



DISPATCH

Quarterly Newsletter
FALL 2021



With a heavy heart, we begin the Fall 2021 issue with the announcement that EMSA Director Dr. Dave Duncan will be retiring from state service. The California Emergency Medical Services Authority has grown in many ways to meet the mission – or missions – under Dr. Duncan’s leadership, and he will be greatly missed but not forgotten.

“It has been an honor and a privilege to work alongside all of our partners and stakeholders in EMS, public health, and disaster response during this pandemic.” Dr. Duncan said. *“I am sad to go but very proud of the work we have all done for our California citizens and patients.”*

We would like to share with our readers some words from Cal HHS Secretary Dr. Mark Ghaly, who gave the following departing words for Dr. Duncan:

“I am so grateful to Dave for his steadfast service over the course of the past two years. He exemplifies the very best of public service and the people of California are lucky to have had him as the Director of EMSA during the COVID-19 pandemic. As colleagues, we are fortunate to have had the opportunity to learn from him.

Dave worked tirelessly to ensure that every Californian who needed care during the pandemic received it. In fact, most Californians will never know the extent of Dave’s leadership, dedication, and unyielding commitment to protect the health and well-being of all Californians amid a worldwide pandemic. “

New Commissioners

EMSA is proud to announce three new members of the Commission on EMS recently appointed by the Governor.



Curtis Brown is a certified Emergency Medical Technician (EMT) and a 27-year veteran of the California Department of Forestry and Fire Protection (CAL FIRE). As an Assistant Region Chief, he oversees five of the nine CAL FIRE Units in the Southern Region. Chief Brown served as CAL FIRE's Safety, Emergency Medical Services and Research & Development Programs Chief for CAL FIRE's 9000+ personnel. In that role, Chief Brown oversaw the planning, organizing, and coordination of the EMS Program for CAL FIRE. Chief Brown has reviewed, developed, and updated EMS policies, procedures, guidelines, and training to ensure regulatory and legislative compliance. He has also served as the Fire Chief for the City of Temecula in Riverside County, California. He was promoted through the ranks of Firefighter, Engineer, Fire Captain, Battalion Chief, Assistant Chief, and Staff Chief before his current position. Chief Brown has a Chief Officer certification and is an instructor for California State Fire Training with extensive knowledge in fire administration and operations, having instructed for over twenty years. Chief Brown has many All-Hazard Incident qualifications. Chief Brown has a passion for firefighter and civilian health and safety.

Dr. Marc Gautreau was born and raised in Massachusetts and attended university at the University of Massachusetts at Amherst. During his university education, he qualified as a firefighter and EMT then as a paramedic serving in various capacities in pre-hospital EMS and firefighting through medical school at The Chicago Medical School, then completed a residency in Emergency Medicine at the University of Massachusetts Medical School in Worcester. After a two-year fellowship in EMS and disaster medicine, during which he earned an MBA in Health Services, Dr. Gautreau was deployed to Germany as the Chief Medical Officer of a staging hospital set up to support the Iraq war. Upon his return he assumed several leadership roles in the Emergency Medicine Department at UMass Medical Center, including in EMS medical direction. In 2017, he arrived at Stanford University to take leadership of the newly formed section of pre-hospital care, with duties including assuming the medical directorship of the San Jose Fire Department. A fellow of the American College of EMS Physicians, he serves as the inaugural president of the California chapter of the National Association of EMS Physicians.



