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Emergencies and natural disasters can happen anywhere... at any time.

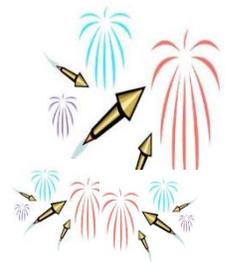


Patrick Lynch

Manager’s Message

Patrick Lynch, RN
Manager, Response Personnel Unit

2015



Happy New Year!! With the start of a new year, I wish for good things for each of you and your families. Last year brought us a number of things we could very well say we could have done without, our drought, local flooding, wildfires, mudslides, and Ebola, to name a few.

However, I would rather look forward to the good this year can and will bring. Things like volunteers ready, willing, and able to serve their local communities; and at times, other neighboring communities throughout the state. I look forward, with my staff, and with the CA Emergency Medical Services Authority, (EMSA), to helping your local Disaster Healthcare Volunteers and Medical Reserve Corps leaders to assist you in continuing to volunteer and to be ready to deploy and serve.

You may wonder about the graphic above with icons for drought, flood, and wildfire. It seems incongruous to mention drought and flood in the same sentence for the same state, but, that’s life in California. We are still in the middle of a drought, yet heavy rains during last November did produce some local flooding. We included the wildfire icon as a reminder of our new year round wildfire season. (Please see “Natural Disasters” on page 2.)

Happy New Year to you!

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Natural Disasters

California Still At Risk Of Floods During Drought

Natural disasters such as flood, fire, earthquake, tornado and windstorm affect thousands of people every year. You should know what your risks are and prepare to protect yourself, your family and community. Recognizing an impending hazard and knowing what to do to protect yourself and your family will help you take effective steps to prepare beforehand and aid recovery after the event.

Two disasters could happen together. During the worst drought, while Californians must be water-wise about conservation, flooding can also happen¹.

In the United States, more people die in flooding than any other natural disaster. Closer to home, in the past twenty years every single county in California² has been a federally declared flood disaster area at least once.

Here are some useful links about flood safety and flood information:



National Weather Service - Flood Safety
<http://www.floodsafety.noaa.gov/>



Pacific Gas and Electric Company – Flood Safety
<http://www.pge.com/mybusiness/edusafety/naturaldisaster/flood/>



Cal OES – Flood Preparedness
<http://www.calema.ca.gov/NewsandMedia/Pages/Current%20News%20and%20Events/Flood-Preparedness.aspx>



California Department of Water Resources (DWR) - Best Available Maps
<http://gis.bam.water.ca.gov/bam/>



You could check out more information about different kinds of natural disasters information at: www.ready.gov

[Drought](#)



[Earthquakes](#)



[Floods](#)



[Tsunamis](#)



[Wildfires](#)



[Winter Storms](#)



¹ California Department of Water Resources: http://www.water.ca.gov/floodsafe/ca-flood-preparedness/fpw_home.cfm

² California Department of Water Resources: <http://www.water.ca.gov/floodsafe/newsletters/ca-flood-prep.cfm>

What does ECL mean?

ECL stands for **Emergency Credential Levels** in the ESAR-VHP* federal guidelines.

Disaster Healthcare Volunteers (DHV) is California's ESAR-VHP program. The four credential levels are:

ECL 1 – Currently work at a hospital

ECL 2 – Currently work at a clinic, physician office, Urgent Care, etc.

ECL 3 – Licensed and active, but not working in patient care.

ECL 4 – Student/ licensed in another state

Emergency Credential Level 1 (ECL 1) – Hospital active

Assignment to Credential Level 1 requires confirmation that the volunteers are clinically active in a hospital, either as an employee or by having hospital privileges.

Emergency Credential Level 2 (ECL 2) – Clinically active

Assignment to Credential Level 2 requires confirmation that the volunteers who are clinically active in a wide variety of settings, such as clinics, nursing homes, and shelters.

Emergency Credential Level 3 (ECL 3) - Licensed and active

Assignment to Credential Level 3 identifies volunteers who are licensed or certified to practice in the State of California, but are not working as clinicians.

