



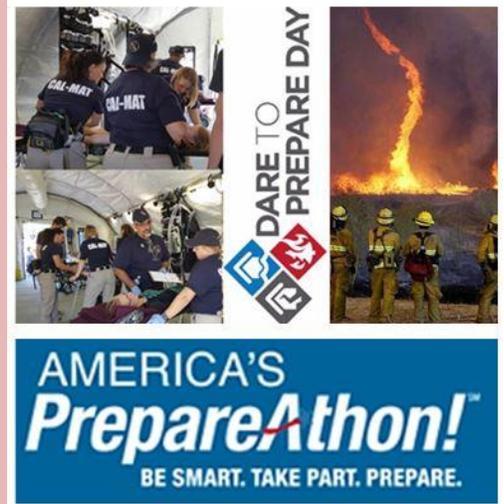
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# Spring 2016

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## Manager's Message

Patrick Lynch, RN  
Manager, Response Personnel Unit



Patrick Lynch

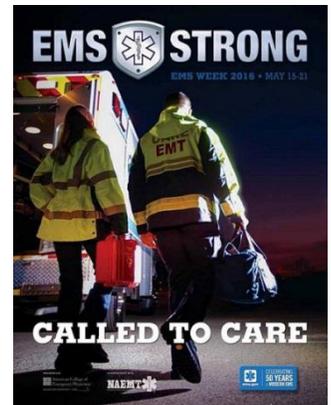


### BRING A BUDDY!!

Yes, bring a buddy, a friend, a co-worker, or a colleague to the Disaster Healthcare Volunteers (DHV) Program. Share the fact that you have registered to provide your skills, knowledge, and abilities in response to a disaster/emergency event for your community.

Tell your fellow healthcare workers about the DHV Program and provide a link to the website for them. Have them look us up and register at:

[www.healthcarevolunteers.ca.gov](http://www.healthcarevolunteers.ca.gov)



For my fellow Nurses who were recognized last week on National Nurses Week, and for the Paramedics and EMTs who are recognized during National EMS Week this week, I thank you all for the professional care you give to your patients.

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## MRC Corner



Sheila Martin

Sheila Martin  
California Medical Reserve Corps Coordinator

It has been a very busy time these last few months for MRCs in California. The MRC Challenge awards were announced in March 2016. San Bernardino County Sheriff's MRC, San Diego County MRC, Ventura County MRC, Contra Costa County MRC, Sacramento Regional MRC, Lake County MRC, Alameda County MRC and Marin County MRC were each chosen to receive a

\$15,000 award for their innovative projects. We are very proud that their applications were a success.

There was also the announcement from the Division of Civilian Volunteers Medical Reserve Corps (DCVMRC) regarding the 2016 MRC Program Recognition Awards. One of our own, Yolanda "Lonnie" Cronin, RN was one of two recipients from across the nation to receive the "Outstanding MRC Responder" award. She was recognized for her dedicated work as a Contra Costa County MRC responder at the Valley Fire which burned approximately 1900 structures and over 76,000 acres. Thousands of residents were left homeless and sought shelter at the Calistoga Fair Grounds in Napa County, where she and her fellow MRC unit members provided medical care at a field treatment site. The first night of her deployment, she was the only RN available to provide care for hundreds of fairground residents. She exhibited her years of experience by coordinating schedules for the Marin MRC during the deployment and continued to assist with the transition of Marin County MRC when they arrived to relieve the Contra Costa County MRC.

EMSA is proud to see a California MRC responder honored nationally. Her dedication and selfless spirit is admired. Kudos to you Lonnie!

I would also like to thank Sacramento Regional MRC for training the EMS Authority's Disaster Medical Services Division staff in moulage preparation. Moulage assists in creating exercises with victim wounds that look and feel realistic generating an air of tension and excitement in the healthcare setting. They also helped the EMS Authority to moulage patient volunteers for EMSA's hospital exercise at the "Dare to Prepare" event. Many thanks to Lynn Pesely and her volunteers for all the help Sacramento Regional MRC provided to us.



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## SACRAMENTO's DARE TO PREPARE EVENT, Saturday, April 30, 2016



On Saturday, April 30, the EMS Authority's Disaster Medical Services Division staff participated in a local event regarding family preparedness titled "Dare to Prepare". This event was sponsored by Sunrise MarketPlace which coordinates activities at the Sunrise Mall in Citrus Heights, California.

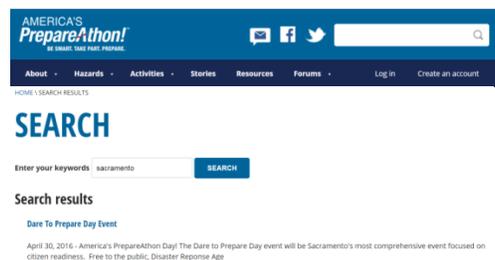
Numerous state and local agencies participated in this Sacramento area event, e.g., Cal OES, Sacramento Metro Fire, Citrus Heights Police Department, Sacramento Municipal Utility District (SMUD), Sacramento Regional MRC, etc. This event encourages local families to make a plan, gather and store supplies, develop a family communication plan, and take safe precautions to prepare for and sustain themselves during a disaster or public health emergency. The EMS Authority had a large demonstration area exhibiting the department's mobile medical assets including our Mission Support Team (MST) vehicles, the Command/Communication Vehicle, Ambulance Strike Team (AST) Disaster Medical Support Units (DMSUs), a California Medical Assistance Teams (CAL-MAT) Field Treatment Site with a CAL-MAT healthcare team, and a DHV booth for recruiting healthcare volunteers. Kudos to Sacramento Regional MRC for providing moulage (simulated wounds) for the field demonstration.



