Medical Reserve Corps Unit Profile and Activity Reporting System User Guide

This guide is intended to assist MRC unit coordinators and unit designees in establishing MRC website user accounts, developing and managing their MRC unit profile, and reporting unit activities on the national MRC website.

- **Unit Profile:** The unit profile includes key information related to the MRC unit, including but not limited to, unit address, contact information, sponsoring organization, jurisdictional coverage, volunteer counts and profession types, mission statement, volunteer training, and more.

- **Activity Reporting:** The activity reporting module of the MRC website allows MRC unit coordinators and designees to report recent unit activities – ranging from administrative tasks, public health and preparedness initiatives, to what volunteers did in response to an emergency event. The reporting module collects key activity information, such as start/end date, activity description and impact, the number of MRC volunteers involved in the activity, the number of volunteer hours, and more.

Why Managing Your Unit's Profile and Reporting Activities is Important

Information included in both the unit profile and activity reporting system are made visible to current and prospective volunteers, partners, and other stakeholders on the national MRC website. Additionally, the MRC Program Office uses unit profile and activity information to maintain situational awareness and inform senior leaders and stakeholders about the breadth and scope of the MRC network's presence, capabilities, and impact in communities across the country.

Information entered also helps unit coordinators to document and maintain "a living history" of the unit's information and activities for record-keeping purposes, strategic planning, and to assist with succession planning in the event of unit leader transitions.

By providing up-to-date unit information and meaningful and detailed reports of unit activities, you help to increase the strength of the entire MRC network.

Questions?

If you have any questions related to this guide, please contact your MRC Regional Liaison. Contact information is available on the MRC website.

Supported Browsers: The MRC Unit Profile & Activity Reporting System works best in the following web browsers — Google Chrome, Microsoft Edge, and Mozilla Firefox. Please note that Internet Explorer is no longer a supported browser.

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Registering for a New User Account

1. Visit the [MRC Unit Leader Resources webpage](#) and click the "**Login**" button. Then, click "**Register**."

2. Enter your email address and then click "**Next**."

3. Do not close your web browser. In a separate window, check your email for the validation code sent to you and enter the 5-digit code in the space provided. Then, click "**Next**." If you do not receive your code, you can click "Resend Code" or "Change Email."

4. Create a username and password. Click "**Submit**."

5. Next, you will be prompted to provide user registration information. All fields marked with an asterisk are required. Once you have completed all fields, click "**Next**." You will then be taken to a confirmation page. If all information looks correct, click "**Submit**."

6. If you are registering as an MRC unit coordinator or designee, you will need to confirm the MRC unit that you're affiliated with. If you are the unit coordinator or designee of an existing unit, choose "**I am affiliated with an existing unit**." If you are registering a new MRC unit, choose "**I am registering a new unit**." Click "**Continue**." On the next screen, use the search fields to find your MRC unit. Enter the unit name and state and then click "**Search**." When the unit appears in the search results at the bottom of the page, click the "**Join Unit**" button.

7. If you are registering as a State Coordinator, your work organization address will determine your jurisdiction.

8. You will receive a message that "**Your Account is Pending Approval**." You will hear from your MRC Regional Liaison letting you know of account status and next steps within seven (7) days. If you do not receive an email within this timeframe, please contact your MRC Regional Liaison. Contact information is available on the MRC website.
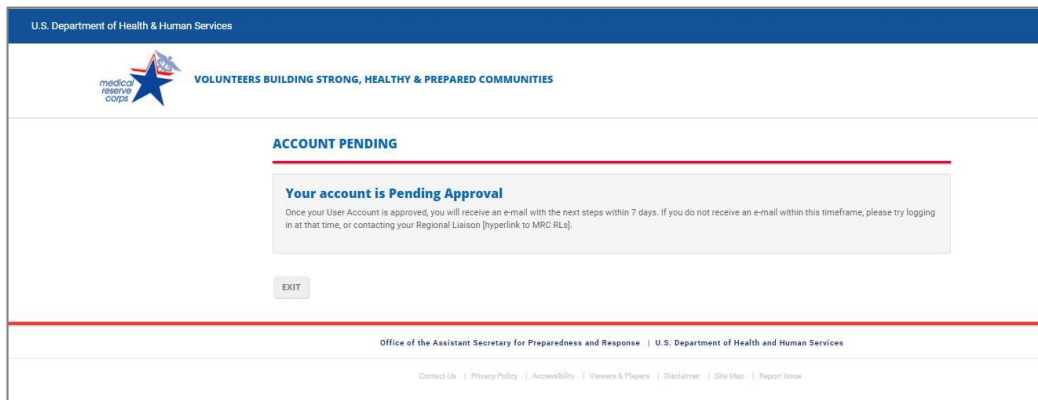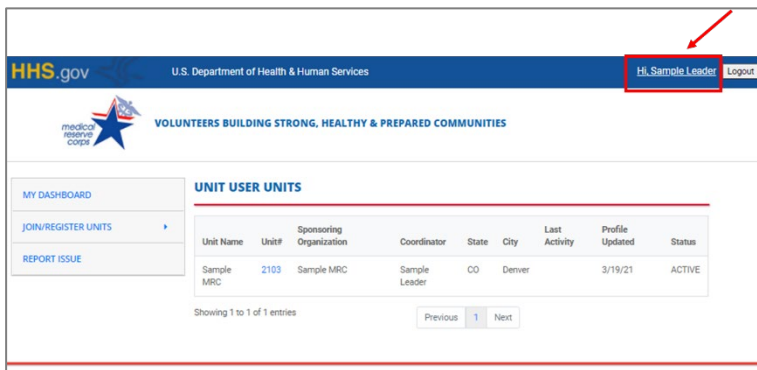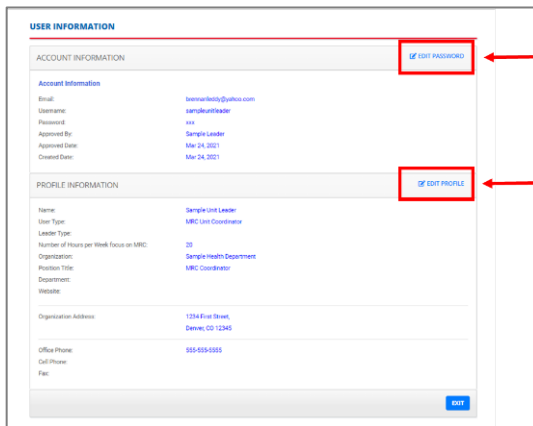
Editing Your User Profile

If you need to edit your user profile (e.g., name, address, title, MRC unit affiliation) at any point after your account is approved, follow the instructions below.

