



CONNECTICUT

Public Health

Medical Reserve Corps

Volunteer Training Guidance Manual

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Overview

The intent of this document is to introduce Medical Reserve Corps Unit Leads to the Connecticut Department of Public Health's recommendations on standardized training for volunteers. The training plan is based on recommendations and a tiered approach established by the federal Department of Health and Human Services, Administration for Strategic Preparedness and Response (ASPR) and the National Association of County and Health Officials (NACCHO) ([NACCHO, 2019](#))

ASPR's MRC Core Competencies serve as the national standard for MRC training and provide a common language to develop volunteer capabilities and promote volunteer typing. These training courses align with the Disaster Medicine and Public Health (DMPH) core competencies, which represent a baseline level of knowledge and skill that all MRC volunteers should have regardless of their role within the unit.

The MRC Training Plan is a suggested training guide for MRC Unit Leads to utilize with their local volunteers. The Plan provides options to guide MRC Unit Leads and volunteers with the appropriate selection of training courses. MRC units can choose courses from the training matrix, add in other courses not listed, or create their own unit-specific courses based on the core competencies. Many CT MRC chapters offer their own specialized courses throughout the year such as Mental Health First Aid, CPR, Point of Dispensing (POD) and advanced FEMA courses, that can be incorporated into this tiered training matrix. MRC Unit Leads should consider the appropriate tier level of a volunteer when offering specialized training courses, such as those listed above. We recognize that your MRC volunteers will have varying levels of training, experience, and comfort with a variety of deployment types and mission sets. The DPH MRC Core Competencies Training Plan includes recommendations for courses based on the appropriate volunteer tier level. Using the recommended tier levels will help the MRC unit leader identify and prioritize courses in an organized way, which will help to build volunteer capability and volunteer typing. The tier levels also provide a transparent and prescribed approach for volunteers seeking additional training and increased responsibility.

MRC Core Competencies

The *MRC Core Competencies Training Plan* is organized using the following categories:

- **Learning paths** are groups of competencies related to certain topics that align with volunteer motivations. The four learning paths are Volunteer Response, Volunteer Preparedness, Volunteer Leadership, and Volunteer Support for Community Resiliency.
- **Disaster Medicine and Public Health (DMPH) competencies** serve as the foundational competency set for MRC volunteers and represent a baseline level of knowledge and skills that all MRC volunteers should have, regardless of their role within the MRC unit.
- **MRC performance qualifications** breaks down the DMPH Competencies into measurable, MRC specific qualities (i.e., knowledge, skills, and attitudes) and actions that a volunteer should have or be able to perform in order to be considered competent in an area.
- **Suggested training/tools** are recommended resources and trainings, most of which are available online and free of cost, that will enable volunteers to meet the competencies. The training list is not comprehensive; rather, it is a starting point for unit leaders to consider. The training is accessible through MRC-TRAIN. (*The DMPH Competencies have an associated training series that are eligible for CME or CNE credit. These courses are denoted with an asterisk in the matrix.)
- **Time** is the estimated length of time required to complete the training.
- **Volunteer tier level** applies to the level of training (introductory, intermediate, or advanced) and the appropriate volunteer tier level.
 - **Tier Level 4:** Volunteers who have registered but have not completed MRC onboarding including loyalty oath and background check
 - **Tier Level 3:** Introductory level of knowledge that all volunteers should obtain
 - **Tier Level 2:** Intermediate level of knowledge for volunteers wishing to expand their skills and abilities
 - **Tier Level 1:** Advanced level of knowledge for volunteers serving in a specialized or supervisory response role

* Tiered courses have multiple modules, ranging from 2-7 courses within each module. Module lengths also range in duration from 15 minutes to 6 hours.

How to Access Training Courses

Create a TRAIN CT Account if you do not have one already.

Users must first create a TRAIN CT account or log into their current TRAIN CT account.

TRAIN CT is a gateway into the TRAIN Learning Network, the most comprehensive catalog of public health training opportunities for professionals. TRAIN is a service provided by the Public Health Foundation and paid for through the Connecticut Department of Public Health.