Hundreds of local families attended the event and expressed satisfaction to see that these agencies were doing so much to prepare others and respond to disaster events.



Dare to Prepare Day is an event presented by Sunrise MarketPlace Business Improvement District, a non-profit 501(C)(6) organization.



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# America's PrepareAthon!



America's PrepareAthon! is a grassroots campaign for action to increase community preparedness and resilience. It is an opportunity for individuals, organizations, and communities to prepare for specific hazards through group discussions, drills, and exercises.

The goal of this campaign is to increase the number of individuals who:

- Understand which disasters could happen in their community
- Know what to do to be safe and mitigate damage
- Take action to increase their preparedness
- Participate in community resilience planning

Learn how you can take action in your community and register your PrepareAthon! Events online in <http://www.ready.gov/prepare>



## National Weeks/Days Calendar

### May

- ★ Military Appreciation Month
- ★ National Building Safety Month
- ★ Nat'l Hurricane Preparedness Week
- ★ National Police Week
- ★ National EMS Week
- ★ National Small Business Week
- ★ Wildfire Community Preparedness Day
- ★ National Dam Safety Awareness Day
- ★ National Nurses Week
- ★ National EMS for Children Day

### June

- ★ Pet Preparedness Month
- ★ Extreme Heat Safety
- ★ Lightning Safety
- ★ National Safety Month
- ★ National Nursing Assistants Week

### July

- ★ Firework and Outdoor Cooking Safety

### August

- ★ National Night Out

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# Are you ready?

## Risk of a Disaster

Based on a Federal Emergency Management Agency (FEMA) national survey, 54 percent of the U.S. population does not believe their community will experience a natural disaster. Less than half of those respondents have a plan they have discussed with their family members, and 48 percent do not have supplies set aside in their home for use in a disaster. [1] To check what natural hazards impact your neighborhood in California, please visit MyHazards in CalOES website.

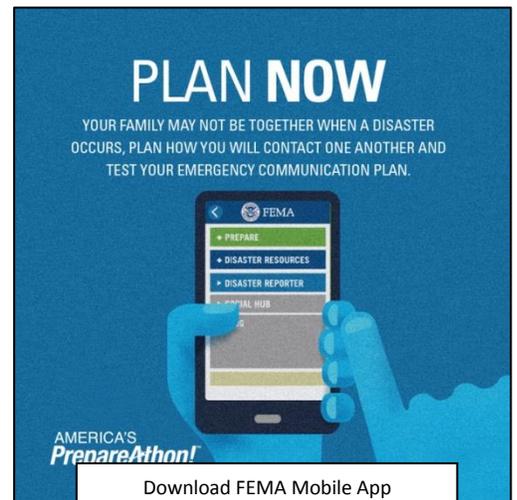


## Make a Plan Now

Do you have an emergency plan in place with your family in the event of an emergency situation?

“What if something happens and I’m not with my family?” “Will I be able to reach them?” “How will I know they are safe?” “How can I let them know I’m OK?” During a disaster, you will need to send and receive information from your family. Communication networks, such as mobile phones and computers, could be unreliable during disasters, and electricity could be disrupted. Planning in advance will help ensure that all the members of your household including children and people with disabilities and others with access and functional needs, as well as outside caregivers know how to reach each other and where to meet up in an emergency.

If you are using a mobile phone, a text message may get through when a phone call will not. This is because a text message requires far less bandwidth than a phone call. Text messages may also save and then send automatically as soon as capacity becomes available. [2]



Reference:

[1] Personal Preparedness in America  
<http://www.fema.gov/media-library-data/662ad7b4a323dcf07b829ce0c5b77ad9/2012+FEMA+National+Survey+Report.pdf>

[2] Create your family emergency communication plan  
[https://www.fema.gov/media-library-data/1440449346150-1ff18127345615d8b7e1effb4752b668/Family\\_Comm\\_Plan\\_508\\_20150820.pdf](https://www.fema.gov/media-library-data/1440449346150-1ff18127345615d8b7e1effb4752b668/Family_Comm_Plan_508_20150820.pdf)

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## DHV Events

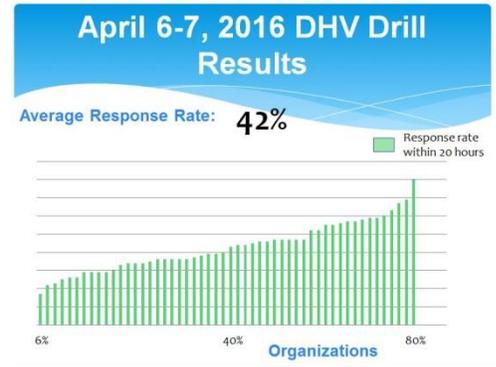
### Quarterly DHV System Administrator Drills:

Each quarter EMSA conducts a drill for all DHV System Administrators. On Wednesday April 6, the second quarterly drill of 2016 was conducted. System Administrators were directed to search the DHV System for specific responders in their Organization. They were instructed to send a message to their responders and provide a report of the volunteers that responded back to the message.

