Manager’s Message

Patrick Lynch, RN
Manager, Response Personnel Unit

A New Year With New Threats

I say “Happy New Year!” with some caution. I do, indeed, wish us all a Happy New Year. However, I am cautiously optimistic given the apparent increase in the level of violence over the last several months. Civil disturbances and attacks on police officers in our country, as well as terrorist attacks on “soft” targets here and around the world, are part of the reason for my cautious wish.

In this issue of the DHV Journal you will find a brief article on “Stop the Bleed.” This is a Department of Homeland Security (DHS) campaign for citizens to learn how to apply bleeding control methods in the event of a major injury. I recommend that you all review this material and the DHS webpage. (See page 3)
Another brief article speaks to what it means to be a ‘bystander.’ With the possibility of being in or near an accident or an attack, we need to know how to respond to our fellow citizens who are injured. I fear too many people will simply stand there and post the incident on social media, rather than actively assist the injured. (See page 3)

We have also included articles for preparing children for disaster situations, (see page 4). We hope that you find all of these articles of value.

However, don’t get me wrong. I have hope for a Happy New Year in knowing that people like you, who have volunteered by registering in the Disaster Healthcare Volunteers Program and who have joined a Medical Reserve Corps unit, are out there. By doing so, I believe you are and will be more than just “an average bystander.” I thank you for that.

MRC Corner
Sheila Martin
California Medical Reserve Corps (MRC) Coordinator

I am pleased to announce the 2017 Statewide MRC Coordinators Workshop being held, March 6th and 7th of this year at the EMS Authority headquarters in Rancho Cordova, California. This is the first opportunity in many years that the EMS Authority has had to sponsor a MRC Workshop for the State’s MRC Coordinators and one deputy or designee. The Workshop will also offer the opportunity to share best practices that have been proven to work for our State’s MRCs and to explore new avenues of assistance to local public health departments and disaster response to local communities.

This is a 1 ½ day workshop that has many sessions that should be of interest to the MRC Coordinators. Rob Tosatto, RPH, MPH, MBA, Director of the MRC Program is tentatively scheduled to speak along with Katherine Deffer of NACCHO, who will be discussing the MRC Core Competencies and the new tools that NACCHO has developed to assist the MRC Coordinators with managing these competencies among their volunteers in their MRC Units. Many other peer MRC Coordinators will be speaking at sessions also.

The EMS Authority will provide a productive and educational workshop for the Statewide MRC Coordinators. I hope that all the coordinators and designees will take advantage of this rare opportunity and attend this Workshop to enhance their management skills.
Stop the Bleed

No matter how rapid the arrival of professional emergency responders, bystanders will always be first on the scene. A person who is bleeding can die from blood loss within five minutes, therefore it is important to quickly stop the blood loss.

"Stop the Bleed" is a nationwide campaign to empower individuals to act quickly and save lives.

Remember to be aware of your surroundings and move yourself and the injured person to safety, if necessary.

Call 911

For more information about this campaign, please visit: https://www.dhs.gov/stopthebleed

In Collection: America’s PrepareAthon! Materials

‘A Perfect Stranger’ tells the story of Kinneil and Angelia and the event that brought the two women together. When a motorcycle accident left a frightened Angelia on the street alone and bleeding, Kinneil didn’t just stand by, she cared enough to stop and provide a comforting hand and a reassuring voice. It is a powerful reminder that at a moment’s notice, any one of us might find ourselves in a situation where we are the help until help arrives. In the end, this film calls on all Americans to remake what it means to be a bystander. Learn more at www.ready.gov/prepare.

https://www.fema.gov/media-library/assets/videos/110132

Natural Disaster and Disaster Declarations

California has more than one statutory definition to define emergencies, including "disaster," "emergency," and "public health emergency." With multiple types of emergencies, it may be possible to have more than one type of emergency declared at the same time. California state proclamations and executive orders are listed here:

http://gov.ca.gov/s_proclamations.php
http://gov.ca.gov/s_executiveorders.php

To view the Federal Emergency Management Agency (FEMA) list for the Disaster Declarations by State/Tribal Government, please visit:

https://www.fema.gov/disasters/grid/state-tribal-government/77?field_disaster_type_term_tid_1=All
Winter is here – Are You Ready?

