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### Get Ready, Stay Ready



Patrick Lynch

## Manager’s Message

Patrick Lynch, RN  
Manager, Response Personnel Unit

We are acknowledging that it has been thirteen years since September 11, 2001, and our thoughts are with the victims of that tragic day as well as their families.

As I write this, California is experiencing a severe drought. I know, I said we were in drought in the last issue of the DHV Journal. However, as we all know now, it is worse, and so is our fire season. Fires are

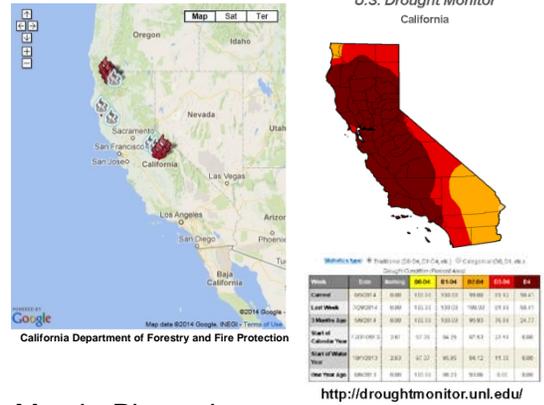
currently burning from one end of the state to the other. I thank all of the firefighters who put themselves on the line. I know everyone appreciates their efforts. Please keep them in your thoughts.

Writing that first paragraph brings home the fact that, as the old saying goes, all disasters are local. Each area suffering through the drought and through a local fire realizes that all too well. While many of us are not directly affected by the fires, we may feel some kinship with locals if the fire is near somewhere that we relate to ourselves. I relate to them in places like Yosemite, Shasta, Del Norte, Modoc, and many other

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wonderful areas of California that I have visited or to which I have ties. When fires are near those places, I do feel a sense of connection, and concern.

The initial paragraph also drives home the fact that you are all local volunteers, offering to help and serve your local communities. Your local System Administrators, your Disaster Healthcare Volunteers County Unit, and your local Medical Reserve Corps Unit are all thankful for your volunteerism. So are we, at the CA Emergency Medical Services Authority, (EMSA).



In closing, I would remind you that September is National Preparedness Month. Please be sure that you have an updated family safety plan, adequate supplies, and an evacuation plan, along with a communications plan for contacting your loved ones. Thank you again for volunteering to help. Be safe.

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## Ebola in the News

At this writing, Ebola hemorrhagic fever, (Ebola HF), is in the news. I am hoping that when you read this the outbreak in Africa will have resolved and the patients brought to America will have recovered. For more information please go to the Centers for Disease Control and Prevention website: <http://www.cdc.gov/vhf/ebola/>



## Hospital Incident Command System (HICS) 2014 Guidebook

The California Emergency Medical Services Authority (EMSA) released the Hospital Incident Command System (HICS) 2014 Guidebook on May 30, 2014. This Fifth Edition has been expanded to meet the needs of all hospitals, regardless of their size, location or patient care capabilities. Lessons learned from real-world emergencies have been incorporated into this version of HICS from the 2009–10 National HICS Survey, the 2011 HICS National Stakeholders' Summit, and from examples provided by the HICS Secondary Review Group members who once again evaluated the draft materials and provided their comments and suggestions to all proposed changes.

This guidebook and the accompanying HICS tools should be considered, "living documents." That is, as hospitals adopt these new materials, no doubt additional best practices and lessons learned will be considered. Consequently, recommendations will evolve and lead to the next HICS update. The Fifth edition of HICS may be accessing here: <http://www.emsa.ca.gov/HICS>

California EMSA would like to receive copies of After Action Reports (AAR) and presentations on the use of HICS 2014 to aid future revisions. Address these informative documents, comments, suggestions, and questions to the HICS Coordinator via email [HICS@EMSA.CA.GOV](mailto:HICS@EMSA.CA.GOV).

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Sheila Martin

## MRC Corner

Sheila Martin  
California Medical Reserve Corps Coordinator

Dear MRC Coordinators;

I am very pleased to announce that California has four (4) new MRC Units that I would like to welcome to our communities. This brings our state's total of MRC Units to 47. The new units are: Berkeley MRC, Hilary Tang, MRC Coordinator; ALCO MRC (Alameda County), Zerlyn Ladua, MRC Coordinator; Palo Alto MRC (City of Palo Alto), Geri Spieler, MRC Coordinator and the California Health MRC (Palo Alto Researching Team), Mei Len Fong, MRC Coordinator. I would like to welcome these teams into their communities and our state. Also, I would like to ask that all of you work with these new teams as mentors should they need assistance.

