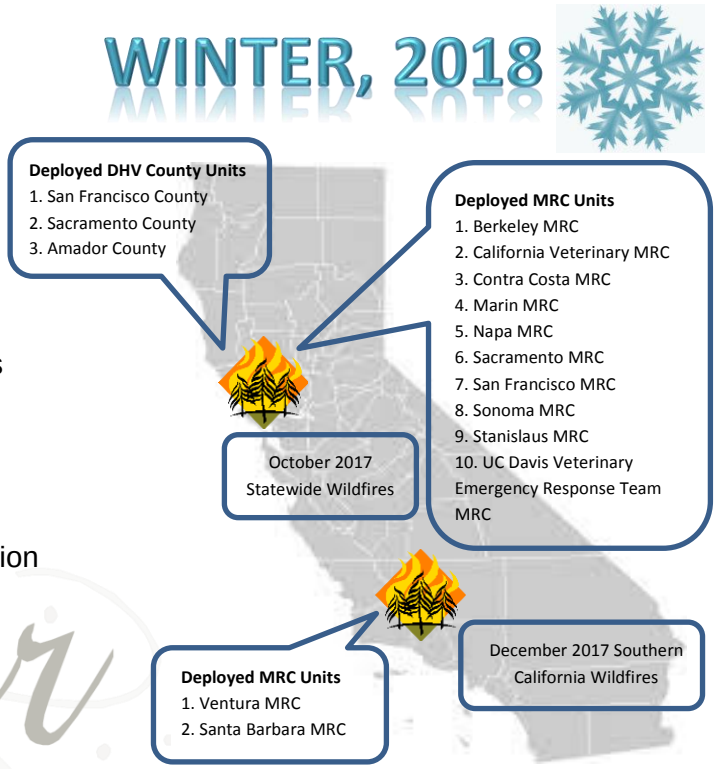
Disaster Healthcare Volunteers
DHV Journal
Informing healthcare volunteers about emergency medical response efforts in California
Published by Emergency Medical Services Authority – Disaster Medical Services Division
Winter, 2018

In this issue:

Click on the links below to navigate to articles.

Page Article
1. Message from Patrick Lynch
2. MRC Corner
3. National Seasonal Preparedness Calendar
4. FEMA's Winter Preparedness Guide
5. October 2017 Statewide Fires
7. December 2017 Southern California Wildfires
8. DHV Events
9. Disaster Training Opportunities – IS-230D
10. DHV User-Tips
11. DHV is California's ESAR-VHP Program
12. Update Your DHV User Registration Information



Manager's Message

Patrick Lynch, RN
Manager, Response Personnel Unit

Patrick Lynch

Happy New Year to you ALL!! First, let me start off by thanking you for registering in the Disaster Healthcare Volunteers (DHV) Program. You are a local volunteer in a statewide program. Every county in California has a DHV unit. Some counties also have Medical Reserve Corps (MRC) units within their boundaries. This might sound a little confusing, but don't let it be. Your local DHV/MRC System Administrator knows how to contact you, IF you keep your DHV profile information up to date. Please review your DHV profile and make sure that your contact information and your occupation/license information are all up to date. For those of you who work in hospitals, please look at the "Hospital Work Unit" field and enter the appropriate unit.

Second, I looked back at previous Winter issues of the DHV Journal. Out of the last three Winter issues, two referenced traumatic events of the previous year, and this one certainly does as well with the wildfires in California in late 2017. Numerous DHV and MRC volunteers responded to the wildfires in the San Francisco North Bay Area

and the Southern California wildfires. (See pages 5 and 7 for more information.) We thank them all for deploying to help those in need. Jobs well done!

Finally, here's a New Year's message: Let's all be prepared. I ask each of you to look at your personal, family, and community preparedness plans. Make yourself, your family, and your community better prepared for unexpected, "no notice" calamitous events. You will feel more confident the better prepared you and your loved ones are for dealing with such events, and you will be better prepared to help others.

HAPPY NEW YEAR!

Patrick Lynch

Go back to "In this issue" ↥

MRC Corner

Lauran Capps
California State MRC Coordinator

Lauran Capps

Happy New Year!! I hope everyone had a wonderful holiday season.

