

# MRC Core Competencies

## Developing Volunteer Capabilities and Baseline Training Standards

Providing a solid training foundation is essential in building volunteer capabilities and ensuring they are ready for potential deployments. The MRC Core Competencies serve as the national training standard for MRC volunteers and provide a **“common language”** to communicate volunteer capabilities with other MRC units and partner organizations.

In addition, NACCHO has developed two eLearning modules for MRC volunteers to provide them with resources and tools to outline steps they can take to prepare for deployments and identify what to expect during and after a deployment.

### MRC Core Competencies Overview

The Medical Reserve Corps (MRC) Core Competencies were originally developed in 2006 to provide a set of skills and knowledge for MRC volunteers to be able to perform their volunteer responsibilities. In 2014, the MRC Core Competencies were updated to align with the **11 Disaster Medicine and Public Health (DMPH) core competencies**, which serve as the core competencies for public health professionals.

These competencies represent a **baseline level of knowledge and skills that all MRC volunteers should have**, regardless of their role within the MRC unit. Each competency should be understood at a basic level, with the recognition that more information and skill can be gained in each competency with additional training and experience.

The competencies are aligned into **four MRC Learning Paths**: Volunteer Preparedness, Volunteer Response, Volunteer Leadership, and Volunteer Support for Community Resiliency.

### MRC Volunteer Core Competencies

#### LEARNING PATHS

#### Preparedness

- Personal & Family
- Safe Behaviors

#### Response

- Volunteer Roles
- Communicate Effectively
- Surge Capacity Responses
- Clinical Management

#### Leadership

- Situational Awareness
- Public Health for All Populations

#### Community Resilience

- Ethical Principles
- Legal Principles
- Recovery Considerations

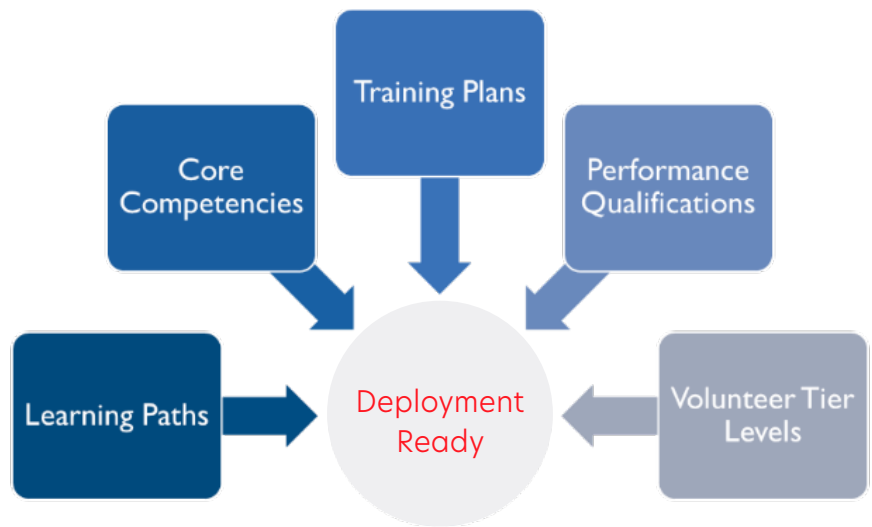
An **MRC core competencies training plan** is available for MRC unit leaders and volunteers to assist them in meeting the training requirements of the competencies. This training plan provides courses that are available through the MRC TRAIN platform and provides flexibility for MRC volunteers to take courses at their own pace. MRC units may also provide in-person courses or develop their own training plan to meet the competencies.

The **MRC performance qualifications translate the core competencies into measurable actions** that are relevant to the work of MRC volunteers.

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Like the core competencies, each of these performance qualifications can be met at a basic or advanced level.

MRC volunteers will have **varying levels of training, experience, and ability to deploy**. The 2019 MRC Core Competencies Training Plan includes recommendations for the appropriate volunteer tier level for each of the trainings. Using the recommended tier levels will help the MRC unit leader identify core competency training priorities to build volunteer capability across the unit to meet the local response needs. It also provides a structure for volunteers seeking additional training or levels of responsibility.



