



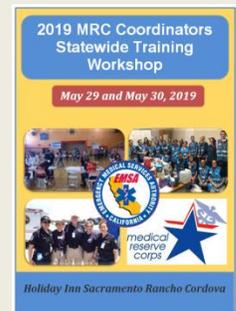
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## Spring 2019



## Juvare Charge

Join us June 18-19 for a Disaster Healthcare Volunteers Exercise



CAL-MAT  
FIELD TRAINING  
EXERCISE (FTX) 2019

## Manager's Message

### Patrick Lynch, RN

Manager, Response Personnel Unit



**Patrick Lynch**

Dear DHV and MRC volunteers/ administrators:  
 This will be my last message for the DHV Journal as the Manager of the Response Personnel Unit in the Disaster Medical Services (DMS) Division of the California Emergency Medical Services Authority (EMSA). It is with mixed feelings that I announce my retirement from the EMS Authority. I have served at EMSA for eleven years. I have been proud to be a member of the team here in the DMS Division in particular.



Gone Fishing!

I leave with the knowledge that you, volunteers in the Disaster Healthcare Volunteers (DHV) program are, indeed, willing to come to the aid of others in time of emergency or disaster. You are to be commended and encouraged to continue your willingness to help when needed. I also request that you encourage your colleagues who are not registered in the DHV Program to do so now.

Lastly, I leave EMSA wishing you all the best!

Patrick Lynch

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## MRC Corner

**Lauran Molina**

California State MRC Coordinator



### MRC Coordinators Statewide Training Workshop



**Lauran Molina**

EMSA's Disaster Medical Services Division sponsored a training workshop for California's Medical Reserve Corps (MRC) Coordinators at the Holiday Inn Rancho Cordova, Sacramento on Wednesday, May 29 and Thursday, May 30. There were 35 MRC Unit Coordinators/designees representing 21 MRC Units.

This workshop featured presentations on topics ranging from Disaster Service Worker Volunteer Program, Resource Requesting, Building MRC Unit Deployment Ready Capabilities, Patient Unified Lookup System for Emergencies (PULSE), Med/Health Support in General Population Shelters, 2018 Wildfire Responses, First Aid Disaster Response (Community First Aid Training), Go Bag for Deployments, and many more!

Workshop presenters included Katherine Deffer from the National Association of County & City Health Officials (NACCHO) from Washington DC, MRC Coordinators from units that responded to the 2018 Camp Fire in Butte County, EMSA's own Leslie Witten-Rood speaking on PULSE, Markell Pierce, Kelly Coleman and myself speaking to different aspects of volunteer deployment.

The workshop provided an opportunity for California's MRCs to strategize on the incorporation of MRCs into local emergency plans and highlighted daily best practices for sustainability, standardized training, and real situation experiences when responding to public health emergencies or disasters.

Lauran Molina



Pictured above are MRC Unit Coordinators, Region IX MRC Coordinator, and EMSA Staff

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## New Response Personnel Unit Staff

### George Knight DHV Project Manager

Mr. Knight has over twenty-four years of solid experience in Information Technology, Project Management, data networking systems, and desktop level computer support with multiple levels of management experience and responsibilities. Management experience included but was not limited to; managing an Information Technology Department at a Department of State Hospital direct patient care facility, Project Manager for two successful IT deployments one bringing Voice Over Internet Protocol (VoIP) and the second deploying a Personal Duress Alarm System (PDAS) to the hospital facility. Mr. Knight served as the Project Director for the statewide implementation of the PDAS. He retired after thirty-three years of military service both active and Reserve in the U.S. Air Force. His last job was as the First Sergeant for a Squadron of about 150 personnel.



**George Knight**

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# CAL-MAT FIELD TRAINING EXERCISE (FTX) 2019



MRC Volunteers from Berkeley MRC, Contra Costa County MRC, Lake County MRC, Marin County MRC, Sacramento MRC, San Francisco MRC, Santa Cruz County MRC, Solano HEART MRC, and Sonoma County MRC were integrated with California Medical Assistance Team (CAL-MAT) personnel for their CAL-MAT FTX exercise held at Moffett Field, June 12-14, 2019. The FTX featured training classes with Continuing Education Units available for clinical personnel.



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## EMS Awards Ceremony June 17, 2019



In 2018, California suffered the most severe wildfires in its history with an unbearable human toll. EMS response was pushed to its limits, and its personnel were stretched to meet the unconscionable demands of the unprecedented wildfire. EMS providers pushed ahead into the danger and did what they do best, save lives.