Over the past few months there has been a lot of activity with our California MRC's.

Ten MRC Units deployed for the October 2017 Statewide Fires. With approximately 330 MRC volunteers that were deployed for the fires. Assistance was provided at various shelters in Napa and Sonoma Counties. Teams deployed include: Berkeley Medical Reserve Corps, California Veterinary Medical Reserve Corps, Contra Costa County Medical Reserve Corps, Marin Medical Reserve Corps, Napa County Medical Reserve Corps, Sacramento Medical Reserve Corps, San Francisco Fire Department Civilian Volunteer MRC, Sonoma County Medical Reserve Corps, Stanislaus County Medical Reserve Corps, and UC Davis Veterinary Emergency Response Team MRC. Turn to page 5 and 6 to read some of the MRC's recent deployment experiences.

Two MRC Units were recently deployed to assist during the December 2017 Wildfires. Teams deployed were Santa Barbara County Medical Reserve Corps and Ventura County Medical Reserve Corps. There were Point of Distribution sites to hand out N95 Masks and information to the community in Santa Barbara. Volunteers deployed to provide assistance at shelters in Ventura County. Turn to page seven (7) to read Ventura County Medical Reserve Corps' article on their deployment experience during the December 2017 Wildfires.

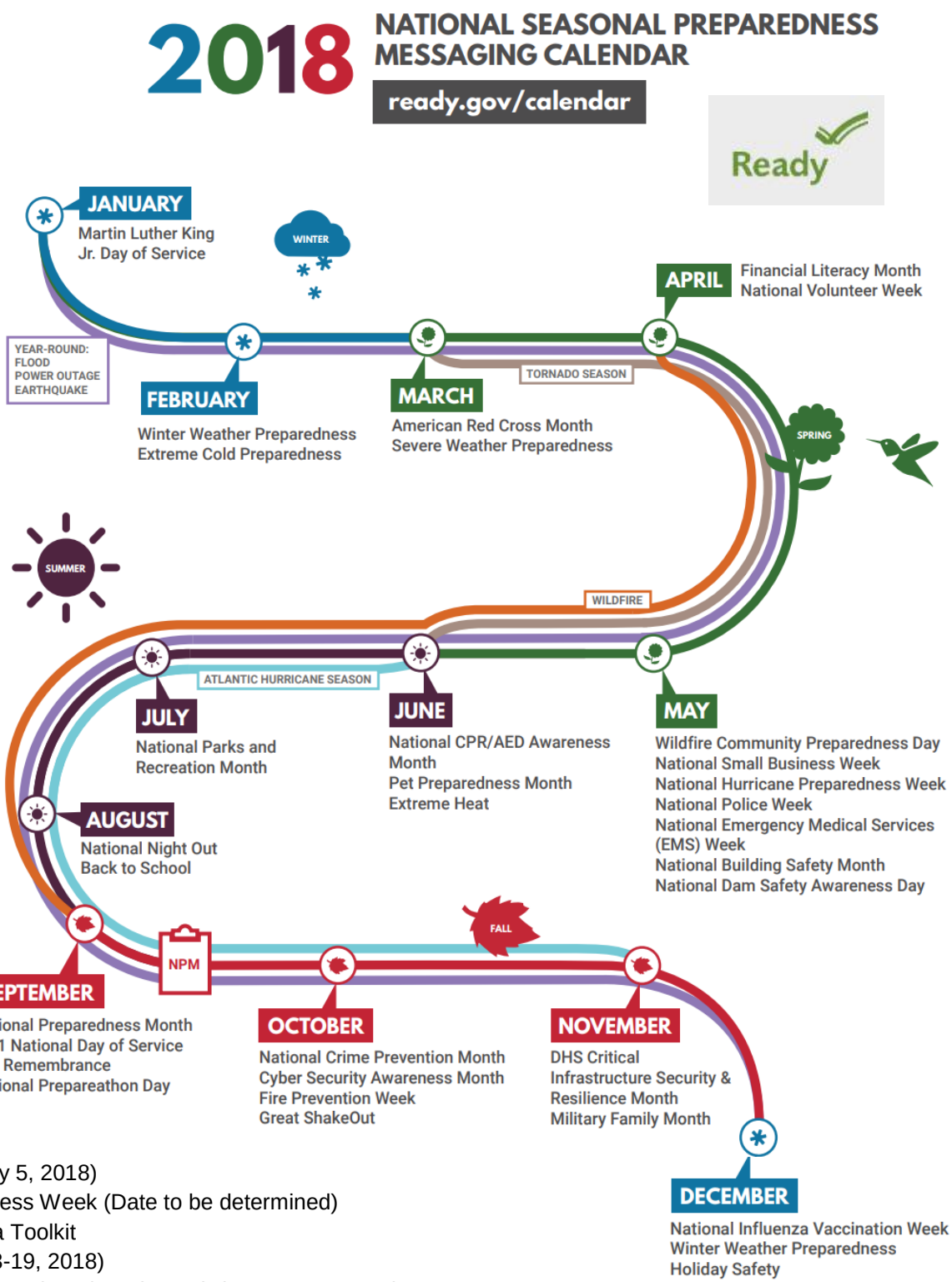
A big THANK YOU to all of our Unit Coordinators' and committed volunteers that came together during this time of need.

