Developing Unit Training Plans

Suz Roam, Southwest MRC
Katie Lewis, Weber-Morgan MRC
Andrea Skewes, Utah State MRC Coordinator
Overview

Objective 1 -- Unit leaders will learn how to assess their unit’s response capabilities and the training requirements during COVID-19 response and to review and update units' training plans to support the MRC mission and the communities served in future responses.

Objective 2 -- Unit leaders will be able to determine how to find new training that units need to be utilized to be more effective in an activation.

Objective 3 -- Unit leaders will be able to understand the different training formats available to meet units’ training goals, the importance of tracking volunteer training and how to evaluate the effectiveness of training.
Southwest Utah MRC
Suz Roam

- MRC Coordinator for the Southwest Utah MRC for 6 years
- Southwest Utah Public Health Department for 12 years
- CERT certified
- State MRC Coordinator from 2019 – 2021
- Received 2020 Outstanding State MRC Coordinator award
- Serves on State Preparedness and Outreach Council (formerly Citizen Corps Council)
Southwest MRC

• Represent 5 counties in Southern Utah
  • Population: 273,000
  • Urban, rural and frontier
  • Universities – Southern Utah University, Utah Technical University
• National parks
• Golf courses
• Retirement community
• 6 hospitals

MRC numbers
• 462 members
• 50% medical and 50% non-medical
Southwest Utah MRC Onboarding

- Volunteers enroll through Utah Responds system
- New volunteers attend orientation and receive a binder with information about the unit
- Includes training roster with a 4 tier system
Recognizing Volunteers

• Semi-annual appreciation meeting
• Recognition for completion of tier trainings
  1. HIPAA, Bloodborne Pathogens, IS 100, IS 200, IS 700
  2. Personal Preparedness/Be Ready, Shelter Operations, Psych First Aid, CPR/First Aid, POD
  3. Attend ESF8 Meeting, Radio Drill, Surveillance & Epi, Emergency Comms, CERT
  4. EOC Orientation, Ham Radio License, PIO Basics
Additional Training Opportunities

- Stop the Bleed
- CPR
- QPR Suicide Prevention
- Opioid Prevention
- Run-Hide-Fight
- Home Fire Safety
- Hydration
- Stress Management
- Until Help Arrives

- Signs of a Stroke
- Radios
- POD
- General response to emerging threats
- PPE Donning & Doffing
- Language Strike Team
- Pool and water safety

Most trainings have in-person and online options
Training Evaluation & Tracking

**Evaluation**
- Evaluation form after every training
- Implement MRC volunteer suggestions and ideas into future trainings, drills and exercises

**Tracking**
- Record training and volunteer hours in a spreadsheet
- Upload to the ASPR MRC Unit Leader portal to record
Partners

- Regularly meet with community partners like CERT, EMS, Fire, Police, non-profits, healthcare coalition, etc.
- Remind them about the MRC and their availability to train and exercise with them when needed.
Katie Lewis

• Weber State University graduate with a Bachelor's in Forensics
• MRC Coordinator for the Weber-Morgan Health Department for 7 years
• State MRC Coordinator from 2016-2019
• WMMRC representative on several committees: Region 1 VOAD,, Northern Utah Healthcare Coalition, LEPC, and other City/County EOC Groups.
WMMRC Background

• Represent 2 counties: Weber and Morgan
  • Population: approx. 280,000
  • Urban and rural
  • Universities – Weber State
  • Historic 25th Street
  • Outdoor recreation
    • Multiple ski resorts, hiking trails, rivers, dams & reservoirs
  • 2 hospitals

• MRC numbers
  • 113 members
  • 60% medical and 40% non-medical
WMMRC Training Plan Summary

Mandatory (unit compliance tasks):

• Review and consent of unit and county policies and procedures
• Complete/Current Utah Responds Profile
• Screening/Credentialing
• Mission specific JITT
• UTMRC CCTP
  • (within 6 mo.)

