



Leaders at the Core of Better Communities

2015 Local Government Excellence Awards Program Program Excellence Awards Nomination Form

(All programs nominated must have been fully operational for a minimum of 12 months, prior to January 31, 2015)

Deadline for Nominations: March 3, 2015

Complete this form (sections 1 and 2) and submit with your descriptive narrative.

SECTION 1: Information About the Nominated Program

Program Excellence Award Category (*select only one*):

- Community Health and Safety
- Community Partnership
- Community Sustainability
- Strategic Leadership and Governance

Name of program being nominated: Village of Schaumburg Medical Reserve Corps

Jurisdiction(s) where program originated: Village of Schaumburg; Schaumburg, IL

Jurisdiction population(s): 74,227

Please indicate the month and year in which the program you are nominating was fully implemented. (Note: All Program Excellence Award nominations must have been fully implemented for at least 12 months prior to January 31, 2015, to be eligible. The start date [on or before January 31, 2014] should not include the initial planning phase.)

Month: September Year: 2012

Name(s) and title(s) of individual(s) who should receive recognition for this award at the ICMA Annual Conference in Seattle, Washington, September 2015. (Each individual listed MUST be an ICMA member to be recognized.):

Name: Brian Townsend

Title: Village Manager Jurisdiction: Schaumburg, IL

Name: Paula Hewson

Title: Assistant Village Manager Jurisdiction: Schaumburg, IL

Name: Kathleen Tempesta
Title: Director of Community Services Jurisdiction: Schaumburg, IL

SECTION 2: Information About the Nominator/Primary Contact

Name of contact: Cynthia M. McCune
Title: Public Health & Nursing Supervisor/Community Services Department Jurisdiction: Schaumburg, IL
Street address: 521 E. Schaumburg Road
City: Schaumburg State/Province: IL
Zip/Postal Code: 60194 Country: USA
Telephone: 847-524-3766 Fax: 847-923-4405
E-mail: cmccune@villageofschaumburg.com

VILLAGE OF SCHAUMBURG, ILLINOIS

The Village of Schaumburg is nominating the **Medical Reserve Corps (MRC)** In the category of **Community Health and Safety Awards** for the **2015 ICMA Local Government Excellence Awards Program**.

Problem Assessment, the challenge or need that prompted the local government to develop the program:

In the 2002 State of the Union message, President George W. Bush called on all Americans to make a lifetime commitment of at least 4,000 hours - the equivalent of two years of their lives - to serve their communities, the nation and the world. President Bush announced the creation of the USA Freedom Corps to answer his call to service. The Citizen Corps is a component of the USA Freedom Corps that creates local opportunities for individuals to volunteer to help their communities prepare for and respond to emergencies. A specialized component of the Citizen Corps, the Medical Reserve Corps (MRC) is a national network of volunteers dedicated to assist in the event of a natural disaster or emergency.

The Village of Schaumburg has Emergency Operations Center Guidelines and Incident Command Guidelines. These guidelines provide direction to the village president, village manager, EMA director, village trustees, and village supervisory personnel on topics such as preparedness, mitigation, response and recovery operations. Staffing a Point of Distribution (POD) site requires a large number of volunteers so that

medications can be administered in a timely fashion. It became evident that having trained volunteers to assist at the POD site would be a great benefit to our community.

The National Medical Reserve Corps had the tools and training that an organization can use to begin setting up a corps. The emergency management coordinator and the nursing supervisor started the process in early 2012. The Village of Schaumburg's unit was established on September 11, 2012. After putting together documents, goals and guidelines, staff was able to recruit and train 12 volunteers.

Program implementation and costs:

The program coordinators used information from the National MRC website to pull together the initial documents. These documents, mission statement, focus, core competencies, job summary, handbook, application process, screening/interview questions, goals, and orientation manual, were used to recruit and train the new volunteers. The main recruitment tools are the Cracker Barrel which is the village's community newsletter along with information in the e-newsletter periodically and a preparedness display in the main entry of the municipal building. Information is also posted on the village's website at www.ci.schaumburg.il.us/HHS/Health1/Pages/MedicalReserveCorps.aspx. Additionally, after application process was completed, Schaumburg MRC leads had to be interviewed to determine whether the village met all of the criteria to start a unit.

The MRC coordinator has received three Capacity Building Awards through the National Association of County and City Health Officials (NACCHO) to assist financially with carrying out their mission.

With a current volunteer base of 12, the group continues to recruit and educate both themselves and the residents of our community. The MRC provides the structure necessary to deploy specific, trained, and credentialed medical, public health, and community volunteers to response to an emergency. At the national level, the MRC is headquartered under the Assistant Secretary for Preparedness and Response. It functions as a clearinghouse for information and best practices to help communities establish, implement and maintain MRC units nationwide.

The Village of Schaumburg's MRC professionals are available to assist at the Point of Distribution (POD), shelter sites and cooling/warming centers. The MRC volunteers continue to educate our residents with the mission of building a strong, healthy prepared community.

Yearly, the coordinators review the Incident Command Structure (ICS), POD setup, flow-diagrams and position descriptions. This is followed by a tour of the POD site later in the year. Another training topic is shelter operations. Site locations and their capacities are discussed along with how supplies are obtained using the ICS structure. In addition, Cook County, the Red Cross and other MRC's offer events free of charge to volunteers.

The village now has a core group of trained volunteers. Each volunteer knows how they fit into the emergency plan and how best to respond, creating a positive support structure for first responders and providing another level of safety and preparedness within our community

Tangible results or measurable outcomes of the program:

The trained MRC volunteers have been busy educating village residents on emergency preparedness. At community events, the volunteers educate village residents on supplies to include in a basic emergency kit. The volunteers use FEMA handouts and a table-top display. Three recurring events that MRC volunteers are present at include Health & Safety Day at the Farmers Market, Septemberfest event, and the Public Safety Open House. This past September, the MRC volunteers walked in the Septemberfest parade for National Preparedness Month handing out 1,000 emergency preparedness bags, 1,100 pencils with the message “Have a Family Emergency Plan” and 400 superhero pamphlets.

Lessons learned during planning, implementation, and analysis of the program:

The name Medical Reserve Corps catches the eye of individuals who are in the medical field, but not a non-medical professional. Community members have to be given examples of how they can contribute and why they are essential to the functionality of a POD site or setting up a community shelter.

The coordinators have also found that most of the volunteers are currently employed so setting up a tiered level of involvement has been helpful.

The third challenge for the volunteers is completing the two national online FEMA courses. The course content is new to many and requires the volunteer to have basic computer skills to navigate through the programs.