Contra Costa MRC working alongside American Red Cross staffing Napa shelters during the October Statewide Fires.

Go back to "In this issue" ↥

National Seasonal Preparedness Calendar

The 2018 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.



Year Round

Flood, Power Outage, Earthquake

January

Martin Luther King Jr. Day of Service (January 15, 2018)

February

Winter Safety Social Media Toolkit

March

American Red Cross Month
Severe Weather Preparedness Social Media Toolkit
National Weather Service Spring Safety

April

Financial Literacy Month
National Volunteer Week (April 15-22)

May

Wildfire Community Preparedness Day (May 5, 2018)
Wildfire Safety Social Media Toolkit
SBA National Small Business Week (April 29 - May 5, 2018)
National Hurricane Preparedness Week (Date to be determined)
Hurricane Safety Social Media Toolkit
National Police Week (May 13-19, 2018)
National Emergency Medical Services (EMS) Week (May 20-26, 2018)
National Building Safety Month
National Dam Safety Awareness Day (May 31, 2018)

Go back to "In this issue" ↥

June
National CPR/AED Awareness Month
Pet Preparedness Social Media Toolkit
Extreme Heat Social Media Toolkit
National Weather Service Summer Safety

July
Parks and Recreation Month

August
National Night Out
Back to School- Children & Youth Preparedness Toolkit Social Media Toolkit

September
National Preparedness Month
9/11 Day of Service and Remembrance
National Weather Service Fall Safety

October
National Crime Prevention Month
Cybersecurity Awareness Month
Fire Prevention Week (Date to be determined)
Great ShakeOut (October 18, 2018)

November
DHS Critical Infrastructure Preparedness Month
Military Family Month

December
National Influenza Vaccination Week (December 2-8, 2018)
Holiday Safety Social Media Toolkit
Winter Safety Social Media Toolkit
National Weather Service Winter Safety

Go back to "In this issue" ↥

FEMA's Winter Preparedness Guide

With winter in full swing, prepare for storms of ice, snow, and bitter cold.

This year, the Federal Emergency Management Agency released an updated "How to Prepare for a Winter Storm Guide". The guide includes a preparedness checklist, tips to stay healthy and warm, and a winter weather check for your car. There are also actions to protect your home and reduce property damage.

Share how to prepare for, stay safe during, and recover from a winter storm on your website or social media account. Download the guide today:

- How to Prepare for a Winter Storm Guide

Visit the Prepareathon™ website for more winter preparedness resources

Be Ready for the Next Winter Storm with a Family Emergency Communication Plan

Knowing how to stay in touch with them in the event of a storm will give you peace of mind. Check out the Prepareathon™ Winter Storm page with free tools, tips, and resources to help you prepare.

Planning starts with these three steps:

1. **Collect** – Create a paper copy of the contact information for your family. Also, include other important contacts, such as medical facilities, doctors, schools, or service providers.
2. **Share** – Make sure everyone carries a copy. If you complete your Family Emergency Communication Plan online at ready.gov/make-a-plan, you can print it onto a wallet-sized card. You should also post a copy in a central location in your home, such as your refrigerator or family bulletin board.
3. **Practice** – Have regular household meetings to review and practice your plan.

