

# MRC Core Competencies Matrix



## PROLOGUE

The Medical Reserve Corps Core Competencies Matrix is a suggested guide for training MRC volunteers at the local level.

Core Competencies represent the baseline level of knowledge and skills that *all* MRC volunteers should have, regardless of their roles within the MRC unit. Because the core competencies establish only a minimum standard, units may choose to expand on the competencies in order to train volunteers at a more advanced level. Units may also choose to link the MRC core competencies to other existing sets of competencies for health professionals.

The Competencies Matrix presents a “menu” of options to guide MRC unit leaders. Leaders may choose trainings from the matrix, use other trainings not listed in the matrix, or create their own unit-specific trainings based on the competencies.

Utilizing the competencies makes interoperations between MRC units more efficient by providing a “common language” in which units can communicate their volunteers’ capacities to each other and to partner organizations.



*Core Competencies represent the baseline level of knowledge and skills that all MRC volunteers should have, regardless of their roles within the MRC unit.*

## CORE COMPETENCIES MATRIX

The Core Competencies Matrix is organized into the following categories:

*Domains* are groups of competencies related to a certain topics. The domains may help you conceptualize how the competencies relate to one another. One training may cover one or all of the competencies within a domain.

- *Specific Competencies* are the demonstrable skills an individual should have in order to be activated as an MRC volunteer.
- *Knowledge, Skills, and Attitudes* break the competencies down into measurable actions a volunteer should be able to perform in order to be considered “competent” in an area.
- *Suggested Trainings/Tools* are recommended trainings, most of which are available on-line, free of cost, that will enable volunteers to meet the competencies. These trainings are not required, nor is this list comprehensive; rather it is a starting point for unit leaders to consider available trainings.
- *Assessment* is a suggested method for unit leaders to assess whether a volunteer has fulfilled a competency. All competencies may be observationally assessed in the context of exercises or drills in which the unit participates.

# MRC Core Competencies Matrix

## Domain #1: Health, Safety, & Personal Preparedness

Specific Competency	Knowledge	Attitude	Suggested Trainings/Tools	Assessment	
<p>Describe the procedures and steps necessary for the MRC member to protect health, safety, and overall well-being of themselves, their families, the team, and the community.</p>	<ul style="list-style-type: none"> <li>Identify the key components of a personal and family preparedness plan.</li> <li>Identify and recognize the potential barriers to executing the plans and identify contingencies</li> <li>Identify key components of a variety of preparedness kits (e.g., home kit, Go-Kit, work kit)</li> <li>Identify key components to keeping one's self, family, team and community safe from environmental and incident hazards and risks.</li> </ul>	<ul style="list-style-type: none"> <li>Prepare a personal and family preparedness plan</li> <li>Review it with family, neighbors, and friends</li> <li>Set up occasions to implement the drill and measure its efficacy or need for revision.</li> <li>Utilize recognized methods of protection (e.g., hand washing hygiene, cough etiquette, masks and other personal protective measures)</li> </ul>	<ul style="list-style-type: none"> <li>Embrace and promote the value of personal, family, and work life preparedness</li> </ul>	<ul style="list-style-type: none"> <li>ARC Introduction to Disaster <a href="http://www.redcross.org/flash/course01_v01/">www.redcross.org/flash/course01_v01/</a></li> <li>FEMA Independent Study Program: IS-22 Are you Ready? An In-Depth Guide to Citizen Preparedness <a href="http://training.fema.gov/EMIWeb/IS/is22.asp">http://training.fema.gov/EMIWeb/IS/is22.asp</a></li> <li>CERT-Module 1, Lesson 2: Family and Workplace Preparedness <a href="http://www.citizencorps.gov/cert/IS317/">www.citizencorps.gov/cert/IS317/</a></li> <li>Ready.Gov <a href="http://www.ready.gov/america/index.html">www.ready.gov/america/index.html</a></li> <li>Standard Precautions and Respiratory Hygiene MRC-TRAIN Course ID: 1007977 <a href="http://www.mrc.train.org">www.mrc.train.org</a></li> </ul>	<ul style="list-style-type: none"> <li>Document that the MRC member has a personal and family preparedness plan in place. (Yes or No)</li> <li>Document that the MRC member possesses a disaster kit (Yes or No)</li> </ul>