In recognition of superheroes who aided in the emergency medical response during the Camp Fire in Butte County, the California Emergency Medical Services Authority (EMSA) held a free event, open to the public on June 17, 2019 at CSU, Chico's Laxson Auditorium from 1:45 pm to 4:00 pm. The event included a meet-and-greet with light refreshments followed by an awards ceremony.



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The DHV/MRC units listed below were recognized at the Camp Fire awards ceremony. Each group was invited to take the stage and receive a Camp Fire Ribbon/ a certificate of recognition, and take a group picture.

### Medical Reserve Corps (MRC) Units

- 1 Alameda County MRC (ALCO MRC)
- 2 Berkeley MRC
- 3 California Veterinary MRC
- 4 Contra Costa County MRC
- 5 Kern MRC
- 6 Lake County MRC
- 7 Marin County MRC
- 8 Napa County MRC
- 9 Sacramento MRC
- 10 San Francisco Fire MRC
- 11 Santa Cruz County MRC
- 12 Sonoma County MRC
- 13 Stanislaus County MRC
- 14 UC Davis VERT MRC

### Disaster Healthcare Volunteers (DHV) County Units

- 15 Amador County DHV Unit
- 16 Butte County DHV Unit
- 17 El Dorado County DHV Unit
- 18 Humboldt County DHV Unit
- 19 Mendocino County DHV Unit
- 20 Sacramento County DHV Unit
- 21 San Francisco County DHV Unit
- 22 San Joaquin County DHV Unit
- 23 Trinity County DHV Unit

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## Juvare Charge Exercise



**Theresa Gonzales**

EMSA’s Disaster Medical Services Division coordinated with Juvare to conduct the 2019 Juvare Charge (formerly Autumn Charge) Exercise. The Juvare Charge Exercise which is, Homeland Security Exercise and Evaluation Program (HSEEP) compliant, was held on June 18<sup>th</sup> and 19<sup>th</sup>, 2019.



A total of 24 Local DHV and MRC Administrators participated. The exercise tested local capabilities in notifying and coordinating volunteers, testing processes and procedures for facilitating the deployment of volunteers across the state, and evaluating Juvare’s support procedures to support a large scale national activation of volunteers. The exercise was a success.

Thank you to all who participated. We look forward to more successful exercises!

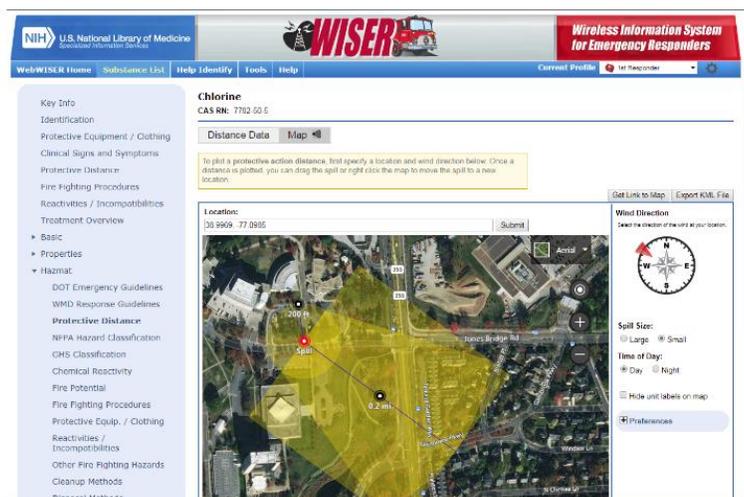
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## Useful Apps

### Wireless Information System for Emergency Responders (WISER)

WISER is a system designed to assist emergency responders in hazardous material incidents. WISER provides a wide range of information on hazardous substances, including substance identification support, physical characteristics, human health information, and containment and suppression advice.

[https://wiser.nlm.nih.gov/whats\\_new\\_5\\_4.html#biblio](https://wiser.nlm.nih.gov/whats_new_5_4.html#biblio)