Making Updates to Your User Information (e.g., Name, Address, Title)

1. Log into the MRC website using the login link on the MRC Unit Leader Resources webpage.

2. Click on your name in the top right of the screen.

3. Then, click "**Edit Password**" or "**Edit Profile**" to make any necessary updates.

4. Once the updates are made, click "**Next**."

5. Confirm the changes are correct. Then, click "**Submit**."

Adding an MRC Unit to Your User Profile

If you are affiliated with more than one MRC unit and need to add an additional unit to your user profile, follow the instructions below.

1. Log into the MRC website using the login link on the MRC Unit Leader Resources webpage.

2. In the left navigation, click on "**Join/Register Units**." Then, in the expanded menu, click on "**Join Exiting Unit**."
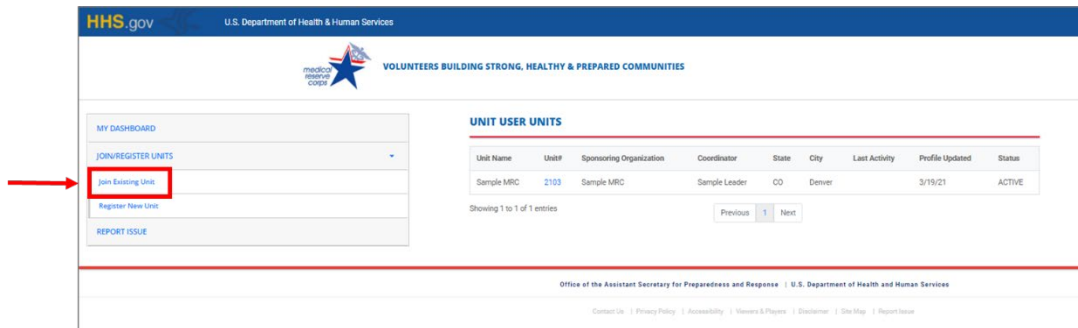
3. On the next screen, use the search fields to find your MRC unit. Enter the unit name, state, and/or city and then click "**Search**." When the unit appears in the search results at the bottom of the page, click the "**Join Unit**" button.
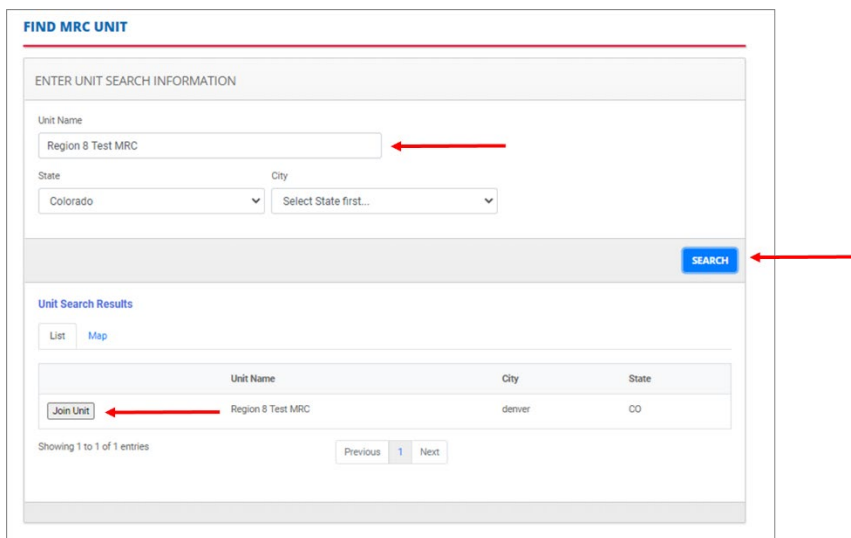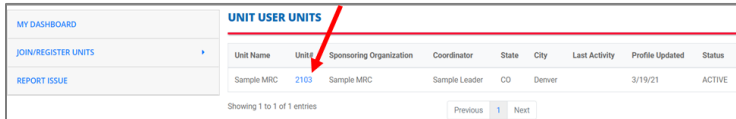

4. Your request will be pending, subject to MRC Regional Liaison approval. Once approved, the additional unit will appear on your user dashboard. We also recommend that you inform your Regional Liaison of your request via email to expedite the approval process.

Leaving an MRC Unit Attached to Your User Profile

If you are no longer affiliated with an MRC unit, follow the instructions below.
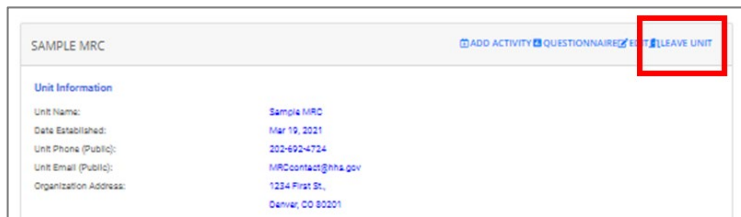
1. Log into the MRC website using the login link on the MRC Unit Leader Resources webpage.

2. Click on the MRC Unit # listed in your dashboard to view the MRC unit's profile.

3. Click "**Leave Unit**" in the top navigation of the unit profile.

4. A pop-up box will appear asking you to confirm your choice to leave. Click "**Yes**."

Updating MRC Unit Profile Information

As an MRC unit coordinator or unit designee, you have permission to update the profile information and report activities for your MRC unit. You may change/update your unit information and report activities as often as you would like; however, MRC unit registration criteria requires a unit to review and update its unit profile at least once every three months and report an activity at least once every three months.

To make adjustments and updates to your unit's profile information, log into the MRC website using the login link on the MRC Unit Leader Resources webpage.

Once logged in, your personal user dashboard will display. Click on the MRC Unit # listed in your dashboard to view the MRC unit's profile.

The next page will display the full unit profile, including the sections that you can edit. Please review your profile often for accuracy and completeness, particularly the following fields:

- Unit information (e.g., address, unit description, sponsoring organization, jurisdiction information)
- Point of contact information
- Volunteer counts
- Unit questionnaire
- Unit activities

Note: Users will be automatically logged off the IT system after 15 minutes of inactivity. It is recommended that you save & submit your updated unit information periodically to ensure that it is properly saved.

Updating Basic Unit Information

1. Log into the MRC website using the login link on the [MRC Unit Leader Resources webpage](#).

2. Click on the MRC Unit # listed in your dashboard to view the MRC unit's profile.

3. To make edits to basic unit information, click the "**Edit**" icon in the top navigation of the unit profile. You will then be able to edit the unit address, description, sponsoring organization, and jurisdiction information.

4. Once you've made the desired changes, click "**Next**" at the bottom of the page.

5. On the next screen, confirm the changes are correct. Then, click "**Submit**."

Updating Point of Contact Information

1. Log into the MRC website using the login link on the [MRC Unit Leader Resources webpage](#).

2. Click on the MRC Unit # listed in your dashboard to view the MRC unit's profile.

3. To view or change the unit point of contact who will be displayed on the public-facing MRC website, scroll to the bottom of the unit profile and select the "**Users**" tab. This is where you can view all users affiliated with the MRC unit.

