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## Autumn 2016



## Manager’s Message

Patrick Lynch, RN  
Manager, Response Personnel Unit



Patrick Lynch

This year seems to be flying by, and to me, so have the fifteen years since 9/11/2001. It’s hard to believe that it has been that long. I hope that we never face anything like the attack of 9/11 again.



Unfortunately, we face other ‘smaller’ yet horrific terror attacks, (e.g. San Bernardino Waterman Incident), as well as human and nature caused disasters like this summer’s wildfires, in addition to other natural

disasters. So, as we raise awareness for preparedness with September having been named National Preparedness Month, let’s look at things we can do to prepare, and hear how some of our state’s volunteers have responded.

In this issue you will find articles about both preparation and responses. For instance, the staff at EMSA participated in the state sponsored California Day of Preparedness, (page 4). The Kern

County Medical Reserve Corps volunteers responded to shelter missions during the Erskine Fire, (page 5).

Please take action to prepare yourself and your loved ones for emergencies. Get your supplies together, get training, and get prepared. A great opportunity to practice preparedness is to participate in next month's Great ShakeOut Exercise.

I would like to take a quick moment to welcome our new Chief of Disaster Medical Services Division, Mr. Craig Johnson. Craig has over 25 years of experience in medical response planning, management, and emergency operations. He has served as the Program Manager over the Response Resources Unit where he ensured readiness of EMSA's Mobile Medical Assets. Craig has been with EMSA for six years.

We are also asking you to help recruit volunteers, and as you will see on page 7, specifically Radiation Emergency Volunteers, a project sponsored by the EMS Authority's partner state department, the California Department of Public Health.

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Sheila Martin

## MRC Corner

Sheila Martin

California Medical Reserve Corps (MRC) Coordinator



It has been a busy time of year this past June, July, and August. Once again, fires ravaged areas of our state due to the after effects of the state's drought. Both Lake County and San Bernardino County experienced devastating fires simultaneously that burned hundreds of homes in their communities. I am proud to say that MRC volunteers responded to the request to assist in providing shelter care to those residents left homeless. Kudo's to all the volunteers that responded and

left their jobs and family lives to provide shelter care to others in need.

## Regional Collaboration Award

**Steve Chambers, MRC Coordinator, Tulare, Porterville and Visalia MRCs**

**Tulare County Department of Public Health**

Steve Chambers nominated the Southern California Medical Reserve Corps (MRC) Coordinator Alliance for the "**Regional Collaboration Award**", which was awarded at the annual California Department of Public Health's (CDPH) Emergency Preparedness Training Workshop, June 28, 2016. Steve is one of 13 members of the Southern California MRC Coordinator Alliance that has been meeting quarterly for over two years. The Alliance's goals and objectives are structured to standardize



training and mutual aid requests throughout Regions I, V and VI to strengthen utilization of MRCs during disasters and public health emergencies. Winning the Regional Collaboration Award is such an honor for this group.

## Rookie of the Year Award

### Kimberly Baldwin

#### MRC Coordinator Lake County

#### Lake County Health Services

I am also proud to announce that another MRC Coordinator was honored at the annual CDPH Emergency Preparedness Training Workshop for the “**Rookie of the Year Award**”. We are pleased to welcome Kimberly Baldwin as the Lake County MRC Coordinator and as the Emergency Preparedness Coordinator for Lake County. She was recognized for demonstrating commitment and innovation beyond her normal duties. Within 10 weeks of employment, she was inundated with the coordination of her department’s responses to the Rocky Fire, the Jerusalem Fire, and finally the devastating Valley Fire. She too lost a home to the Valley Fire. Her response included working in the Emergency Operation Center and filling in for the MHOAC on various occasions, which is a very challenging position to provide relief to during a disaster. In the midst of these disasters, she also managed to work at recruiting volunteers for the MRC. She even won a Capacity Building Award (CBA) from the National Association of City and County Health Organizations (NACCHO) for this specific purpose. Her award focuses on Lunch Time events at local healthcare facilities, i.e., hospitals, primary care clinics, long-term care facilities and dialysis centers, to recruit healthcare practitioners to join as a volunteer either in the DHV System or as a MRC team member. She is also starting efforts to work with the local magnet high school on health-related fields for youth to encourage volunteerism in their communities. I cannot say enough about how exceptional Ms. Baldwin has been in the face of adversity. She has been a real example of resilience which is always touted by the Division of Civilian Volunteers Medical Reserve Corps (DVCMRC). Kim, keep up the good work!