Kristin Thompson has been EMS Division Chief for the Newport Beach Fire Department at the City of Newport Beach since 2015. She was an EMS Educator and EMS Manager at the City of Anaheim Fire Department from 2007 to 2015. Thompson held several positions at the University of California, Irvine's Emergency Department from 1994 to 2007, including registered nurse, mobile intensive care nurse, base hospital coordinator, and change nurse. She held several positions at the Hoag Memorial Hospital from 1988 to 1994, including EMT and staff nurse. She is a member of the Cal Chiefs EMS Section South – Secretary, Orange County Fire Chiefs Association, EMS Committee, EMS CQI Committee, California Fire Service Behavioral Health Taskforce, State Fire Training Cadre, Orange County Fire Service Mutual Aid Peer Support, Orange County EMS Transportation Committee, California Fire Service COVID and EMS Collaborative, Orange County Drowning Prevention Task Force, Firefighter Cancer Prevention – Orange County, Firefighter Cancer Support Network, and the EMS Advisory Committee to the Orange County Medical Director.



California EMS Awards

Brave. Dedicated. Willing. Reliable.

These words describe the 86,000 licensed or certified EMS providers in California. They demonstrate these qualities every day by coming to the aid of others when they are most in need and working to ensure that the EMS system operates well. However, each year, due to circumstance or extraordinary effort, certain individuals among us shine the brightest.

EMSA is accepting nominations for consideration for the 2021 California EMS Awards Program! All nominations for the 2021 awards program must be submitted by December 31, 2021.

Awards recipients will be selected and notified in early 2022, with a ceremony occurring shortly thereafter.

EMS providers, supervisors, and managers are encouraged to nominate any deserving individual for recognition. Nominations can be submitted at any time.

[Nominate an EMS Hero for 2021!](#)

The National EMS Memorial Bike Ride



This year, the West Coast route of the National EMS Memorial Bike Ride was scheduled to begin in Reno but, due to the Caldor Fire, the 182-mile ride was shortened and started in Rancho Cordova, with the last leg ending at the Golden Gate Bridge in San Francisco. On Thursday, September 23, dozens gathered at the California State Capitol for the opening ceremony to honor the lives among the EMS and first responder community lost over the last year. EMSA Director Dr. Dave Duncan, Assemblyman Kevin Kiley, State Senator Jim Nielsen, Sacramento County Supervisor Richard Desmond, and others spoke at the Capitol steps before a crowd of supporters before the riders continued their journey.

The National EMS Memorial Bike Ride honors emergency medical services personnel by organizing and implementing long distance cycling events that memorialize and celebrate the lives of those who serve every day, those who have become sick or injured while performing their duties, and those who have died in the line of duty.



NEMSMBR riders toll the bell and read the names of EMS personnel that left us all too soon in 2020-2021.