## MRC Volunteer Deployment Readiness eLearnings

NACCHO, with input from the contributors of the Deployment Ready project, has developed two eLearning trainings for MRC volunteers to prepare them for the different phases of deployments.

The **Pre-Deployment training** provides volunteers with an understanding of the phases of deployment, terms and acronyms used, personal and family preparedness, trainings, and other activities they can take to be prepared in advance for potential emergency responses, as well as planned non-emergency events.

The **Deployment and Post-Deployment training** provides volunteers with understanding of the types of activities they can expect during and after a deployment. It also provides information on health and safety factors, equipment, supplies, training, administrative and operational activities.

The MRC Volunteer Deployment Readiness trainings are available on:

### MRC TRAIN ([www.mrc.train.org](http://www.mrc.train.org))

- MRC Volunteer Deployment Readiness: [Pre-Deployment Course #1086867](#)
- MRC Volunteer Deployment Readiness: [Deployment and Post-Deployment Course #1086868](#)

### NACCHO University ([www.pathlms.com/naccho](http://www.pathlms.com/naccho))

- Both courses can be found in the Public Health Preparedness tab - Medical Reserve Corps.

# MRC Core Competencies

## MRC Core Competencies by Learning Path

Organized into four Learning Paths, the Core Competencies for Disaster Medicine and Public Health (DMPH) represent a baseline level of knowledge and skills that all MRC volunteers should have, regardless of their role within the MRC unit. Because the DMPH Competencies establish only a minimum standard, units may choose to expand on the competencies in order to train volunteers at a more advanced level.

### MRC Core Competencies Learning Paths

#### Preparedness

- Demonstrate personal and family preparedness for disasters and public health emergencies. 1.0
- Demonstrate knowledge of personal safety measures that can be implemented in a disaster or public health emergency. 5.0

#### Response

- Demonstrate knowledge of one's expected role(s) in organizational and community response plans activated during a disaster or public health emergency. 2.0
- Communicate effectively with others in a disaster or public health emergency. 4.0
- Demonstrate knowledge of surge capacity assets consistent with one's role in organizational, agency, and/or community response plans. 6.0
- Demonstrate knowledge of principles and practices for the clinical management of all ages and populations affected by disasters and public health emergencies, in accordance with professional scope of practice. 7.0

#### Leadership

- Demonstrate situational awareness of actual/potential health hazards before, during, and after a disaster or public health emergency. 3.0
- Demonstrate knowledge of public health principles and practices for the management of all ages and populations affected by disasters and public health emergencies. 8.0

#### Community Resiliency

- 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. 9.0
- 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. 10.0
- Demonstrate knowledge of short- and long-term considerations for recovery of all ages, populations, and communities affected by a disaster or public health emergency. 11.0

# MRC Core Competencies

## MRC Core Competencies Training Plan (as of August 2019)



The Medical Reserve Corps (MRC) Training Plan is a suggested guide for training MRC volunteers at the local level. It presents a “menu” of options to guide MRC unit leaders and volunteers with trainings that align with the DMPH Competencies. MRC units can choose trainings from the training matrix, use other trainings not listed in the matrix, or create their own unit-specific trainings based on the DMPH competencies.

### How to Use the MRC Volunteer Training Matrix

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

# MRC Core Competencies

## Accessing and Registering for Courses on MRC-TRAIN

MRC-TRAIN is an online training platform that allows MRC unit leaders and volunteers to access, register, and share MRC-related, public health, and emergency preparedness courses. Use the following instructions to access MRC-TRAIN and the course recommendations listed below:

1. Login to MRC-TRAIN at [www.train.org/mrc](http://www.train.org/mrc).
2. Search for courses by Keyword or Course ID #.
3. 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.
4. The National MRC Training Plan can be found at [www.train.org/mrc/training\\_plan/4101](http://www.train.org/mrc/training_plan/4101).