If you have never registered using the TRAIN CT website, please follow the directions below to set up an account:

1. Log on to <https://www.train.org/connecticut/welcome>
2. Select the Log In or Create Account button on the top right corner of the website
 - The process will prompt you through the registration steps.

Once you create your account, you are ready to enroll in the MRC courses.

The MRC courses are offered through TRAIN CT and MRC TRAIN (a subset of the national TRAIN system).

To register for the online MRC courses, follow the directions below:

- 1) Login to TRAIN CT (or MRC TRAIN, if applicable)
- 2) Search for courses by Keyword or Course ID number
 - a. Full Matric Course ID #: 4101
 - b. Specific Course ID #s are referenced in [Tier 4](#), [Tier 3](#), [Tier 2](#), [Tier 1](#) and [Appendix A](#) of this guide

To register for a course, click on the course title and then click the +Register tab.

Next, select your credit (if applicable) and click Launch. The course will open in a new window.

The National *MRC Core Competencies Volunteer Training Plan* can be found at: www.train.org/mrc/training_plan/4101

Tier 4 Level Course Information

Tier 4: New Volunteers

Tier 4 training consists of pre- and post-deployment trainings created by NACCHO which prepare volunteers for specific phases of deployment.

- The pre-deployment training provides an overview of the phases of deployment, terms and acronyms, personal preparedness, training, and other proactive steps volunteers can take to be prepared for activations.
- The deployment and post-deployment training provides volunteers with an overview of activities that may occur during and after a deployment. It also provides information on health and safety factors, equipment, supplies, training, administration, and operational activities.

These courses are recommended for volunteers who have not fully completed the onboarding or background check process:

Course	Link	Time
Pre deployment knowledge	https://www.train.org/mrc/course/1086867/details	Self-paced
Deployment and post-deployment knowledge	https://www.train.org/mrc/course/1086868/details	Self-paced

Tier 3 Level Course Information

Tier 3: Vetted volunteers

This level of training is beneficial to new volunteers who have fully completed the onboarding process. These courses are also relevant to volunteers who have been deployed but have not yet taken any courses as volunteers.

Tier 3 courses are organized into four learning paths: (1) preparedness, (2) response, (3) community resilience, and (4) leadership. Courses that are related directly to the Core Competencies for Disaster Medicine and Public Health (DMPH) are denoted with an asterisk on TRAIN CT. To complement these trainings, some modules include supplemental courses related to the specific competency and can be found in the full course list in Appendix 1.

Volunteers who are new and have yet to be deployed, but have completed onboarding should take the following preparedness courses:

Learning Path	Course	Description	Time
Preparedness	Personal and Family Preparedness	Demonstrate personal and family preparedness for disasters and public health emergencies.	25 min
	MRC- TRAIN 1081145		
	Personal Safety	Demonstrate knowledge of personal safety measures that can be implemented in a disaster or public health emergency.	40 min
	MRC- TRAIN 1081353		

Volunteers who have been deployed but may need background information on the roles of response organizations and effective communications should take these courses. These courses are appropriate for volunteers who have been with the unit for a year or more.

Learning Path	Course	Description	Time
Response	Expected Roles in Organizational & Community Response Plans During a Disaster or Public Health Emergency	Demonstrate knowledge of one's expected role(s) in organizational and community response plans activated during a disaster or public health emergency	40 min
	MRC-TRAIN 1081338		
	Communication*	Communicate effectively with others in a disaster or public health emergency	1 hr
	MRC- TRAIN 1081351		

Volunteers who will be speaking and interacting with the community about personal information or requiring sensitivity and awareness, such as when working in call centers, after school programs, family assistance centers, and shelter operations should take the community resilience courses.