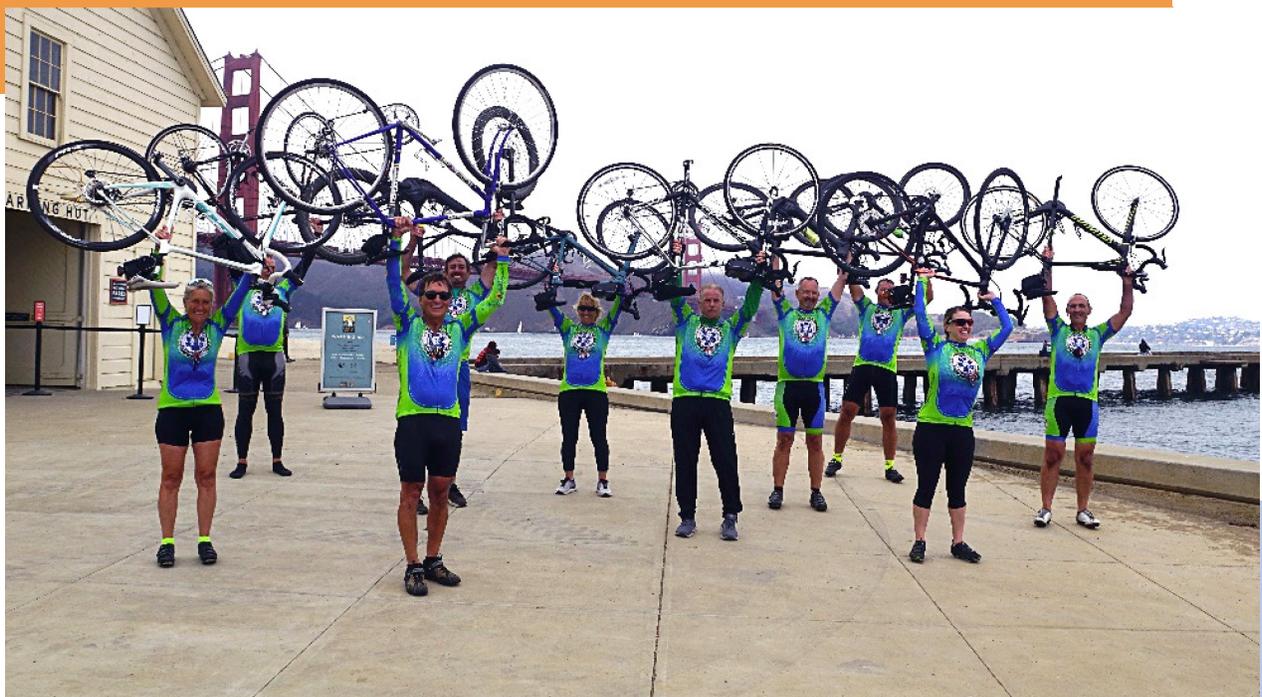




2022 Honoree Application Form - now open!

The National EMS Memorial Bike Ride seeks to recognize the sacrifices of EMS personnel who are killed in the line of duty, who become sick or injured during EMS service, or who died of various causes but who left an impact on their local — or the greater — EMS community.

To request that a person is honored in our 2022 events, or learn more about how you can participate in one of the four National EMS Memorial Bike Rides, please visit NEMSMBR.org.





Ambulance Strike Team Leader / Medical Task Force Course

This course prepares the student by providing the knowledge and leadership skills to function as an Ambulance Strike Team Leader (ASTL). These skills will be used to lead an Ambulance Strike Team (AST) or the medical task force (MTF) throughout a deployment. At the completion of the class, the student will be ready to begin the credentialing process with their LEMSA and EMSA. The student will also be qualified to deploy as an ASTL trainee on deployments or training events under the guidance of an accredited ASTL.

Date: 12/8/21

Time: 0800-1600

Location: 10161 Croydon Way, Sacramento, CA 95827

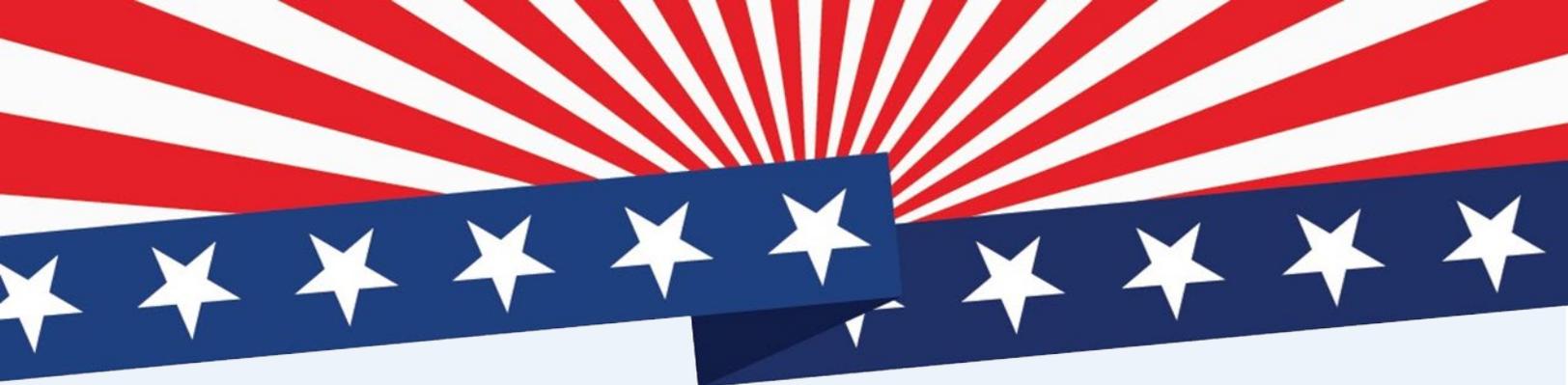
**Please contact Brad Gates at brad.gates@emsa.ca.gov with questions.
Space will be limited to 25 attendees.**

