

DEVELOPING UNIT TRAINING PLANS

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ASSESSING UNIT CAPABILITIES

BROOKE A. LAWRENCE

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Rhode Island

Medical Reserve Corps

BEFORE WE START

WHAT IS YOUR

WHY?



BEFORE WE START

You & Your Organization





Our mission is to build strong, interconnected teams of skilled medical, behavioral health and non-medical volunteers who are dedicated to improving the health and well-being of communities across the state. We strive to empower our volunteers with the training and resources they need to respond quickly and effectively to the needs of citizens in their local areas. Our ultimate goal is to **save lives, enhance patient outcomes, and promote resilience** by engaging and mobilizing the power of community.

My mission is to build teams of highly motivated and passionate individuals who collaborate and work hard towards a common goal. Through my leadership, I will create a positive and inclusive work environment that supports and empowers each team member to bring their unique skills and perspectives to the table. **Together**, we will **achieve great things** and make a **positive impact** on our organization and the community **we serve**.

NEEDS ASSESSMENT

- Purpose
- Look back
- Equipment
- Training program
- Interview – Feedback
 - Leadership
 - Volunteers
- External Relationships
- Identify areas for improvement



WHAT'S YOUR MISSION – ASSESSMENT

Identify the purpose and scope of the assessment

- Clearly Defined
- Establish scope
- Focused on Specific areas within organization
- Defined time frame

Review relevant documents

- Mission Statement
- Policies & Procedures
- Training Materials
- Previous After Action Reports
- Gut

Conduct interviews

- Stake Holders
 - Internal
 - Leadership
 - Volunteers
 - External
 - Partner Agencies
 - Community Members
 - Other MRC Unit Leadership

Administer surveys

- Help gather data effectively
- Review survey tools
- Who to survey?

SWOT Analysis

Strengths provides an area to list everything done right either individually or as an organization. This section contains both strengths within the organization and external strengths, such as client relationships.



Weaknesses are aspects of your business that detract from the value you offer or place you at a competitive disadvantage. You need to enhance these areas in order to compete with your best competitor.



Opportunities are factors that represent reasons your business is likely to prosper. Such as being able to expand a franchise into a new city, while some may fall into your lap such as another country opening up its market to foreign business.



Threats include external factors beyond your control that could place your strategy, or the business itself, at risk. You have no control over these, but you may benefit by having contingency plans to address them if they should occur.



WHAT'S YOUR MISSION – ASSESSMENT

SWOT

Its tool, but not the end all be all

WHAT'S YOUR MISSION – **ACTION**

Analyze the data

Look for trends, patterns, common themes
Areas of weakness I the current training

Identify gaps and areas for improvement

Areas for improvement identified

May include

Training

Equipment

Staffing

Communication

Planning

Coordination

Develop recommendations

Recommendations for addressing gaps
Specific, Measurable, achievable, relevant and time bound

Implement and evaluate

ACTION

Implement

Evaluate their effectiveness

KEY TAKE AWAYS

ASSESSMENT

- KNOW THE WHY
 - Yours
 - Your Organizations
- FOCUS ON PURPOSE
- ASK & INTERVIEW
 - Leadership
 - Volunteers
 - External Stakeholders
 - Use Surveys - QR Code Access



ACTION

- Analyze the data
 - Look for trends, patterns, common themes
 - Measure against your WHY
- ID Gaps
 - Pick your battles
- Build a Plan
 - Be disciplined but flexible
- Implement
 - Plan
 - Change
 - It's what makes us better

Contact Information

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REVIEWING AND UPDATING UNIT PLANS TO SUPPORT THE MRC MISSION AND THE COMMUNITY

Richard Kozub

Management Specialist

Middlesex County MRC,
New Jersey

Developing MRC Unit Training Plans

- Determine what are the Unit Goals
- Which of the goals can be reasonably accomplished
- What resources do you have to provide the training
- Look to partner agencies for assistance in providing training
- Crosstrain when possible
- Core Competency as a baseline
- Online training is a good option for MRC members with time issues
- In person training leads to better team/unit building as a group
- Utilize small exercises to demonstrate the hands-on training

Core Competencies

The competencies are aligned into four MRC Learning Paths:

Volunteer Preparedness, Volunteer Response, Volunteer Leadership, and Volunteer Support for Community Resiliency.

Resources;

NACCHO online

<https://www.naccho.org/uploads/downloadable-resources/2019-MRC-Core-Competencies-and-Training-Plan.pdf>

Core Competencies



Volunteer tier level applies to the level of training (introductory, intermediate, or advanced) and the appropriate volunteer tier level.