MRC Core Competencies Training Plan				
Learning Path: Volunteer Preparedness				
DMPH Competency	MRC Performance Qualifications	Suggested Trainings and MRC TRAIN Course Number	Time	Volunteer Tier Level
<b>1.0</b> Demonstrate personal and family preparedness for disasters and public health emergencies.	Complete a personal and family preparedness plan.	<ul style="list-style-type: none"> <li>Personal and Family Preparedness* - <a href="#">MRC-TRAIN 1081145</a></li> </ul>	25 minutes	Level 3
		<ul style="list-style-type: none"> <li>Personal Preparedness for Public Health Workers (RIDOH) - <a href="#">MRC-TRAIN 1060420</a></li> </ul>	1-2 hours	Level 3
		<ul style="list-style-type: none"> <li>Animal Emergency Preparedness - <a href="#">MRC-TRAIN 1025307</a></li> </ul>	1 hour	Level 2
<b>5.0</b> Demonstrate knowledge of personal safety measures that can be implemented in a disaster or public health emergency.	Demonstrate safe behaviors during MRC activities.	<ul style="list-style-type: none"> <li>Personal Safety* - <a href="#">MRC-TRAIN 1081353</a></li> </ul>	40 minutes	Level 3
		<ul style="list-style-type: none"> <li>Responder Health and Safety (Basics of Public Health Preparedness, Module 5) - <a href="#">MRC-TRAIN 1046400</a></li> </ul>	25 minutes	Level 3
		<ul style="list-style-type: none"> <li>Workforce Resiliency 2: Individual and Organizational Preparedness - <a href="#">MRC-TRAIN 1021348</a></li> </ul>	2.25 hours	Level 3
		<ul style="list-style-type: none"> <li>Personal Safety and Health for Emergency Responders - <a href="#">MRC-TRAIN 1064120</a></li> </ul>	1 hour	Level 3
		<ul style="list-style-type: none"> <li>HAZMAT for Healthcare Providers: Awareness Level - <a href="#">MRC-TRAIN 1048614</a></li> </ul>	Self-paced	Level 2
		<ul style="list-style-type: none"> <li>Disaster Responder Health and Safety - <a href="#">MRC-TRAIN 1037220</a></li> </ul>	6 hours	Level 1

\*Disaster Health Core Curriculum Competency Courses have an associated training series that is eligible for CME or CNE credit. These courses are denoted with an asterisk in the matrix.