8 Hours of CE's available upon completion of course



Link for Registration:

https://EMSADMS.formstack.com/forms/training_registration_form



Operation Gratitude

This Fall, EMSA Staff have joined together to honor our nation's veteran through *Operation Gratitude*!

Many veterans are living in skilled nursing centers or in rehabilitation centers and, just like us, have felt the isolation that has come about due to COVID-19. Therefore, to put a smile on veterans' faces and let them know that their sacrifices are remembered, EMSA participated in Operation Gratitude by doing a letter writing campaign to honor veterans. In addition, EMSA is also donating items in holiday care packages that will go out to active deployed military members this Holiday season.

As Veteran's Day approaches on November 11, EMSA invites you to take part in this campaign by writing some words of encouragement and providing donations to offer thanks to all current and past armed services veterans.

If you would like to show your support to our nation's veterans and learn more about the ***Operation Gratitude*** program, check out the nonprofit organization's website at www.operationgratitude.com.

MRC's and the COVID-19 Pandemic: Answering the Call, Part 2

The Medical Reserve Corps (MRC) is a national network of unpaid volunteers, organized locally to improve the health and safety of their communities. MRC units engage volunteers to strengthen public health, improve emergency response capabilities, and build community resiliency. In the Fall 2021 issue of the Dispatch newsletter, EMSA shared stories of the experiences, challenges, and successes of MRC units across California. For this issue, EMSA is happy to share two more stories about some of the more unique volunteer disaster response units that have supported COVID-19 and wildfire response in 2020 and 2021, respectively.

California Veterinary Medical Reserve Corps

California's epic wildfires affect thousands of people each year, with many experiencing disruption, displacement, and loss. The MRC and Disaster Healthcare Volunteers systems are lifelines for many in need, and have stepped up again this year to help communities affected by disasters. Sometimes we forget though, that animals are also among the victims during disasters. Whether they be wildlife, food production animals, companion animals, horses, or others, a disaster is indiscriminate. Did you know that California has an MRC that specializes in just animals? It is called the California Veterinary Medical Reserve Corps. [Click here to read more!](#)

Long Beach Staffs MRC with CSULB College Students

The community of Long Beach has been graciously served by a dedicated team of volunteers that provided COVID-19 testing, vaccinations, public information, and more, all while working under the uncertainty in environments that often require volunteers to think critically and adapt quickly. The Long Beach MRC was supplemented by many California State University, Long Beach nursing students who welcomed the opportunity to provide for the general public while gaining unique experience working in a disaster medical response setting. Some of those CSU Long Beach students shared what it was like serving on an MRC and assisting with COVID-19 medical missions. [Click the links below to read their testimonials!](#)



[California Veterinary Medical Reserve Corps](#)

[Long Beach MRC: CSULB Nursing Student Volunteers](#)

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The CAVMRC is unique not only in that it is composed of veterinary professionals who exclusively provide veterinary care to animals in disaster responses, but also in that it is the only statewide medical reserve corps (MRC) unit in California. With over 2,600 volunteer veterinarians, registered veterinary technicians, veterinary assistants, and students, the CAVMRC is the largest veterinary medical reserve corps in the country. The CAVMRC helps all species of domestic animal across the state- everything from a mouse to a cow. Of course, most of the animals that the CAVMRC serves are companion animals like dogs, cats, and horses, but cattle, chickens, sheep, goats, alpacas, lizards, rabbits, and others have also been helped over the years. Registered in 2009, the CAVMRC has responded to several major wildfires in the state at the request of a county animal services authority under the direction of the EMSA. Most recently, the CAVMRC deployed to the Caldor Fire in El Dorado County.