### September is National Preparedness Month

September 2014 marks the eleventh annual National Preparedness Month, sponsored by the Federal Emergency Management Agency (FEMA) under the US Department of Homeland Security. While many of California's MRCs will be conducting Preparedness events, I want to remind all of you to please take the time for your personal preparedness for yourselves and your families. This includes preparing for natural and man-made disasters along with public health emergencies.

There are numerous modules on Ready.gov for individuals, families and senior citizens that can help to prepare you and your family members. The main modules have many sub-modules, i.e., Making a Family Communication Plan; Caring for Pets; Preparing Family Members with Functional Needs and so much more. Some of the main modules are:

- [Get a Kit.](#)
- [Make a Plan.](#)
- [Be Informed.](#)
- [Get Involved.](#)

You can make the difference in providing the tools to prepare your families for unanticipated disasters especially since you are trained to prepare your communities through your MRC volunteerism.

Sheila Martin

Statewide MRC Coordinator and DHV System Coordinator

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## U.C. Berkeley Medical Reserve Corps

Patrick Lynch, RN

Manager, Response Personnel Unit



Over the end of last week and part of the weekend, I had the pleasure of being an observer for the EMS scenario evolutions of the Urban Shield 2014 Exercise. This exercise is designed and conducted by the Alameda County Sheriff's Office. It involves approximately 5,500 personnel including active participants, controllers, evaluators, logistics staff, observers and dignitaries.

Sheriff Gregory J. Ahern's development of this exercise and increasing involvement of Emergency Medical Services and hospitals, has had a beneficial effect for the medical personnel who participate. It provides EMS personnel an opportunity to participate in a full scale field exercise to hone their mass casualty triage and treatment skills.

On Saturday morning I arrived at Las Positas Community College and met the EMS team that I would follow for the day. To my pleasant surprise the team was composed of five members of the U.C. Berkeley Medical Reserve Corps. All of them EMT's, (see photo below). I learned that they meet weekly, with a training session once a month. They all have ICS 100, 200 and NIMS 700 training. They were led for the exercise by an Alameda County paramedic, Robert Burlingame of Paramedics Plus ambulance company.



From L to R: Ashish Nag, Sivan Marcus, Connie Kim, Markus Sommer and Nick Donde.

The scenarios for the morning included an explosives attack on a public speaker in the college's auditorium. There were victims strewn everywhere in the darkened, smoke and noise filled room. After the SWAT team secured the area, the EMS team was brought in to triage, tag, treat, and transport victims. The conditions in the auditorium made this challenging to say the least.

The second and third scenarios involved more victims requiring triage, tagging, treatment, and transport from a Casualty Collection Point. All of the scenarios involved victims from shootings, so some wounds were catastrophic. The EMS team with its

U.C. Berkeley MRC EMT's were commended by the professional medics who acted as evaluators and mentors, including a U.S. Army Special Forces medic. The U.C. Berkeley MRC members should be proud of the good account they gave of themselves and their medical skills. The training opportunity provided at Urban Shield 2014 will help these college students come to the aid of their community in time of disaster.

Finally, Kudos to Jim Morrissey and Elsie Kusel of the Alameda County EMS agency, (exercise EMS scenarios), and Val Bilotti of the Alameda County Sheriff's Office, (exercise Medical Branch).

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# California's Autumn Charge V

## Message: This is an Exercise.

### The Autumn Charge V Exercise

Intermedix (IMX) is pleased to announce the Autumn Charge V Exercise to be held in October 2014. All DHV System Administrators and Volunteers are invited to participate in this Homeland Security Exercise and Evaluation Program (HSEEP) compliant exercise.

The purpose of Autumn Charge V is to assess the overall capability of IMX's CORES RMS\* systems and IMX to support a large scale, multi-state volunteer activation. The exercise will test local capabilities to notify and coordinate volunteers, test processes and procedures for facilitating the deployment of volunteers across states, and evaluate IMX's support procedures to support a large scale, national activation of volunteers.

The participating local and/or regional administrators and system coordinators will use the DHV System to create Missions, Deployments, and Notify volunteers/responders. Since this is an exercise, each participating administrator will operate the DHV System from his/her office location. Potential objectives for the exercise include creating missions/incidents within one hour of a request for volunteers, preparing initial deployment assignments within 12 hours of a request for volunteers, preparing the final deployment assignment within 24 hours of a request for volunteers, and evaluating policies and procedures for volunteer requests to other participating states.

