



Disaster Healthcare Volunteers DHV Journal



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Summer 2022



Response Personnel Unit Message

Summer is in full swing! That means pool parties, sunburns, barbeques, and vacations. In California, it also means wildfire season. In the past two years, there have been over 21,000 wildfires in California! According to the California Department of Forestry and Fire Protection, 95% of those are caused by drought and dry vegetation combined with human activity such as campfires, electrical sparks, inadequately maintained power lines, smoking, and arson, with the other 5% due to lightning strikes.

While you cannot predict where a wildfire will start, you can be proactive and create a plan to respond in the event of a disaster. Stay safe this year by creating a family preparedness plan such as the one linked here: <https://www.readyforwildfire.org/prepare-for-wildfire/get-set/wildfire-action-plan/>

Thank you for your continued participation in the Disaster Healthcare Volunteer (DHV) program. Please remember to invite friends and colleagues to join your DHV county unit or Medical Reserve Corps by registering in the DHV system at [DHV of California](#) to make your community a better place to live!





2022 MRC Coordinators Statewide Training Workshop

EMSA's Disaster Medical Services Division sponsored a training workshop for California's Medical Reserve Corps (MRC) Coordinators on Wednesday, May 25, and Thursday, May 26. There were 28 MRC Unit Coordinators/designees representing 19 MRC Units.

This workshop featured presentations on topics ranging from Disaster Service Worker Volunteer Program, HOSA Cathedral City High School/MRC Projects, Deploying To Another County: Discussing Your MRC (Best) Practices, COVID-19 Panel discussion, Bridging the Personnel Resource Gap with MRC Mission Ready Teams, 2020 CZU Lightening Complex Fires, TRAIN Resources, Caldor Fire response, Deployment Readiness/New Resources from NACCHO, and many more!

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.



MRC/DHV Unit Articles

Marin Medical Reserve Corps

Marin Medical Reserve Corp Volunteers Receive National Honors

On April 19th, the U.S. Office of the Assistant Secretary for Preparedness and Response (ASPR) Medical Reserve Corps program recognized the volunteers, units, leaders, sponsoring organizations, and partners for their remarkable dedication and accomplishments over the last year. A remarkable Marin Medical Reserve Corps volunteer, Grant Welling, an EMT with the Marin Medical Reserve Corps and a retired Battalion Chief with Kentfield Fire, received the National Outstanding Medical Reserve Corps (MRC) Responder award. Grant has volunteered with Marin County since the early days of mass vaccination and continues to be a vital team member. "Shots in arms" is his motto and he is ready to pivot to do just that. Grant's eternal optimism lifts up those around him and fosters the sense of community that has grown within the vaccination team. He has the keen ability to reflect on operations and implement valuable process improvements to enhance vaccine delivery. He is thorough, professional, and a pleasure to have on the MMRC team!

In addition, the Marin County Medical Reserve Corps Vaccination Team received an Honorable Mention for the Community Response - COVID-19 Vaccination Mission category. A team of 400+ MMRC volunteers have supported the County of Marin since December 2020 and helped us to become one of the most vaccinated communities in the nation. Congratulations, team!



Mendocino County

Our local Mendocino County DHV team, managed by North Coast Opportunities, partnered with Mendocino County Public Health to vaccinate over 12,000 local residents against COVID-19. Since the county is rural, we have set up vaccine clinics around community hubs: the local fairgrounds, at community events such as the Redwood Valley Rancheria Spirit Run & Walk, low-income apartment complexes, community centers in Willits, and Caspar. When there is a request from the community, we are ready to respond. We would like to thank all our Disaster Healthcare Volunteers as we finish a very busy year.

During a recent visit to the Ukiah Fairgrounds vaccine clinic, two retired nurses mentioned that their volunteer work helping vaccinate community members was the most satisfying experience of their retirement. The sense of purpose and camaraderie, during a very difficult time, made it an exceptional experience for them both.

Retired and active medical volunteers at our local vaccine clinics spent a lot of their time and professional skills helping the public feel ready to get vaccinated and receive a booster. Some older community members were scared to be vaccinated. Since many of the DHV volunteers are retired medical professionals that practiced locally, folks coming into the clinics knew them and trusted them already. This made all the difference in helping them feel at ease.