4. In the "**Public POC**" column, select the user whose name should be visible to members of the general public on the MRC website. For example, if interested volunteers are looking to reach out to the unit for more information, this person's name would be listed as the best point of contact on the MRC website.
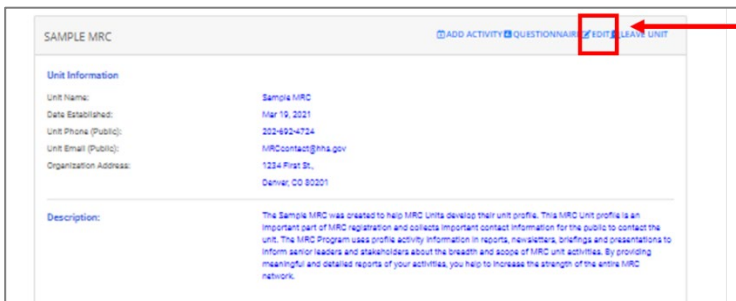
Updating Unit Volunteer Counts

1. Log into the MRC website using the login link on the [MRC Unit Leader Resources webpage](#).

2. Click on the MRC Unit # listed in your dashboard to view the MRC unit's profile.

3. To view and update the number of registered volunteers in the MRC unit, including the number of volunteers by profession type, scroll to the bottom of the unit profile and select the "**Volunteer Count**" tab.

4. In the "**Volunteer Type Count**" column, enter the number of volunteers by each profession type. Use the scroll bar on the right to view all 19 professional categories. As a reminder, non-public health / non-medical volunteers should be entered under the Non-Public Health / Medical category. When finished making updates, click "**Save**."
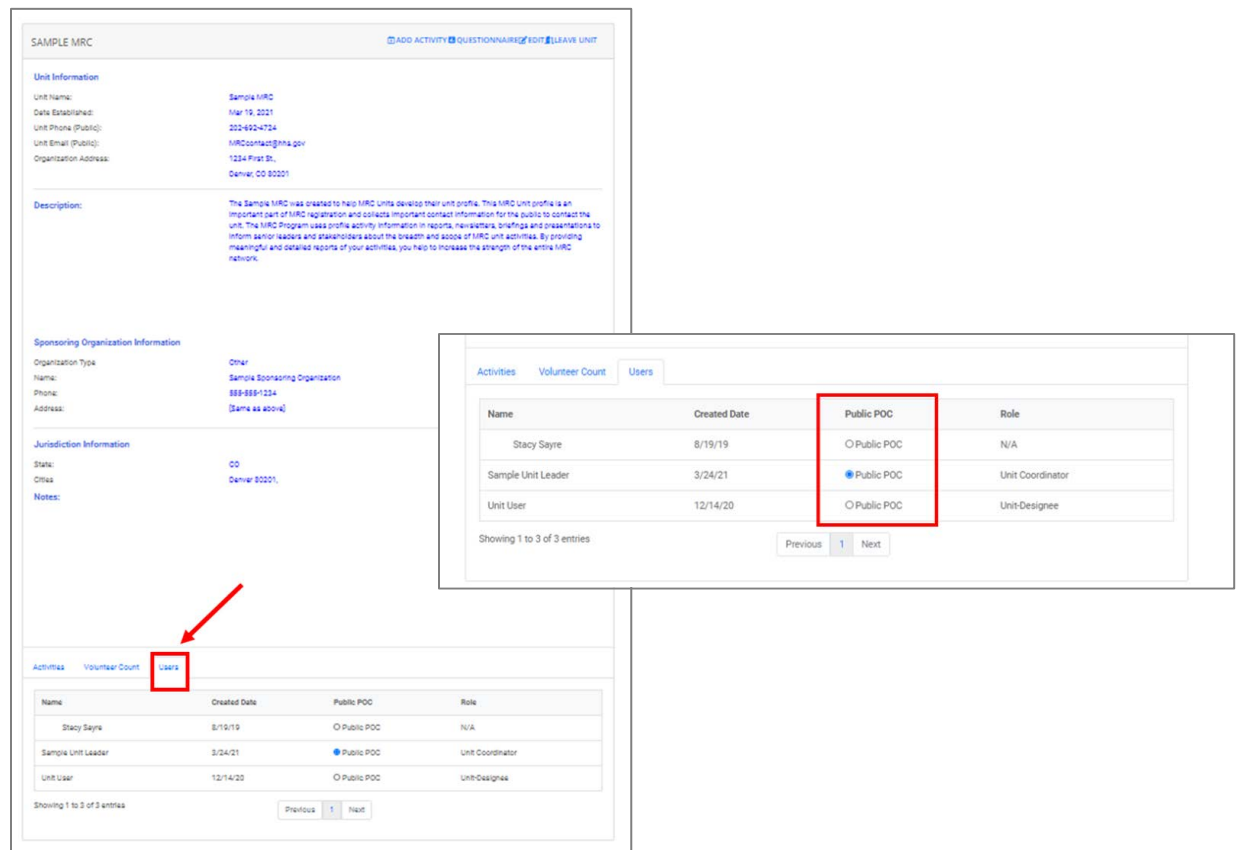

Note: The Volunteer Count tab also displays the national median hourly wage and hourly fringe benefit by professional category. This information is used to calculate the estimated economic value of MRC unit activities based on volunteer donated time. [Independent Sector](#) is the source for the national hourly wage for the non-public health/non-medical volunteer category. National hourly wages for the health professional categories are obtained from the [U.S. Department of Labor, Bureau of Labor Statistics, Occupational Employment Statistics](#). The rate displayed on the MRC site is the national median hourly wage for each occupation category. The hourly fringe benefit rate for all volunteer categories is calculated at 15.7%.

Updating the MRC Unit Questionnaire

The MRC Unit Questionnaire includes a number of objective questions about an MRC unit's organization, composition, integration, and planning. This information is not part of the unit profile that is visible to the general public, but it is an important tool in helping unit coordinators develop, operate, and sustain an MRC unit, as well as continually identify and address unit strengths and weaknesses. The information included in the Unit Questionnaire also helps Regional Liaisons guide development of MRC units and informs technical assistance assessments.

To view and make edits to the Unit Questionnaire, follow the instructions below.