# MRC Core Competencies Matrix

## Domain #1: Health, Safety, & Personal Preparedness (continued)

Specific Competency	Knowledge	Attitude	Suggested Trainings/Tools	Assessment	
Describe the impact of an event on the mental health of the MRC member and their family, team, and others.	<ul style="list-style-type: none"> <li>Identify the range of anticipated stress reactions experienced by disaster survivors, MRC members, responders, and others in the early aftermath of disaster.</li> <li>Identify when, how, and where to refer disaster survivors, MRC Team members, and others for additional mental health support and care.</li> <li>Identify the basic elements of Psychological First Aid and the key ways to provide emotional care and comfort to disaster survivors, MRC Members, and others in the early aftermath of disaster.</li> </ul>	<ul style="list-style-type: none"> <li>Provide psychological first aid to disaster survivors, MRC team members, and others.</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge that disasters and other public health emergencies are stressful events.</li> <li>Acknowledge that MRC members are in a unique role to provide emotional care and comfort to disaster survivors, MRC team members and others.</li> <li>Embrace the concept that providing emotional care and comfort in the early aftermath of disaster may mitigate short and long-term psychological consequences in disaster survivors, MRC team members and others.</li> </ul>	<ul style="list-style-type: none"> <li><i>Psychological First Aid: Field Operations Guide (MRC version)</i> <a href="http://www.medicalreservecorps.gov/File/MRC_Resources/MRC_PFA.doc">www.medicalreservecorps.gov/File/MRC_Resources/MRC_PFA.doc</a></li> <li><i>Psychological First Aid: Helping People Cope During Disasters and Public Health Emergencies</i> <a href="http://www.centerfordisastermedicine.org/disaster_mental_health.html">www.centerfordisastermedicine.org/disaster_mental_health.html</a></li> <li><i>Nebraska Psychological First Aid Curriculum</i> <a href="http://www.disastermh.nebraska.edu/psychfirstaid.html">www.disastermh.nebraska.edu/psychfirstaid.html</a></li> <li><i>Psychological First Aid: Helping Others in Times of Stress</i> Contact your local American Red Cross Chapter</li> <li><i>Introduction to Mental Health Preparedness for Local Health Department Staff and Community Volunteers</i> <a href="https://www.mrc.train.org/DesktopShell.aspx?tabid=62&amp;goto=browse&amp;browse=subject&amp;lookfor=18&amp;clinical=both&amp;local=all&amp;ByCost=0">https://www.mrc.train.org/DesktopShell.aspx?tabid=62&amp;goto=browse&amp;browse=subject&amp;lookfor=18&amp;clinical=both&amp;local=all&amp;ByCost=0</a></li> </ul>	<ul style="list-style-type: none"> <li>Document participation in a Psychological First Aid training (online or classroom)</li> </ul>

# MRC Core Competencies Matrix

## Domain #2: Roles & Responsibilities of Individual Volunteers

Specific Competency	Knowledge	Attitude	Suggested Trainings/Tools	Assessment	
<p><b>Describe the MRC member's communication role(s) and processes with response partners, media, general public, and others.</b></p>	<ul style="list-style-type: none"> <li>Understand the role of the Public Information Officer (PIO) or other authorized agent</li> <li>Understand an individual MRC member's role and responsibilities in communicating with response partners, media, general public, and others</li> <li>Understand legislative requirements related to the sharing of protected information (e.g., HIPAA, personal information, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Perform your roles &amp; responsibilities in the position you are assigned</li> <li>Communicate effectively with response partners, media, general public and others</li> </ul>	<ul style="list-style-type: none"> <li>Respect privacy and confidentiality</li> <li>Promote consistent and approved messaging</li> <li>Embrace high ethical standards</li> </ul>	<ul style="list-style-type: none"> <li><i>IS 100: Introduction to the Incident Command System</i></li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li><i>IS 100: Introduction to the Incident Command System for Healthcare Hospitals</i></li> <li><i>Hospital Incident Command System (HICS)</i>  <a href="https://www.mrc.train.org/DesktopShell.aspx?tabid=62&amp;goto=browse&amp;browse=subject&amp;keyword=HIPAA&amp;keyoption=Both&amp;clinical=both&amp;local=all&amp;ByCost=0">https://www.mrc.train.org/DesktopShell.aspx?tabid=62&amp;goto=browse&amp;browse=subject&amp;keyword=HIPAA&amp;keyoption=Both&amp;clinical=both&amp;local=all&amp;ByCost=0</a></li> </ul>	<ul style="list-style-type: none"> <li>Document the completion of <i>IS 100</i> or equivalent</li> <li>Document the completion of a HIPAA training or equivalent</li> <li>Document participation in a interpersonal communication skills training or equivalent</li> </ul>
<p><b>Demonstrate the MRC member's ability to follow procedures for assignment, activation, reporting, and deactivation.</b></p>	<ul style="list-style-type: none"> <li>Describe the local MRC's guidelines or procedures for assignment, activation, reporting, and deactivation</li> </ul>	<ul style="list-style-type: none"> <li>Participate in a drill, exercise or public health activity</li> </ul>	<ul style="list-style-type: none"> <li>Embrace the mission of the MRC</li> <li>Honor a sense of duty</li> <li>Develop a commitment to personal accountability</li> </ul>	<ul style="list-style-type: none"> <li>Local unit-specific training</li> <li>Drill, Exercise, Training, or actual event</li> <li>Public Health activities (e.g., participating in health fairs, disease screenings, and community education events)</li> </ul>	<ul style="list-style-type: none"> <li>Document completion of local unit-specific training</li> <li>Direct observation of compliance</li> </ul>

