

Dear Volunteer,

Thank you for completing the first step in becoming an LLHD MRC volunteer! There is a lot of information on the next few pages. Please print the entire packet and keep as a reference.

The first page is a list of LLHD contact numbers and online resources. The MRC TRAIN link is listed. This is where you will be going to complete the ICS 100 and 700 courses.

The second page is a list of FAQ about the MRC TRAIN website. This is meant to be used as a quick troubleshooting resource. Following the FAQ page is a 4-page guide to registering for TRAIN. This is a great tool for first-time TRAIN users.

The last six pages of this packet are forms that need to be filled out and returned to Kris Magnussen to begin the application process. These documents include the acknowledgment/waiver, background check authorization form, and application. All of these documents must be completed to ensure registration as an LLHD MRC volunteer.

If you have any questions, concerns, or issues at anytime during the process of registering to become an LLHD MRC volunteer, please do not hesitate to contact Heather.

Thank you for your interest and we look forward to working with you!

Sincerely,
Kristin Magnussen RN-BC,MSN
(860) 448-4882 x331
Kmagnussen@ledgelighthd.org
943 North Rd.
Groton, CT 06340

LLHD Resources/Contacts

Baker Salsbury, Director of Health

bsalsbury@ledgelighthd.org

Steve Mansfield, Deputy Director of Health

smansfield@ledgelighthd.org

Kris Magnussen, Supervisor, Communicable Disease Prevention

kmagnussen@ledgelighthd.org

Ledge Light Health District Homepage

www.ledgelighthd.org

Ledge Light Health District Phone Number

(860)448-4882

Helpful Online Resources

American Red Cross CPR

www.redcross.org/services/hss/courses

Citizen Corps

www.citizencorps.gov

CT Train Homepage

<https://ct.train.org>

Incident Command System

www.osha.gov/SLTC/etools/ics/index.html

Ledge Light Health District MRC Page

www.ledgelighthd.org/disease_prev/Volunteer.html

Medical Reserve Corps Homepage

www.medicalreservecorps.gov

MRC Train Homepage

www.mrc.train.org

U.S. Department of Health and Human Services

www.hhs.gov

MRC User FAQ

- **How do I sign up for a user account with MRC TRAIN?** Log onto www.mrc.train.org. Click on “Select Location,” then “Create an Account,” which appears underneath the login on the left hand side of the screen. Review and accept the Terms and Conditions. Fill out all of the necessary information on the subsequent pages. (If you’d like, you can also fill in the optional information.) When you have finished, click “Continue” to enter the site.
- **I already have a TRAIN Account with my state/affiliate TRAIN site. How do I also join the MRC-TRAIN site?** Anyone can easily belong to both the MRC-TRAIN site and, where available, the state affiliate TRAIN site. Once logged into TRAIN go to “My Account” and click the “Groups” tab. Click the “Edit” button and TRAIN will guide you through selecting both State and MRC Groups. Please be advised that if an MRC TRAIN user belongs to a state affiliate TRAIN site the Administrator from the given TRAIN State/Affiliate will have access to user’s TRAIN learner record and personal profile.
- **How do I find courses to take?** Click the “Course Search” link at the top of the screen. From this page you can click “Browse” to view all course offerings in MRC TRAIN, or you can use any of the tools in the “Search Options” list to help narrow your results.
- **How do I find courses dealing with MRC Competencies?** Click the “Course Search” link at the top of the screen and then click “By Competency” in the Search Options list. The MRC Competencies will be the first set listed. Check a box next to each competency you want to search on and click “Search” at the bottom of the page.
- **I’ve registered for a course – where do I find confirmation of this?** All of your course registrations can be found by clicking “My Learning” from the home page. This will include all in-progress courses.
- **I’ve completed a course, but it still says “In Progress” in my “My Learning”. How do I complete the course?** Most courses require you to manually complete the course. To do so, go to “My Learning” and click the “M” icon next to the course name. This takes you to the Course Details page. Click the “Complete” button to complete the course. Some courses might have assessments, while others might ask you to enter a score manually. You are not required to enter a score.
- **I’ve completed my course and it is no longer in “My Learning” – where did it go?** All completed courses are found in the “Transcript” page. You can find this link on the home page in the “My Learning Record” box.
- **I signed up for a “Live” course and can no longer attend. Who should I contact?** You are not required to contact anyone. You can withdraw yourself from any course by going to the Course Management page and clicking the “Withdraw” button.
- **How do I join online conversations I have been told about?** Click the “Discussion Boards” link at the top of the screen. To the left will be names of various discussion boards – click the appropriate item to view and reply to conversations.
- **How do I find documents that have been posted in MRC-TRAIN?** Most documents in TRAIN are posted in the Resources module. Click “Resources” at the top of the screen and then review the various Categories to the left. Many categories have “sub” categories. To view these sub-categories, click the + box and the category will open up to reveal any sub-category.