1. Log into the MRC website using the login link on the MRC Unit Leader Resources webpage.

2. Click on the MRC Unit # listed in your dashboard to view the MRC unit's profile.
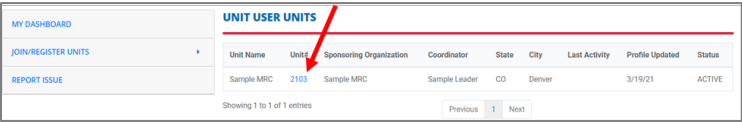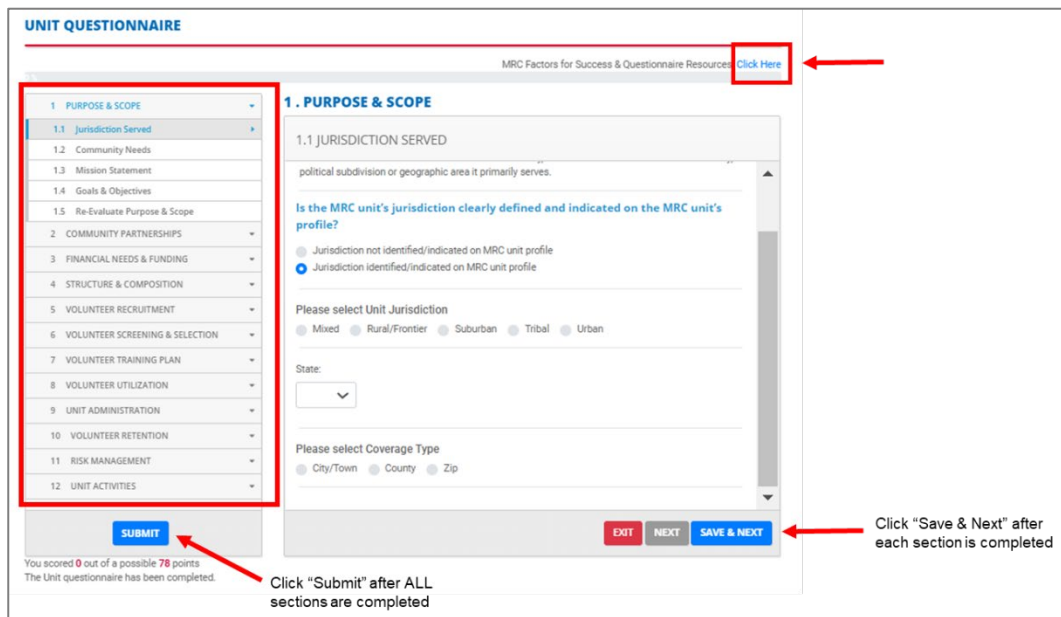
3. Click the "**Questionnaire**" icon in the top navigation of the unit profile.
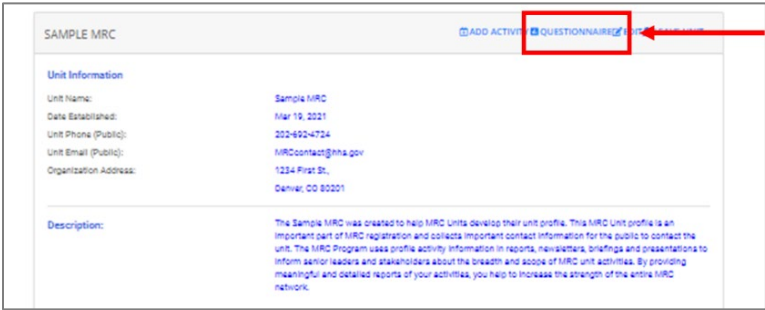
4. On the Unit Questionnaire page, use the left navigation to view and expand the twelve (12) questionnaire sections. Each section includes questions about MRC unit organization and administration related to a particular topic.
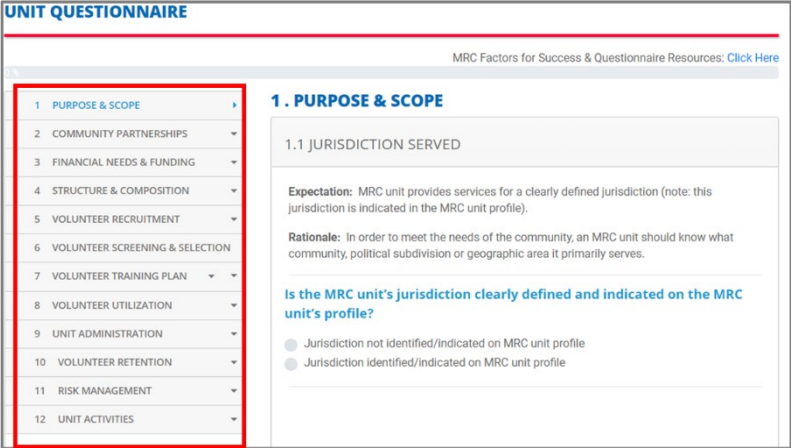
5. As you complete each section, click "**Save & Next**."

6. When all sections are complete, click the "**Submit**" button. You will see a score at the bottom of the screen that is intended for internal purposes only and is to help you gauge unit development and growth. As a reminder, you may update the questionnaire at any time. There is also a resource document with guidance and tools to support unit development linked at the top right of the Unit Questionnaire page.

Reporting MRC Unit Activities

As an MRC unit coordinator or unit designee, you have permission to update the profile information and report activities for your MRC unit. You may change/update your unit information and report activities as often as you would like; however, MRC unit registration criteria requires a unit to review and update its unit profile at least once every three months and report an activity at least once every three months.

The MRC unit activity reporting module differentiates between emergency response incidents and non-emergency/public health events. For the purposes of MRC unit activity reporting, an activity should be considered an emergency response if MRC volunteers were activated to respond to an all-hazards emergency (e.g., public health, biological, or natural event). Exercises, trainings, community events, and preparedness initiatives should be considered non-emergency / public health events.

Examples of Emergency Response Activities:

- MRC volunteers were activated to work in a general population shelter following a winter storm.
- During an outbreak of a novel strain of influenza, a public health institution set up a point of dispensing site and MRC volunteers served as vaccinators and provided administrative support.
- MRC volunteers assisted with search and rescue efforts and debris clean-up after a tornado struck the local community.

Examples of Non-Emergency / Public Health Activities:

- MRC volunteers worked a first aid tent at a local marathon.
- MRC volunteers assisted as vaccinators during a routine, annual influenza vaccination clinic.
- MRC volunteers received training on their emergency response activation protocols and completed a full-scale exercise to test understanding of the protocols.
- MRC unit coordinator attended a state-sponsored seminar on emergency response and public health.

If you have any questions about reporting an activity, please contact your MRC Regional Liaison. Contact information is available on the MRC website.

Accessing the Activity Reporting Module

1. Log into the MRC website using the login link on the MRC Unit Leader Resources webpage.

2. Once logged in, your personal user dashboard will display. Click on the MRC Unit # listed in your dashboard to view the MRC unit's profile.
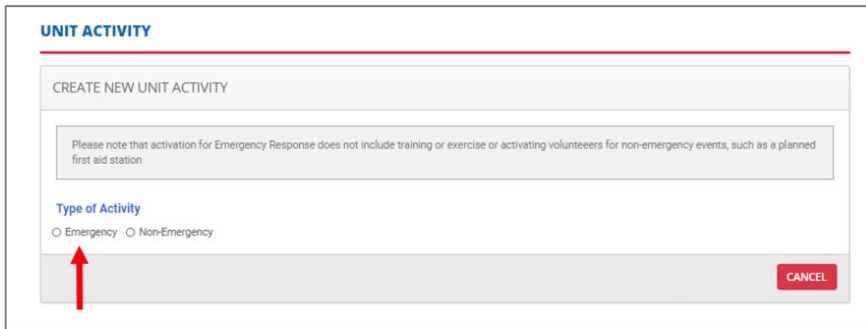
3. From the unit profile page, click on the "Add Activity" icon in the top navigation to report a new activity.