Learning Path	Course	Description	Time
Community Resilience	Ethical Principles MRC-TRAIN 1081360	Demonstrate knowledge of ethical principles to protect the health and safety of all ages, populations, and communities affected by a disaster or public health emergency.	40 min
	Legal Principles MRC-TRAIN 1081361	Demonstrate knowledge of legal principles to protect the health and safety of all ages, populations, and communities affected by a disaster or public health emergency	1 hr
	Short- and Long-term Considerations for Recovery MRC-TRAIN 1081365	Demonstrate knowledge of short- and long-term considerations for recovery of all ages, populations, and communities affected by a disaster or public health emergency.	20 min

Veteran volunteers looking to expand their leadership capabilities and responsibilities should take these courses.

Learning Path	Course	Description	Time
Leadership	Situational Awareness MRC-TRAIN 1081343	Demonstrate situational awareness of actual/potential health hazards before, during, and after a disaster or public health emergency	25 min
	Public Health Principles MRC-TRAIN 1081358	Demonstrate knowledge of public health principles and practices for the management of all ages and populations affected by disasters and public health emergencies	1 hr

Tier 2 Level Course Information

Tier 2: Advanced Volunteers

This tier level is for volunteers who are experienced and seeking additional training, or levels of responsibility. Tier 2 courses are specific to skill sets and more in-depth than previously discussed topics. Examples of these advanced courses include animal preparedness, HAZMAT and FEMA courses. There are 19 tier 2 level courses in the full list, that range from 15 minutes to 2 hours. The sampling of courses, below, represent generally recommended courses for experienced volunteers. Recognizing that MRC Chapters have different mission sets, this manual provides a full list of ALL courses in the appendix, from which MRC Leaders can select, as appropriate, for their volunteers and missions.

Volunteers who are vetted and are experienced members of the MRC should take the following course as a refresher on safe MRC practices.

Learning Path	Course Name	Course Description	Time
Volunteer Preparedness	CDC Project Firstline: What is PPE?	Demonstrate safe behaviors during MRC activities.	10 min

Volunteers who have been deployed and may need additional background information on the roles and structure of public health emergency response should take these courses.

Learning Path	Course Name	Course Description	Time
Volunteer Response	FEMA IS-100.C: An Introduction to the Incident Command System	Follow procedures to successfully activate, report, and demobilize. Follow policies and procedures related to professional and ethical representation of the MRC. Describe the chain of command (e.g. NIMS, ICS, EMS) during MRC activities.	1-2 hours
	MRC-TRAIN 1078825		
	FEMA IS-700.B: An Introduction to the National Incident Management System	Follow procedures to successfully activate, report, and demobilize. Follow policies and procedures related to professional and ethical representation of the MRC. Describe the chain of command (e.g. NIMS, ICS, EMS) during MRC activities.	1-2 hours
	MRC-TRAIN 1078831		
	Disaster Behavioral Health	Identify the impact of an event on the behavioral health of the MRC member and their family, team, and community. Describe how MRC serves the community.	60 min
MRC-TRAIN 1021342			
	ACEs (Adverse Childhood Experiences)	Identify the impact of an event on the behavioral health of the MRC member and their family, team, and community. Describe how MRC serves the community.	1.25 hours
	MRC-TRAIN 1079049		

Veteran volunteers looking to expand their leadership capabilities and responsibilities should take these courses.

Learning Path	Course Name	Course Description	Time
Volunteer Leadership	IS-505: Religious and Cultural Literacy and Competency in Disaster	Demonstrate cultural humility during MRC activities. Describe how MRC serves the community. Identify the role of public health in the community.	Self paced

These courses are recommended for volunteers who have been a part of the MRC for over a year and participate in majority of deployments. These courses provide a detailed overview on the legal protections and ramifications within public health emergency response.

