

# 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



SOUTHWEST  
UTAH PUBLIC  
**HEALTH**  
**DEPARTMENT**



**NACCHO**  
National Association of County & City Health Officials

# 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)

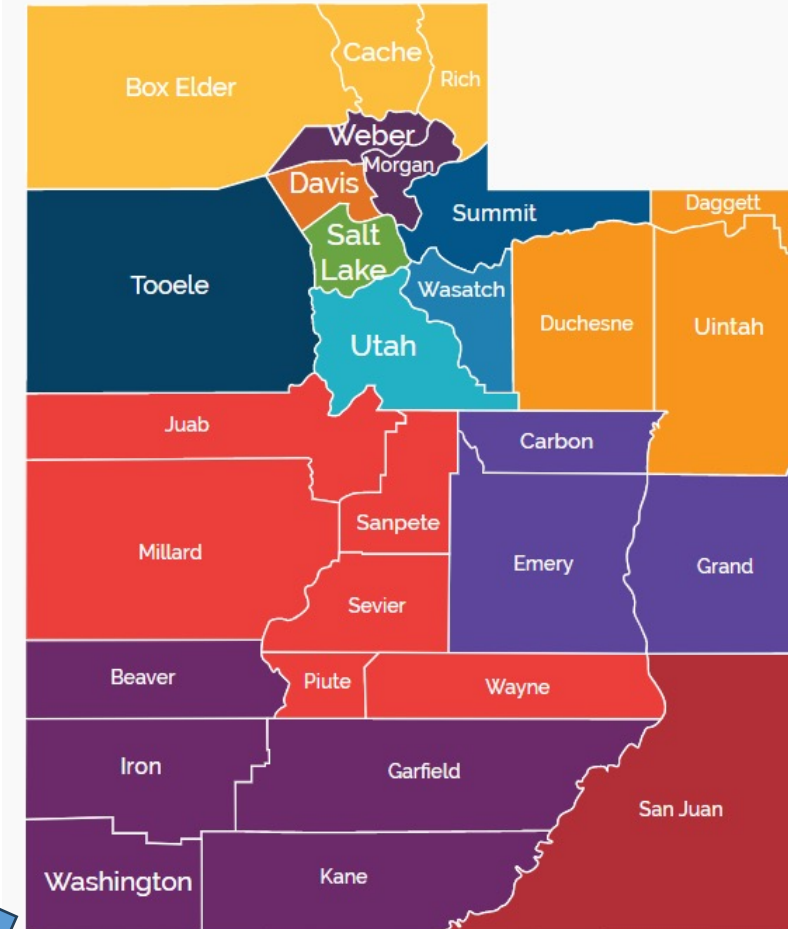


# Southwest MRC

- 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

MRC TRAINING ROSTER FOR _____				
	Class	Task	Hours	Comp
<b>BASIC</b> Tier 1	Application Completed – <a href="http://www.UtahResponds.org">www.UtahResponds.org</a>			
	MRC Orientation - includes intro to LDOH, PIO & EP info			
	HIPAA training			
	Blood Borne Pathogen training			
	Intro to Incident Command System IS100			
	Basic Incident Command for Initial Response IS200			
	Intro to National Incident Management System (NIMS) – IS700			
	Event/Drill:			
<b>INTER</b> <b>MEDIATE</b> Tier 2	Personal Prep/Be Ready <a href="https://beready.utah.gov/family-preparedness/">https://beready.utah.gov/family-preparedness/</a>			
	Alternate Care Sites/Community Info Supt Centers/ Patient Tracking			
	Shelter Operations			
	Attend an AFN Meeting			
	Psychological First Aid			
	1st Aid/CPR			
	POD Participation			
	Event/Drill:			
<b>ADVANCED</b> Tier 3	Attend an ESFB Meeting			
	Be a part or observe Radio Drill			
	See Something, Say Something			
	Emergency Communications			
	CEKT - Local Classes			
	Event/Drill:			
<b>LEADERSHIP</b> Tier 4 (pre-requisite: completion of first three modules)	Emergency Operations Center (EOC) Orientation <a href="https://training.fema.gov/s/courseevent?ev_ajax?code=IS-2200&amp;lang=en">https://training.fema.gov/s/courseevent?ev_ajax?code=IS-2200&amp;lang=en</a>			
	Ham Radio (strongly suggested) get General License			
	Public Information Basics <a href="https://training.fema.gov/s/courseevent?ev_ajax?code=IS-2200&amp;lang=en">https://training.fema.gov/s/courseevent?ev_ajax?code=IS-2200&amp;lang=en</a>			
	Event/Drill:			
	Event/Drill:			
	Event/Drill:			