- **Tier Level 1:** Advanced level of knowledge for volunteers serving in a specialized or supervisory response role
- **Tier Level 2:** Intermediate level of knowledge for volunteers wishing to expand their skills and abilities
- **Tier Level 3:** Introductory level of knowledge that all volunteers should have
- **Tier Level 4:** Volunteers who have registered but have not completed MRC orientation
- **Unassigned:** New volunteers who have not completed registration or orientation

Finding Training

- Look for partner organizations

- Public Health
- Emergency Management
- Fire/Police Academies
- Hospitals
- First Aid/Rescue
- Red Cross
- Federal Homeland Security
- Schools/Universities

- Advanced Training

- Specialized activities
- CART
- Logistics
- Medical Distribution
- Shelter Operations
- Radiological
- Vaccinations
- Public Outreach/Education

Training Formats

- Class Style

- Individual Online
- Group Online
- Classroom
- Meeting/Conference



- Practical

- Field Exercise
- Drill
- Hands on demonstration
- Group Exercise



Tracking and Evaluating Training

- “If there is no record it did not happen”
- Unit leaders must maintain records of the members training
- Members need to provide documentation of individual online classes
- Document, document, document
- The training program needs to be evaluated at least annually to determine if the program is meeting its goals
- Reach out to the members to see if they feel the training is meeting their needs

DELIVERING YOUR MESSAGE

BROOKE A. LAWRENCE

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RHODE ISLAND

Training, Innovation & Leadership Institute

10,000 Sq Feet

1st Floor

- Classrooms
- Immersive Room
- VR Lab
- Wet Training Lab

2nd Floor

- Executive & Leadership Offices
- Volunteer Center
- Teams Clubhouse (The 3rd Place)
- Video PODCAST Studio
- Conference Rooms