User QuickGuide

How to login to MRC-TRAIN

1. Type <https://www.mrc.train.org> into the address field of your browser.
2. Enter your Login Name and Password and click the “Login” button.
3. Once logged in, you will be taken to the MRC TRAIN home page.

NOTE: If you are a new user, you will need to register - please see the “Creating Your Account” section.

NOTE: Alternatively, you can locate another affiliate homepage (i.e. participating state) by typing <https://www.train.org> into the address field of your browser and selecting your affiliate from the drop down menu at the bottom of the page.

Creating Your Account

1. On the MRC-TRAIN homepage, click the “Create Account” button.
2. On The following page, please read the linked TRAIN Policies and check the box adjacent to “I agree to these TRAIN policies” before clicking the “Next” button.
NOTE: Do not hit your browser’s “Back” button at any time during the registration process. Instead, use the “Back” and “Next” buttons provided at the bottom of each page.
3. Fill out all the necessary information on each of the subsequent pages. Required fields are indicated by a red asterisk (*). Answer the secret question at the bottom of the page with an easy-to-remember, one-word answer. In the event that you forget your password, this question will be prompted during the password retrieval process. Select “Next” to continue.
4. On the following page, you will be asked to select your MRC Region from the drop-down menu. Once you have selected your region, another drop-down menu will appear prompting you to select your state. Once you have selected your state, a final drop-down menu will appear prompting you to select your unit. Select the appropriate responses and click “Next”.

NOTE: If you do not see your MRC Unit within the drop-down list you will need to contact the MRC-TRAIN Support Desk (mrcsupport@train.org).

5. On the following page, you will be asked whether you are a member of any National or State Groups. If you select “Yes,” the resulting page will prompt you for more information regarding your group. Select the appropriate response and click “Next”.
NOTE: This option allows you to be a member of both an MRC group as well as a state group in TRAIN.
6. On the resulting page, you are asked to select up to three (3) professional roles that best match your job description. Some may require you to select a specialization from the adjacent drop down menu. If you select “Other,” please type your specialization in the space provided. Click “Next” when ready to proceed.
7. The next page prompts you to select up to three (3) work settings that best fit your work environment. Some may require you to select a more detailed response from an adjacent drop down menu. If you select “Other,” please type your answer in the space provided. Click “Next” to continue.
8. The resulting page prompts you for optional demographic information. Click “Next” to continue.

NOTE: Your Learner profile information can be edited at any time following registration.

What to Do if You Forget Your Password

1. Click on “Forgot Your Password?” on the MRC-TRAIN homepage.
2. Enter your login name in the appropriate field.

NOTE: If you do not remember your login name, leave the field blank and click “Next.” You will be prompted to enter your email address, first name, and last name.

3. On the resulting page, you will be prompted to respond to the secret question previously answered when registering for TRAIN. If you cannot recall the answer to your secret question, select “I don’t remember the answer” and you will be prompted for your street address.

NOTE: Do not guess! Incorrect guesses can lock your account. Please attempt one of the other routes for obtaining your login or password information or contact your affiliate administrator.

4. Your password will be displayed on screen and will not be emailed to you.

How to Edit Your Learner Record

1. Login to MRC-TRAIN.
2. On your member home page, click “My Account” from the “My Learning Record” on the right hand side of the page.
3. On the resulting page, you are able to change text and settings as needed by clicking on the “Details,” “Groups,” or “My Profile” tabs.