Local public health staff worked tirelessly to prepare our volunteers, provide on-site orientations and to make sure that they practice self-care during a very demanding volunteer placement. Several of our DHV volunteers have logged over 200 hours vaccinating our community! In the early days, staff had to remind the most dedicated volunteers to go home after a very long shift trying to use all the precious vaccines that were thawed. In total, our volunteers have served over 2,100 hours at vaccine clinics.

We would like to thank all our DHV volunteers and Mendocino County Public Health. Our partnership has made it possible to vaccinate, boost, and protect our community.



Riverside County

2022 SoCal Alliance Vector Control Deployment Training

Last month we concluded the SoCal Alliance deployment training in Whittier, CA! Riverside County EMD Volunteer Program had the opportunity to support Medical Reserve Corps - Los Angeles in searching for mosquitos in a local neighborhood of Whittier. Thank you to everyone that attended the virtual trainings last month (recap from May 21: part 1 of this training) and a special THANK YOU to our volunteers **Thomas, Nelson, Paul, and Sam** who attended the part 2 of this training (in person) on June 18. We had a blast learning about the dangers of vectors and how to control the population in our surrounding areas. Also, thank you to MRC Los Angeles and the rest of the SoCal Alliance for having us out there.

See below for pictures from this event.



Sonoma MRC

Over 250 Sonoma County MRC participated in 15 different Covid projects (e.g. Hotline, Vaccinating, PH Lab work, Contact Tracing, N-95 Fit Testing, and more), volunteering over 18,000 hours in the 2-year response. They vaccinated at 30 different sites (clinics, detention facility, schools, community center, etc). The top 15 volunteers put in between 250 and 1000+ hours each. MRC is housed in Sonoma County Public Health Emergency Preparedness Unit, which coordinated with the County's EOC, the Dept. of Health Services DOC and the Covid Section, and community organizations. Also, EMSA gave us clarification on relevant questions. In general, both volunteers and the organizations where they served felt the response was well-run, professional, and positive and suggested improvements mostly in computer/technical areas.

Below are two memorable quotes from MRC members:

"I want to take a minute to thank all of you, most sincerely, for this opportunity. I have had a long nursing career with multiple positions along the way, but I had never worked in public health. I found the experience interesting, challenging, and fulfilling. Watching the problems and intricacies involved with planning and management during a pandemic was fascinating. I am very happy to have played a small part in the solution." -2022 Kay S

"Above all I am in deep appreciation and awe at how much was accomplished by the County DHS and all employees and volunteers under the most difficult circumstances. There was a great spirit of cooperation and mutual effort among staff and volunteers." -2022 Linda C.



CA EMSA Disaster Medical Response Programs



California Medical Assistant Teams (CAL-MAT)

The California Medical Assistant Teams (CAL-MAT) is a paid program within the Emergency Medical Services Authority under ESF 8, which provides medical support across the State of California. There are currently 9 CAL-MAT units that prepare and respond to natural disasters such as wildfires, earthquakes, floods, and other emergencies like the COVID-19 pandemic and terrorist attacks. During a disaster, members can deploy for a minimum of one week at various locations across the State. CAL-MAT units consist of members who are in a geographical area to which they reside. Unit members typically meet a few times a year at the discretion of the Unit Leader. The Units also include non-medical personnel to provide logistics and administrative support consistent with the Incident Command System. Communications for CAL-MAT disaster deployments go through the Disaster Healthcare Volunteers (DHV) System.



EMSA Station 4 Warehouse – CAL-MAT Members receiving response vehicle overview before heading to the Electra fire.

CAL-MAT responded to the first fire request of the 2022 fire season this early July to the Electra fire in Amador County. The team comprising of 1 Physician, 1 Nurse Practitioner, 2 Registered Nurses, 4 EMTs, 1 Logistics, and an EMSA Agency Representative responded to the CAL-FIRE request. The team assembled at the EMSA Station 4 warehouse in Sacramento before assignment to the fire base camp to be briefed on the mission objectives and review the equipment and supplies. At the fire base camp, medical staff provided medical support to firefighters on the frontline. EMSA-CAL-MAT stands ready to support additional requests for the 2022 fire season.