Reporting an Emergency Response Activity

As a reminder, for the purposes of MRC unit activity reporting, an activity should be considered an emergency response activity if MRC volunteers were activated to respond to an all-hazards emergency (e.g., public health, biological, or natural event). Exercises, trainings, community events, and preparedness initiatives should be considered a non-emergency / public health event.

1. To add an emergency response activity, select the "**Emergency**" radio button under "Type of Activity."
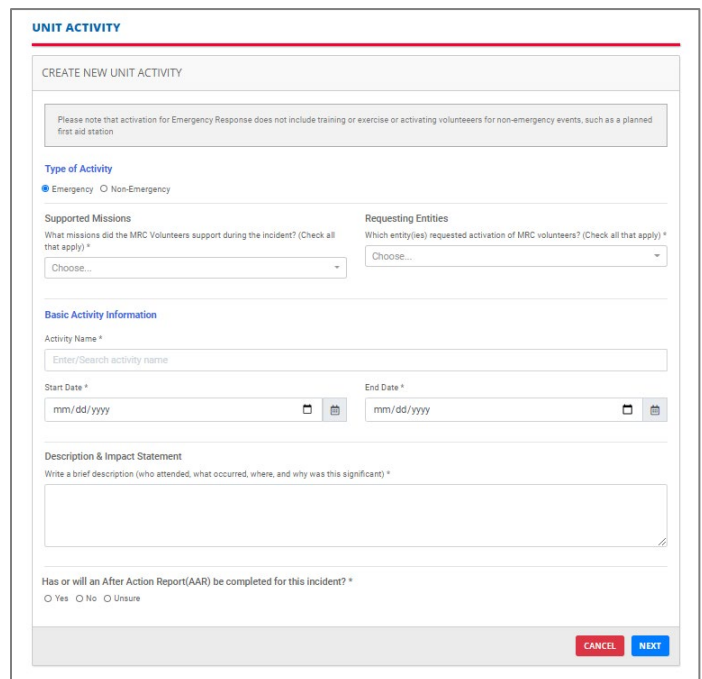
2. Once you select the radio button, the page will expand to display required fields. Complete each field.

- **Supported missions:** Select the mission(s) that is most appropriate for the activity you are adding. You can select all missions that apply to the activity. If the mission that best fits your activity is not listed, you can select "Other." If the incident you are adding encompasses multiple missions, you may want to consider reporting them as separate activities.

- **Requested entities:** Select which entity or organization requested the activation of volunteers. Please note that this question refers to the entity that requested volunteers and not the entity that activated the volunteers. You can select more than one entity if multiple agencies requested activation of volunteers for the same incident. If the agency that requested volunteers is not listed, select "Other."

- **Activity name:** Enter a name for the event you are adding. The name should be concise but descriptive and detailed. The event name should give an indication of the topic or category of the activity in which you participated.

- **Start Date / End Date:** Enter the start and end date of the activity. Start and end dates may be the same or, for incidents longer than one day, they may be different. Incidents can also be added in advance and retroactively.

- **Description & Impact Statement:** Enter a brief description of the incident along with the impact the incident had on the unit, the community, or the response. Include details such as what occurred, which types of agencies were present, what made it noteworthy, and why the activity was important or significant for your unit to conduct. Be as concise as possible while being interesting! Remember that the information you provide is helpful to MRC Program to showcase the MRC as well as to the general public who may be reading your unit activities.

- **After Action Report:** An After Action Report (AAR) following an incident can be beneficial to understanding what went well and what needs improvement. If you have completed or are planning on completing an AAR for the incident, select "Yes." You do not have to be the lead agency completing the AAR to select "Yes."

3. When you have completed all fields on the first page, click "**Next**." The next page is the **Economic Value Calculator** and will ask for information about the MRC members who participated in the activity by profession type, as well as the number of volunteer hours contributed.

- Enter the number of MRC members who participated in the response activity from your own unit only, including the unit coordinator (if he/she participated). As a reminder, we recommend that you distinguish medical professionals from non-medical professionals *only* when they are serving in a clinical capacity during an event. If all of the volunteers are serving in a non-medical capacity during the event, simply enter all of the volunteers and volunteer hours under the Non-Public Health/Non-Medical category.

- If you do not know the professional breakdown of the volunteers who participated in the activity, enter all of the data under the Non-Public Health/Non-Medical category.

UNIT ACTIVITY

ECONOMIC VALUE CALCULATOR

Job Title	MRC Volunteers	Total Hours Served	Sub Total	Hourly Rate	Hourly Benefit
Acupuncturist				$34.96	$4.20
Chaplain/Clergy				$23.02	$2.54
Clinical Social Worker				$24.74	$2.88
Dentists				$80.25	$8.38
EMS Professional				$16.53	$1.79
Licensed Practical Nurse/Licensed Vocational Nurse				$20.39	$2.40
Mental Health Counselor/Therapist				$20.81	$2.31
Nurse Practitioner				$43.97	$5.19
Non Public Health/Medical				$22.93	$4.27
Other Public Health/Medical				$27.86	$2.66
Pharmacist				$55.27	$6.73
Physician				$86.95	$9.92
Physician Assistant				$44.46	$5.25
Psychiatrist				$85.35	$10.00
Psychologist				$38.48	$5.19
Registered Nurse				$32.66	$3.76
Respiratory Therapist				$27.90	$3.22
Veterinarian				$44.83	$4.87
Veterinarian Technician				$15.13	$1.75
	Total Volunteers	Total Hours Served	Economic Value		
Total	0	0	$0.00		

CANCEL   PREVIOUS   NEXT

- While you may include paid staff in the participant count, do not count the hours served by paid staff. If, however, paid staff donated those hours and are not getting compensated for their time, you may add those hours.

4. The economic value of the activity will automatically calculate based on the information provided. When you have completed the Economic Value Calculator, click "**Next**."

5. The final section of the activity report lists a series of questions and statements to assist in your evaluation of the MRC unit's response. You should use the subjective evaluations as a jumping off point to gauge what went well, what needs to be improved upon, and how the MRC unit can address those issues. The evaluations are 100 percent subjective based upon your thoughts, experience, and understanding of the MRC unit and the response to the incident. There is no wrong or right answer. Evaluate the unit and the response using the 1–5 Likert scale. One is the weakest score, and 5 is the strongest.