How to Search for Courses

1. Click on the “Course Search” tab located in the Navigation Tab bar at the top of the screen.
2. On the resulting page, select the appropriate criteria for your search from the menu that appears on the left hand side of the page.
3. Next, either select your search variables from the list or enter your search query in the field. You may select multiple variables by holding down the Ctrl key while making your selections.
4. Click “Search” to search for your desired courses.

NOTE: The “Advanced Search” option allows you to combine criteria in one search.

NOTE: For your convenience, you can save search criteria for future searches by clicking the “Save Criteria” button. You can additionally request email notification of any new courses that meet your saved search criteria by checking the box adjacent to “Notify me about courses satisfying this search criteria.”

NOTE: There is an option to browse by MRC Competency by selecting the “By Competency” option on the left-hand side. Next, select the competency, and click “Search.”

How to Register for Courses

1. Locate your desired course either using the method outlined in “How to Search for Courses” or by clicking on “Browse” to browse through the list of available courses.
2. Select the course you wish to register for by clicking on the title of the course.
3. The resulting pages display additional course details, course provider contact information, registration information, and course reviews.
4. You may view course reviews by clicking the “Reviews” tab. Contact information is available by clicking the “Contacts” tab.
5. To register for the course, click the “Registration” tab.

NOTE: There are three (3) course categories in TRAIN, each with its own registration process as described in the following section.

NOTE: TRAIN is a Learning Management System and NOT a Course Provider – most registration and course questions need to be directed at the course contact listed in the “Contacts” tab in the course description.

TRAIN Course Categories

Live Event (e.g. Conference, Workshop, Live Training, etc.)

If this is an on-site event with multiple locations/sessions, click the “Get Locations” button to view all locations/sessions. Click the “Register” button next to the location/session of your choice. You may need to follow the course provider’s additional registration instructions.

Physical Carrier (e.g. CD-ROM, VHS, DVD, etc.)

Some courses may consist of training materials that need to be ordered from the course provider. Click the register button to add the course to your “My Learning” section, and then follow the course provider’s additional registration and ordering instructions.

Online Course (e.g. Web-based self-study, “on demand” or archived webcast, etc.)

If the course is self-launching, you will be able to immediately access the course. Otherwise, there may be a fee or supplemental registration requirements. To launch the course, click the “Launch” button (if available) or follow the additional registration instructions.

NOTE: Some courses/events require registration steps outside of TRAIN. Please follow the course provider’s instructions regarding their registration process. If you have questions about external registration, please contact the course provider directly using the contact information in the “Contacts” tab. You will, however, receive a registration verification email from TRAIN and can also verify your registration by clicking on “My Learning” in the “My Learning Record” located on the right hand side of your member home page – the course should be listed as “In Progress.”

How to Launch a Course for Which You Have Already Registered

1. Login to MRC-TRAIN.
2. From the member home page, click on “My Learning” in the “My Learning Record” box located on the right hand side of the page.
3. On the resulting page, you will see a listing of all the courses for which you are registered. To launch a course, click on its title.

How to Mark a Course Completed, Archive, or Withdraw from a Course

1. Login to MRC-TRAIN.
2. From the member home page, click on “My Learning” in the “My Learning Record” box located on the right hand side of the page.
3. On the resulting page, you will see a listing of all the courses for which you are registered. To change the status of a course, click on the (manage) icon.
4. In the course management page, you can click on the “Completed” button to mark the course completed, sending it to your transcript.

NOTE: Most of the web-based self-study courses have been programmed to verify that the learner has actually completed the course.

5. Also on the course management page, you will be able to enter a score, if applicable. You may also select the “Archive” button to archive a course to resume later or the “Withdraw” button to withdraw from a course.