Learning Path	Course Name	Course Description	Time
Volunteer Support	Unit 1-Introduction to Emergency Management Systems Preparedness and Response MRC-TRAIN 1084118	This unit will cover Emergency Management Systems Preparedness and Response. “Systems preparedness and response” refers to the emergency management system as well as legal system in which we all must operate.	60 min
	Unit 2-Emergency Powers: Protection of Persons, Volunteers, and Responders MRC-TRAIN 1084126	This unit covers protection of persons, volunteers, and responders. Describing the limits of mandatory controls and nonpharmaceutical interventions. Identifying and recognizing scope of jurisdictional issues as well as legal issues regarding mass vaccination, re-opening and at-risk populations.	60 min
	Unit 3-Emergency Powers: Management and Protection of Property and Supplies MRC-TRAIN 1084130	This unit covers the basic legal principles applicable when a state of emergency is declared. This course explains the legal powers that allow the control, regulation, and allocation of resources during emergencies. An overview of environmental protection laws are also discussed.	60 min

Tier 1 Level Course Information

Volunteers who are in this group are extremely knowledgeable in all MRC related components, have specialized skills or training and are seeking specialized or supervisory response roles. These advanced training offerings include advanced Incident Command Structure (ICS) and National framework courses as well as an intense Disaster Response course. There are 3 tier 1 level courses in the full list, that range from 60 minutes to 6 hours. The sampling of courses below, represent generally recommended courses for expert volunteers. Recognizing that MRC chapters have different mission sets, this manual provides a full list of ALL courses in the appendix, from which MRC Leaders can select, as appropriate, for their volunteers and missions.

Learning Path	Course Name	Course Description	Time
Response	IS-200.C: Basic Incident Command System for Initial Response MRC-TRAIN 1084004	Follow procedures to successfully activate, report, and demobilize. Follow policies and procedures related to professional and ethical representation of the MRC. Describe the chain of command (e.g., NIMS, ICS, EMS) during MRC activities.	60 min
	FEMA IS-800.C: National Response Framework MRC TRAIN 1077604	Follow procedures to successfully activate, report, and demobilize. Follow policies and procedures related to professional and ethical representation of the MRC. Describe the chain of command (e.g., NIMS, ICS, EMS) during MRC activities.	60 min

Appendix A: List of Available NACCHO and ASPR Courses

MRC Chapters are not expected to require volunteers to take every single course, however, in developing specialized training plans based on each MRC’s mission sets, the MRC Leader should consider the order of courses and lessons, so that they build upon each other. Below is the full list of all available training courses and their recommended order of completion.

Please note: Courses with an asterisk (*) are courses we highly recommend for volunteers, based on experience or missions, and have been highlighted on the previous pages in the Tier Level training plans of this training guide.

Order of Completion	Learning Path	MRC Performance Qualifications	Suggested Trainings and TRAIN Course Numbers	Time	Tier Level
1 *	NACCHO	Pre deployment knowledge	https://www.train.org/mrc/course/1086867/details	Self paced	4
2 *	NACCHO	Deployment and post- deployment knowledge	https://www.train.org/mrc/course/1086868/details	Self paced	4
3 *	Volunteer Preparedness	Complete a personal and family preparedness plan.	Personal and Family Preparedness MRC-TRAIN 1081145	25 min	3
4 *	Volunteer Preparedness	Demonstrate safe behaviors during MRC activities.	Personal Safety MRC- TRAIN 1081353	25 min	3
5 *	Volunteer Response	Follow procedures to successfully activate, report, and demobilize. Follow policies and procedures related to professional and ethical representation of the MRC. Describe the chain of command (e.g., NIMS, ICS, EMS) during MRC activities.	Expected Roles in Organizational & Community Response Plans During a Disaster or Public Health Emergency MRC-TRAIN 1081338	40 min	3
6 *	Volunteer Response	Describe the chain of command (e.g. NIMS, ICS, EMS) during MRC activities.	Communication MRC- TRAIN 1081351	60 min	3
7 *	Volunteer Response	Describe how MRC serves the community.	Surge Capacity MRC-TRAIN 1081356	25 min	3