6. When you have completed the emergency response ratings, click "**Next**."

7. A confirmation page will appear with all of the information that you have added. You can use the "Previous" button in the lower, right-hand corner to return to any section of the report and edit as needed. However, if you are satisfied with all sections of the report, hit the "**Submit**" button. Your report is now complete.
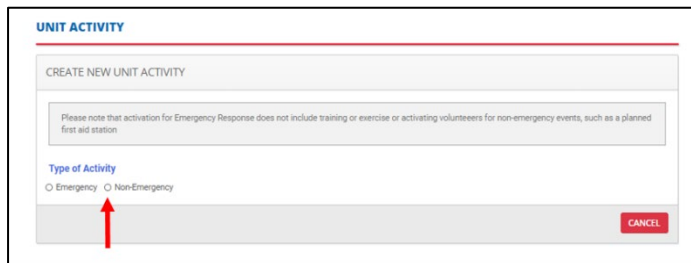
Reporting a Non-Emergency / Public Health Activity

As a reminder, for the purposes of MRC unit activity reporting, an activity should be considered an emergency response activity if MRC volunteers were activated to respond to an all-hazards emergency (e.g., public health, biological, or natural event). Exercises, trainings, community events, and preparedness initiatives should be considered a non-emergency / public health event.

1. To add a non-emergency / public health activity, select the "**Non-Emergency**" radio button under "Type of Activity."

2. Once you select the radio button, the page will expand to display required fields. Complete each field.

- **Impact Categories:** Use your best judgment to decide which impact category is most appropriate for the intended objective or outcome you were trying to achieve with this event. Select all that apply. If there are multiple objectives you were trying to achieve with this event, you may choose additional impact categories; however, be selective and think carefully when determining your impact category. Ask yourself whether the event intended to achieve that specific outcome.
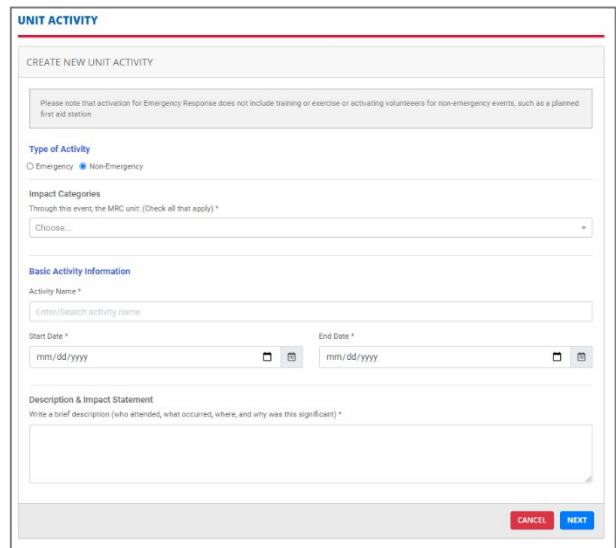
- **Activity Name:** Enter a name for the event you are adding. The name should be concise but descriptive and detailed. The event name should give an indication of the topic or category of the activity in which you participated.

- **Start Date / End Date:** Enter the start and end date of the activity. Start and end dates may be the same or, for events longer than one day, they may be different. Events can also be added in advance and retroactively.

- **Description & Impact Statement:** Write a clear and concise description of the event. Include details such as what occurred, which types of agencies were present, what made it noteworthy, and why the event was important or significant for your unit to conduct. Be as concise as possible while being interesting! Remember that the information you provide is helpful to MRC Program to showcase the MRC as well as to the general public who may be reading your unit activities.

3. When you have completed all fields on the first page, click "**Next**." The next page is the **Economic Value Calculator** and will ask for information about the MRC members who participated in the activity by profession type, as well as the number of volunteer hours contributed.

   - Enter the number of MRC members who participated in the activity from your own unit only, including the unit coordinator (if he/she attended). As a reminder, we recommend that you distinguish medical professionals from non-medical professionals *only* when they are serving in a clinical capacity during an event. If all of the volunteers are serving in a non-medical capacity during the event, simply enter all of the volunteers and volunteer hours under the Non-Public Health/Non-Medical category.

   - If you do not know the professional breakdown of the volunteers who participated in the activity, enter all of the data under the Non-Public Health/Non-Medical category.

UNIT ACTIVITY

ECONOMIC VALUE CALCULATOR

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Mental Health Counselor/Therapist				$20.81	$2.31
Nurse Practitioner				$43.97	$5.19
Non Public Health/Medical				$22.93	$4.27
Other Public Health/Medical				$27.86	$2.66
Pharmacist				$59.27	$6.73
Physician				$88.96	$9.92
Physician Assistant				$44.46	$5.25
Psychiatrist				$89.35	$10.00
Psychologist				$35.45	$5.19
Registered Nurse				$32.66	$3.78
Respiratory Therapist				$27.50	$3.22
Veterinarian				$44.83	$4.87
Veterinarian Technician				$18.13	$1.79
	Total Volunteers	Total Hours Served	Economic Value		
Total	0	0	$0.00		

CANCEL PREVIOUS NEXT

- While you may include paid staff in the participant count, do not count the hours served by paid staff. If, however, paid staff donated those hours and are not getting compensated for their time, you may add those hours.

- For unit administrative activities when the coordinator was the only person doing the activity and is paid staff, enter 1 MRC participant and 0 hours served.

Viewing, Editing, and Deleting Activities

1. To view previously-entered activities, scroll to the bottom of the unit profile and select the "**Activities**" tab. You will be able to view all entered unit activities, including those that had been added using the previous reporting system.

2. To view the activity details or to edit an activity, click on the activity name in blue text.
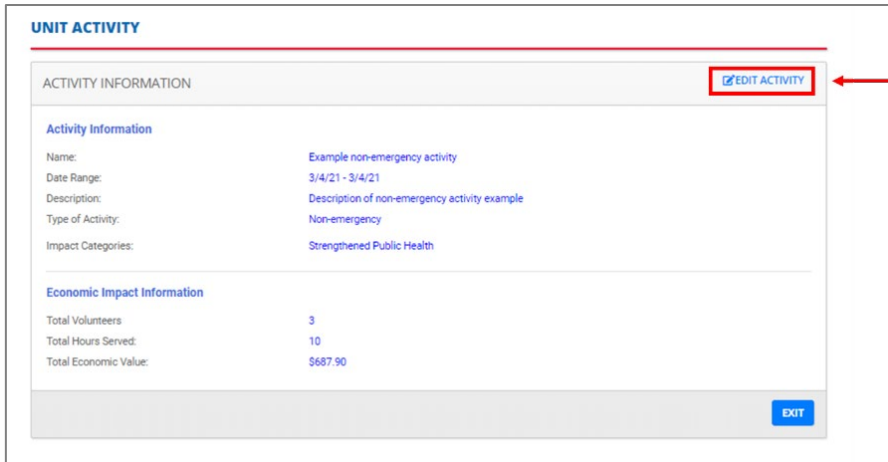
3. The next page will display the activity details. To edit any of the fields, click on the "**Edit Activity**" icon in the top right corner.
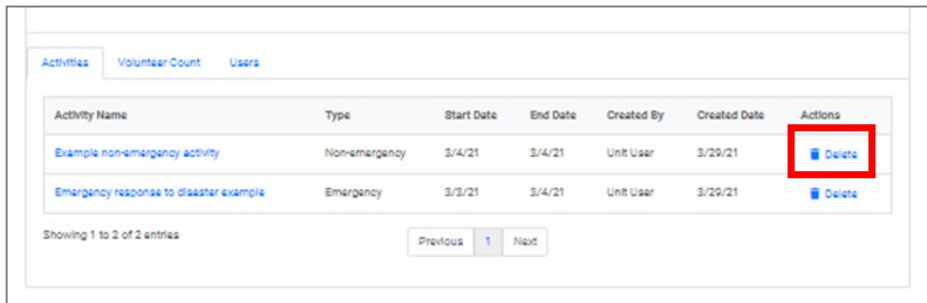
4. Make any necessary updates. Click "**Next**" at the bottom of the screen to advance to the next page. Then, click "**Submit**."