# MRC Core Competencies

## MRC Core Competencies Training Plan

### Learning Path: Volunteer Response

DMPH Competency	MRC Performance Qualifications	Suggested Trainings and MRC TRAIN Course Number	Time	Volunteer Tier Level
<b>2.0</b> Demonstrate knowledge of one's expected role(s) in organizational and community response plans activated during a disaster or public health emergency	Follow procedures to successfully activate, report, and demobilize.	<ul style="list-style-type: none"> <li>Expected Roles in Organizational &amp; Community Response Plans During a Disaster or Public Health Emergency* - <a href="#">MRC-TRAIN 1081338</a></li> </ul>	40 minutes	Level 3
	Follow policies and procedures related to professional and ethical representation of the MRC.	<ul style="list-style-type: none"> <li>FEMA IS-100.C: An Introduction to the Incident Command System - <a href="#">MRC-TRAIN 1078825</a></li> </ul>	1-2 hours	Level 2
		<ul style="list-style-type: none"> <li>FEMA IS-700.B: An Introduction to the National Incident Management System - <a href="#">MRC-TRAIN 1078831</a></li> </ul>	1-2 hours	Level 2
	Describe the chain of command (e.g. NIMS, ICS, EMS) during MRC activities.	<ul style="list-style-type: none"> <li>IS-200.C: Basic Incident Command System for Initial Response - <a href="#">MRC-TRAIN 1084004</a></li> </ul>	1-2 hours	Level 1
		<ul style="list-style-type: none"> <li>FEMA IS-800.C: National Response Framework - <a href="#">MRC-TRAIN 1077604</a></li> </ul>	1-2 hours	Level 1
<b>4.0</b> Communicate effectively with others in a disaster or public health emergency	Describe the chain of command (e.g. NIMS, ICS, EMS) during MRC activities.	<ul style="list-style-type: none"> <li>Communication* - <a href="#">MRC-TRAIN 1081351</a></li> </ul>	1 hour	Level 3
		<ul style="list-style-type: none"> <li>Risk Communication in Public Health Emergencies - <a href="#">MRC-TRAIN 1009201</a></li> </ul>	3 hours	Level 2
		<ul style="list-style-type: none"> <li>FEMA IS-242.B: Effective Communication - <a href="#">MRC-TRAIN 1052535</a></li> </ul>	Self-paced	Level 2
<b>6.0</b> Demonstrate knowledge of surge capacity assets consistent with one's role in organizational, agency, and/or community response plans	Describe how MRC serves the community.	<ul style="list-style-type: none"> <li>Surge Capacity* - <a href="#">MRC-TRAIN 1081356</a></li> </ul>	25 minutes	Level 3
		<ul style="list-style-type: none"> <li>Points of Dispensing (PODs): Public Health Training for Staff/Volunteers - <a href="#">MRC-TRAIN 1037506</a></li> </ul>	30 minutes	Level 2
		<ul style="list-style-type: none"> <li>Mass Dispensing Overview: An SNS Perspective - <a href="#">MRC-TRAIN 1054681</a></li> </ul>	Self-paced	Level 2
<b>7.0</b> Demonstrate knowledge of principles and practices for the clinical management of all ages and populations affected by disasters and public health emergencies, in accordance with professional scope of practice	Identify the impact of an event on the behavioral health of the MRC member and their family, team, and community.	<ul style="list-style-type: none"> <li>Clinical Management Principles* - <a href="#">MRC-TRAIN 1081357</a></li> </ul>	40 minutes	Level 3
		<ul style="list-style-type: none"> <li>Psychological First Aid: A Minnesota Community Supported Model - <a href="#">MRC-TRAIN 1050404</a></li> </ul>	45 minutes	Level 3
		<ul style="list-style-type: none"> <li>Disaster Behavioral Health - <a href="#">MRC-TRAIN 1021342</a></li> </ul>	1 hour	Level 2
	Describe how MRC serves the community.	<ul style="list-style-type: none"> <li>Effects of Disasters on Mental Health - <a href="#">MRC-TRAIN 1050638</a></li> </ul>	1 hour	Level 2
		<ul style="list-style-type: none"> <li>ACEs (Adverse Childhood Experiences) - <a href="#">MRC-TRAIN 1079049</a></li> </ul>	1.25 hours	Level 2
		<ul style="list-style-type: none"> <li>Nurses: Preparing for and Responding to Emergencies and Disasters - <a href="#">MRC-TRAIN 1013008</a></li> </ul>	Self-paced	Level 2

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# MRC Core Competencies

## MRC Core Competencies Training Plan

### Learning Path: Volunteer Leadership

DMPH Competency	MRC Performance Qualifications	Suggested Trainings and MRC TRAIN Course Number	Time	Volunteer Tier Level
<b>3.0</b> Demonstrate situational awareness of actual/potential health hazards before, during, and after a disaster or public health emergency.	Describe how MRC serves the community.	• Situational Awareness* - <a href="#">MRC-TRAIN 1081343</a>	25 minutes	Level 3
		• You Are the Help Until Help Arrives - <a href="#">MRC-TRAIN 1069847</a>	25 minutes	Level 3
		• Assessment of Chemical Exposures Training - <a href="#">MRC-TRAIN 1060828</a>	1 hour	Level 2
<b>8.0</b> Demonstrate knowledge of public health principles and practices for the management of all ages and populations affected by disasters and public health emergencies.	Demonstrate cultural humility during MRC activities.	• Public Health Principles* - <a href="#">MRC-TRAIN 1081358</a>	1 hour	Level 3
		• Disability and Disaster - <a href="#">MRC-TRAIN 1052223</a>	1 hour (webinar)	Level 3
	Describe how MRC serves the community.  Identify the role of public health in the community.	• Cultural Awareness: Introduction to Cultural Competency and Humility - <a href="#">MRC-TRAIN 1062987</a>	30 minutes	Level 3
		• Cultural Competency - <a href="#">PowerPoint slides</a>	n/a	Level 3
		• Introduction to Public Health Preparedness - <a href="#">MRC-TRAIN 1046396</a>	40 minutes	Level 3