Emergency Credential Level 4 (ECL 4) – Student or licensed in another state

Assignment to Credential Level 4 identifies volunteers who have healthcare experience or education that would be useful for assisting clinicians and providing basic healthcare not controlled by the scope of practice laws (may include health profession students or retired health professionals who no longer hold a license).

Each healthcare volunteer being evaluated may be classified into one of four different emergency credentialing levels: Levels 1, 2, 3, 4 or no ECL, (e.g. Non-medical volunteers who are part of a medical response team or unit).

EMSA Response Personnel Unit staff will verify professional credentialing of volunteers in the DHV system annually for different medical occupations. It is important to point out that using ECLs allows volunteer personnel to be allocated according to need and permits volunteers to be used at their highest capacity.

Our Credential Verification Team Leader, Elizabeth "Polly" Lopez and her assistants may call you or email you to verify your employment, license status, or additional information. Please do not be surprised if you get a call or an email from us!



*Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP)

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MRC Corner

Sheila Martin
California Medical Reserve Corps Coordinator



Sheila Martin

As we move forward into 2015, I would like to reflect on what California's MRCs have accomplished this past year. I am happy to say, California's MRC volunteers have been busy ensuring their communities' resilience. This past year, there were hundreds of activities led or assisted by MRC volunteers. The EMS Authority tracks these activities for grant purposes in the DHV System.

We are pleased to report that there were 186 drills, 11 functional exercises, 9 full-scale exercises and 78 real events in which California MRCs participated and/or assisted. The real events included: health fairs, vaccination clinics, kidney screenings, first aid stations, shelter staffing, hands only CPR training, homeless assistance, medical monitoring of first responders, and earthquake aftermath evaluations. These events are great accomplishments that should receive recognition. MRC volunteers are increasing their community's human power and in some cases tackling issues that healthcare volunteers would never before have been considered to address. California has come a long way since the inception of MRCs in 2002.

This past year we have also had four new MRCs added to California's 43 existing MRCs. There are now 47 Units in California. The new MRC Units are Berkeley MRC (a college affiliated unit); ALCO MRC (Alameda County PH Unit); Palo Alto MRC (a city OES-sponsored Unit) and the California Health MRC (also located in Palo Alto with a research emphasis).

At the federal level, the Division of Civilian Volunteers Medical Reserve Corps, (DCVMRC), office has been moved to the office of the Assistant Secretary for Preparedness and Response, (ASPR), in the U.S. Department of Health and Human Services. ASPR was created under the Pandemic and All Hazards Preparedness Act (PAHPA) in the wake of Hurricane Katrina to lead the nation in preventing, preparing for, and responding to the adverse health effects of public health emergencies and disasters. A welcome video was just released from Nicole Lurie, M.D., M.S.P.H., Assistant Secretary of ASPR this week welcoming the MRCs to the Division. You may view the video at <https://www.youtube.com/watch?v=rmffCwdvgAg&feature=youtu.be>

Finally, as time passes, we lose MRC Coordinators to promotions, career changes, moves, retirement, etc. This is happening at the Marin MRC. For the past nine years, Brian Waterbury has led the Marin MRC to be a nationally-recognized Unit that has won DCVMRC national awards numerous times. Mr. Waterbury's leadership includes mentoring new MRCs, partnering with numerous stakeholders, implementing innovative ideas for MRC participation and assisting the EMS Authority when planning workshops and full-scale exercises. He has done an exemplary job as a MRC Coordinator and will be missed by all. We wish Brian all the best as he moves forward to new endeavors.