5. To delete an activity, click on the "**Delete**" icon to the right of the activity name under the Activities tab. *Note: Deleting an activity is not recommended unless an activity was added that did not occur. If you delete an activity, it will permanently delete the record.*

Registering a New MRC Unit

1. Log into the MRC website using the login link on the [MRC Unit Leader Resources webpage](#).

2. In the left navigation, click on "**Join/Register Units**." Then, in the expanded menu, click on "**Register New Unit**."
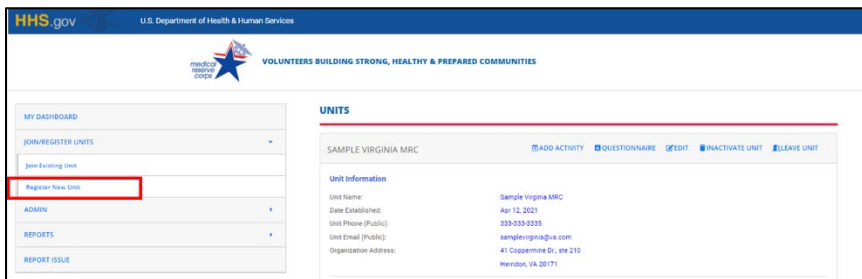
3. Complete all information on the Unit Registration page and then click "**Next**." See Appendix A for sample unit descriptions. Your unit application will be pending registration until is it reviewed and approved; however, you can view the unit while it is "in process" in the unit user dashboard.
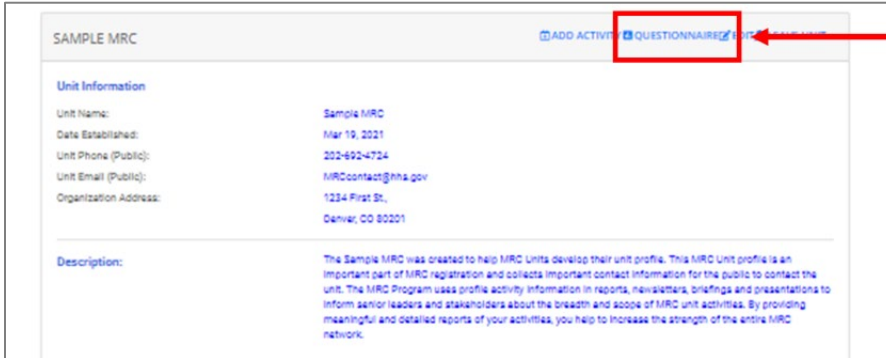
4. Click on the MRC unit in your dashboard that is "in process." Then, select "**Questionnaire**."

5. Complete the questionnaire to assist in the unit application process. You may not have all of the answers yet, but try to complete it to the best of your ability.

6. When all sections are complete, click the "**Submit**" button. You will see a score at the bottom of the screen that is intended for internal purposes only and is to help you gauge unit development and growth. As a reminder, you may update the questionnaire at any time.

Appendix A – Example Unit Descriptions and Activity Reports

Example Unit Descriptions

Unit descriptions are part of your unit profile and should be interesting, accurate, and current. Below are a few examples to help you write your unit description.

Example #1: The JJJ MRC unit was established by the City of JJJ and serves the city and the surrounding Tri County area. The MRC program is administered by County Emergency Management and has a board of directors who provides leadership and creates direct linkages to important community partners in the governmental, military, volunteer, faith-based, business, education, health, public safety, and emergency response sectors. This collaborative effort has resulted in a comprehensive website, 24-hour volunteer hotline, and initiatives to address special needs populations, manage spontaneous volunteers, add shelter capacity within the faith community, support health and fitness initiatives, and create general medical and mental health surge capacity. The JJJ MRC has recently begun to team up with the county health department to assist them in staffing their seasonal flu clinics. JJJ MRC volunteers will be building on this collaboration in the next 6 months as they launch a community based diabetes detection campaign.

Example #2: The mission of the MRC within the HHH County Health Department is to engage health care professionals in helping the community prepare for, respond to, and mitigate emergencies, disasters, and pressing public health needs by providing a group of readily trained and available volunteer professionals who supplement and assist local medical emergency response systems. The MRC serves a county community of 4,000 square miles, 88 incorporated cities, more than 250 additional communities, and a population of 11 million. The MRC has more than 500 medical and non-medical professionals who have acted on a desire to volunteer their time and expertise during emergencies. The MRC has promoted its mission, established its policies, procedures, and protocols regarding operations and conducted recruiting initiatives within the medical community and the community at large. The unit is preparing to provide staffing at Point of Dispensing clinics during a mass immunization/prophylaxis campaign. It's also currently active in a public health preparedness education program for individuals in schools, churches, and community organizations, instructing them on how, what, and when to prepare for a disaster.