Watch this video (https://youtu.be/XVpGJ_Xl__w) to learn more about preparing for a winter storm. You can also download the Federal Emergency Management Agency's How to Prepare for a Winter Storm Guide.

Go back to "In this issue" ↥

October 2017 Statewide Fires

Berkeley Medical Reserve Corps

Thibault Philippine. EMT-B

The Berkeley Medical Reserve Corps (BMRC) received its first formal request to staff shelters in Napa from DHV on October 11th, 2017 at 1605. Thanks to the efforts of the unit's leadership team, the coordinators at EMSA, and our members' eagerness to help, we were able to deploy volunteers by 2100 that same evening to the Napa Valley College Gym. Upon arrival, after assessing the needs of the site, BMRC volunteers established a line of communication between the Napa EOC and on-site staff, and proceeded to another shelter (Crosswalk Community Church) where the need was deemed greater. Over the course of the next week, we deployed a total of 21 volunteer EMTs to 3 different shelters on 12 hour shifts, where members helped with everything from sheltering logistics to client care. I am proud of our unit's efficiency and enthusiasm in responding to the DHV requests, but what struck me the most was the compassion and self-sacrifice demonstrated by all volunteers on-site. Following such a devastating event, it was inspiring to see so many volunteers wanting to help in any way they could.

Go back to “In this issue” ↥

California Veterinary Medical Reserve Corps (CAVMRC)

Grant Miller, DVM
Director of Regulatory Affairs
California Veterinary Medical Association

Between October 10 and October 20, 2017, the California Veterinary Medical Reserve Corps (CAVMRC) deployed between 30 and 45 volunteer veterinarians, registered veterinary technicians, and veterinary assistants per day to Sonoma County to assist local animal authorities in providing emergency medical care for animals during the devastating Tubbs and Atlas fires. CAVMRC volunteers treated burns, smoke inhalation, toxemia, metabolic dysfunction, eye injuries, lacerations, gastrointestinal and respiratory diseases, dehydration, malnourishment, and other medical issues. Species included cats, dogs, rabbits, birds, horses, sheep, goats, cattle, and pocket pets.

CAVMRC volunteers also performed wellness checks in shelters, assisted the public with general animal health questions and concerns, provided intake support for animals at shelters, and helped with donation intake and organization. Under the CAVMRC mission assignment, UC Davis Veterinary Emergency Response Team MRC also provided search and rescue support as well as equine veterinary assistance for eight days. The CAVMRC covered approximately 375 12-hour work shifts over 11 days. Several hundred members responded to deployment requests and nearly 200 were deployed.

Go back to “In this issue” ↥

October 2017 Statewide Fires

Sacramento Medical Reserve Corps (SMRC)
Lynn Pesely
Coordinator, Sacramento Medical Reserve Corps
Sacramento County Office of Emergency Services

Sacramento MRC Staffing Napa Shelters

CA EMSA contacted the Sacramento Medical Reserve Corps (SMRC) and requested RNs and EMTs to deploy to shelters for the Northern CA Fire response effort. Six SMRC members (2 RNs, 1 LVN, and 3 EMTs) were deployed to staff 3 shelters over a 6 day period. Shelters supported in American Canyon and Napa included American Canyon High School, Crosswalk Community Church, and Napa Valley College. A total of 15 SMRC members stepped forward to be on standby to help with response efforts including MD, RN, LVN, EMT and support members. Most of our SMRC member's deployment experiences were very positive and resulted in care of community members and collaboration between MRC's, ARC and other shelter partners as well as increased comradery between SMRC members. As the SMRC Coordinator, I am always impressed with the dedication of our MRC members and their willingness to help when needed, even right after some of our members had deployed with DMAT for the hurricanes.