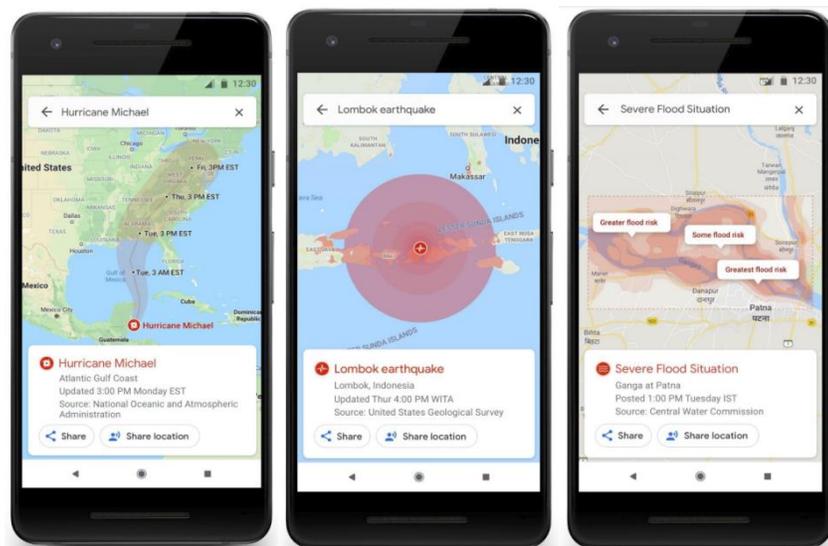


### Google Map - natural disaster alerts

Google's SOS alerts are a handy tool to keep people informed in times of crisis, and now they'll come with even more detail.

During a crisis, you may see an SOS Alert at the top of search results when searching for the incident or location. You'll see maps, top stories and—when available—authoritative local information such as emergency phone numbers, websites, and translations of useful phrases. Depending on how close you are to the affected area, you may also get a notification on your mobile device that directs you to this information.

If you're outside of the affected area, you may still want information about the crisis. Searches for relevant terms (like the name of the event or the location) will also show an SOS Alert that provides a timely overview of the situation,



<https://www.blog.google/products/search/helping-people-crisis/>

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# Packing Your Digital Go Bag

## Disaster and Emergency Apps

[disasterinfo.nlm.nih.gov/apps](http://disasterinfo.nlm.nih.gov/apps)

	MOBILE ACCESS	DESCRIPTION
	<b>WISER®</b> iPhone Android Blackberry Mobile Web	<b>WISER®</b> (Wireless Information System for Emergency Responders) from the National Library of Medicine® (NLM) assists first responders and healthcare providers in Hazmat incidents, with features including substance identification support, containment and suppression advice, and medical treatment information. Includes CHEMM content.
	<b>REMM</b> iPhone Android Blackberry	<b>REMM</b> (Radiation Emergency Medical Management) from NLM provides guidance about clinical diagnosis and treatment of radiation injuries during radiological and nuclear emergencies.
	<b>SAMHSA Behavioral Health Disaster Response</b> iPhone Android Blackberry	<b>SAMHSA Behavioral Health Disaster Response</b> connects behavioral health responders to evidence-based behavioral health resources for use in the field. Users can access pre-loaded resources when Internet connectivity is limited, locate nearby treatment facilities, search for key materials, and share information with colleagues and survivors.
	<b>CDC</b> iPhone Android Blackberry	<b>Centers for Disease Control and Prevention (CDC)</b> app provides health and safety information related to emergencies and disasters.
	<b>FEMA</b> iPhone Android Blackberry	The <b>FEMA</b> app and mobile enhanced web page provide government disaster response information.
	<b>ERG 2016</b> iPhone Android	The <b>ERG 2016</b> app from NLM for the U.S. Department of Transportation provides first responders with a go-to resource to help deal with HAZMAT accidents during the critical first 30 minutes.
	<b>MMWR Express</b> iPhone Android	<b>MMWR Express</b> from CDC provides access to full reports and available summaries from the Morbidity and Mortality Weekly Report (MMWR), which contains timely, authoritative, and useful public health information.

 Disaster Information Management Research Center

For more apps and to download:  <http://disaster.nlm.nih.gov/apps>



Reviewed October 2018

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## Online Disaster Training Opportunities

### 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 the 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 classes and many other training opportunities, visit FEMA's Emergency Management Institute's website:

<http://www.training.fema.gov/EMI/>



### IS-2200: Basic Emergency Operations Center Functions

Link: <https://training.fema.gov/is/courseoverview.aspx?code=IS-2200>

#### Course Overview

The Basic Emergency Operations Center Functions course is designed to introduce the role, design, and function of the Emergency Operations Center (EOC) and the supportive relationship as a NIMS Command and Coordination component of the Multiagency Coordination System.

#### Course Objectives:

At the completion of this course, you should be able to:

- Describe the role EOCs play in overall multiagency coordination.
- Describe the processes and procedures for activating the EOC.
- Describe the factors involved in staffing and organizing the EOC.
- Describe factors for effective EOCs.
- Identify considerations for deactivating the EOC within the context of Recovery.
- Given a scenario-based incident, utilize key EOC concepts to successfully complete the scenario.

#### Course Length:

4 hours

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# DHV “User Tips”

## Change or Add Secret Question in your DHV profile

The secret question and answer is a mechanism to identify and verify users who are trying to **recover** a lost password.

