

# MRC CALL DOWN DRILL: AFTER ACTION REPORT (AAR)

## Quarter 2 Drill Completed on October 17, 2016

### Background

In order to request and deploy MRC volunteers quickly, Medical Reserve Corps units must have the capability to send automated messages to active and credentialed volunteers at any time. To test this capability, and as a part of the 2016-2017 MRC Deliverables, units are asked to participate in quarterly drills administered by the Massachusetts Department of Public Health Office of Preparedness and Emergency Management (OPEM).

For MRCs within MA Responds, these drills offer a means for unit coordinators to practice utilizing the communication and scheduling features of the system.

For those units outside of MA Responds, the drills offer a chance to test the effectiveness of individual unit's communications systems.

### Drill Objectives

#### MA Responds

- **Test MA Responds Leader response for a no-notice drill**
- **Test the MA Responds text/phone/email capabilities**
- **Test Mission Manager feature to schedule Volunteers**
- **Maintain volunteer expectations of how they may be requested and deployed**

#### Non-MA Responds

- **Test MRC Leader response for a no-notice drill**
- **Maintain volunteer expectations of how they may be requested and deployed**
- **Identify volunteers to fulfill shifts**

### Drill setup

A drill scenario was crafted and disseminated to MRC leaders within MA Responds. The message called leaders and read:

*The National Weather Service has just issued a hurricane warning for all communities in Massachusetts. The category 2 storm is set to impact most of the Commonwealth on Wednesday afternoon and last through the night. In an effort to stay ahead of the storm, your community has decided to stand up a shelter prior to its landfall. The shelter manager has requested MRC volunteers to assist with staffing. —*

*Using MA Responds, create a mission, deployment group, and schedule volunteers to fill shifts covering a 24-hour period and submit your roster to Liz Foley by 3pm today. Multiple shifts may be created to fulfill this request.*

*The need for the following volunteers has been identified:*

*1 nurse per shift*

*1 EMT per shift*

*2 vols for registration per shift*

*2 vols for general shelter staff per shift*



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### Drill setup (non- MA Responds)

A drill scenario was crafted and disseminated to MRC leaders that rely on the HHAN (Health and Homeland Alert Network):

*The national weather service has just issued a hurricane warning for all communities in Massachusetts. The Category 2 storm is set to hit most of the Commonwealth on Wednesday afternoon and last through the night. In an effort to stay ahead of the storm, your community has decided to stand up a shelter prior to its landfall and the shelter manager has requested MRC volunteers to assist with staffing. Please schedule volunteers to provide coverage for 24 hours in multiple shifts and submit your roster to Liz Foley by 3pm today.*

The drill began at 9:00am and MRC leaders were asked to respond by 4:00pm.

**Overall Participations  
rate on 10/17/16:  
20/46 = 56.5%**

### Results and Identified problems

The HHAN system experienced a problem of internet connectivity that occurred on the network at precisely the time the emails were being generated for that alert. Some non-MA Responds units did not receive emails with the drill information.

| Response (MA Responds)                    | Number of Units |
|---|-----------------|
| Completed all tasks on time (MA Responds) | 17              |
| Completed some tasks                      | 5               |
| Confirmed, Did not participate            | 13              |
| Did not confirm receipt                   | 5               |

| Response (HHAN)     | Number of Units |
|---------------------|-----------------|
| Confirmed receipt   | 5               |
| Submitted Roster    | 3               |
| Did not participate | 4               |

### Goals for Next Call Down Drill (Q3)

- ⇒ 100% confirmation by all unit leaders
- ⇒ Increase level of comfort within Mission Manager in MA Responds
- ⇒ Increased participation in drill

39 units in MA Responds, 7 units outside MA Responds

- 24 MA Responds Units Participated
- 3 non-MA Responds participated
  - 60 Confirmed the call in MA Responds
  - 8 Confirmed the HHAN