Go back to "In this issue" ↥

Sonoma County MRC
Claire Etienne
Sonoma County

One of the most widespread, destructive and costly set of fires in CA history, the Sonoma complex Fire, occurred in October 2017 in Sonoma County and parts of adjacent counties. Among the many responders of various types, MRC members stepped up to the plate. They augmented medical and non-medical staffing in shelters, helped with supplies and various services, and provided support to those affected in many of the over 30 shelters that were opened in community centers, schools, fairgrounds, and campsites in the county. In addition to those that were burned, many homes, as well as two hospitals, skilled nursing facilities and the developmental center, were evacuated. With empathy and skills the MRC volunteers helped those affected by the fires – by loss of homes, loss of friends, relatives and pets, health threats from the situation, smoke, and emotional stress. Twenty-eight Sonoma County MRC members volunteered 557 hours, including staying overnight or doing 10-12 hour shifts in locations around the county.

Go back to "In this issue" ↥

UC Davis Veterinary Emergency Response Team MRC

John E Madigan, DVM
University of California, Davis

Dr. John Madigan and students examine a horse they found on search and rescue mission in Sonoma County

The UC Davis Veterinary Emergency Response Team MRC helped rescue and save animals injured and/or displaced by the California wildfires that ravaged much of the Santa Rosa and Sonoma County area. The MRC performed search and rescue missions in the fire zones, aiding at evacuation centers, and cared for hospitalized animals. For nearly two weeks, members of the school's Veterinary Emergency Response Team were involved. In total based on MRC referrals from the fire zone, the UC Davis veterinary hospital received 77 animals over the course of three weeks – one dog, one goose, one chicken, two llamas, 14 horses, 25 cats, and 33 koi fish.

Go back to "In this issue" ↥

December 2017 Southern California Wildfires

Thomas Fire, Ventura County Medical Reserve Corps (VCMRC) Unit 959

By Dan Wall, Erik Hansen, Jeff Vahl

Emergency Preparedness Office,
Ventura County Public Health Department, Emergency Medical Services Agency

On December 4th 2017, the Thomas Fire broke out in the Santa Paula Canyon near Hwy 150. The firestorm was fed by heavy winds resulting in a rapid rate of spread. Ventura County Medical Reserve Corps Unit 959 was instrumental in providing medical, shelter, and logistical support during the incident. Over 60 positions were filled during the incident, each shift working between 8-12 hour shifts. Santa Barbara County Medical Reserve Corps deployed to Ventura County for mutual aid. Ventura County MRC also deployed Santa Barbara County as the fire pushed towards the north. Non-Pharmaceutical Intervention Points of Dispensing sites were staffed to provide support to medical facilities.

To date, over 900,000 masks have been distributed for use by the general public, as well as first responders and other personnel working the incident.

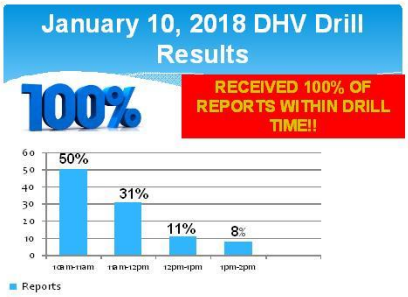
Go back to "In this issue" ↥

DHV Events

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

Quarterly DHV System Drills:

On Wednesday, October 4, 2017, EMSA conducted the Autumn Charge VIII Exercise with DHV/MRC System Administrators. Administrators were instructed to create a mission in the DHV system and send a mission message to specific volunteers allowing them 24 hours to respond. Forty-five County/MRC organizations participated in the exercise play during a 24 hour period.