Clubhouse



PODCAST STUDIO

Features

BUILDING A 3rd PLACE

13' x 7' Video Wall

Large Classroom

Stand & Stir Video Productions

Immersion Room

First in New England

3 Walls + Floor

Wind, Light & Scent

VR Lab

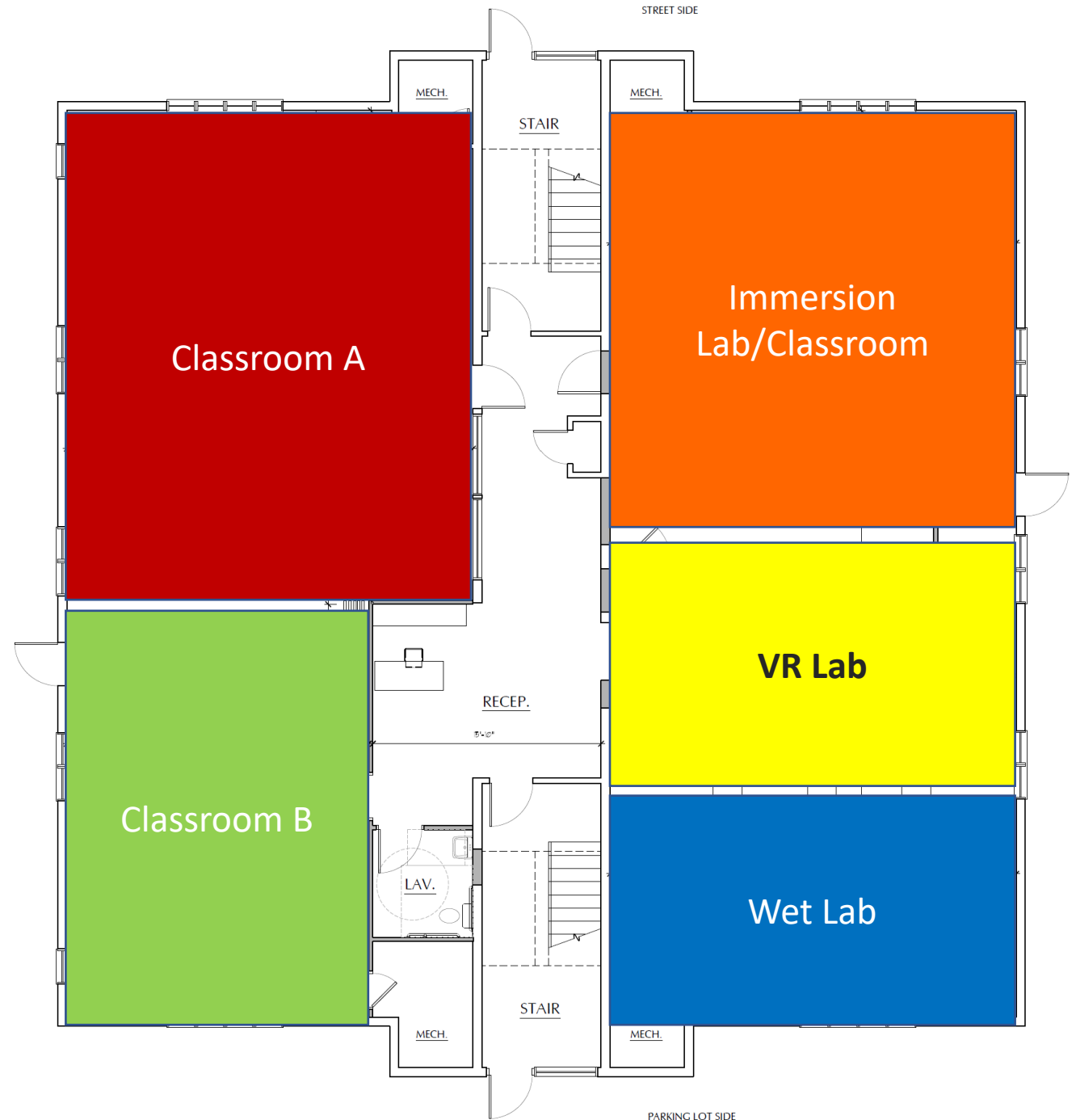
VR Projection

Open lab area

Wet Lab

Stop the Bleed

Cadaver Lab



Features

BUILDING A 3rd PLACE

Team Clubhouse

a 3rd Place in members lives
Comfortable
Kitchen
Video Games
TV

Team Store

Uniforms
Swag

Hallway of Heroes

Photos of Members

Podcast / Audio Studio

Video Capable
Content Creation



HALLWAY OF HEROES

Volunteer Recognition



Training Delivery – Overview

METHOD

- Instructor-led training (ILT)
- Virtual instructor-led training (VILT)
- E-learning (self paced)
- On-the-job training (OJT)
- Blended learning
- Microlearning – Small Bites

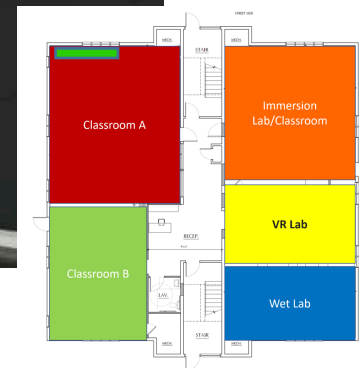
TECHNOLOGY

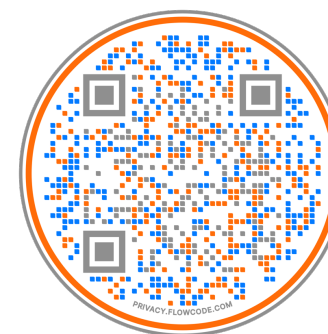
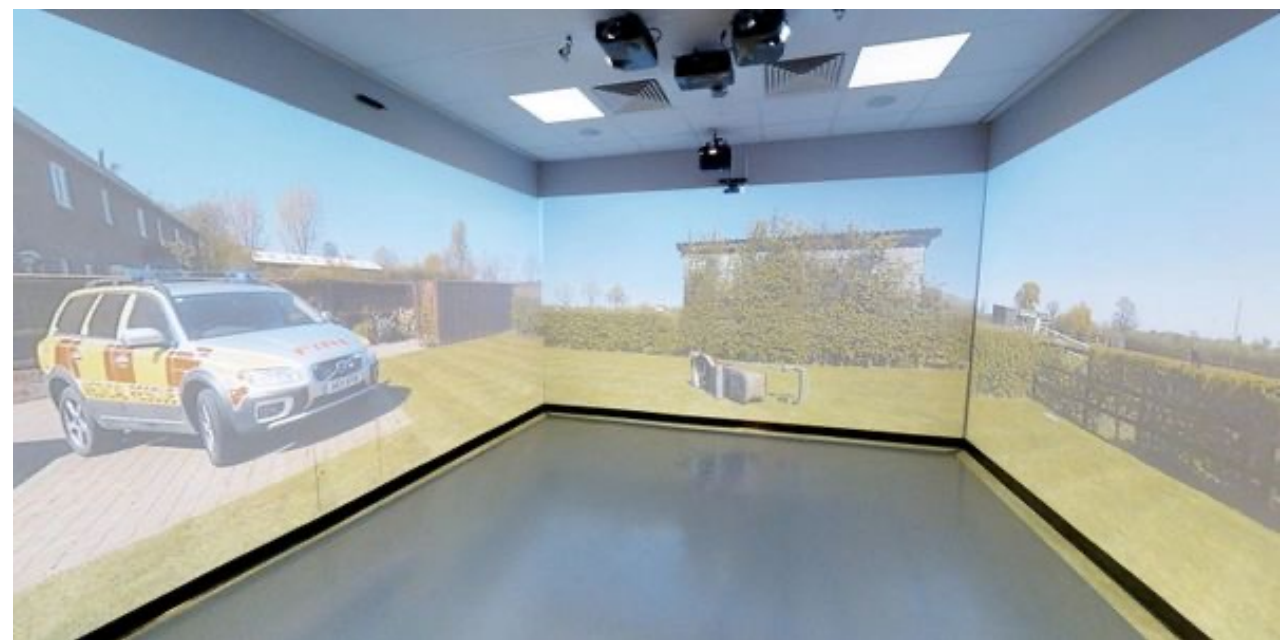
- Learning management systems (LMS)
 - Train.org
- Immersive Room
- Virtual reality (VR)
- Video conferencing platforms
- Mobile learning (m-learning)
- Gamification
- Interactive whiteboards

