

Tuesday, 09 February 2010

Meeting Notes - Sudbury Medical Reserve Corps

MRC Executive Committee Members ('+' = *present*; '-' = *absent*)

+ Carol Bradford	- Jon Harding
+ Pascal Cleve	+ Bob Leupold
+ Marilyn Ellsworth	+ Ipp Matjucha
+ Dale Farmer	+ John Stevens

Minutes from 12 January MRC-EC meeting were accepted. Bob will have Victoria post them on the Sudbury MRC website.

Debrief H1N1 Flu Clinics

1) **Consent and Information Forms** used at the Sudbury clinics were provided by MDPH. Carol and Marilyn suggested several changes in wording and form layout that they felt would help further minimize informational confusion and increase ease of completion. Bob mentioned that perhaps Victoria could be asked to incorporate these suggestions into a revised form for Sudbury use should we anticipate another series of H1N1 Flu clinics.

2) **Flu Clinic Personal Record Cards** were noted as a "good idea". Most parents who received a *Record Card* documenting the date and type of vaccine their child received appreciated getting this written record. Those who presented this *Record Card* at the next vaccination clinic appreciated being able to bypass the task of completing a duplicate set of forms. Having a *Record Card* also helped to minimize time parents and child spent with the Nurse-Screener before moving on to the Treatment Stations.

3) The need for someone in the role of **Exit Monitor** was mentioned. This MRC-volunteer could a) direct parents and children to the proper exit door; 2) check-in with parents as they are leaving the clinic to ask about problems/issues, etc; and 3) direct parents to a 'drop box' where they can leave their Feedback Survey Forms.

4) **Starting Flu Clinic operations 15-minutes before the 'announced' start time** was noted as a "good idea". The practice helped to minimize initial line build-up and crowd surge at the start of the Clinic.

5) **Crowd 'flow'** could be even better defined and directed. In large spaces like the PNS gymnasium, there needs to be more containment and clearer signage to help direct people from station to station. This would help to reduce the number of parents and children wandering around Clinic, and help avoid having people arrive at the Treatment Station without the prerequisite information and screening. Containing and directing people better can help reduce the sensation of 'disorder' during high volume times as well as help move people through the stations more quickly. Using more physical barriers (like tables and stanchions), more and better signage, and more volunteers to physically corral and direct people were suggested as ways to manage crowd flow better.

6) **Children need to be restrained and controlled better** for their safety and the safety of others. John suggested that Clinic volunteers can/should assume more authority in corralling and channeling children back to their parents. Dale suggested adding some 'crowd control' basics to our training modules. He offered to prepare a brief presentation about this as a possible training event.

7) **More signage** was suggested as a way to help better inform and direct people coming to the Flu Clinics. Getting available EDS/Flu Clinic signs up on easels so that they could be more easily seen by people would help in this regard. Bob offered to look into purchasing several easels for future use.

8) **Clinic set-up and operation 'teams'** headed by designated team leaders could help reduce time and effort involved in running a Clinic as well as make better use of available volunteers. Bob highlighted the need for volunteers to be recruited for and assigned to a Clinic 'set-up' team and a Clinic 'break-down' team in addition to non-medical operational/support and medical dispensing/treatment teams. John highlighted the need to more actively identify those MRC volunteers who can/should be assigned to key tasks and roles to achieve the best match between personal/professional skill and need. Bob purchased several blue vests to complement the white ones he already has to help designate volunteer jobs and roles.

(Continued...)

CPR/AED Training Event

Marilyn indicated that Lily Gordon is willing to provide one or more CPR/AED and First Aid classes this year as training for MRC/CERT members and/or as a public offering that can be sponsored by Sudbury MRC as a promotion and/or awareness event. There was some talk about combining Lily's classes with an "Intro to MRC" or Basic MRC 101 class. Dale offered to prepare a brief training 'talk' on crowd management/control to include at one of these sessions. Marilyn will research this further with Lily as well as check the availability of the large conference room at Goodnow Library.

MRC Social/Training Event

Ipp suggested planning a social/training event in the fall where the emphasis is on 'getting to know one another' before the crisis or emergency. Ideas for the event included an informal venue (like someone's home), planning some 'games' or activities that built teams, teamwork, and group identity. Perhaps also a 'speaker' of some kind could help draw members to this event. The idea of inviting MRC members from surrounding towns was also mentioned. Food and beverages would be provided. Bob will look into whether or not some grant money can be used for this.

Badging Event

John brought the idea that another MRC Badging Event was needed. Carol acknowledged that while her photo had been taken more than a year ago, she has not been given a Sudbury MRC ID badge as of yet. There was some discussion about how to incorporate a badging event with the other ideas for gathering MRC volunteers together already mentioned. John offered to check in with Liisa and Doris (MRC Reg 4-A staff) about scheduling the use of the Regional badge-making machine.

Carol Bradford on the Channel 5 News

With regard to her work with the H1N1 Flu Clinics, Carol Bradford was shown giving flu injections in a film segment on Channel 5 news. She was also interviewed by the Sudbury Town Crier.

New/Current Sudbury MRC Volunteer lists

Bob mentioned that Victoria will review the current volunteer list and update CORI information, who has received a Sudbury MRC ID badge, who still needs to get a badge, and who's badge is scheduled to expire this year, as a way to help plan the aforementioned Sudbury Badging Event.

Next meeting date... Tuesday, 09 March

Prepared and submitted by:
John Stevens