For 19 days, the CAVMRC deployed volunteers to work 12-hour day shifts to help at six emergency animal shelter locations in El Dorado and Amador counties between late August and early September. A total of 67 volunteers provided a combined 1,228 hours of volunteer service to provide free veterinary care to animals in need. Unlike many fire response deployments in the past, the CAVMRC treated relatively few burned animals in the Caldor fire. Instead, the lion share of cases involved medical management of pre-existing health conditions, upper respiratory issues due to poor air quality, heat stress, and stress-related gastrointestinal disorders. Our volunteers provided care to several species of animals including sheep, goats, horses, ducks, chickens, tortoises, dogs and cats.



Cities and Counties Needing Assistance:

Should your municipality require veterinary care during a disaster response, the CAVMRC is a resource that can be requested during proclaimed states of emergency. A request for veterinary assistance should go to your incident commander and emergency operations center. It will be received at the State Operations Center (SOC) if it cannot be met with a local resource. While this process may seem slow and cumbersome, the CAVMRC response times are generally quite nimble, with the team being able to be on location usually within 24-48 hours of the request being received at the SOC.

For more information about the California Veterinary Medical Reserve Corps, visit www.cvma.net

Long Beach MRC: CSULB Nursing Student Volunteers



(CSULB Nursing students and faculty with Dr. Sarah at the Long Beach Convention Center.)

“As a volunteer nurse practitioner with the Long Beach MRC, I have never really felt that I had the time to contribute in a meaningful way. When the call came for volunteers at the mass vaccination center, I jumped at the opportunity and once I did, I was hooked! The collaboration between the Health Department, MRC, National Guard, schools, and city agencies each day was a beautiful picture of a city coming together to make a difference. Many of our CSULB nursing students signed up during their vacation and for extra days when they were not receiving any course credit, simply because they genuinely wanted to serve their community.”

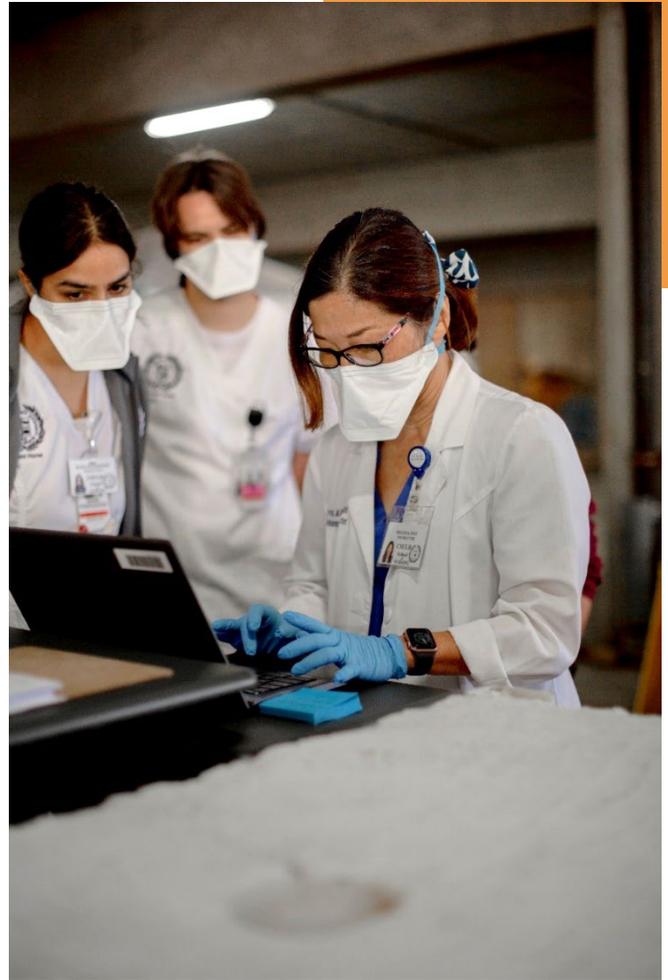
-Melissa Dyo, Faculty, CSULB School of Nursing