\*Incident Command System, National Incident Management System

Training Roster, Page 2

## RESOURCES

- In addition to trainings organized in conjunction with the Southwest Utah Public Health Department, approved MRC trainings can be completed through:
- (C) Citizen Corps online classes at <https://www.ready.gov/citizen-corps>
  - Dixie Regional Medical Center, Friday CME classes, Training Building at noon
  - (F) FEMA online classes at <https://training.fema.gov/>
  - (N) NIMS online classes at <https://training.fema.gov/naip/>
  - (UT) U-Train online classes at <https://www.train.org/utah/welcome>

## TIERED SYSTEM FOR DEPLOYMENT

We realize that there are some of our volunteers who want to continue increasing their knowledge and skills, so we are also offering Intermediate, Advanced and Leadership Training to enhance your Medical Reserve Corps experience. Our Unit's goal is to educate and exercise in ways that will benefit you individually, as you interact with family and friends; and in serving the communities of our Southwest Utah five-county area. If you choose, this training can also augment your abilities to be deployed in other areas of the United States.

Training does not have to be accomplished in chronological order. However, recognition will only be given as each set of training and event participation in the previous tiers are completed.

Volunteers will be deployed in a disaster according to the following four tiers.

- **Tier 1** volunteers have completed all required Basic Training as listed, and have participated in at least one MRC event/drill in the past year.
- **Tier 2** volunteers have completed all required Basic and Intermediate Training, and have participated in at least two MRC events/drills during the past two years.
- **Tier 3** volunteers have completed Basic, Intermediate and Advanced Training and have participated in at least three events/drills during the past two years.
- **Tier 4** volunteers have completed all required Basic, Intermediate, Advanced and Leadership Training and have participated in at least four events/drills during the past three years.