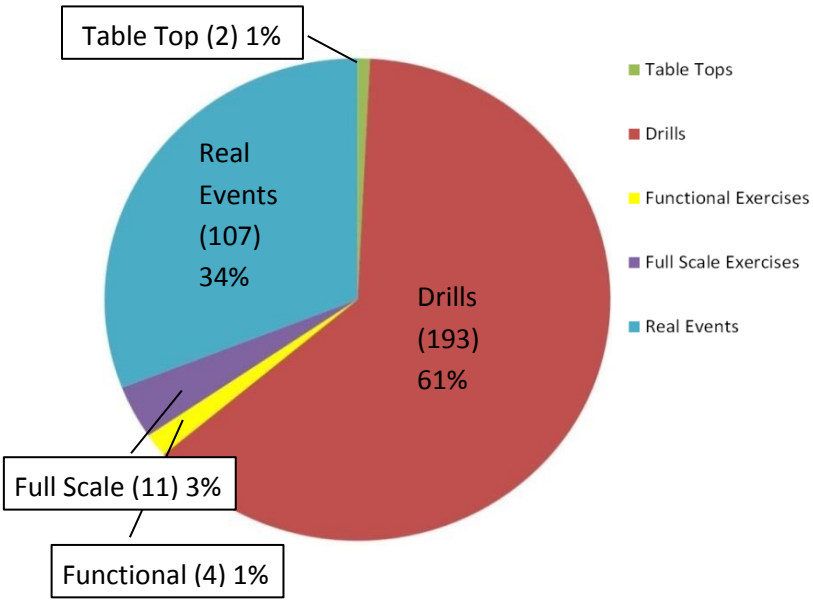


On Wednesday, January 10, 2018, EMSA conducted the first quarter DHV Drill with DHV/MRC System Administrators. The drills each quarter become progressively more complex. January is the start of the drill sequence for the year. In this drill, Administrators were asked to conduct a specific search and report on how many specified volunteers have an active license and were also asked how many of their members have taken Cardio-Pulmonary Resuscitation training. There were 53 County/MRC Units that participated in this drill. I am pleased to announce that 100% of all drill reports were received on time.

DHV conducts quarterly drills to assure readiness of volunteers and communication systems that support emergency response. It is important that you respond promptly, as you would a real emergency, in order to have an accurate test of the system. Please update your DHV profile if any contact information changes. The next quarterly drill will be slated for Wednesday, April 4, 2018.

Go back to "In this issue" ↥

DHV system use Jan-Oct 2017



Events (1/1/2017 – 10/31/2017)

From DHV monthly statistics, there were two (2) table tops, 193 drills, four (4) functional exercises, eleven (11) full-scale exercises and 107 real events in which California MRC/DHV participated and assisted by the end of October 2017.

The reported real events included:

- Continuum of Care (CoC) Homeless Count
- Shelter Support
- Vaccination Clinic
- Youth Olympics Medical Aid Station
- First Aid Stations
- Hospital Replacement Wing
- Fire Life Safety Code
- Community Fair
- Medical Cache
- Urban Shield 2017
- October 2017 Statewide Wildfire

Go back to "In this issue" ↥

Online Disaster Training Opportunity

California is fortunate that over 23,000 volunteers are registered on the DHV System. Volunteers can be notified and given opportunities to serve in critical healthcare positions if and when a disaster strikes in our state. As you are one of those who have made the commitment to register as a potential volunteer you may want to take a next step and complete entry-level disaster training. There are on-line FEMA training opportunities you can complete on your own schedule.

If you are registered on the DHV System but are not an MRC member you may not be aware of these free training courses. This training is not a requirement for participation but we know that the training is easy to follow and gives you valuable understanding of how disaster operations are managed and how you would fit into the structure during an assignment.

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

IS-230.D: Fundamentals of Emergency Management

Link: https://training.fema.gov/is/courseoverview.aspx?code=IS-230.d

Course Overview
The goal of this course is to introduce you to the fundamentals of emergency management. This course presents emergency management as an integrated system with resources and capabilities networked together to address all hazards. This is the first course in the Federal Emergency Management Agency (FEMA) Emergency Management Institute's independent study Professional Development Series.

Course Objectives:
At the completion of this course, participants should be able to:

- Describe the principles and authorities that are the foundation of emergency management.
- Explain how the different partners contribute to emergency management in your community.
- Explain how the core capabilities support the mission areas to ensure preparedness.
- Describe the roles of each partner in emergency management.
- Explain the steps and resources necessary for developing a comprehensive emergency operations plan.
- Explain how to plan, manage, and coordinate resources for an efficient and effective response.
- Explain the functions of emergency management in emergency and day-to-day situations.

Primary Audience
This entry-level course is designed for individuals new to the field of emergency management or persons with a desire to understand the fundamentals of emergency management.

Prerequisites
While there are no prerequisites for this course, it is recommended that persons taking this course also take IS-700.a (National Incident Management System, an Introduction) and IS-800.b (National Response Framework, an Introduction).