Children play an important role in disaster preparedness and have unique potential to help their communities be safer, stronger, and more resilient before, during, and after a disaster. Youth preparedness programs across the country provide youth with the knowledge and skills they need to protect themselves if an emergency occurs and empower them to bring home the message of preparedness and safety.

Different kinds of “Disaster Fact Sheets for Kids” are available in FEMA library:
https://www.fema.gov/media-library/assets/documents/34288

Sources:
https://www.ready.gov/kids/implementatio
https://www.fema.gov/media-library-data/8a3791d53642aa08eb41a705e3c505b5/FEMA_FS_winterstorm_508.pdf

Ready Wrigley: An App for Kids (Age 2 to 8)

The Ready Wrigley mobile application has been designed by the Centers for Disease Control and Prevention (CDC) to teach children about what to do in emergency situations. Critical information about emergencies is weaved into the mobile app using age-appropriate language and activities to teach children about preparedness and response.

This mobile app is an adaptation of the Ready Wrigley activity book series targeted to children, ages 2-8. The app is a storybook, coloring book, and activity app all rolled into one. Join the preparedness pup as she helps teach kids and their families how to be safe during a public health emergency through fun games and activities!

Download the app for free on the App Store.

Source: https://www.cdc.gov/phpr/readywrigley/
When an emergency happens, a community’s ability to respond effectively and recover quickly depends on its level of preparedness. Preparedness depends on efforts at all levels, including individuals, families, and households, the private and nonprofit sectors, and all levels of government.

By working together, we build stronger, more resilient communities that are better able to withstand and rapidly recover from disruption due to emergencies. Individual and community preparedness is fundamental to successful emergency management.

The 2017 National Seasonal Preparedness Messaging Calendar & key messages provides you with content to promote preparedness all year. While FEMA suggests the below content to promote, please feel free to adapt topics to your local area and use this calendar as a guide only.

**General Preparedness**

- Make a family emergency communication plan and include your pets.
- Identify an out of town emergency contact to coordinate information with family/friends.
- Check on neighbors.
- Keep an emergency kit wherever you spend time: home, car, work etc.
- Download the FEMA App and set up local alerts.
- Listen to local officials by radio, TV, or social media and take action.
- Practice your preparedness plans with a drill or exercise.
- Take a first aid class so you can help until first responders arrive.

Sources: [https://www.ready.gov/calendar](https://www.ready.gov/calendar)  
[https://emilms.fema.gov/is910a/EMPFsummary.htm](https://emilms.fema.gov/is910a/EMPFsummary.htm)
San Mateo County EMS and OES Agencies Conduct Local MCI Exercise for Statewide Medical Health

On Thursday, November 17, 2016, San Mateo County conducted a full scale multi-agency Multiple Casualty Incident (MCI) exercise involving a train derailment scenario. The San Mateo County EMS Agency kindly invited two EMSA staff to observe the exercise held at the CalTrain spur in San Mateo, CA.

As shown in the photo, multiple fire, police and other county agencies were involved along with the local EMS provider, American Medical Response Ambulance Company, and several area hospitals. The exercise play included testing patient movement of up to 72 casualties, some were transported from the incident site to local hospitals and while others created surge for the local receiving hospitals. Some of the volunteers participating as casualties were members of the county’s Disaster Healthcare Volunteers (DHV) program.

Over 100 agency personnel participated at the derailment site. CalTrain generously provided one locomotive and two passenger cars for the exercise. Fire personnel conducted the initial extrication, triage and treatment for the victims who were then moved to a casualty collection point. Fire and medical exercised a unified command at their Incident Command Post (ICP).

The exercise provided an excellent opportunity for county and local emergency response providers to hone their skills and to practice in the field together. It was a well planned and conducted exercise.

More About the Response Personnel Unit

Camille Valencia, MEP
Senior Emergency Services Coordinator

The Disaster Medical Services Division would like to welcome Camille Valencia to the Response Personnel Unit. Camille has been selected to fill the Senior Emergency Services Coordinator position and comes to EMSA from California Office of Emergency Services (Cal OES). She worked at Cal OES for nine years and at California Department of Public Health, Emergency Preparedness Office, for two years.

