have learned about Public Health's plan to respond to a health emergency. When you are called to serve in your role as an MRC volunteer, will you be ready?

Prepare your family for your absence during a health emergency by being prepared for disasters in general: create and maintain your own family disaster plan and disaster supply kit. **Prepare yourself** to serve on short notice by creating your own personal go-kit, packed in advance so that if a health emergency strikes, you can just pick up the kit and GO!

This handbook summarizes what you need to know **when you serve**, to help you better serve in your role as an MRC volunteer.

Prepare Your Family

The following steps will help you and your family develop your own family disaster plan:

Designate an out-of-state contact person. Try to pick someone who is far enough away to not be affected by the same emergency. Give this person the names and contact information for the people you want to keep informed of your situation. Instruct family members to call this person and tell them where they are.

Duplicate important documents and keep copies off-site, either in a safety deposit box or with someone you trust. Documents to duplicate may include: birth certificate, passport, driver's license, social security card, will, marriage license, deeds, financial statements, credit cards, medical and other insurance policy information, and prescriptions.



Make your home safe. View each room with a “disaster eye” and identify and fix any possible hazards.

Make a household/family plan. Talk with your family about the potential disasters that can happen and why it’s necessary to prepare for them. Put together a disaster supply kit for your home, and a go-kit for each family member in case you have to evacuate. Plan to have supplies for yourself and family for at least three days following a disaster. Make sure everyone knows where to find your home disaster supply kit and personal go-kits.

- Keep a flashlight and a pair of shoes under everyone’s bed in case there is an earthquake during the night. Use a plastic bag tied to the leg of the bed to keep these items from moving during an earthquake.
- Determine the best escape routes from your home. Try to identify two escape routes, and practice using them.
- Plan where to meet if your home becomes unsafe. Choose two places, one just outside your home and one outside your neighborhood in case you are told to evacuate.
- Create “family communications plan” cards for each of your family members.
- Make sure all household members know how and when to turn the utilities off.
- Have a fire extinguisher on hand, and learn how to use it.
- Take into account the special needs of children, seniors, people with disabilities, family members who don’t speak English, and pets.



Home Disaster Supply Kit

To help your family cope after disaster, store your home disaster supply kit in an easily accessible location, preferably outdoors (not in your garage). This kit should be in a large watertight container that can be easily moved and should hold at least a three to five day supply of the following items (replace perishable items annually):

- Drinking water (minimum one gallon per person per day).
- First aid supplies, medications, and essential hygiene items, such as soap, toothpaste, and toilet paper.
- Emergency lighting—light sticks and/or a working flashlight with extra batteries and light bulbs (hand-powered flashlights are also available).
- A hand-cranked or battery-operated radio (and spare batteries).
- Canned and packaged foods, and cooking and eating utensils, including a manual can opener.
- Items to protect you from the elements, such as warm clothing, sturdy shoes, extra socks, blankets, and perhaps even a tent.
- Heavy-duty plastic bags for waste and to serve other uses, such as tarps and rain ponchos.
- Work gloves and protective goggles.
- Pet food and pet restraints.
- Copies of vital documents, such as insurance policies and personal identification.



Learn More

For more information check out these websites:

Disaster Planning Guides and Checklists

www.72hours.org

www.prepare.org

www.ready.gov

www.fema.gov/plan

www.redcross.org (select Get Prepared)

www.redcross.org/services/disaster/beprepared/disability.pdf

www.sonoma-county.org/des/disaster-kits.htm

PG&E Safety Tips

www.pge.com/safety/

Pandemic Flu Planning Checklist

<http://www.pandemicflu.gov/planguide/checklist.html>

“Preparedness is not an event, it is a continuous process.”

~ Julie Gerberding, MD, MPH
Director, Centers for Disease Control Prevention

Prepare Yourself

Prepare yourself to serve on short notice by creating your own personal go-kit containing items you may need during an emergency. These items should be packed in zip-lock bags and placed in a bag you can carry, such as a backpack.

Personal Go-kit

- Work gloves
- Latex gloves
- Dust masks
- Wet wipes
- Sanitizer gel
- Tissues
- Plastic bags
- Matches
- Personal medications
- Copies of prescriptions
- Spare eyeglasses
- Scissors
- Whistle
- Pocket knife
- Flashlight w/ batteries
- Extra keys for house & car
- Walking shoes
- Warm clothes
- Hat
- Rain gear/poncho
- Water
- Energy bars
- Light blanket
- First aid kit
- Advil or aspirin
- Sunscreen
- Emergency contact card
- Pens and paper
- Marking pen/highlighter
- Cell phone w/charger
- Driver license
- Emergency cash
- Personal hygiene items
- Local maps
- MRC FIELD GUIDE





When You Serve

You learned about Public Health’s plan to respond to a health emergency at your MRC volunteer training. At that training you were also informed that when you serve as an “official” Sonoma County volunteer, you are covered for service by the County’s risk management for worker’s compensation and liability protection.