The Autumn Charge V Exercise is scheduled from October 1-2, 2014 and a second session of the exercise on October 15-16, 2014. CA DHV Program will participate on October 1<sup>st</sup> and 2<sup>nd</sup>. Both exercises will begin and end at 10:00 am PDT. The exercise is scheduled for 24 hours, however, players are NOT expected to be available for the entire 24 hour period and **players will NOT be asked to physically deploy.**

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\*Community Response System, Responder Management System

#### CORES Responder Management System

Responder Management System (RMS) represents the gold standard for the secure registration, credential verification, management, and deployment of both pre-registered and spontaneous responders in disaster situations. RMS ensures readily available, verifiable, and up-to-date information regarding a responder's identity, licensure, credential verification status, and employment information. It features advanced tools to manage and communicate with responders during deployments of any level. RMS provides 100% compliance with the Federal ESAR-VHP Technical and Policy Guidelines and exceeds industry standards for security.



## National Preparedness Month (NPM)

September is the National Preparedness Month (NPM). It aims to educate and empower Americans to prepare for and respond to all types of emergencies. This year the theme is “Be Disaster Aware. Take Action to Prepare”.

Please see detail events at:

<http://www.ready.gov/September> or [#NatlPrep](https://twitter.com/NatlPrep)



## #NatlPrep

### Be Disaster Aware

Use this website to discover the hazards that exist in your area and learn how to reduce YOUR risk! Remember, the best way to recover from disasters is by reducing the risks before a disaster strikes.

[Learn About Natural Hazards In Your Neighborhood](#) (California Office of Emergency Services)

### Take Action to Prepare

Do you have a Family Disaster Plan? Do you include your out-of-state contacts? Don't forget your pet and those with special needs.

[10 Ways You Can Be Disaster Prepared](#) (California Office of Emergency Services)

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### Disaster and Emergency Office in Twitter



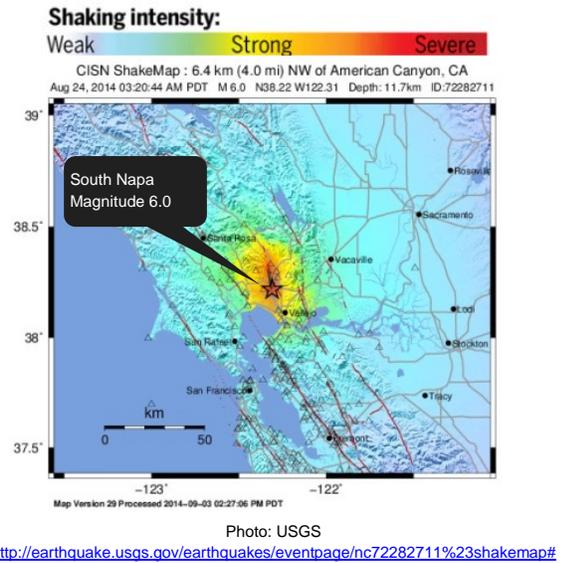
# South Napa Earthquake

On Sunday, August 24, 2014, California experienced its largest earthquake since the Loma Prieta earthquake of 1989. The most damage caused by this earthquake was in the City of Napa and the earthquake was measured at a 6.0 magnitude on the Richter Scale. Between Napa and Solano counties there were a total of 281 injuries, and 1 death.

It was reported that Queen of the Valley Hospital in Napa County suffered some structural damage; however, it was able to continue operations, and, in fact, saw the majority of those injured.

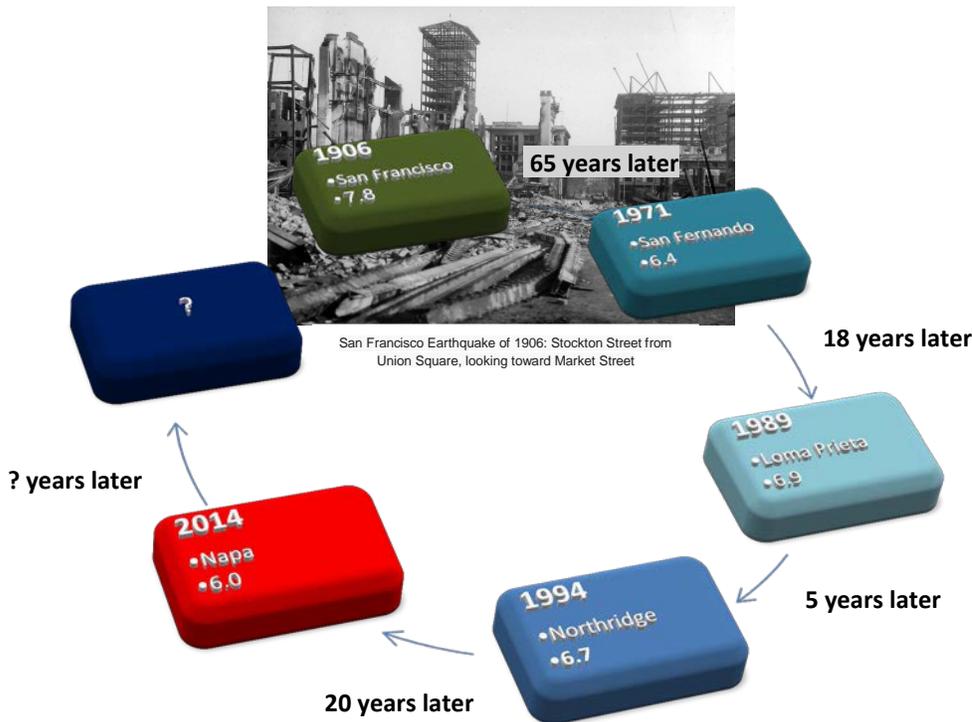
There were no requests from either county for assistance from Disaster Healthcare Volunteers Program organizations, e.g. DHV County volunteers or local MRC volunteers.