# 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.



# Weber-Morgan MRC



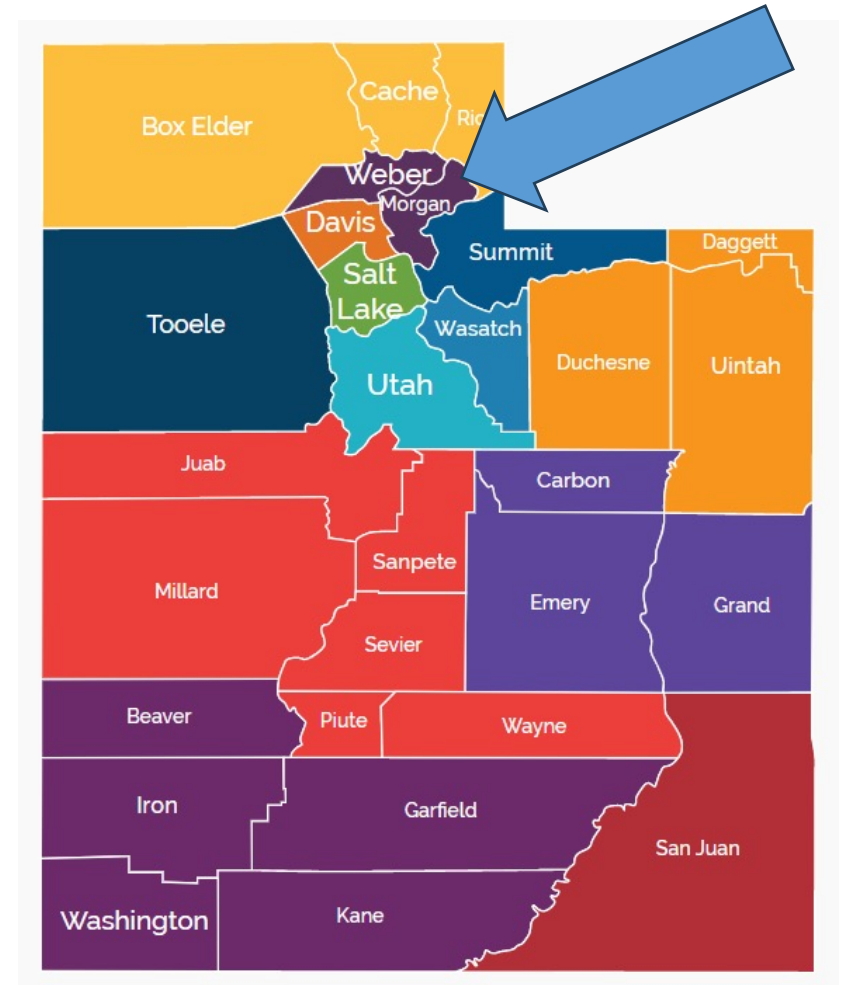
# Katie Lewis

- 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
- State-level MRC workgroups: UTMRC Core Competencies Training Plan, MRC “Disasterville” interactive TTX, UTMRC State Summit Planning Team, and the UTMRC Media Campaign.
- 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 25<sup>th</sup> 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.)