When you are called to serve as an MRC volunteer, you will:

- Receive a notification call;
- Be deployed to a field assignment;
- Receive training in advance or on the spot (“just in time” training); and
- Receive any supplies, equipment, or medication needed to be able to work safely.

Below is a summary of what you need to know to help you better serve in your role as an MRC volunteer.

Receiving the Notification Call

Public Health uses an automated dial up system to call up volunteers during an emergency. The system notifies you by phone with a pre-recorded message. The message begins with “*This is Sonoma County Public Health with a message for the Medical Reserve Corps.*” The recording pauses, then the message continues with information you will need to know.

It is important to listen carefully to the instructions in the recorded message, so don’t hang up when you hear the recording. You will have a chance to replay the message. If your telephone answering machine records the message, the first few words of the message may be cut off,



because the automated dial up system begins its message as soon as the phone call is answered.

We use the phone information you gave us when you signed up for the MRC. The automated dial up system will attempt to reach you twice at each phone number you provided, until the call is answered. It is very important that you provide us with current contact information so that you may be contacted during an emergency event. You can update your contact information at the MRC website:

www.sonoma-county.org/mrc

During emergencies please also to tune in to a local radio broadcast for current information and possibly for instructions. Local emergency broadcasting stations are:

KSRO 1350 AM
KZST 100.1 FM

Emergency Field Assignments

Mass dispensing sites: Dispense prophylactic medication or treatment to the residents of Sonoma County at locally designated sites, such as veterans halls or high school gymnasiums. Roles may include traffic controller, greeter, line monitor, or runner. Depending on your skills and licensure, you may also be asked to serve as a translator, patient educator, medicine dispenser, as well as triage, and first aid personnel.

Alternate dispensing sites: Dispense prophylactic medication to public safety personnel or other special groups at designated fire stations or other facilities around the county. Roles may be modified versions of mass dispensing site tasks.



Hospitals: Help local hospitals during an emergency event. Duties may include helping with mini-triage, taking medical histories, setting up tents, and helping with patient decontamination.

Special emergency health facilities: For example, help staff emergency shelters for the medically fragile, or provide support services to patients in isolation.

Post offices: If anthrax is detected, you may assist in dispensing prophylactic medicine to potentially exposed postal workers.

Other assignments as necessary: Every public health situation will be unique and will require a unique response.

Possible Work Locations in My Geographic Area

Veterans halls _____

High schools _____

Fire stations _____

Hospitals _____

Clinics _____

Other _____



Ten Things to Bring with you When You Serve

- Photo ID and medical license (or copy), if applicable
- Eyeglasses and/or sunglasses
- Pen/pencil and paper
- Hand wipes or gel
- Water
- Food/snack/trail mix
- Dress comfortably and in layers for warmer or cooler weather
- Comfortable shoes (for a 6 to 12 hour shift)
- Hat for sun or rain
- Sunscreen

Remember: secure storage may not be available at your work location, so bring only the essential items that you may need.



Sonoma County Medical Reserve Corps

Volunteer Participation Levels

Our Commitment

Your Commitment

Basic Level: Be On Call	
<ul style="list-style-type: none"> • Provide basic orientation • Maintain volunteer info • Conduct annual notification drills • Provide program planning and procedures for volunteer assignments • Provide guidance and supervision • Track assignments and hours • Provide for volunteer safety as needed: personal protective equipment, prophylaxis, liability and worker's comp protection 	<ul style="list-style-type: none"> • Be on-call: provide current contact info; participate in notification drills • Be ready: have a personal go-kit and household/family plan • Be familiar with facilities and roadways in your geographic area • Be willing to accept any assignment in support of the overall mission
Intermediate Level: Learn More Basic level, plus:	
<ul style="list-style-type: none"> • Provide advanced and/or special trainings, events, grand rounds • Offer CEU/CME when possible 	<ul style="list-style-type: none"> • Attend advanced and/or special trainings, events, grand rounds • Participate in drills and exercises
Advanced Level: Community Service Intermediate level, plus:	
<ul style="list-style-type: none"> • Provide planning and guidance for community service activities 	<ul style="list-style-type: none"> • Participate in activities • Participate in planning activities