# MRC Core Competencies Matrix

## Domain #2: Roles & Responsibilities of Individual Volunteers (continued)

<p><b>Identify limits to own skills, knowledge, and abilities as they pertain to MRC role(s).</b></p>	<ul style="list-style-type: none"> <li>Identify the physical and emotional challenges for various types of duties, assignments and activities</li> <li>Identify personal and professional liability.</li> <li>Identify gaps in own knowledge-base &amp; training needs</li> </ul>	<ul style="list-style-type: none"> <li>Engage in a self-assessment</li> <li>Communicate limitations when appropriate or necessary</li> </ul>	<ul style="list-style-type: none"> <li>Have realistic expectations</li> <li>Accept one's limitations</li> <li>Accept responsibility for personal or professional growth and development</li> </ul>	<ul style="list-style-type: none"> <li>Local Unit Orientation</li> <li>Drill, Exercise, Training, or actual event</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer Screening</li> </ul>
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# MRC Core Competencies Matrix

## Domain #3: Public Health Activities & Incident Management

Specific Competency	Knowledge	Attitude	Suggested Trainings/Tools	Assessment	
Describe the chain of command (e.g., Emergency Management System, ICS, NIMS), the integration of the MRC, and its application to a given incident.	<ul style="list-style-type: none"> <li>Understand NIMS &amp; NIMS Compliance</li> <li>Understand the Role of the MRC in ICS</li> <li>Understand how ICS is interdisciplinary &amp; organizationally variable</li> <li>Identify the 5 ICS Management Functions</li> <li>Understand the Principles of Span of Control</li> <li>Identify the Roles &amp; Responsibilities of Key ICS Positions</li> <li>Identify the Key Facilities and Locations Described in ICS</li> </ul>	<ul style="list-style-type: none"> <li>Operate within the structure of the incident command system</li> <li>Notify the Chain of Command when safety action is necessary</li> </ul>	<ul style="list-style-type: none"> <li>Respect the command structure by relinquishing personal authority to operational authority</li> </ul>	<ul style="list-style-type: none"> <li><i>IS 100: Introduction to the Incident Command System</i></li> </ul> OR <ul style="list-style-type: none"> <li><i>IS 100: Introduction to the Incident Command System for Healthcare or Hospitals</i></li> <li><i>IS-700: National Incident Management System (NIMS), An Introduction</i></li> <li><i>Hospital Incident Command System (HICS)</i></li> </ul>	<ul style="list-style-type: none"> <li>Successful completion of <i>IS-700</i> or equivalent</li> </ul> AND <ul style="list-style-type: none"> <li>Successful completion of               <ul style="list-style-type: none"> <li><i>IS 100: Introduction to the Incident Command System</i></li> </ul> </li> </ul> OR <ul style="list-style-type: none"> <li><i>IS 100: Introduction to the Incident Command System for Healthcare or Hospitals</i></li> </ul> OR <ul style="list-style-type: none"> <li><i>Hospital Incident Command System (HICS)</i></li> </ul> OR <ul style="list-style-type: none"> <li>Equivalent for one of the preceding 3 courses</li> </ul>

# MRC Core Competencies Matrix

## Domain #3: Public Health Activities & Incident Management (continued)

Specific Competency	Knowledge	Attitude	Suggested Trainings/Tools	Assessment	
Describe the role of the local MRC unit in public health and/or emergency response and its application to a given incident.	<ul style="list-style-type: none"> <li>Understand your community's public health system and the role of the MRC in local public health activities</li> <li>Understand the public health role of the MRC in emergency response.</li> <li>Understand who has the authority to activate &amp; authorize the local MRC Unit</li> </ul>	<ul style="list-style-type: none"> <li>Perform your roles and responsibilities in your MRC as they integrate within the public health or emergency response system</li> </ul>	<ul style="list-style-type: none"> <li>Respect your role within your Unit's operation.</li> </ul>	<ul style="list-style-type: none"> <li>Public Health 101 Online Pennsylvania &amp; Ohio Public Health Training Center <a href="https://www.mrc.train.org/DesktopModules/eLearning/CourseDetails/CourseDetailsForm.aspx?tabid=62&amp;CourseID=1000546">https://www.mrc.train.org/DesktopModules/eLearning/CourseDetails/CourseDetailsForm.aspx?tabid=62&amp;CourseID=1000546</a></li> <li>Local unit-specific training</li> </ul>	<ul style="list-style-type: none"> <li>Successful completion of a local Points of Dispensing (POD) or Strategic National Stockpile (SNS) training</li> <li>Successful completion of a public health training, where appropriate</li> </ul>

All competencies may be observationally assessed in the context of drills and exercise in which your Unit participates.