During my time volunteering at the vaccination clinics, I gained first-hand experience on how a city responds to a large-scale vaccination event. At first, I honestly had no idea what to expect and was feeling mixed emotions of excitement, anxiousness, and wonder. As I stood in a LB Convention Center parking lot with full PPE on and the Southern California sun beating down on me, I witnessed hundreds of cars line up in a zig zag formation. For the next five hours, I would give out more IM injections than most nurses would administer during their careers. At the end of the night, a CSULB Nursing instructor

came up to us and told us that we were a part of history. **I felt a sense of relief and astonishment and that is when I realized: I have a very simple skill that could potentially help save many lives.** This motivated me to continue to volunteer at later Long Beach Convention Center vaccination events. I was able to work alongside members of the U.S. Army/Coastguard, current/retired nurses and doctors, and my fellow colleagues from the CSULB School of Nursing. We encountered many patients who were excited, anxious, scared, and apprehensive with receiving these new vaccines. As students and healthcare providers, we were able to utilize the knowledge and skills we learned during our schooling to educate, comfort, and inspire those who were being vaccinated. Unfortunately, I was not able to attend as many vaccination events as I would have liked due to being a student, however, I am thankful that I was given the opportunity to help out and give back to our Long Beach community.

Thank you to the members of the Long Beach Health Department and to all the healthcare volunteers that made my time volunteering an unforgettable experience.

-Joshua S., CSULB Student Nurse



(Nursing Instructor Melissa Dyo with students.)

“Administering Covid-19 vaccines at the Long Beach Convention Center was a once in a lifetime opportunity that has left a lasting impression on me. **It was inspirational to see retired Register Nurses administer vaccines alongside Nursing students, The National Guard, and volunteers from various backgrounds.**”

-José V., CSULB Student Nurse

“During the surges of the COVID-19 pandemic, many of us witnessed overwhelmed hospitals. As a result of being overwhelmed, a lot of these hospitals began restricting the amount of people that they allowed in for safety purposes. Therefore, getting experience as a nursing student was not always easy but always valued. However, when the blessing of a vaccine presented itself, the unexpected happened! I found myself getting more amazing and more beneficial experience with my patient interaction and my “injecting” skills than I could ever imagine. I remember failing my first intramuscular injection skills test in nursing school and thinking it was the end of the world.



(Pictured above Samantha and Nursing Instructor Melissa Dyo after a day of vaccinations.)

After working hard and passing my skills test the second time, I jumped at the opportunity to vaccinate people and increase my confidence. In fact, it all came full circle after a long day at Cabrillo High School. On this day, I met and vaccinated so many new people. At the end of the day, I got the honor of vaccinating the Director of the Undergraduate Nursing Program at my school CSULB. At this moment, I felt equipped, confident, and secure that all the vaccinations would go smoothly. **My classmates, and current nurses were seen as heroes (which they are!). However, I want to give credit to all the arms that I got to vaccinate for making me a better nurse. Thanks to you, I am not remembered as the girl who failed her first skills test but as the student nurse who vaccinated over 100 people.**

The Long Beach Health Department took great care of its volunteers. I felt safe, adequately prepared, and had a lot of fun!"
Samantha, CSULB Student Nurse

-Samantha O., CSULB Nursing Student

For more info about the Long Beach MRC, visit <https://www.longbeach.gov/health/services/directory/medical-reserve>.