Rookie of the Year Award  
Kimberly Baldwin

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# Surviving The Wild West California Day of Preparedness



## EMSA Surviving the Wild West California Day of Preparedness Participation

On Saturday, August 27th 2016, the California Emergency Medical Service Authority, (EMSA), participated with the California Office of Emergency Services, (CalOES), for "Surviving the Wild West", an annual State Disaster Preparedness Day event. This year's event took place in Old Sacramento near the Old Railroad Museum. The event was open to the public from 10am till 2pm. There were many state and local agencies attending this year's event. Cal OES, Cal Fire, California Army National Guard, FEMA, American Red Cross, and PG&E were in attendance to name a few. There was even an Earthquake Shake Trailer allowing the public the experience of what a large quake would feel like.

For this year's event, EMSA's Disaster Medical Services Division coordinated and partnered with the Sacramento Medical Reserve Corps to offer some fun and educational things for the public. Some of those things included a Bleeding Control and Bandaging demonstration, an interactive informational smartboard display, operational dispatch center, information booth for DHV and EMS for Children; and the Sacramento Medical Reserve Corps conducted a moulage station for anyone wanting a simulated wound, which was very popular with the kids.

On display was EMSA's C-3 Command Communications vehicle, a Disaster Medical Support Unit (DMSU), and a large informational display board. The board contained photos and information about many of EMSA's mobile medical assets such as the California Medical Assistance Team (CalMAT) Program, the Ambulance Strike Team (AST) and Leader (ASTL) Program, Mission Support Teams (MST), the Disaster Medical Support Unit (DMSU) Program, and Disaster Healthcare Volunteers, (DHV).



EMSA Staff and Sacramento Medical Reserve Corps



DHV Information Booth



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# 13 Days - Kern County Erskine Fire By Chris Niswonger & Elaine Anthony



Forty mile per hour winds, years of extreme drought, and over 100°F weather led to the 18<sup>th</sup> most destructive wildfire in California history. Thirteen days, 290 homes and 48,000 acres of char set the stage for one of the most unified and collaborative emergency responses in Kern County history. By the end of the 13th day inferno, two citizens had lost their lives, 8,700 were left without power, and 2,700 homes had been evacuated. In the midst of all the devastation the Kern Medical Reserve Corp (KMRC) volunteers responded, supporting the two shelter operations day and night.

The decision to open shelters was made almost immediately after the start of the fire on Thursday afternoon. The Department of Human services along with American Red Cross (ARC) notified the Kern County Public Health Department of shelter locations and possible resource needs. By Friday morning Kern County Public Health Nurses (PHN) were assisting Red Cross nurses in the shelters, housing approximately 100 evacuated residents by that time.



The Public Health Department has recently made it a priority to strengthen the KMRC program by engaging the group more often either through exercises or real life events. Notification was sent out through the Disaster Healthcare Volunteer (DHV) system requesting healthcare volunteers to staff the shelters throughout the weekend, working 12-hour shifts alongside Red Cross and Public Health staff. By late afternoon on Friday we had approximately 20 KMRC volunteers with various backgrounds: Physician Assistants (PA), Registered Nurses (RN), Licensed Vocational Nurses (LVN), Paramedics, and Emergency Medical Technicians (EMT). Public Health staff began systematically making phone calls to assign shifts along with briefing the volunteers on what they needed to bring and what to expect when they arrived.

During the second afternoon of the incident, the decision was made to evacuate Kern Valley Hospital along with the adjacent Skilled Nursing Facility. The Emergency Medical Services Division was able to secure 15 ambulances along with two large city busses for the evacuation. As Public Health was drafting another mission request for KMRC volunteers to staff the buses during the evacuation, multiple local hospitals stepped up offering nurses that were ready to go. For the sake of time, Public Health elected to use the hospital's staff resources.