8 *	Volunteer Response	Identify the impact of an event on the behavioral health of the MRC member and their family, team, and community. Describe how MRC serves the community.	Clinical Management Principles MRC-TRAIN 1081357	40 min	3
9	Volunteer Response	Identify the impact of an event on the behavioral health of the MRC member and their family, team, and community. Describe how MRC serves the community.	Psychological First Aid: A Minnesota Community Supported Model MRC- TRAIN 1050404	45 min	3
10 *	Volunteer Leadership	Describe how MRC serves the community.	Situational Awareness- MRC- TRAIN 1081343	25 min	3
11	Volunteer Leadership	Describe how MRC serves the community.	You Are the Help Until Help Arrives MRC-TRAIN 1069847	25 min	3
12 *	Volunteer Leadership	Demonstrate cultural humility during MRC activities. Describe how MRC serves the community. Identify the role of public health in the community.	Public Health Principles MRC-TRAIN 1081358	60 min	3
13	Volunteer Leadership	Demonstrate cultural humility during MRC activities. Describe how MRC serves the community. Identify the role of public health in the community.	Disability and Disaster MRC-TRAIN 1052223	60 min	3
14	Volunteer Leadership	Demonstrate cultural humility during MRC activities. Describe how MRC serves the community. Identify the role of public health in the community.	Cultural Awareness: Introduction to Cultural Competency and Humility MRC-TRAIN 1062987	30 min	3

15 *	Volunteer Support	Follow policies and procedures related to professional and ethical representation of the MRC. Demonstrate cultural humility during MRC activities.	Ethical Principles MRC- TRAIN 1081360	40 min	3
16	Volunteer Support	Follow policies and procedures related to professional and ethical representation of the MRC. Demonstrate cultural humility during MRC activities.	Ethics and Public Health: How Public Health Reacts Ethically in a Disaster	Self paced	3
17 *	Volunteer Support	Demonstrate safe behaviors during MRC activities. Follow policies and procedures related to professional and ethical representation of the MRC. Demonstrate cultural humility during MRC activities.	Legal Principles MRC- TRAIN 1081361	60 min	3
18	Volunteer Support	Demonstrate safe behaviors during MRC activities. Follow policies and procedures related to professional and ethical representation of the MRC. Demonstrate cultural humility during MRC activities.	Public Health and the Law: An Emergency Preparedness Training Kit MRC-TRAIN 1050167	30 min	3
19 *	Volunteer Support	Identify the impact of an event on the behavioral health of the MRC member, their family, team and community. Demonstrate cultural humility during MRC activities.	Short- and Long-term Considerations for Recovery MRC-TRAIN 1081365	20 min	3
20	Volunteer Support	Identify the impact of an event on the behavioral health of the MRC member, their family, team and community. Demonstrate cultural	Social Media and Long-term Recovery MRC-TRAIN 1052242	Self paced	3

		humility during MRC activities.			
21	Volunteer Preparedness	Complete a personal and family preparedness plan.	Animal Emergency Preparedness MRC-TRAIN 1025307	60 min	2
22 *	Volunteer Preparedness	Demonstrate safe behaviors during MRC activities.	CDC Project Firstline: What is PPE?	10 min	2
23 *	Volunteer Response	Follow procedures to successfully activate, report, and demobilize. Follow policies and procedures related to professional and ethical representation of the MRC. Describe the chain of command (e.g. NIMS, ICS, EMS) during MRC activities.	FEMA IS-100.C: An Introduction to the Incident Command System MRC- TRAIN 1078825	1-2 hours	2
24 *	Volunteer Response	Follow procedures to successfully activate, report, and demobilize. Follow policies and procedures related to professional and ethical representation of the MRC. Describe the chain of command (e.g. NIMS, ICS, EMS) during MRC activities.	FEMA IS-700.B: An Introduction to the National Incident Management System MRC-TRAIN 1078831	1-2 hours	2
25	Volunteer Response	Describe the chain of command (e.g. NIMS, ICS, EMS) during MRC activities.	Risk Communication in Public Health Emergencies MRC- TRAIN 1009201	3 hours	2
26 *	Volunteer Response	Identify the impact of an event on the behavioral health of the MRC member and their family, team, and community. Describe how MRC serves the community.	Disaster Behavioral Health MRC-TRAIN 1021342	60 min	2
27	Volunteer Response	Identify the impact of an event on the behavioral health of the	Effects of Disasters on Mental Health	60 min	2