INNOVATION IN EDUCATION

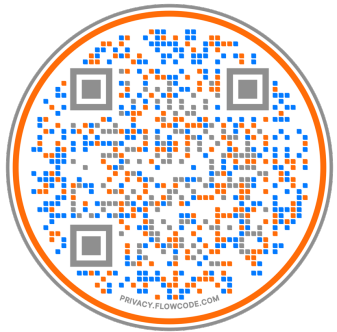
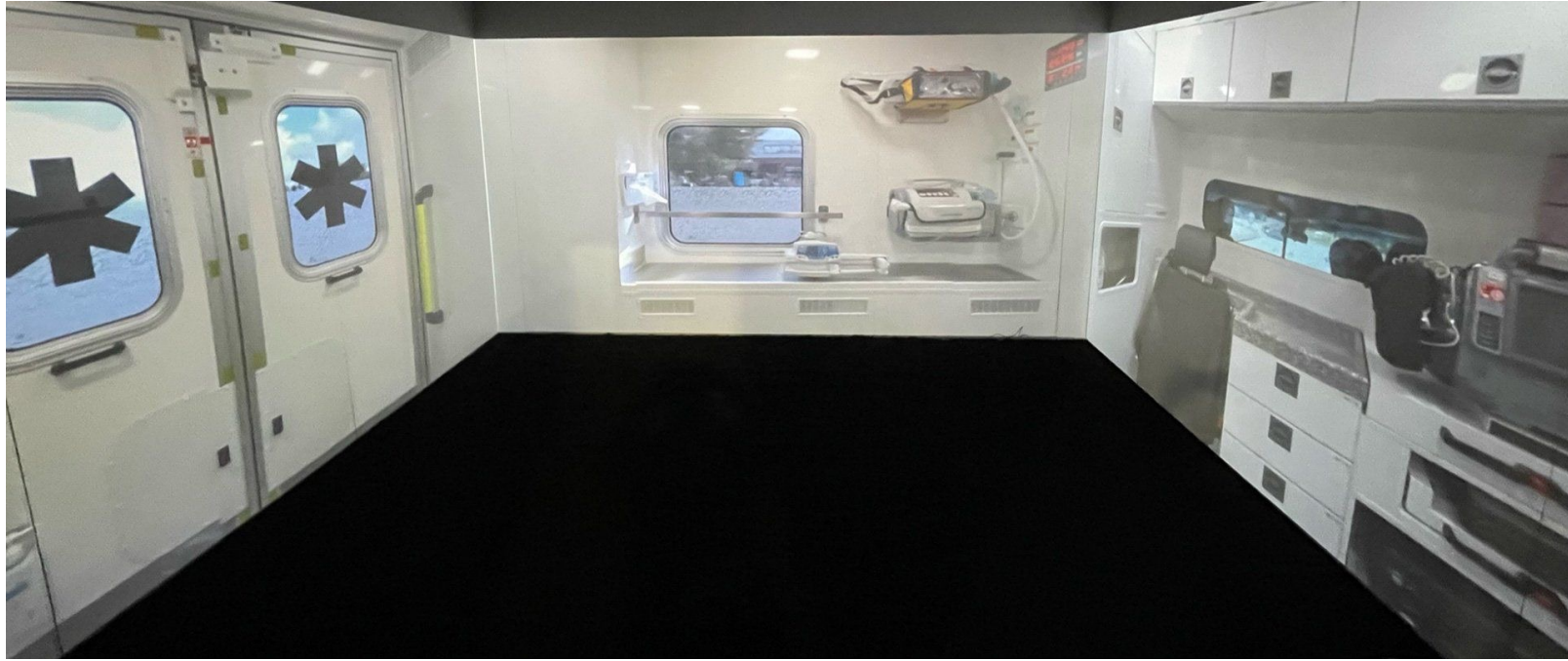
Death by PowerPoint is behind us
Sorry...I'm doing that now