*"The shelter personnel were cordial and helpful, and every effort was made to facilitate effective care of clients within ARC parameters."  
-Dr. Jean Roberts*

The shelter operation was open nearly 2 weeks, in two locations. During that time period, Public Health Nursing and Kern Medical Reserve Corps (KMRC) volunteers staffed the shelter in two, 12-hour shifts. Nurses would report to their work station at 7 am or 7 pm, review current situation reports, and attended to the shelter clients' medical needs. The DHV system was utilized multiple times to notify and identify volunteers to staff the shelters. The KMRC volunteers stepped up to the challenge by filling some of the most inconvenient time slots, specifically night shifts. The volunteers provided excellent care and served with a smile.



The greatest challenge at the shelters for the KMRC volunteers was assisting the residents in obtaining prescriptions for their essential medications they left behind during the expedited evacuation. Due to the power outage and fire danger in the area the local Rite Aid pharmacy had shut its doors. Additionally, an AT&T tower had burned down, telephone lines were down and cell service was only for Verizon customers. The one diamond in the rough was a local pharmacy that kept its doors open to assist as many residents in the local community as they could.

After the clients had spent a couple days in the shelter, it became apparent some were not taking their medications regularly and were presenting with symptoms, i.e. hypoglycemia, hyperglycemia, respiratory difficulties, and cardiac events. Our Public Health nurses and KMRC volunteers recognized the symptoms and assisted the clients in acquiring and taking their medications or coordinating ambulance transport as needed.

A total of 27, 12-hour shifts were co-staffed with at least one PHN and one KMRC volunteer. The St. Jude's shelter averaged 20-30 evacuees per night compared to 200 evacuees at Kernville Elementary. Many more evacuees were registered at the shelters, however, chose to stay in their cars, or in friends' homes.

Although Wofford Heights Shelter had a small contingency of evacuees, it was not without its share of excitement. Staff at the shelter had to apply the Heimlich maneuver a couple of times due to GI medical issues of a client. Several medical personnel from Kern Valley Hospital spontaneously volunteered to help since the hospital had been evacuated. Unfortunately, since they had not taken the KMRC or ARC volunteering trainings, they were not allowed to help and were turned away. They were encouraged to register for the next KMRC or ARC trainings so they could help in the future.

Several times the shelter ran out of supplies, i.e. ibuprofen, or paper for the printer. Shelter staff made resource requests to the Kern County Department of Human Services for assistance. Also, bathrooms needed to be cleaned post haste and ARC arranged for a cleaning crew to clean the bathrooms on regular basis.

Shelter medical staff quickly turned into grief counselors, consoling and reassuring the residents. Many people were distraught and simply needed their stories to fall on compassionate ears. As a result, The Public Health Department is working with the Human Services department and Red Cross to offer Psychological First Aid training for all KMRC volunteers as well as PHN's to better prepare staff for this aspect of response in the future.

While staffing the shelters, Public Health identified a shortfall in their nursing emergency response bags. The bags were not sufficiently organized and lacked more practical items that would have improved operations at the shelter. The Public Health Nurses loved the way the KMRC emergency response bags were put together and are now in the process of upgrading their equipment to be more in line with KMRC.

In the wake of the Erskine Fire the Public Health Department has seen a marked increase in interest in the KMRC volunteer program. The willingness to help throughout the response that the KMRC volunteers demonstrated was invaluable to the Public Health Department, the sheltering operations, and especially to the evacuees and residents of the Kern Valley affected by the Erskine Fire. Once again, the residents of Kern County pulled together in a time of need and rallied around those affected by tragedy through volunteering time, resources, or donations.

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## The Radiation Emergency Volunteer (REV) Project

### Got REVs?

The California Department of Public Health (CDPH) is kicking off a Radiation Emergency Volunteer (REV) recruitment drive for the CA Disaster Healthcare Volunteers (DHV) program. This project addresses the shortage of volunteers with radiation expertise and experience who can quickly deploy to assist local health departments during a radiological emergency.