This earthquake serves as a reminder that we should not become complacent about our risk throughout California. Be ready... Be Prepared... twelve months a year.



## Some well-known earthquake in California:

Year / Name	Date	Area	Magnitude	Deaths
1906 San Francisco earthquake	April 18	San Francisco	7.8	700 -3000
1971 San Fernando earthquake	February	San Fernando	6.4	65
1989 Loma Prieta earthquake	October 17	Santa Cruz Mountains	6.9	63
1994 Northridge earthquake	January 17	Northridge, California	6.7	57
2014 South Napa earthquake	August 24	American Canyon, California	6.0	1



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System Administrator  
**Coming Events**  
 Mark your Calendar

Quarterly **DHV Drills**

- October 1 & 2, 2014
- October 15, 2014



108 years later

January February March April May June July August September **October** November December

**Quarterly DHV System Administrator Drills:**

The next Quarterly Drill will be October 1 & 2, 2014. The October drill is known as “Autumn Charge”. California participates with multiple states in the exercise. Participation in these DHV System drills is important. DHV and MRC System Administrators gain valuable experience using the DHV system during these drills.

It is important for DHV/MRC System Administrators to participate in these quarterly drills throughout the year. Your participation as a responder at the local level can improve preparation for response to an actual emergency situation. Please be sure that you respond to those drills when requested. Your response helps DHV/MRC System Administrators gauge the success of their communication drills.

**DHV/MRC System Administrator User Group Call:**

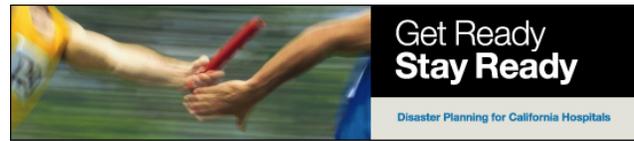
The next call will be October 15, 2014 10:00 am to 12:00 noon. (These calls are designed for current DHV / MRC System Administrators only.)  
 System Administrators, please add these dates to your schedule. If you have any questions, please feel free to contact [dhv@emsa.ca.gov](mailto:dhv@emsa.ca.gov).

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## California Hospital Association Disaster Planning Conference

### *Get Ready, Stay Ready*



The California Hospital Association (CHA) is hosting a Disaster Planning for California Hospital conference on September 22 to 24, 2014 in Sacramento. Target audience includes hospital emergency preparedness coordinators, administrators, staff, and interested healthcare personnel. The conference provides the opportunity for hospital and health system emergency preparedness coordinators and others to hear from nationally known speakers about current emergency preparedness topics.

Please see CHA website for details: <http://www.calhospital.org/disaster-planning>.

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## Great ShakeOut Earthquake Drills



Everyone, anywhere, is encouraged to participate in the ShakeOut! This year's Great California ShakeOut drill will be held October 16, at 10:16 a.m. to help Californians prepare for the next big earthquake. You or your organizations can participate in a variety of ways, depending on your time and resources.

By registering for the ShakeOut, you or your organization will:

- Be counted in the largest-ever earthquake drill!
- Be listed with other participants in your area (Optional)
- Be an example that motivates others to participate & prepare
- Be updated with ShakeOut news and preparedness tips
- Have peace of mind that you, your family, your co-workers and millions of others will be better prepared to survive and recover quickly from our next big earthquake!

<http://www.shakeout.org/register/>

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## Disaster Training Opportunities

California is fortunate that more than 20,000 volunteer healthcare professionals have registered on the DHV System. These volunteers can be notified and given opportunities to serve in critical healthcare positions when a disaster strikes in our state. Since you are one of those who have made the commitment to register as a potential volunteer you may want to take additional disaster related courses. There are on-line FEMA training opportunities you can complete on your own schedule. In this Newsletter we are highlighting Active Shooter. The online FEMA training site offers many courses.