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# MRC Core Competencies

## MRC Core Competencies Training Plan

### Learning Path: Volunteer Support for Community Resiliency

DMPH Competency	MRC Performance Qualifications	Suggested Trainings and MRC TRAIN Course Number	Time	Volunteer Tier Level
<b>9.0</b> 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.	Follow policies and procedures related to professional and ethical representation of the MRC.  Demonstrate cultural humility during MRC activities.	<ul style="list-style-type: none"> <li>Ethical Principles* - <a href="#">MRC-TRAIN 1081360</a></li> </ul>	40 minutes	Level 3
		<ul style="list-style-type: none"> <li>Distinguishing Public Health Ethics from Medical Ethics - <a href="#">MRC-TRAIN 1050863</a></li> </ul>	35 minutes	Level 3
<b>10.0</b> 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.	Demonstrate safe behaviors during MRC activities.	<ul style="list-style-type: none"> <li>Legal Principles* - <a href="#">MRC-TRAIN 1081361</a></li> </ul>	1 hour	Level 3
		<ul style="list-style-type: none"> <li>Law and Ethics in Public Health, Public Health Ethics, Module 4 - <a href="#">MRC-TRAIN 1050892</a></li> </ul>	1 hour (webinar)	Level 3
	Follow policies and procedures related to professional and ethical representation of the MRC.  Demonstrate cultural humility during MRC activities.	<ul style="list-style-type: none"> <li>Public Health and the Law: An Emergency Preparedness Training Kit - <a href="#">MRC-TRAIN 1050167</a></li> </ul>	30 minutes	Level 3
		<ul style="list-style-type: none"> <li>Public Health Emergency Law Course:  <i>Unit 1</i>—Introduction to Emergency Management Systems Preparedness and Response - <a href="#">MRC-TRAIN 1084118</a>  <i>Unit 2</i>—Emergency Powers: Protection of Persons, Volunteers, and Responders - <a href="#">MRC-TRAIN 1084126</a>  <i>Unit 3</i>—Emergency Powers: Management and Protection of Property and Supplies - <a href="#">MRC-TRAIN 1084130</a></li> </ul>	1 hour 1 hour 1 hour	 Level 2
<b>11.0</b> Demonstrate knowledge of short- and long-term considerations for recovery of all ages, populations, and communities affected by a disaster or public health emergency.	Identify the impact of an event on the behavioral health of the MRC member, their family, team and community.	<ul style="list-style-type: none"> <li>Short- and Long-term Considerations for Recovery* - <a href="#">MRC-TRAIN 1081365</a></li> </ul>	20 minutes	Level 3
		<ul style="list-style-type: none"> <li>Social Media and Long-term Recovery - <a href="#">MRC-TRAIN 1052242</a></li> </ul>		Level 3
	Demonstrate cultural humility during MRC activities.	<ul style="list-style-type: none"> <li>Caring for Older Adults in Disasters: A Curriculum for Health Professionals - <a href="#">MRC-TRAIN 1059666</a></li> </ul>	30-120 minutes	Level 2
		<ul style="list-style-type: none"> <li>Long Term Recovery Basics (4-part webinar) - <a href="#">MRC-TRAIN 1052226</a></li> </ul>	2-4 hours	Level 2

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