REVs can support local health departments with population monitoring at Community Reception Centers (CRCs) that rapidly screen and decontaminate evacuees to prevent radiation illness and injury.

Now is the time to *REV* up your preparedness!

Please share information about the REV Project with your public health and emergency management colleagues. For more information on REV Project, please contact:

Marcy Barnett at (916) 449-5686 or [marcy.barnett@cdph.ca.gov](mailto:marcy.barnett@cdph.ca.gov).

<http://www.bepreparedcalifornia.ca.gov/BeInformed/RadiationEmergencies/Pages/InformationforRadVolunteers.aspx>

To register with the DHV Program, visit [www.healthcarevolunteers.ca.gov](http://www.healthcarevolunteers.ca.gov)



Volunteer using a portal monitor to detect radioactive contamination. Centers for Disease Control and Prevention



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# National Preparedness Month 2016

September is recognized as National Preparedness Month (NPM) which serves as a reminder that we all must take action to prepare, now and throughout the year, for the types of emergencies that could affect us where we live, work, and also where we visit. Due to the success of last year's theme, "Don't Wait, Communicate. Make Your Emergency Plan Today," will be returning this September with a continuing emphasis on preparedness for youth, older adults, and people with disabilities and others with access and functional needs. Thank you for taking time help make America more prepared for emergencies.



For more details, please visit: <https://www.ready.gov/september>

▶ “Prepare Makes Sense (open caption, interpreter)”: <http://www.fema.gov/media-library/assets/videos/78834>



▶ “We Prepare Everyday (open caption, interpreter)”: <https://www.fema.gov/media-library/assets/videos/107810>



## Use Social Media Hashtag

**#NatIPrep** to categorize Tweets and help others more easily in Twitter search.



<https://twitter.com/Readygov>

#NatIPrep #YouthPrep #PrepareAthon

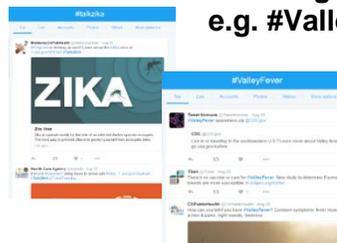


## Other Useful Twitter



<https://twitter.com/CAPublicHealth>

Get Public Health hashtags from CAPublicHealth e.g. #ValleyFever, #TalkZIKA



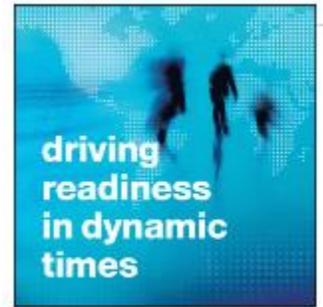
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# California Hospital Association Disaster Planning Conference

The California Hospital Association (CHA) is hosting the Disaster Planning for California Hospitals conference on September 19 – 21, 2016 in Sacramento. The conference and exhibit show will be held at the Sacramento Convention Center, located just across the street from the host hotel, the Hyatt Regency Sacramento. The pre-conference workshop on Monday, September 19 will be held at the Hyatt Regency.

This program is for hospital executives, physicians, emergency preparedness coordinators, community partners and all other members of the disaster planning team.

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



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## Great ShakeOut

Millions of people worldwide will practice how to Drop, Cover, and Hold On at 10:20 a.m. on October 20th during Great ShakeOut Earthquake Drills\*, which began in California in 2008.

Participating is a great way for your family or organization to be prepared to survive and recover quickly from big earthquakes— wherever you live, work, or travel. ShakeOut is also a major activity of America's PrepareAthon!

Register here to be included in the 2016 ShakeOut!

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



"When the Earth Shakes":

<https://www.youtube.com/watch?v=1sbkSfQa69Q>



Approx. 1:40

\*

### ShakeOut

@ShakeOut

Great #ShakeOut #Earthquake Drills began in California and are now global. Join millions who improve their earthquake safety every 3rd Thursday of October!