How to Add Non-TRAIN Courses to Your Course Record

1. Login to MRC-TRAIN.
2. On the member home page, click “Transcript” in the “My Learning Record” box located on the right hand side of the page. The resulting page will display all the courses you have taken in the Transcript table.
3. To add a Non-TRAIN course or a course you have already taken (in the past year) to your transcript, click on the “Add” button located to the right of the “Non-TRAIN Courses” header.
4. On the resulting page, fill out the necessary information and click the “Save” button.
5. In order to remove any courses from your transcript, click on the button.

How to Post a Course Review

1. Login to MRC-TRAIN.

2. To review a course that you are currently enrolled in or have completed, you may do so from the “My Learning” page located in the “My Learning Record” box on the right hand side of the page.

3. Next, click on the (manage) icon located to the right of the course

4. On the resulting page, click on the course title located at the top of the page.

5. Click on the “Reviews” tab on the following page and then click on the “Add” button.

6. Fill out the rating, description accuracy, comments, and title fields of the form.

NOTE: If you want your review to be posted anonymously, simply uncheck the “Show my name on the review” box.

How to Utilize the Resources Section

1. Login to MRC-TRAIN.

2. Click the “Resources” tab in the Navigation bar at the top of the page.

3. On the resulting page, you have several options:

- To locate a resource, choose from the categories listed in the menu on the left hand side of the page or use the “Search Documents by Keyword” function
- To read a resource document, click on the title of that document.

4. To add a resource, click on the “Add Resource” button located on the right hand side.

5. On the resulting page, complete the necessary information in the fields provided.

6. To upload a document, select the “Upload File” radio button, then type the path location of your document or click “Browse” to locate it on your computer.

7. To create a link to a website, select the “URL to Browse” radio button and type in the address of the website in the text field.

8. Click the “Save” button to submit the resource for approval by the local MRC Unit Coordinator.

How to Utilize the Discussion Boards

1. Login to MRC-TRAIN.

2. Click the “Discussion Boards” tab in the Navigation Bar at the top of the page.

3. On the resulting page, you have several options:

- Choose a discussion topic from the menu on the left hand side of the screen.
- Expand a discussion topic by clicking the “+” next to the discussion thread.
- Click on the title to view a message.
- Click the “Reply” button to reply to a message.
- Click the “New Thread” button to create a new discussion thread. Complete the necessary information and click the “Submit” button.

Where to Find Help

• Go to the Knowledge Management Interactive, Inc. (KMi) website at:

<http://courses.train.org/train%5Fenduser%5Femodule/> and tour TRAIN through the “Learning How to Use TRAIN” page. (Must use Internet Explorer)

• **For additional help or information on TRAIN, please contact your Local MRC Coordinator. You may also contact the MRC-TRAIN Support Desk via mrcsupport@train.org for assistance.**

Last Updated: February 20, 2008

ACKNOWLEDGEMENT:

I attest that to the best of my knowledge, the information provided in this application is correct and accurate. I understand that it is my responsibility to notify the Ledge Light Health District Medical Reserve Corp of any circumstances which affect the accuracy of the information I am providing. By signing below, I agree to allow the Medical Reserve Corps at Ledge Light Health District to verify the above information.

I understand that this information will be contained in a central, secure database administered by the Ledge Light Health District and that it will be made available in electronic format to the Medical Reserve Corps Ledge Light Health District for purposes of contacting me in case of a declared state of emergency or public health emergency. Depending on need and availability, although I have volunteered I understand that I may not be included in the volunteer database.

I understand that I retain the right to refuse to volunteer for any reason.

I understand that I will not receive compensation nor be paid for any services I render. I further understand that I am not able to bill any individual, organization or business for services I render while acting in the capacity of a volunteer for the Medical Reserve Corps.

I understand that it is my responsibility to coordinate my volunteer time with my employer or non-paid obligations relative to emergency response (e.g., DMAT) if the time I have been asked to volunteer conflicts with my work schedule and/or emergency response obligations.

I agree to abide by the patient confidentiality protocols at the agency, institution or designated emergency site of care where I am assigned, as communicated to me by the supervisor in charge.

I understand that I will be volunteering under the direct supervision of an appropriate individual designated by the Incident Commander and that every effort will be made to match my skills and abilities with the appropriate job function.