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 active shooter incidents.

### [IS-907: Active Shooter: What You Can Do](#)

Course Length: 1 hours

Prerequisites: None

#### Course Overview

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly.

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

All employees can help prevent and prepare for potential active shooter situations. This course provides guidance to individuals, including managers and employees, so that they can prepare to respond to an active shooter situation.

This course is not written for law enforcement officers, but for non-law enforcement employees. The material may provide law enforcement officers information on recommended actions for non-law enforcement employees to take should they be confronted with an active shooter situation.

The purpose of this course is to provide the participants with best practices including tools, techniques and a basic roadmap to build capabilities in the use of social media technologies in their own emergency management organizations (State, local, Tribal) in order to further their emergency response missions.

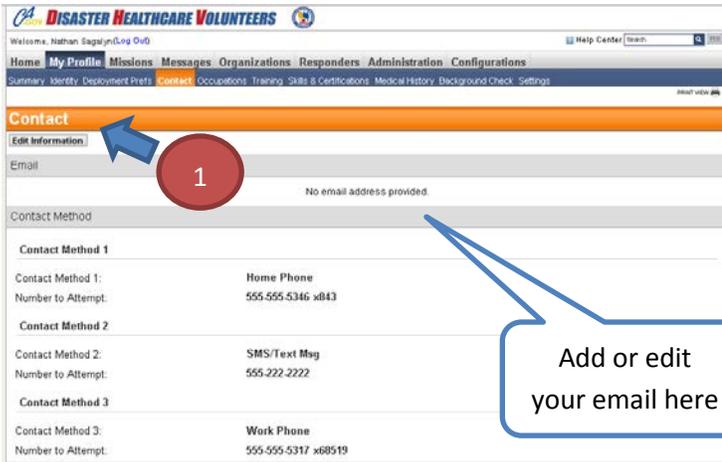
To learn more about this training class and many other training opportunities, visit FEMA's Emergency Management Institute's website: <http://www.training.fema.gov/EMI/>

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# DHV “User Tips”

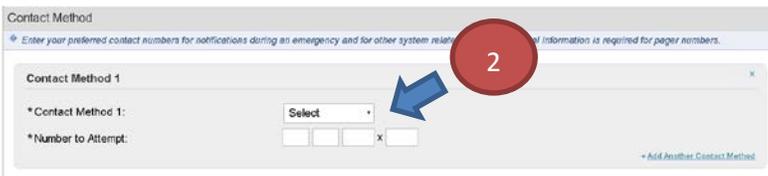
## Manage your contact information

DHV Volunteers could manage their contact methods or update their email addresses in Contact tab anytime. To access the Contact page, go to My Profile: Contact. The following page opens:



1. Click “Edit Information” to perform the following tasks:

Provide a primary email address. Without an email address, important messages and notifications may be missed. The system does not allow two accounts with the same email address.



2. Enter at least one contact method. Enter additional contact methods to make sure your coordinator can reach you during emergency situations. Use the Add Another Contact Method to enter another phone number. Use the X button to delete a contact method.



3. Use the arrows to reorder contact methods in the desired priority level. You will receive notifications in the order the contact methods are listed.



4. Specify a primary emergency contact who should be notified in the event of a personal emergency during deployment.



5. Click on the “Save Changes” button at the bottom of the page when you have completed your entries.

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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.

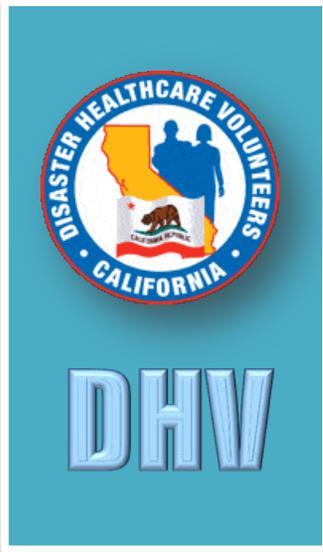
DHV is administered by all system stakeholders and managed by the California Emergency Medical Services Authority in partnership with the California Department of Public Health. DHV volunteers include healthcare professionals, (medical, public health, mental health, EMS, and other personnel) who are 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](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 just 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. Have you forgotten your password? Just click on "forgot password" on the DHV welcome page and we will issue you a new temporary password.

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## The DHV Journal is Published and Distributed Via Email

News and information for participants in the Disaster Healthcare Volunteer System 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 System.



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