Camille has an extensive background in Emergency Management, and has obtained the Emergency Management Specialist Certification and the Master Exercise Practitioner Certification. She participated on the Incident Support Team at Cal OES that partnered with FEMA’s Incident Management Team. In addition, Camille deployed as an Emergency Management Assistance Compact (EMAC) “A” team member to New York State to assist with Hurricane Irene response efforts. In her time away from work, Camille enjoys time with her husband and her two college aged sons.
Each quarter EMSA conducts a drill for all DHV System Administrators. The fourth quarter drill was conducted on October 5, 2016. There were 22 Medical Reserve Corps and 33 County Organizations for a total of 55 Organizations that participated in this drill.

Participating System Administrators were directed to send a specific message to all responders and request their availability, then share the message with State Coordinators via DHV internally and provide a report to EMSA. The drill was held over a 24-hour period. We thank those who participated!

DHV conducts quarterly drills to assure readiness of volunteers and communication systems that support emergency response. If your county and MRC participate in the quarterly drill, you may receive drill messages that inform you of the exercise and ask for your availability to respond. It is important that you respond promptly, as if it were a real emergency, in order to have an accurate test of the system. Please update your DHV profile if any contact information changes.

### Quarterly DHV/MRC System Administrator Drills 2017 Schedule:

- January 25 -26 (Autumn Charge VII, rescheduled from last year)
- April 5
- July 5
- October TBD (Autumn Charge VIII)
Disaster Online Training Opportunity

Emergency Management Institute

The Emergency Management Institute’s (EMI) Distance Learning (DL) Section offers the Independent Study Program (ISP). This is a distance learning program which offers training, free of charge, to the nation’s emergency management network and the general public. It serves as both an alternative means to deliver valuable training to the professional and volunteer emergency management community, and an opportunity to improve public awareness and promote disaster preparedness nationally. The Independent Study Program offers over 185 training courses via our training website. There has been substantial growth in the program since 2004 due to the National Incident Management System training requirements. To learn more about training class and many other training opportunities, visit FEMA’s Emergency Management Institute’s website:
http://www.training.fema.gov/EMI/

IS-288.A: The Role of Voluntary Organizations in Emergency Management

Course Length: 10 hours

Course Overview
This independent study course provides a basic understanding of the history, roles and services of disaster relief voluntary agencies in providing disaster assistance. It is appropriate for both the general public and those involved in emergency management operations.

Course Objectives:

The overall goal of this Independent Study course is to increase awareness of the roles and responsibilities of voluntary agencies in emergency management. Voluntary agencies have helped meet the needs of individuals and communities affected by disasters since the 1800’s. Today, they serve a critical role in the emergency management field from helping communities prepare for and mitigate the effects of disasters to providing immediate response and long-term recovery services. Without the support, dedication, and expertise of voluntary agencies, the government would be unable to address all the needs of disaster-affected communities.

Primary Audience
Individuals who complete this Independent Study course should be Federal, State, and local emergency managers, members of voluntary agencies, and the general public who are involved in emergency management activities and require an understanding of the roles of voluntary agencies throughout the disaster cycle.

Prerequisites
None
DHV “User Tips”

Training
A frequent ask question in DHV is "Do I have to have any special training or expertise to volunteer?"

The answer is "No". DHV is open to any licensed medical personnel. There is no requirement for any specific post-enrollment training. When a volunteer is being deployed, operational area commanders or clinical managers in receiving institutions will try to make assignments based on the evidence of competence and/or experience that is in the system.

However, in order to be a more effective program, all volunteers are encouraged to seek training opportunities that will make them more effective if deployed to an emergency. To ensure that your particular talents, training, expertise will be utilized, when you register you will have the opportunity to enter information about your particular skills, expertise, certifications, etc. At the time of deployment, this information will be considered by those doing the deployment. Efforts will be made to match skills with needs. You can help ensure the proper match by keeping the information about your own competencies and certifications up to date in the system.

To access the Training page, go to My Profile: Training. The above page opens:

To add a training course:
1. Click Add Training Course
2. Click the Training Course to select a training
3. Enter the training information.
4. Click Save Changes.

Tip: If you work in hospital, please update your “Hospital Work Unit”, in the Place of Practice Area, under your occupation.
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. 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 EMS Authority in partnership with the CDPH 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-credentialled. 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
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 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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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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