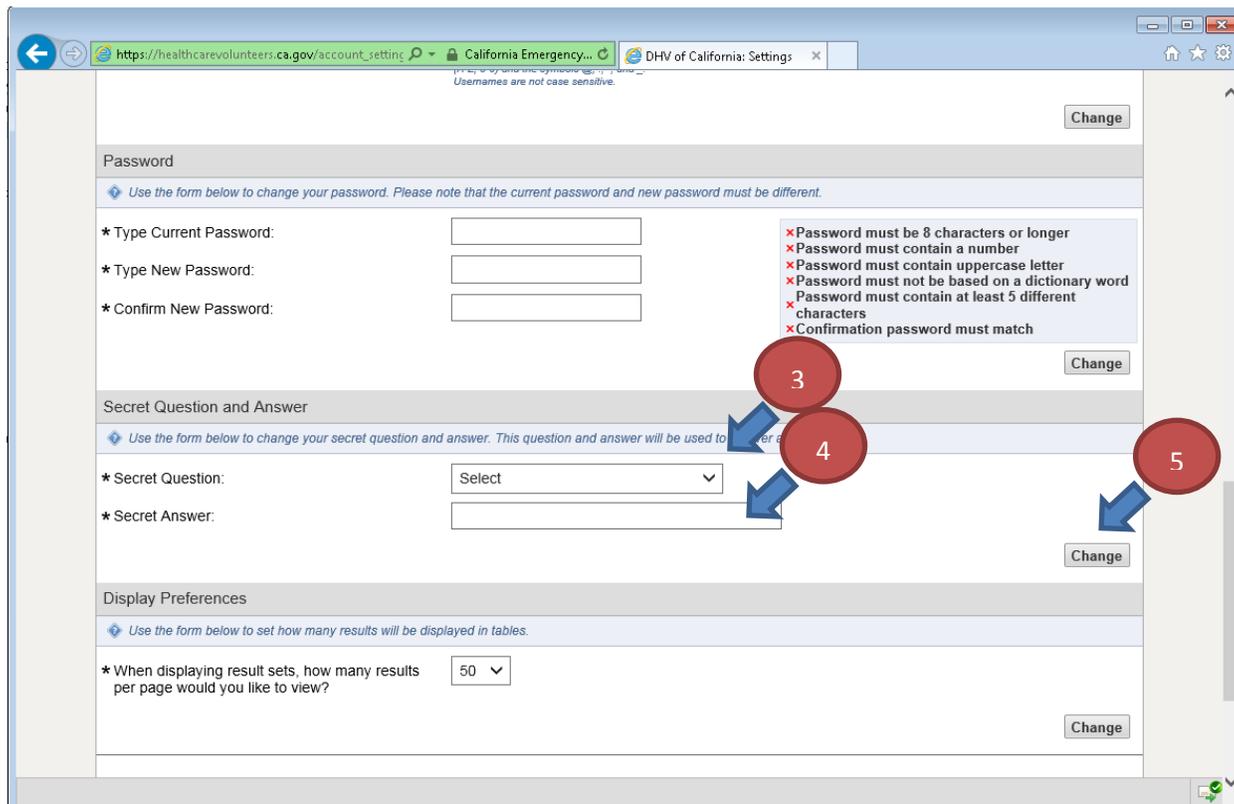
Sample questions are:

- What is the name of your first school?
- What is your father’s middle name?
- What is your mother’s maiden name?
- What is your pet’s name?
- What street did you grow up on?

The secret question and answer will never display in a user’s profile. If a user forgets their question or answer, they can change it by following the steps below.

To change the secret question and answer:

1. Log in and click on My Profile Tab.
2. Click Settings.
3. Select from the drop-down menu.
4. Enter an answer to the question.
5. Click the Change button



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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)

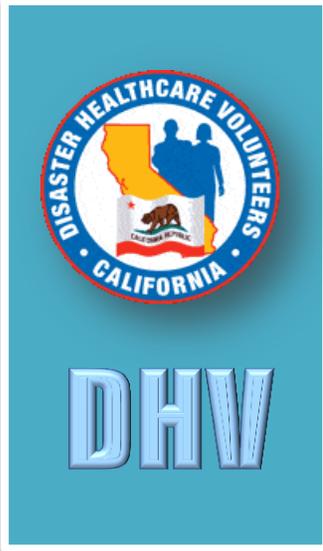
In accordance with the federal mandate, California has developed the Disaster Healthcare Volunteers (DHV) Program to facilitate and manage the registration, credentialing, and deployment of volunteer healthcare professionals (VHPs) in California. DHV uses a software system for the management of volunteers, 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, <http://healthcarevolunteers.ca.gov>



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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 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? Has your email or phone number changed?

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