I agree to abide by the emergency protocols at the agency, institution or designated emergency site of care where I am assigned, as communicated to me by the supervisor in charge.

I grant permission to Murray J. Pendelton, Chief of Waterford Police, to conduct a criminal background based on the information I have provided.

Printed Name

Date

Signature

Date

WAIVER AND RELEASE:

I recognize that participation as a volunteer in the Medical Reserve Corps at Ledge Light Health District may carry a risk of personal injury. I further recognize that there are natural and man-made hazards, environmental conditions, diseases and other risks which, in combination with my action, can cause injury to me, particularly in a disaster situation. I hereby agree to assume all risks which may be associated with or may result from my participation in the program.

I further recognize that these program activities will involve physical activity and may cause physical and emotional discomfort. I state that I am free from any known heart or other serious health problems that could prevent me from participating in any activities associated with the program.

I recognize that as a volunteer, I will be entitled to the liability protections afforded by Sections 4-165 and 5-141d of the Connecticut General Statutes, to the extent provided in Public Act 03-236. As part of my participation in the Medical Reserve Corps program, I understand that the State of Connecticut has agreed to ensure professional liability coverage and workers' compensation coverage for my work in connection with the program. I understand, however, that I will be personally responsible for the cost of any emergency or other medical care that I receive that is not covered under applicable workers' compensation benefits.

I agree to release and hold harmless the State of Connecticut and its subdivisions, the Ledge Light Health District, the Medical Reserve Corps at Ledge Light Health District and any hospital, facility, institution or agency at which I volunteer in connection with the program, as well as each of their respective officers, employees and agents from any and all liability, claims, demands, actions, and causes of actions whatsoever for any loss claim, damage, injury, illness, attorney's fees or harm of any kind or nature to me arising out of any and all activities associated with my participation in the program.

I have read and understand all of the information regarding my participation in the Ledge Light Health District Medical Reserve Corps program.

Printed Name

Date

Signature

Date

Medical Reserve Corps Registration

Please print clearly.

*Indicates field must be completed.

Contact Information

*Name:	*Date:
*Address:	*Town:
*State:	*Zip:
*Social Security #:	*Driver's License #:
*Phone #:	Cell Phone #:
Pager #:	Fax #:
Gender:	Date of Birth:

Work Contact Information

Occupation:	Employer:
Address:	Town:
Phone #:	Fax#:
Email:	Cell #:

Special Training/Date

Basic First Aid:	CPR:
CERT:	Other:

Contacts/Emergency Information

* #1Name:	*Relationship:
*Phone Number:	*Address:
* #2 Name:	*Relationship:
*Phone Number:	*Address:
*Allergies:	*Vaccinations:
*Physical Limitations:	*Current Medications:

Residents in Home

*Name/Age:	*Relationship to You	*Require Care? (Please circle)	
		YES	NO
		YES	NO
		YES	NO
		YES	NO
		YES	NO

Initials _____

Professional/License Information (if applicable)

Profession:	Job Title:
License #:	Issued By:
State:	Exp. Date:
Liability/Malpractice Insurance?:	Degrees Held:
Actively Practicing?:	Work in a hospital?:

Foreign Languages

Language	Fluency Level (Please circle)			Speak	Read	Write
	Excellent	Fair	Poor			
	Excellent	Fair	Poor			
	Excellent	Fair	Poor			

***Training Preference** (Please circle)

Morning	Evening
Weekday	Weekend

Deployment Response Preference (Please circle)

Are you willing to respond outside of New London county?	Yes	No
Are you willing to respond outside of Connecticut?	Yes	No
Are you willing to respond to a federal emergency?	Yes	No
Are you willing to respond to non-emergency events?	Yes	No

Shift Preference (Please circle)

Morning (7am-2pm)	Mid-Morning/Afternoon (10am-5pm)
Evening/Night (4pm-1am)	Night (12midnight-8am)

Do you volunteer for any other organizations that may require your presence during an emergency? (Please circle)

Yes	No
If yes, please describe:	

Have you ever been convicted of a felony? (Please circle)

Yes	No
If yes, explain number of conviction(s), nature of offense(s) leading to conviction(s), how recently such offense(s) was/were committed, sentence(s) imposed, and type(s) of rehabilitation:	

Initials _____

Skills – Training, Knowledge, and Experience

Please indicate your skill level for each of the categories below. Leave fields that do not apply to you blank.