You can find more information about the CSU Long Beach Nursing Program at <https://www.csulb.edu/college-of-health-human-services/school-of-nursing>.



CSTI Training Course: Medical Health Operations Center Support Activities (MHOCSA)

The Medical Health Operations Center Support Activities (MHOCSA) course will prepare participants to operate in the Emergency Operations Center (EOC) environment in the Medical/Health Branch or in a Medical/Health Department Operations Center (DOC). The MHOCSA class will cover Medical and Health Emergency Operations Manual (EOM) concepts, SEMS, and the “fab four” EOC positions that support medical and health operations in an EOC/DOC. This two-day class will include instruction, group activities, and interactive class exercises.

Date: 1/12/22-1/13/22

Time: 0800-1600

Location: 10161 Croydon Way, Sacramento, CA 95827

**Please contact Brad Gates at brad.gates@emsa.ca.gov with questions.
Space will be limited to 25 attendees.**

16 Hours of CE's available upon completion of two-day course

There is no registration cost for this training. EMSA will provide a free certificate.
****To receive an official CSTI certificate, please bring \$15 to the class****



Link for Registration:

https://EMSADMS.formstack.com/forms/training_registration_form

The Ambulance Patient Offload Time (APOT) report

The Ambulance Patient Offload Time (APOT) report was submitted and presented to EMS Commission on September 22, 2021. This report can be found on our website at emsa.ca.gov/APOT under *Data Collection and Reports*. The report showcases local EMS agencies' (LEMSA) submitted APOT-1 and APOT-2 for the first quarter of 2021; APOT – 1 Weighted Average 90th Percentile by LEMSA and Hospital; and APOT-2 Offload Averages. APOT-1 and APOT-2 are specifications that were developed in 2016 with stakeholders.

The EMS Commission requested an APOT Committee group to be formed and lead by the California EMS Authority. EMSA sent out invitations to organizations and is waiting for representatives to be chosen.



Tips & Tricks for Cybersecurity Awareness Month

Did you know that October is National Cyber Security Awareness Month? As cybercrime continues to spread across our Nation, the awareness about the importance of cybersecurity continues to rise, ensuring that all Americans have the resources they need to be safer and more secure online. It's never a bad time to refresh and remind ourselves of some of the potential threats we see – and may not even know we are interacting with – while surfing the internet each day. It is always a good idea to practice annual cyber security trainings, watch online lectures and attend webinars provided by your workplace or Cyber Security organizations.

Cybercriminals are quite effective at getting what they want. They've learned that the easiest way around your organization's defenses isn't hacking and cracking, it's tricking you into letting them in (phishing). That is why EMSA's office of information would like to share Social Engineering Cheat Sheet and some tips on Email Awareness for not only digital, but in-person and phone attacks.

Click on the images below to view and download each tip sheet!

YOU are a target!

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DIGITAL ATTACKS

Phishing: Email-based social engineering targeting a specific person or role.

Spear Phishing: Email-based social engineering targeting a specific person or role.

Stop, look, and think before you click that link or open that attachment.

IN-PERSON ATTACKS

USB Attacks: An attack that uses a thumb drive to install malware on your computer.

Tailgating: When a hacker bypasses physical access controls by following an authorized person inside.

Stop, look, and think before allowing someone in that you don't recognize or plugging any external media into your computer.

PHONE ATTACKS

Smishing: Text-based social engineering.

Vishing: Over-the-phone-based social engineering.

Stop, look, and think before you surrender confidential information or take action on an urgent request.

Social Engineering

Social engineering is the art of manipulating, influencing, or deceiving you into taking some action that isn't in your own best interest or in the best interest of your organization.

The goal of social engineers is to obtain your trust, then exploit that relationship to coax you into either divulging sensitive information about yourself or your organization or giving them access to your network.

Red Flags

Red flags are a sign of danger or a problem. They can be as subtle as an uneasy feeling or as obvious as an email about "suspicious changes" from a bank that you don't even have an account with.