Example Activity Reports

Emergency Response

Activity Name Examples:
1. MRC volunteers provided tetanus vaccinations following a tornado.
   - Activity Name: Tetanus Vaccinations for County Tornado Response
2. MRC volunteers worked in an alternate care site following a measles outbreak.
   - Activity Name: Measles Alternate Care Site Activation
3. MRC volunteers assisted with evacuation during hurricane.
   - Activity Name: Hurricane Sandy Evacuation Assistance

Description and Impact Statement Examples:
1. The Local County MRC volunteers were activated to respond to a search-and-rescue incident. Local first responders were searching for an elderly woman who was missing from the local retirement home. Local emergency management requested MRC volunteers to provide wellness checks for first responders because it was very hot. Volunteers also acted as searchers. MRC volunteers discovered that two first responders had to receive additional medical attention from heat exhaustion. Eventually, the woman was found unharmed.
2. Following a devastating tornado, a flood of unaffiliated volunteers arrived onsite. The Local Emergency Operations Center was unsure of how to handle the sudden influx of volunteers and requested MRC volunteers to manage a Volunteer Reception Center. MRC and AmeriCorps volunteers managed an estimated 1,200 unaffiliated volunteers over a 3-week period. The unaffiliated volunteers were able to be used in an appropriate manner and were encouraged to join volunteer groups, like the MRC or CERT, in their own communities.
3. This spring, our community experienced a severe flood that forced several local families to evacuate their homes for a general population shelter. The floods also ruined several crops, which many families rely on for their income. The American Red Cross had enough volunteers to work in the shelter, but the shelter manager became concerned about the mental well-being of the occupants. Knowing our work with mental health in disasters training, the ARC requested MRC volunteers to work in the shelter. Seven MRC volunteers, all mental health professionals, split shifts over a 2-week period in the shelter and visited with 10 different families.

Mission Selection Examples:
1. Mental health MRC volunteers provided Psychological First Aid following an earthquake.
   - Mission Selection: Disaster Behavioral Health
2. MRC volunteers provided first responder support and assisted efforts during a search-and-rescue incident.
   - Mission Selection: Wellness Checks and Search and Rescue
3. MRC volunteers sorted and moved tree limbs and other trash following a tornado.
   - Mission Selection: Other—Debris Management
4. Following a hurricane, MRC volunteers assisted with evacuation; 3 days later volunteers were requested to work in a general shelter.
   - Mission Selection: Enter as two separate incidents—Evacuation and General Shelter Support

Requesting Entity Examples:

1. A hospital requested MRC volunteers to assist with a medical surge event.
   - Requesting Entity: Local Hospital
2. Local emergency management requested MRC volunteers to assist with an active shooter response through the emergency operations center.
   - Requesting Entity: Local Emergency Operations Center
3. During an outbreak of a new strain of influenza, the local health department, state health department, and local hospital all requested MRC volunteers to serve as vaccinators.
   - Requesting Entity: Local Health Department, State Health Department, and Local Hospital
4. The American Red Cross requested MRC volunteers to support shelter operations.
   - Requesting Entity: Other—American Red Cross

Number of MRC Participants and Total Hours Served Examples:

1. Seventeen MRC volunteers, plus the unit coordinator as paid staff, worked a population monitoring center following a radiation release for a total of 10 hours each.
   - Total Number of MRC Participants: 18 participants (17 volunteers + 1 unit coordinator)
   - Total Number of Hours Served: 170 hours (17 volunteers x 10 hours; do not count the hours of the paid unit coordinator)
2. The MRC unit provided two volunteers per shift at the animal shelter following a tornado for a total of seven 2-hour shifts.
   - Total Number of MRC Participants: 14 participants (2 volunteers x 7 shifts)
   - Total Number of Hours Served: 28 hours (14 volunteers x 2 hours)
3. Ten MRC nurses assisted at a measles vaccination clinic after a local outbreak. Each volunteer worked a 5-hour shift.
   - Total Number of MRC Participants: 10 participants
   - Total Number of Hours Served: 50 hours served (10 volunteers x 5 hours)
4. The paid MRC unit coordinator was requested to serve in the Local Emergency Operations Center on behalf of their MRC unit as a local volunteer coordinator for a 12-hour shift.
   - Total Number of MRC Participants: 1 participant
   - Total Number of Hours Served: 0 hours (do not count the hours of the paid unit coordinator)

Non-Emergency / Public Health Activities

Activity Name Examples:
1. MRC volunteers provided flu vaccinations and administrative support during a point of distribution (POD) exercise.
   - Activity Name: Jackson County Flu Vaccination POD Exercise
2. MRC volunteers provided medical screenings and non-medical services and connected the homeless to community health centers and access to care.
   - Activity Name: Operation Community Connect for the Vulnerable or Homeless Population
3. Medical professionals from an MRC Unit provided staff support for a first aid station at a local marathon.
   - Activity Name: Adams County MRC Volunteers Staff First-Aid Station for the Chicago Marathon

Description and Impact Statement Examples:
1. MRC volunteers provided blood pressure screenings at the local community health fair, which was sponsored by the health department and targeted a low socioeconomic population. Over 40 screenings were completed and several had high blood pressure. The event provided an opportunity for the MRC unit to recruit additional members and promote the unit. Many attendees were referred onto their physician for additional treatment.
2. The MRC unit leader met with representatives from the American Red Cross, Emergency Management, and the faith-based communities to begin planning an upcoming functional needs sheltering exercise. The exercise will include MRC volunteers as participants. The meeting provided the opportunity to strengthen partnerships with response partners. The unit will be better prepared to provide functional needs services at shelters following the exercise.
3. The MRC unit hosted a CPR, AED, and First Aid training for MRC volunteers and personnel from other community partners throughout the county. In total, we had over 20 participants, which improved our community's resilience by increasing our county's number of trained residents.

Impact Category Examples:
1. Potential Events: vaccination, medical screening, dental services, addressing chronic conditions
   - Impact Category: Strengthened Public Health
2. Potential Events: administrative work, protocol development, partner outreach, meetings, recruitment, conferences
   - Impact Category: Developed/Strengthened MRC Unit
3. Potential Events: preparedness education, dissemination of materials, family preparedness, community planning
   - Impact Category: Improved Community Preparedness/Resilience
4. Potential Events: Operation Community Connect, serving homeless shelters, volunteering at hospice centers, assisting food pantries, activities for functional needs population
   - Impact Category: Served a Vulnerable Population
5. Potential Events: training for volunteers, POD exercises, notification drills, CPR/AED training to the community
   - Impact Category: Trained/Exercised to Improve Unit or Community Response Capacity/Capability
6. Potential Events: planned community events/fairs, first aid stations, marathons

- Impact Category: Supported Non-Emergency Community Events

Number of MRC Participants and Total Hours Served Examples:

1. The paid MRC unit coordinator attended an MRC regional planning group meeting and represented the county's MRC unit. The meeting lasted a total of 3 hours.
    - Total Number of MRC Participants: 1 participant
    - Total Number of Hours Served: 0 hours (do not count hours of paid duties; only the hours if you are a volunteer serving as the unit coordinator)
2. The unit coordinator and 10 MRC members participated in a flu vaccination event that lasted 10 hours. The Coordinator is being paid for his or her time.
    - Total Number of MRC Participants: 11 participants (10 volunteers + 1 unit coordinator)
    - Total Hours: 100 hours (10 volunteers x 10 hours; do not count hours of paid staff)
3. Twelve MRC members assisted at a first aid booth at the county fair. The booth was open for 4 hours.
    - Total Number of MRC Participants: 12 participants
    - Total Hours: 48 hours (12 volunteers x 4 hours)