- Micro Learning – Bite Sized
- Immersive
- VR
- Social Learning
- Mobile Learning – Hercules





[Demo](#)
[Video](#)



[Demo](#)
[Video](#)

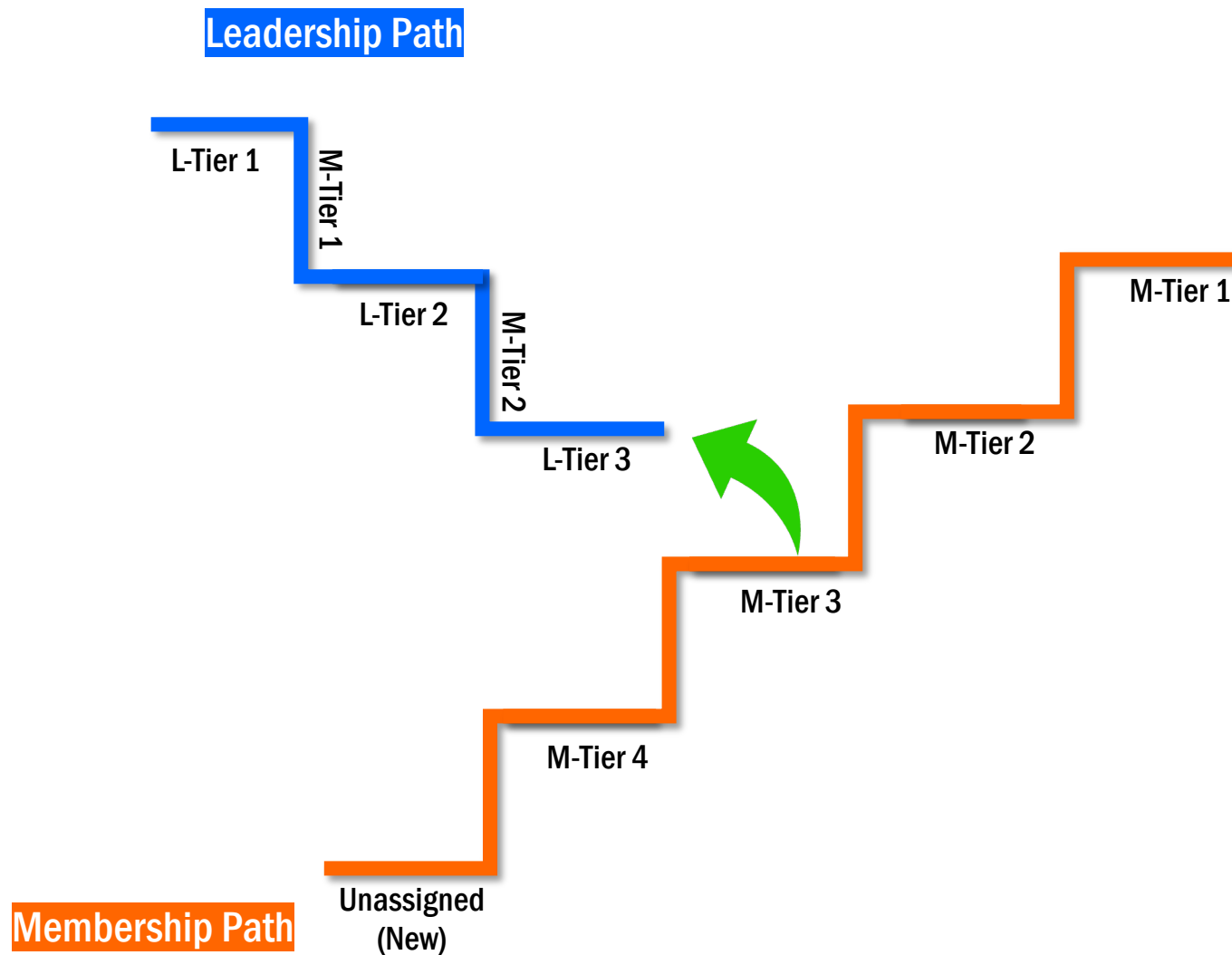




PROJECT HERCULES
42' Mobile Training Lab

KEYS

- Be creative
- Tiered training levels
 - Motivates and Empowers
- Tracking Volunteer Progress.
- Survey Effectiveness
 - Trade surveys for certificates



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