Elective (scheduled training/events):

• WMMRC Training and Events Calendar
  Quick TEC Tour
  • Member Handbook
  • Policies and Procedures Packet
  • JITT Modules
  • Participant Feedback Form
  • Monthly Emergency Prep Newsletters
  • BLS/EMT Refreshers
  • Quarterly Town Halls
  • Planned conferences, exercises, drills
  • Non-emergency missions
  • Connect on social media!
Training Plan Resources

- WMHD All-Hazards Plan
- County/WMHD ESF-8 Plan
- WMMRC Volunteer Management Plan
- WMHD Strategic Plan and Workforce Development Plan
- Weber County/Morgan County EOPs
- Northern Utah Healthcare Coalition Response Plan
- NACCHO MRC Deployment Readiness Guide
- Integrated Preparedness Plan (5-year planning cycle)
- Project Public Health Ready (PPHR) Recognition Criteria
Assessing Capabilities

• Volunteer and Partner Feedback
  • Training Needs Assessments conducted every 2 years in IPP cycle
  • Discussions, meetings
  • WMMRC Quarterly Town Halls

• Community Needs
  • Collaboration and planning with response partners and community-based organizations

• Program Interest
  • Funding/grant requirements
  • Federal/State guidance
  • WMMRC mission and goals
Other Training Partners Include:
- Weber Human Services (mental health)
- Northern Utah Healthcare Coalition
- Primary Children’s Hospital (annual workshop for UTMRC)
- Homeless Service Providers
- American Red Cross
- CERT
- EMS/Fire
- Law Enforcement
- VOADs
- Local AFN Organizations
- Weber State University/ SON
- U of U Burn Center (Burn Triage for UTMRC)
- Intermountain Center for Disaster Preparedness
- TEEX
- TRAIN / PHN
Mission Specific Training / JITT Plan

Developed based on the response needs of local, regional and state partners (internal/external) AND the pre-defined roles/responsibilities of MRC.

Missions/Functions Supported:
- Incident and Assignment Briefings (e.g., ICS, safety, chain of command, etc.)
- Points of Dispensing (PODs) – various modalities and units (med/non-med)
- Receiving and Distribution Site (MCMs)
- Call Center/Joint Information Center (JIC)
- Responder Rehab/Trailer
- Homeless Q&I/Medical Assessments
- Casualty Collection Points (Triage- START/JumpSTART, Burn)
- Shelter Support (Medical and General Pop)
- Alternate Care Site (BLS and above)
- And others, as determined by the incident and/or request
Training Tracking & Evaluations

TRACKING

• Training and Events Calendar
  • auto-populating sign-up sheets - compiled and reported into hhs.gov
• ICS forms / sign-up sheets
• TRAIN (assigned training plans)
• Utah Responds Profiles (Training Section)
• MRC.HHS.GOV unit activity reporting
• WMMRC Unit Compliance Tasks Master Tracker
• WMMRC member e-files

EVALUATIONS

• Participant Feedback Forms
• Quarterly Town Halls
• Debriefings/ Hotwashes
• “Open Door” Policy
• Improvement plans integrated into future training and exercise plans (i.e., IPP, WDP) and added to the units TEC.
Statewide MRC Core Competencies Training Plan

Andrea Skewes
Interim Utah State MRC Coordinator
Utah Department of Health and Human Services
Andrea Skewes

• University of Nevada, Reno - MPH
• Has worked in public health for 9 years
  • WIC, MCH, immunizations, & environmental health
  • Preparedness for 5 years
• Interim State MRC Coordinator from 2023
• State-level MRC workgroups: Core Competencies Training Plan, Media Campaign, State Summit Planning Team
Lt. Governor issues a “call to action” for volunteers
Lessons learned: COVID-19

State as the clearinghouse for volunteers

• Initial onboarding of volunteers
• Developed an optional training through U-TRAIN
  • Basic training: incident command and health security
  • Clinical training: CDC training on COVID-19 vaccine overview, Pfizer and Moderna vaccines, and bloodborne pathogens
  • Additional trainings: risk communications, cultural awareness

Highlighted gap in standardized training across the state.
Lessons learned

Issues

• COVID-19 response highlighted the need for standardized training AND more Just-in-Time Training

• Much of current training is not specific to local MRC

• MRC volunteers probably don’t need to take full IS100, IS700, IS800, etc.

• Continuity of MRC coordinators

• Have 12 different training plans

Solution: Create a standardize training plan
Looking forward

Develop statewide MRC Core Competencies Training Plan

• Workgroup to identify basic training

• Based on the Disaster Medicine and Public Health (DMPH) Core Competencies

• Contract out to adult learning services company

• Leverage Utah MRC website to host

• Interactive web-based and leverage U-TRAIN
Contact Information

Suz Roam
Southwest Utah MRC Coordinator
sroam@swuhealth.org

Katie Lewis
Weber-Morgan MRC Coordinator
klewis@webercountyutah.gov

Andrea Skewes
Interim Utah State MRC Coordinator
askewes@utah.gov