Sheila Martin

Statewide MRC Coordinator and DHV System Coordinator

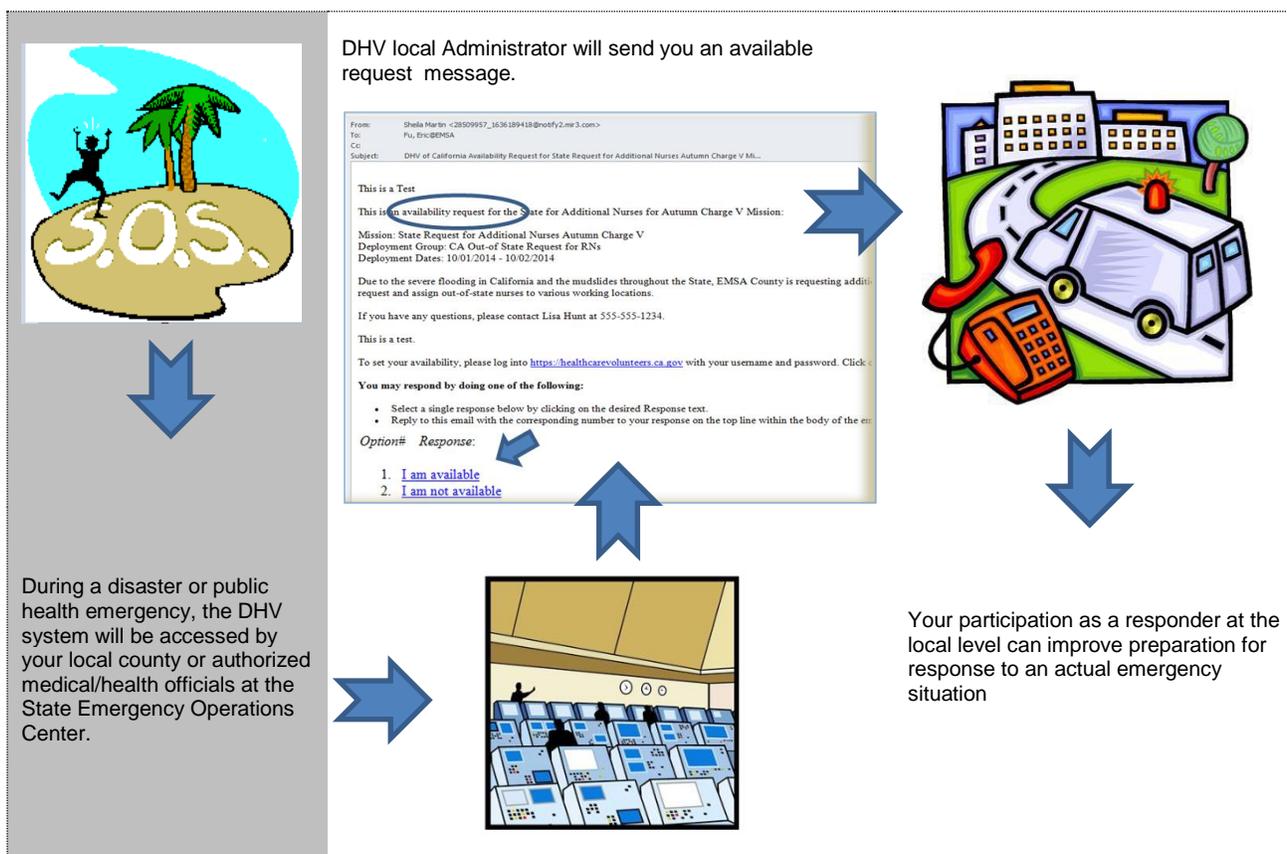
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Ways You Can Help



You Can Help!

You can help your unit, your DHV/MRC System Administrator, and the Disaster Healthcare Volunteers (DHV) Program be ready. How? By making sure your DHV profile is up to date with your clinical license, employment, and contact information. You can also help by replying to **messages and availability requests** when asked to do so. Replying, for actual events and for drills, lets your DHV/MRC System Administrator assure that their messages are being received, and, that you know how to reply should you be needed for an actual event. So, please reply....it helps us all.



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DHV System Updates



DHV Browser Compatibility

Microsoft has announced that they will end support for IE7 and IE8 on January 12, 2016. California DHV will also stop supporting these older browsers as of that effective date. Supporting multiple browser types and versions has become a support and development challenge. DHV will continue to support the most recent stable version of Mozilla® Firefox®, Google Chrome™ and Apple® Safari® versions 6.0 or greater on Mac OS X.

