

LHD Staff Questionnaire on MRC Volunteers



We are interested in your opinion about the MRC unit's role and effectiveness for research purposes. This research survey is voluntary and you can decide to opt out or to not answer specific questions at any time. This survey is implemented by the Harvard School of Public Health (HSPH) and Georgetown University in collaboration with the National Association of County and City Health Officials and your MRC unit.

This survey should take you only about 5 minutes to answer all of the questions. Confidentiality is guaranteed; we are interested in aggregate results rather than individual responses.

Section 1: Survey Introduction

**1. The event you participated in was held at _____ (location)
on _____ (Month/Day/Year).**

2. Please, select your role during the Flu Clinic (check all that apply):

- Incident commander
- Clinic director
- MRC Volunteer coordinator
- Operations director
- Exercise evaluator
- Other (please specify)

Section 2: Unit Characteristics

1. What were the unique characteristics/professional abilities of the MRC unit engaged in today's activities?

2. What are the aspects of this MRC unit that need to be improved in terms of competencies and/or its composition of professional roles?

Section 3: Competence

1. How confident were the MRC volunteers in fulfilling their roles during today's activities?

- Very confident
- Somewhat confident
- Not very confident
- Not confident at all

Please provide examples_____

2. How confident were the MRC volunteers in working within the defined Incident Command Structure?

- Very confident
- Somewhat confident
- Not very confident
- Not confident at all

Please provide examples_____

3. How effectively did the MRC volunteers participate in the “hotwash” after the event?

- Very effectively
- Somewhat effectively
- Not very effectively
- Not effectively at all
- Not applicable, there was no hotwash

4. Did the MRC volunteers seem to understand what was expected of them?

- Yes
- No

5. Were there roles played by the volunteers that otherwise could not been covered by any department staff?

- No
- If Yes, please specify:_____

6. What problems arose, and how were they solved?

Section 4: Training

1. How effective did training or orientation provided by the health department seem?

- Very effective
- Effective
- Somewhat effective
- Not effective

2. What additional training or orientation would have been helpful?

3. Did the MRC volunteers seem prepared by virtue of their professional backgrounds, prior training, and day-of-event training to assume their assigned roles?

- Yes
- No

Section 5: Organizational Effort

1. Considering the number of volunteers, number of hours, and their professional training, describe the value of the assistance provided by the MRC unit in today's Flu Clinic:

2. Estimate the effort of the LHD in training and preparing the MRC unit for today's event (include prior outreach and training activities):

3. How has the LHD workload changed as a result of utilizing volunteers in the Flu Clinic?

- Lessened
- Remained the same
- Increased
- Change in type of work done
- Do not know

Section 6: Human Relationships

1. Referring to today's Flu Clinic, how would you rate the level of integration between the MRC unit and the LHD staff?

- Very good
- Good
- Poor
- Very poor

2. What else should be done to help the LHD staff work better with volunteers?

3. How would you describe the reaction of the Flu Clinic's clients to the volunteers?

- Favorable
- Mixed
- Unfavorable
- Do not know
- Please provide examples

Section 7: For the MRC Coordinator Only

20. What were the 3 most challenging factors in engaging the MRC unit during today's Flu Clinic:

- Recruiting a sufficient number of volunteers
- Recruiting competent /trained volunteers for specific functions (please specify which)_____
- Recruiting motivated volunteers
- Engaging MRC volunteers on the day of the Flu Clinic
- Providing sufficient training
- Identifying roles appropriate to the volunteers' background and experience
- Supervising the volunteers' work during the Flu Clinic's activities
- Providing meaningful and sufficient feed-back to the work done
- Identifying roles and tasks for all volunteers that came to the Clinic
- Other (please specify): _____

Thank you for taking the time to complete this survey!