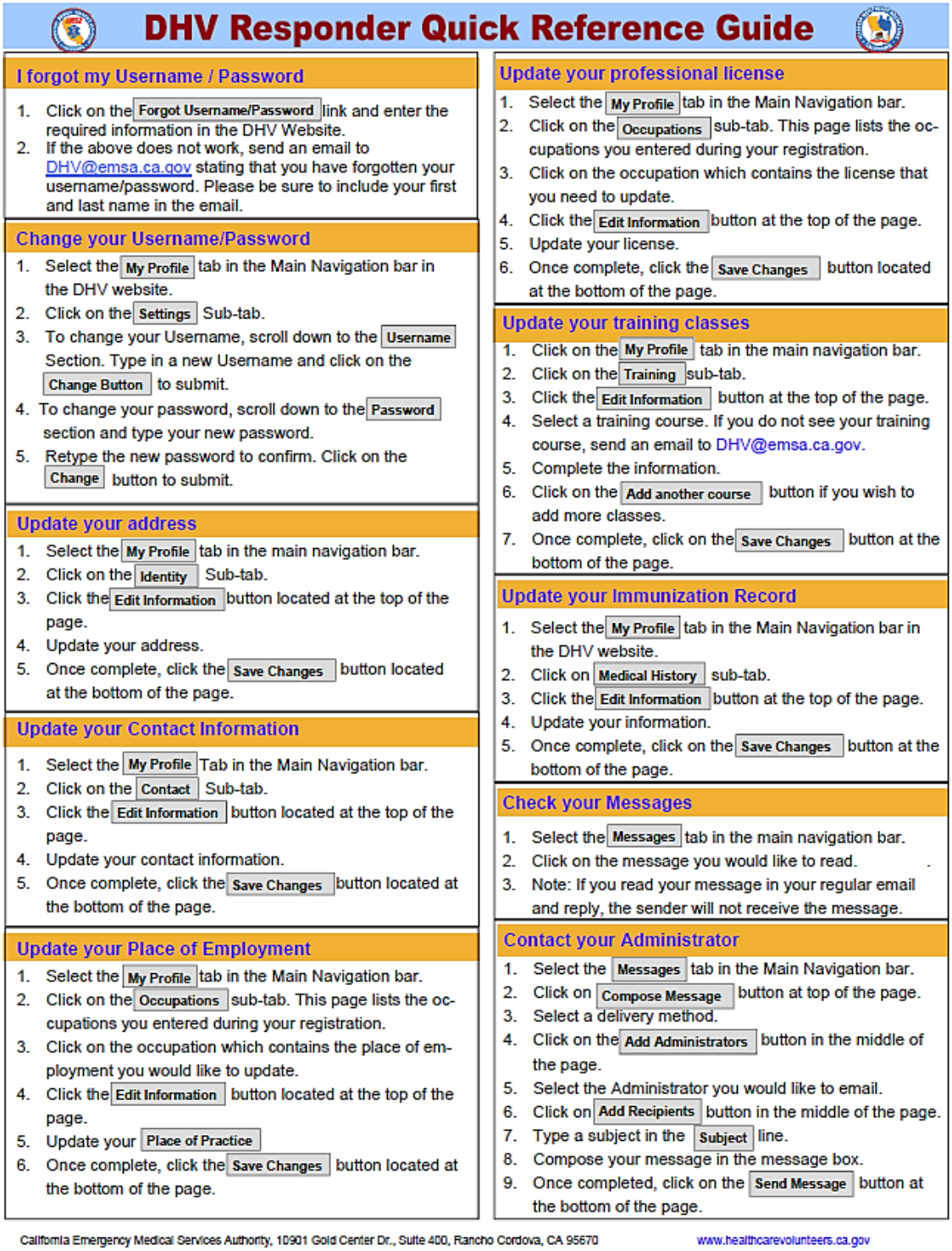
Course Length: 6 hours

Go back to "In this issue" ↥

DHV "User Tips"

DHV Responder Quick Reference Guide

While 100% user profile completion is not a deployment requirement, DHV volunteers are encouraged to complete their profile as much as possible. The following is a Quick Guide for the user profile update:



DHV Responder Quick Reference Guide

I forgot my Username / Password

1. Click on the Forgot Username/Password link and enter the required information in the DHV Website.
2. If the above does not work, send an email to DHV@emsa.ca.gov stating that you have forgotten your username/password. Please be sure to include your first and last name in the email.