Skill Level Codes: 1= Interested and willing to learn 2=Trained 3=Trained AND Experienced
4=Very Experienced 5=Can Instruct AND Supervise Others

Clerical/Mobilization Ctr. Skills	Skill Level	Disaster Recovery	Skill Level
Computer/Data Entry		Chain Saw Operator	
Copying/Filing		Construction Professional	
Donations Management		Debris Removal	
Interviewing/Receptionist		Dump Truck Driver (Current CDL)	
Volunteer Management		Environmental Clean Up/Restoration	
		Equipment Operator	
Communications/Info Management		Structural Damage Assessment	
Amateur Radio Operator			
Computer Cable Installation/Repair		Medical Reserve Corps	
Local Area Network Admin/Repair		Dentist (DDS)	
Language Interpreter (specify)		Dental Assistant/Hygienist	
Sign Language Interpreter		EMT/Paramedic/Medic/Corpsman	
Telephone Installation/Repair		Medical Lab Tech/Phlebotomist	
		Mortuary Tech	
Crisis Intervention		Nurse	
Crime Victim/Witness Support		Other Medical Technical Professional	
Crisis Intervention/Negotiation		Pharmacist	
Crisis Incident Stress Management		Physician (M.D.)	
Mental Health Prof./Social Worker		Physician's Assistant	
Suicide Prevention/Hotline Counselor		Radiological Incident Monitor	
Social Worker		Veterinarian (DMV/VMD)	
		Veterinarian's Assistant	
Feeding & Mass Care		Search and Rescue	
Child Care			
Food Preparation (Large Scale) Cook		Strategic Stockpile/Logistics	
Food Handling/Packaging/Dist.		Forklift Operator	
Senior Adult Care		General Labor	
Shelter Operations		Inventory Control	
Small Animal Care		Security	
Livestock/Large Animal Care		Truck Drive (Current Class A CDL)	

LEDGE LIGHT HEALTH DISTRICT (LLHD)

To Be Completed by Ledge Light Health District Prospective Volunteers

I hereby AUTHORIZE the Waterford Police Department to conduct a criminal history and identity check. I am willing to provide a photocopy application as required. I understand this AUTHORIZATION is to be part of becoming a LLHD volunteer.

PRINT NAME: _____
Last First Middle

OTHER NAMES YOU HAVE USED: _____

CURRENT ADDRESS: _____
Street Number & Name City State Zip

HOME PHONE #: _____ **BUSINESS PHONE #:** _____

DATE OF BIRTH: _____ **SOCIAL SECURITY #:** _____

DRIVER'S LICENSE INFORMATION: _____
License number Expiration Date State of Issue

Please Answer the Following Questions:

Have you ever been arrested, charged or convicted of a crime? ___Yes ___No

If yes please explain details:

Have you ever been involved in an incident involving domestic assault, child abuse or neglect? ___Yes ___No

If yes please explain details:

Do you have a valid Connecticut Drivers License? ___Yes ___No

If no please explain details:

As a condition of volunteering, I give permission for the Ledge Light Health District (LLHD) to conduct a background check on me, which may include a review of the sex offender registries, child abuse and criminal histories, and motor vehicle records. I understand that, if appointed, my position is conditional upon LLHD receiving no inappropriate information on my background. I hereby release and agree to hold harmless from liability LLHD, the officers and volunteers thereof, or any other person or organization that may provide such information. I also understand that, regardless of previous appointments,

APPLICANT/ SIGNATURE: _____ **DATE:** _____

PRINT NAME _____ **DATE:** _____

LLHD is not obligated to appoint me to a volunteer position.

Note: Submitting an incomplete or illegible form may delay the background check results.

OFFICIAL USE ONLY: APPROVED ___ Yes ___ No