DHV Badging Module

EMSA is working with local county and MRC units to develop the badging module in the DHV System. Having this module will allow local units that do not have badging equipment to be able to create badges for volunteers. We will also work on developing a standard badge template for the Disaster Healthcare Volunteers Program.

DHV Password

DHV is updating the password policy for all DHV system users. The password requirement will soon change to come in line with NIST security standards and ensure compliance with the IT industry's best practices for security and HIPAA/HITECH requirements.

DHV Email

Email address will be required in the DHV System for all volunteers.

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Disaster Online Training Opportunity

Independent Study Course IS-394.A: Protecting Your Home or Small Business From Disaster

Emergencies and natural disasters can occur anywhere in the United States. Televised scenes of flooded homes or buildings scattered like matchsticks in the wake of a tornado or hurricane remind us that our own homes and businesses could be vulnerable. Americans face more severe weather than citizens of any other country. National Weather Service figures indicate that in an average year, the United States experiences:

- 2,500 floods.
- 1,000 tornadoes.
- 10 hurricanes.

Severe weather, flooding, earthquakes and wildfires may threaten your home or place of business with damage or destruction. The Federal Emergency Management Agency (FEMA) estimates that as much as 75 percent of the Nation's housing could be at risk from natural hazards.

This training is not a requirement for participation but we know that the training is easy to follow and gives ideas on how to prevent and prepare for potential disaster.

[IS-394.A: Protecting Your Home or Small Business From Disaster](#)

Course Length: 10 hours

Prerequisites: None

Course Overview

The purpose of this course is to provide a foundation of knowledge that will enable participants to:

- Describe different types of natural disasters
- Describe hazards that pose a risk to their home or small business
- Explain how protective measures can reduce or eliminate long-term risks to their home and personal property from hazards and their effects
- Explain how protective measures for small businesses secure people, business property, and building structures and prevent business loss from a natural disaster

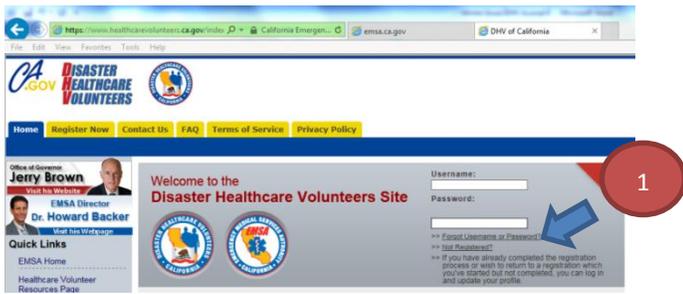
EMI offers independent study courses on a variety of emergency management topics and can be a good source for educational materials.

To learn more about this training class and many other training opportunities, visit FEMA's Emergency Management Institute's website: <http://www.training.fema.gov/EMI/>

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DHV “User Tips”

DHV Password Reset Request



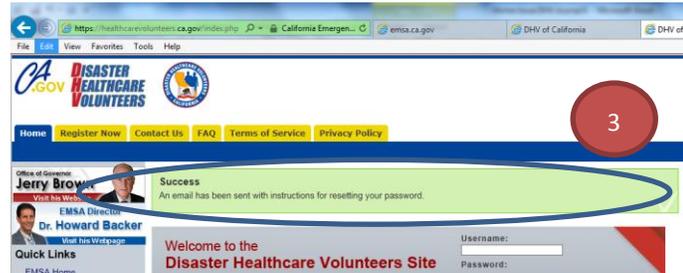
DHV Volunteers can recover or reset their password from the DHV system homepage: <https://www.healthcarevolunteers.ca.gov/> Please follow the 5 steps below:

Step 1:
Click “Forgot Username or Password” on DHV homepage.



Step 2:
Enter your username in the box and click “Request Password”.