		MRC member and their family, team, and community. Describe how MRC serves the community.	MRC-TRAIN 1050638		
28 *	Volunteer Response	Identify the impact of an event on the behavioral health of the MRC member and their family, team, and community. Describe how MRC serves the community.	ACEs (Adverse Childhood Experiences) MRC-TRAIN 1079049	1.25 hours	2
29	Volunteer Response	Identify the impact of an event on the behavioral health of the MRC member and their family, team, and community. Describe how MRC serves the community.	Nurses: Preparing for and Responding to Emergencies and Disasters MRC-TRAIN 1013008	Self paced	2
30	Volunteer Leadership	Describe how MRC serves the community.	Public Health's Role During a Hurricane	Self paced	2
31	Volunteer Leadership	Describe how MRC serves the community.	Environmental Health Issues in Disasters	Self paced	2
32	Volunteer Leadership	Describe how MRC serves the community.	Radiation Preparedness: Community Reception Centers and the MRC	Self paced	2
33 *	Volunteer Leadership	Demonstrate cultural humility during MRC activities. Describe how MRC serves the community. Identify the role of public health in the community.	IS-505: Religious and Cultural Literacy and Competency in Disaster	Self paced	2
34	Volunteer Leadership	Demonstrate cultural humility during MRC activities. Describe how MRC serves the community. Identify the role of public health in the community.	Cultural Competency for Community Management of Special Needs Patients in Disaster	Self paced	2

35	Volunteer Leadership	Demonstrate cultural humility during MRC activities. Describe how MRC serves the community. Identify the role of public health in the community.	The Role of Health Literacy in Disaster Preparedness	Self paced	2
36 *	Volunteer Support	This unit will cover Emergency Management Systems Preparedness and Response. “Systems preparedness and response” refers to the emergency management system as well as legal system in which we all must operate.	Unit 1—Introduction to Emergency Management Systems Preparedness and Response MRC-TRAIN 1084118	60 min	2
37 *	Volunteer Support	This unit covers protection of persons, volunteers, and responders. Describing the limits of mandatory controls and nonpharmaceutical interventions. Identifying and recognizing scope of jurisdictional issues as well as legal issues regarding mass vaccination, re-opening and at-risk populations.	Unit 2—Emergency Powers: Protection of Persons, Volunteers, and Responders MRC-TRAIN 1084126	60 min	2
38 *	Volunteer Support	This unit covers the basic legal principles applicable when state of emergency are declared. This course explains the legal powers that allow the control, regulation and allocation during emergencies. An overview of environmental protection laws are also discussed.	Unit 3—Emergency Powers: Management and Protection of Property and Supplies MRC- TRAIN 1084130	60 min	2
39	Volunteer Support	Identify the impact of an event on the behavioral health of the	Long Term Recovery Basics (4-part webinar)	2-4 hours	2

		MRC member, their family, team and community. Demonstrate cultural humility during MRC activities.	MRC- TRAIN 1052226		
40	Volunteer Preparedness	Demonstrate safe behaviors during MRC activities.	Disaster Responder Health and Safety MRC-TRAIN 1037220	6 hours	1
41 *	Volunteer Response	Follow procedures to successfully activate, report, and demobilize. Follow policies and procedures related to professional and ethical representation of the MRC. Describe the chain of command (e.g. NIMS, ICS, EMS) during MRC activities.	IS-200.C: Basic Incident Command System for Initial Response MRC-TRAIN 1084004	1-2 hours	1
42 *	Volunteer Response	Follow procedures to successfully activate, report, and demobilize. Follow policies and procedures related to professional and ethical representation of the MRC. Describe the chain of command (e.g. NIMS, ICS, EMS) during MRC activities.	FEMA IS-800.C: National Response Framework MRC- TRAIN 1077604	1-2 hours	1