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### Quarterly DHV System Administrator Drills:

Each quarter EMSA conducts a drill for all DHV System Administrators. On Wednesday July 6, the third quarterly drill of 2016 was conducted. System Administrators were directed to send a message to volunteers asking them to login to DHV to review their account information and also request their availability. The Administrators were instructed to share the message they sent out internally to the State Coordinator and to provide a specific report to EMSA. The drill was held over a 24-hour period. There were 18 Medical Reserve Corps and 32 County Organizations for a total of 50 Organizations that participated in this drill.

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

## PARTICIPATING ORGANIZATIONS!



Alameda County Unit	Marin County Medical Reserve Corps	Santa Barbara County MRC
Amador County Unit	Medical Reserve Corps of Los Angeles	Santa Clara County MVDR
Berkeley MRC	Merced County Unit	Santa Clara County Unit
Butte County Unit	Napa County MRC	Santa Cruz County Medical Reserve Corps
California Veterinary Medical Reserve Corps	Napa County Unit	Shasta County Unit
Colusa County Unit	Orange County MRC	Siskiyou County Unit
Contra Costa County Medical Reserve Corps	Orange County Unit	Sonoma County Medical Reserve Corps
Contra Costa County Unit	Plumas County Unit	Stanislaus County Medical Reserve Corps
El Dorado County Unit	Riverside County Medical Reserve Corps	Sutter County Unit
Fresno County Unit	Riverside County Unit	Tehama County Unit
Glenn County Unit	Sacramento County Unit	Trinity County Unit
Humboldt County Unit	San Bernardino County Unit	Tuolumne County Unit
Imperial County Unit	San Diego County MRC	Ventura County Medical Reserve Corps
Imperial County MRC	San Diego County Unit	Ventura County Unit
Inyo County Unit	San Francisco County Unit	Yolo County Unit
Kern County Medical Reserve Corps	San Joaquin County Unit	Yuba County Unit
Long Beach Medical Reserve Corps	San Mateo County Unit	

The next DHV Quarterly Drill will be on **OCTOBER 5TH**.

The next User Group Meeting will be October 12th (For DHV/MRC System Administrators Only).

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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-325: Earthquake Basics: Science, Risk, and Mitigation](#)

Course Length: 0.5 hours

#### **Course Overview**

This 30 minute independent study course presents basic information on earthquake science, risk, and mitigation. It also discusses techniques for structural and non-structural earthquake mitigation. Earthquake Basics is targeted to a wide range of audiences, including homeowners, business owners, the private sector, federal, state, tribal and local government workforce at all levels, first responders, non-profit organizations, volunteers, and community-based organizations. Although certification is not a part of the course, short quizzes are included to enhance interactivity and to boost retention.

#### **Course Objectives:**

To raise awareness of earthquake risk and mitigation strategies for life saving planning

#### **Primary Audience**

All audiences

#### **Prerequisites**

None

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# DHV "User Tips"

## Got Text Message?

SMS/ Text Message are messages with a smaller character limit that are sent to recipients' phones as pager or text messages. SMS stands for Short Message Service and has a limit of 160 characters. If the message is too long, then the message may be truncated or sent in multiple messages.

SMS/ Text Messages are very useful during disaster and your DHV administrator may send a short message to your pager or your mobile device.

In order to receive a SMS/Text message, you must have a contact method of SMS/Text in your profile. It doesn't have to be Contact Method 1, it just has to be in the profile. Also, the SMS/Text contact method must exist in your responder's profile *before* the message has been sent in order for you to get the text message.

### Add a Contact Method

To add the SMS/ Text Message, you need to update your profile to have "Contact Method 2".

Select "SMS/ Text Msg" from the list and enter your phone number or your pager number. For the pager, you also need to enter the Page Type and the Pager Carrier.

Contact Method	
Contact Method 1	
Contact Method 1:	Home Phone
Number to Attempt:	555-555-5317
Contact Method 2	
Contact Method 2:	Pager
Number to Attempt:	555-555-5317
Pager Type:	One-Way Alphanumeric
Pager Carrier:	American Messaging
Contact Method 3	
Contact Method 3:	Work Phone
Number to Attempt:	555-555-5317 x68519

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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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