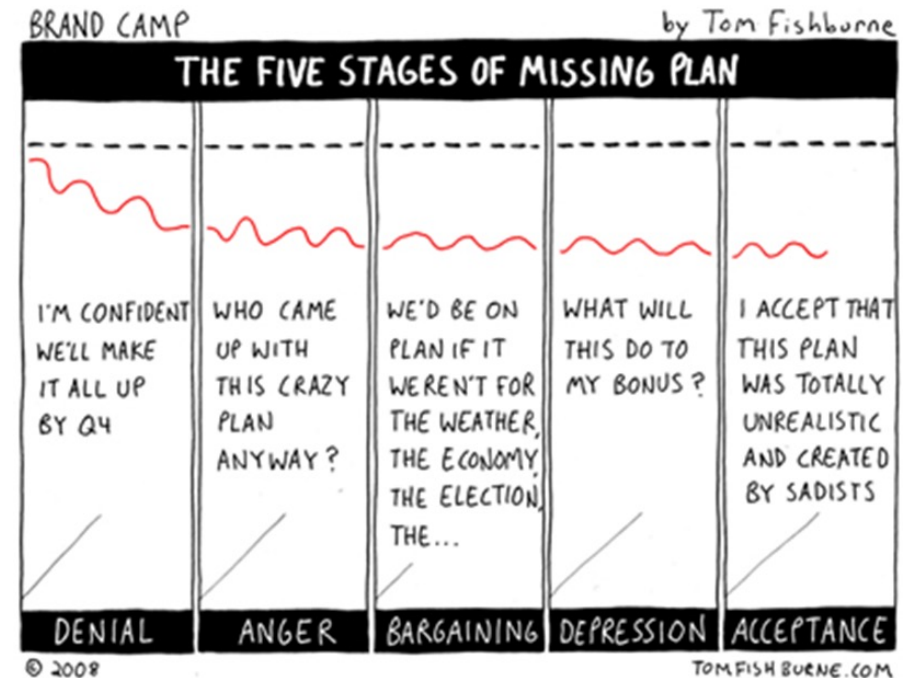


## Elective (scheduled training/events):

- 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



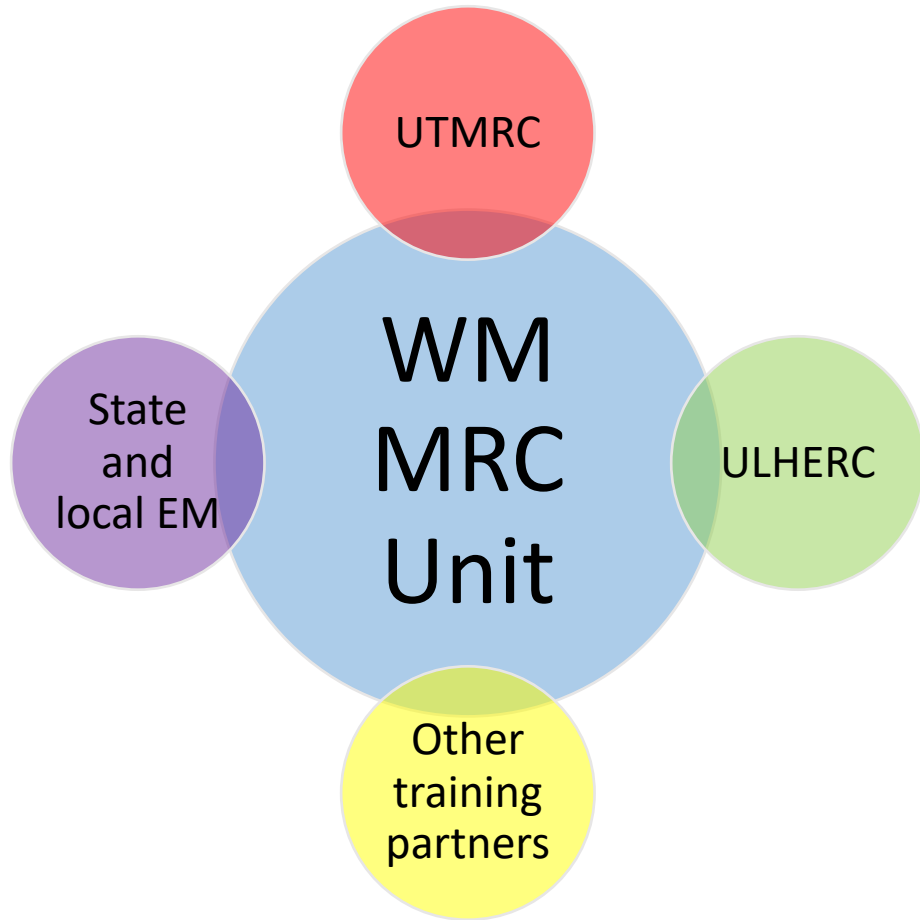
# Assessing Capabilities

- 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





# Training Network



## 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



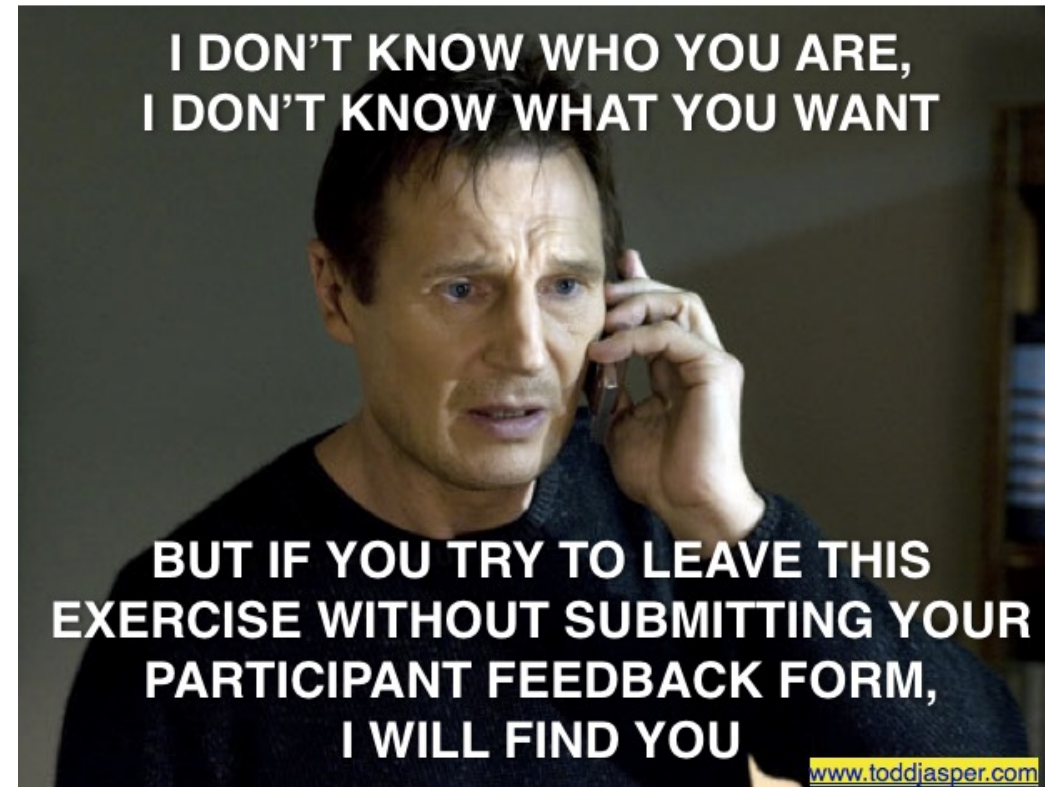
# Training Tracking & Evaluations

## 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

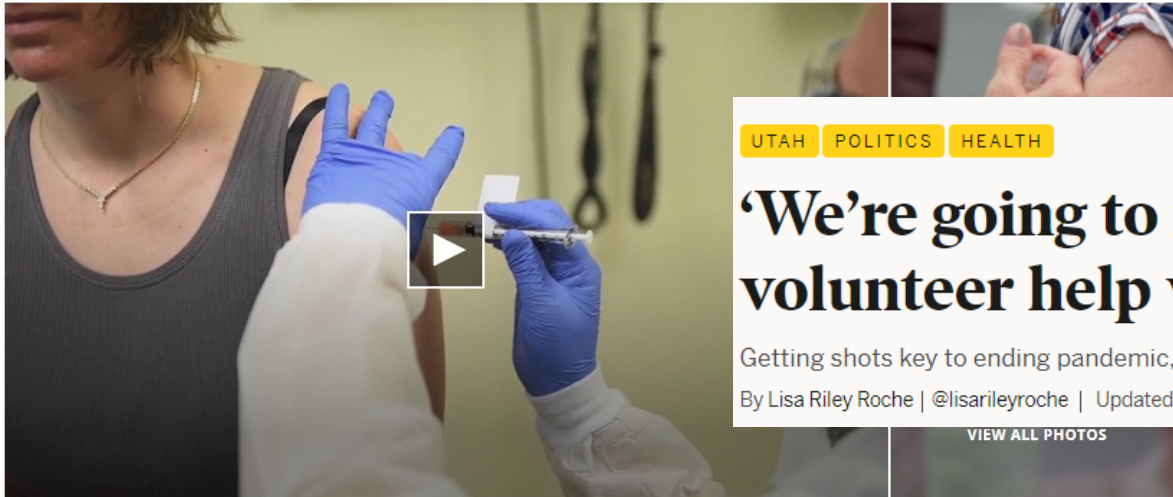


# Lessons learned: COVID-19

## Lt. Governor issues a “call to action” for volunteers

### Utah asks for volunteers for COVID-19 vaccination sites

by McKenzie Stauffer, KUTV | Thursday, February 11th 2021



UTAH POLITICS HEALTH

## ‘We’re going to need you’: Governor asks Utahns to volunteer help with COVID-19 vaccinations

Getting shots key to ending pandemic, he says

By Lisa Riley Roche | @lisarileyroche | Updated Feb 11, 2021, 1:24pm MST

[VIEW ALL PHOTOS](#)

Lt. Gov. Deidre Henderson called on licensed Utahns to volunteer to help with the state's massive COVID-19 vaccination effort. (Photo: KUTV)



(KUTV) — Lt. Gov. Deidre Henderson called on licensed Utahns to volunteer to help with the state's massive COVID-19 vaccination effort.

# 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

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