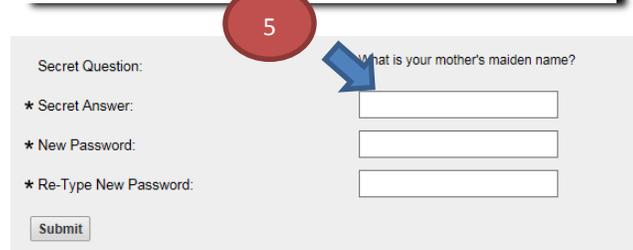
If you forget your username, you need to retrieve your username first by entering your email address and click “Request Username”.



Step 3:
A “Success” banner will be displayed when you enter a correct username. An email will be sent with instructions for resetting your password.



Step 4:
Check your email and click the hyperlink.



Step 5:
Enter your secret answer and type a new password in the boxes. Click “Submit” when done.

If you don't have a valid email in the system or do not know your secret question and you have forgotten your password, please contact us at dhv@emsa.ca.gov or contact your local system administrators.

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DHV is California's ESAR-VHP Program

The Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is a federal program created to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies.

Disaster Healthcare Volunteers (DHV), California's ESAR-VHP program administered at the state level, verifies health professionals' identification and credentials so that they can respond more quickly when disaster strikes. By registering through ESAR-VHP, volunteers' identities, licenses, credentials and accreditations are verified in advance, saving valuable time in emergency situations.

Why Do We Need ESAR-VHP?

In the wake of disasters and public health and medical emergencies, many of our nation's health professionals are eager and willing to volunteer their services. And in these times of crisis; hospitals, clinics, and temporary shelters are dependent upon the services of health professional volunteers. However, on such short notice, taking advantage of volunteers' time and capabilities presents a major challenge to hospital, public health, and emergency response officials. For example, immediately after the attacks on September 11, 2001, tens of thousands of people traveled to ground zero in New York City to volunteer and provide medical assistance. In most cases, authorities were unable to distinguish those who were qualified from those who were not - no matter how well intentioned.

There are significant problems associated with registering and verifying the credentials of health professional volunteers immediately following major disasters or emergencies. Specifically, hospitals and other facilities may be unable to verify basic licensing or credentialing information, including training, skills, competencies, and employment. Further, the loss of telecommunications may prevent contact with sources that provide credential or privilege information. The goal of the ESAR-VHP program is to eliminate a number of the problems that arise when mobilizing health professional volunteers in an emergency response.

Disaster Healthcare Volunteers (DHV)

In accordance with federal mandate, California has developed the Disaster Healthcare Volunteers (DHV) Program to facilitate and manage the registration, credentialing, and deployment of volunteer healthcare professionals (VHPs) in California. DHV uses a software system for the management of volunteers, including the registration, notification, communication, and credentialing needs associated with volunteer management. The DHV Program is the single source system operated and administered by local, regional and state, public health and emergency medical services agencies.

DHV is administered by all system stakeholders and managed by the California Emergency Medical Services Authority in partnership with the California Department of Public Health. DHV volunteers include healthcare professionals, (medical, public health, mental health, EMS, and other personnel) who are willing to be called upon in the event of an emergency or disaster. DHV volunteers are pre-registered and pre-credentialed. Deployment of volunteers will follow Standardized Emergency Management System (SEMS) procedures.

To register on the DHV system or get more information, visit our website, www.healthcarevolunteers.ca.gov

America's Health Volunteers



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Have You Updated Your DHV Registration Information Lately?

We depend upon each of you to update your DHV profile with your correct information. It is important that when your information changes you take a moment to update your DHV System information. Have you moved? Do you have a new occupation or a new employer? Have your email or phone numbers changed?

Please take just a moment to update your file. Just log into www.healthcarevolunteers.ca.gov and click on the "Profile" tab. From there you can navigate through your information. Click on "Edit Information" to make your changes and then be sure to click on "Save Changes" when you have completed your edits.

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The DHV Journal is Published and Distributed Via Email

News and information for participants in the Disaster Healthcare Volunteers Program administered by EMSA and operated by System Administrators in local communities and Medical Reserve Corps Coordinators throughout California. This Journal is published and distributed periodically to the partners of the DHV Program.



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