There were 23 Medical Reserve Corps and 37 County Organizations that participated in this drill, for a total of 60 participating Organizations. Out of the 6,435 responders that were contacted during this drill, an average of 42% responded to the message.

If you are a volunteer, it is important to respond to drill messages. These drills are in place for practice so that when a real event occurs, local System Administrators know they can reach you. Please update your DHV profile if any contact information changes. If you get contacted for a drill, please participate!

The next DHV Quarterly Drill will be on July 6th. The next User Group Meeting will be July 13th (For DHV/MRC System Administrators Only).

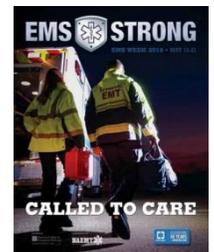


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## National EMS Week May 15-21, 2016

The EMS Authority salutes our EMS Providers.

“California EMS personnel are the front line of emergency medicine going anywhere care is needed, whether in the home, in a business, on the street, or in the wild to deliver timely high quality medical care when it is needed most. They provide a medical safety net in emergency situation and serve as the bridge between public safety and medicine.” (from Governor Brown’s Letter Recognizing EMS Week)



## Emergency Medical Services for Children Day (EMSC Day)

This year, National Emergency Medical Services for Children Day will be held on Wednesday, **May 18, 2016**, Wednesday. The purpose of the annual celebration is to raise awareness about the need to improve and expand specialized care for children in the prehospital and acute care settings.



Here is a link to a brochure on the Federal EMSC Program webpage:

[http://www.emscnrc.org/~media/emsc/files/pdf/emsc\\_resources/30\\_million\\_children\\_brochure.aspx?la=en](http://www.emscnrc.org/~media/emsc/files/pdf/emsc_resources/30_million_children_brochure.aspx?la=en)

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## 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-22: Are You Ready? An In-depth Guide to Citizen Preparedness](#)

Course Length: 10 hours      Prerequisites: None

#### Course Overview

The "Are You Ready? An In-Depth Guide to Citizen Preparedness" has been designed to help the citizens of this nation learn how to protect themselves and their families against all types of hazards. It can be used as a reference source or as a step-by-step manual. The focus of the content is on how to develop, practice, and maintain emergency plans that reflect what must be done before, during, and after a disaster to protect people and their property. Also included is information on how to assemble a disaster supplies kit that contains the food, water, and other supplies in sufficient quantity for individuals and their families to survive.

There are real benefits to being prepared.

- Being prepared can reduce fear, anxiety, and losses that accompany disasters. Communities, families, and individuals should know what to do in the event of a fire and where to seek shelter during a tornado. They should be ready to evacuate their homes and take refuge in public shelters and know how to care for their basic medical needs.
- People also can reduce the impact of disasters (flood proofing, elevating a home or moving a home out of harm's way, and securing items that could shake loose in an earthquake) and sometimes avoid the danger completely.

By reading and following the instructions in this guide you and your family can say, Yes, we are ready!

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# DHV "User Tips"

## Junk Mail?

If you find DHV email goes to your Junk or Spam folder, you can follow these steps to prevent it.

### Outlook

1. Look for "Junk" icon

2. Click "Safe Sender"

3. Click "Add"

4. Type "@notify2.mir3.com"

The screenshot shows the Outlook interface with the 'Junk' icon in the top left. A 'Junk E-mail Options' dialog box is open, showing the 'Safe Senders' tab. The 'Add...' button is highlighted. A second dialog box is shown where '@notify2.mir3.com' is entered in the 'Add address or domain' field.

### Gmail

1. Look for "Setting" icon

2. Check "Filter and Blocked Addresses"

3. Type "@notify2.mir3.com" and click "create filter with this search"

4. Check "Never Send to Spam" and Click "Create Filter"

The screenshot shows the Gmail interface with the 'Settings' gear icon. The 'Filters and Blocked Addresses' tab is selected. A filter is being created with the search criteria '@notify2.mir3.com'. The 'Never send to Spam' checkbox is checked.

### Yahoo!

1. Look for "Spam" folder

2. RIGHT Click a DHV email and check "Filter email like this"

3. Type "@notify2.mir3.com" and make sure "Inbox" was selected, click "Save"

The screenshot shows the Yahoo! interface with the 'Spam' folder selected. A right-click context menu is open over an email, with 'Filter email like this' selected. An 'Add Filter' dialog box is shown with the filter name 'DHV', search criteria '@notify2.mir3.com', and the folder 'Inbox' selected.

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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. 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-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](http://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 a moment to update your file. Just log into [www.healthcarevolunteers.ca.gov](http://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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