Change your Username/Password

1. Select the My Profile tab in the Main Navigation bar in the DHV website.
2. Click on the Settings Sub-tab.
3. To change your Username, scroll down to the Username Section. Type in a new Username and click on the Change Button to submit.
4. To change your password, scroll down to the Password section and type your new password.
5. Retype the new password to confirm. Click on the Change button to submit.

Update your address

1. Select the My Profile tab in the main navigation bar.
2. Click on the Identity Sub-tab.
3. Click the Edit Information button located at the top of the page.
4. Update your address.
5. Once complete, click the Save Changes button located at the bottom of the page.

Update your Contact Information

1. Select the My Profile Tab in the Main Navigation bar.
2. Click on the Contact Sub-tab.
3. Click the Edit Information button located at the top of the page.
4. Update your contact information.
5. Once complete, click the Save Changes button located at the bottom of the page.

Update your Place of Employment

1. Select the My Profile tab in the Main Navigation bar.
2. Click on the Occupations sub-tab. This page lists the occupations you entered during your registration.
3. Click on the occupation which contains the place of employment you would like to update.
4. Click the Edit Information button located at the top of the page.
5. Update your Place of Practice
6. Once complete, click the Save Changes button located at the bottom of the page.

Update your professional license

1. Select the My Profile tab in the Main Navigation bar.
2. Click on the Occupations sub-tab. This page lists the occupations you entered during your registration.
3. Click on the occupation which contains the license that you need to update.
4. Click the Edit Information button at the top of the page.
5. Update your license.
6. Once complete, click the Save Changes button located at the bottom of the page.

Update your training classes

1. Click on the My Profile tab in the main navigation bar.
2. Click on the Training sub-tab.
3. Click the Edit Information button at the top of the page.
4. Select a training course. If you do not see your training course, send an email to DHV@emsa.ca.gov.
5. Complete the information.
6. Click on the Add another course button if you wish to add more classes.
7. Once complete, click on the Save Changes button at the bottom of the page.

Update your Immunization Record

1. Select the My Profile tab in the Main Navigation bar in the DHV website.
2. Click on Medical History sub-tab.
3. Click the Edit Information button at the top of the page.
4. Update your information.
5. Once complete, click on the Save Changes button at the bottom of the page.

Check your Messages

1. Select the Messages tab in the main navigation bar.
2. Click on the message you would like to read.
3. Note: If you read your message in your regular email and reply, the sender will not receive the message.

Contact your Administrator

1. Select the Messages tab in the Main Navigation bar.
2. Click on Compose Message button at top of the page.
3. Select a delivery method.
4. Click on the Add Administrators button in the middle of the page.
5. Select the Administrator you would like to email.
6. Click on Add Recipients button in the middle of the page.
7. Type a subject in the Subject line.
8. Compose your message in the message box.
9. Once completed, click on the Send Message button at the bottom of the page.

California Emergency Medical Services Authority, 10901 Gold Center Dr., Suite 400, Rancho Cordova, CA 95670 www.healthcarevolunteers.ca.gov

Go back to "In this issue" ↑

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 California Department of Public Health (CDPH). 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

Go back to "In this issue" ↥

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 you take a moment to update your DHV System information when your information changes. 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.

Go back to “In this issue” ↥

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.

Dr. Howard Backer, Director, EMSA
Daniel Smiley, Chief Deputy Director, EMSA
Craig Johnson, Chief, Disaster Medical Services
William Hartley, Assistant Chief, Disaster Medical Services, Operations
Patrick Lynch, Manager, Response Personnel Unit
Elizabeth “Polly” Lopez, Response Personnel Unit
Camille Valencia, Response Personnel Unit
Lauran Capps, Response Personnel Unit
Eric Fu, Response Personnel Unit

EMSA - DHV Journal, 10901 Gold Center Drive, Suite 400, Rancho Cordova, CA 95670
Phone: (916) 322-4336 Ext. 467

Go back to “In this issue” ↥