Pay attention to these warning signs as they can alert you to a social engineering attack!

Since phishing is the most common form of social engineering, let's take a closer look at seven areas in an email and their corresponding red flags.

FROM	TO	DATE	HYPERLINKS	ATTACHMENTS	CONTENT	SUBJECT
<ul style="list-style-type: none"> An email coming from an unknown address. You know the sender for the organization, but the email is unexpected or out of character. 	<ul style="list-style-type: none"> You were copied on an email and you don't know the other people it was sent to. 	<ul style="list-style-type: none"> You receive an email that you would usually get during normal business hours, but it was sent at 3:02 a.m. 	<ul style="list-style-type: none"> There are misspellings in the link. The email contains hyperlinks asking you to take an action. When you hover your cursor over the link, the link address is for a different website. 	<ul style="list-style-type: none"> The sender included an email attachment that I was not expecting or that makes no sense in relation to the email message. (This sender doesn't ordinarily send me this type of attachment.) I see an attachment with a possibly dangerous file type. The only file type that is always safe to click on is a .txt file. 	<ul style="list-style-type: none"> The sender is asking me to click on a link or open an attachment to avoid a negative consequence or to gain something of value? Is the email out of the ordinary, or does it have bad grammar or spelling errors? Is the sender asking me to click a link or open up an attachment that seems odd or illogical? Do I have an uncomfortable gut feeling about the sender's request to open an attachment or click a link? Is the email asking me to look at a compromising or embarrassing picture of myself or someone I know? 	<ul style="list-style-type: none"> The subject line of an email is irrelevant or doesn't match the message content. Is an email about something you never requested or a need for something you never purchased.

Social Engineering Red Flags

FROM

- I can't recognize the sender's email address as someone I ordinarily communicate with.
- This email is from someone outside my organization and it's not related to my job responsibilities.
- This email was sent from someone inside the organization or from a customer, vendor, or partner and is very unusual or out of character.
- Is the sender's email address from a suspicious domain (like microsoft-support.com)?
- I don't know the sender personally and they were not vouched for by someone I trust.
- I don't have a business relationship with any past communications with the sender.
- This is an unexpected or unusual email with an embedded hyperlink or an attachment from someone I haven't communicated with recently.

DATE

- Did I receive an email that I normally would get during regular business hours, but it was sent at an unusual time like 3 a.m.?

SUBJECT

- Did I get an email with a subject line that is irrelevant or does not match the message content?
- Is the email message a reply to something I never sent or requested?

TO

- I was copied on an email sent to one or more people, but I don't personally know the other people it was sent to.
- I received an email that was also sent to an unusual mix of people. For instance, it might be sent to a random group of people at my organization whose last names start with the same letter, or a whole list of unrelated addresses.

HYPERLINKS

- I hover my mouse over a hyperlink that is clipped into the email message, but the link-to address is for a different website. (This is a big red flag.)
- I received an email that only has long hyperlinks with no further information and the rest of the email is completely blank.
- I clicked an email with a hyperlink that is a misspelling of a known website. For instance, www.bankofamercia.com—the "er" is really two characters—"r" and "n."

ATTACHMENTS

- The sender included an email attachment that I was not expecting or that makes no sense in relation to the email message. (This sender doesn't ordinarily send me this type of attachment.)
- I see an attachment with a possibly dangerous file type. The only file type that is always safe to click on is a .txt file.

CONTENT

- The sender is asking me to click on a link or open an attachment to avoid a negative consequence or to gain something of value?
- Is the email out of the ordinary, or does it have bad grammar or spelling errors?
- Is the sender asking me to click a link or open up an attachment that seems odd or illogical?
- Do I have an uncomfortable gut feeling about the sender's request to open an attachment or click a link?
- Is the email asking me to look at a compromising or embarrassing picture of myself or someone I know?

KnowBe4
Human error. Conquered.