Reconciliation of the CAL-MAT Unit's rosters is ongoing to account for the members who have moved away, retired, received permanent jobs, and for other reasons. EMSA currently has approximately 1200 CAL-MAT members willing to support the State of California. Throughout the course of several months, there have been 4,544 CAL-MAT deployments to various sites, including deployments to the EMSA Department Operations Center warehouses, alternate care sites, long-term care facilities, Migrant Hubs, and vaccination clinics during COVID-19 and annual fire season, which helped to alleviate the burden on counties in the State of California. CAL-MAT continues to support the constituents of California as emergency needs arise. Emergency CAL-MAT hires have given up basic comforts of life to combat California disasters and help relinquish the pain and suffering that has plagued the American people from 2020-2022.

Individuals interested in joining CAL-MAT can do so by following the link here at <https://emsa.ca.gov/disaster-medical-response-programs/> to review the information needed to apply and register with the DHV system at <https://healthcarevolunteers.ca.gov/>. Some of the positions with CAL-MAT are LVNs, NP's, PA's, RNs, Physicians, Pharmacists, Administrative, and Warehouse Workers.

California Health Corps (CAHC)



Health Corps Unit:

Jason Guzman, Nirmala Badhan and Tim Mihalakos

The California Health Corps (CAHC) is comprised of approximately 150 healthcare professionals, including Registered Nurses, Licensed Vocational Nurses, Certified Nursing Assistants, Emergency Medical Technicians, Nurse Practitioners, Physicians (MD, DO), Physicians Assistants, and Respiratory Therapists with active licenses to provide support to medical facilities that are impacted due to a medical surge. The CAHC program was designed to provide individual healthcare professionals to medical

facilities or vaccination PODS experiencing a staffing shortage. CAHC members may also be deployed to support the fulfillment of state-level medical facilities in accordance with the Standardized Emergency Management System (SEMS) during a disaster. Please visit <https://emsa.ca.gov/disaster-medical-response-programs/> to learn more about the CAHC and other Emergency Medical Services Authority (EMSA) programs. If you have any questions regarding the CAHC program, please send an email to: cahealthcorps@emsa.ca.gov

On-line Disaster Training Opportunities

California is fortunate that over **104,000** volunteers are registered on the DHV System. Volunteers can be notified and given opportunities to serve in critical healthcare and non-healthcare positions 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.



FEMA | Emergency Management Institute

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.E: Fundamentals of Emergency Management

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

Course Objectives:

- Describe the principles and authorities that are the foundation of emergency management.
- Explain how 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.



IS-242.C: Effective Communication

Link: <https://training.fema.gov/is/courseoverview.aspx?code=IS-242.c>

Course Objectives:

- Identify factors that contribute to and detract from effective communication.
- Develop a strategy for ensuring that emergency communications meet the needs of the whole community, including those with access and functional needs.
- Identify strategies for communicating effectively in emergency situations.
- Identify strategies for improving your oral presentation skills.

*Source: <https://training.fema.gov/is/crslist.aspx>

 <h2>DHV Responder Quick Reference Guide</h2> 	
<h3>I forgot my Username / Password</h3> <ol style="list-style-type: none"> 1. Click on the Forgot Username or 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. 	<h3>Update your professional license</h3> <ol style="list-style-type: none"> 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.
<h3>Change your Username/Password</h3> <ol style="list-style-type: none"> 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. 	<h3>Update your training classes</h3> <ol style="list-style-type: none"> 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.
<h3>Update your address</h3> <ol style="list-style-type: none"> 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. 	<h3>Update your Immunization Record</h3> <ol style="list-style-type: none"> 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.
<h3>Update your Contact Information</h3> <ol style="list-style-type: none"> 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. 	<h3>Check your Messages</h3> <ol style="list-style-type: none"> 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.
<h3>Update your Place of Employment</h3> <ol style="list-style-type: none"> 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. 	<h3>Contact your Administrator</h3> <ol style="list-style-type: none"> 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. Individuals 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.



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, 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 depend on health professional volunteers' services. However, on such short notice, taking advantage of volunteers' time and capabilities presents a major challenge to hospitals, 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, 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



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.

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.



Elizabeth Basnett, Interim Director, EMSA
Louis Bruhnke, Chief Deputy Director, EMSA
Craig Johnson, Chief, Disaster Medical Services Division
Theresa Gonzales, Manager, Response Personnel Unit
Jim Dong, Response Personnel Unit
Todd Frandsen, Response Personnel Unit
Janet Lago, Response Personnel Unit
Jacob McGee, Response Personnel Unit
Lauran Molina, Response Personnel Unit
Jesus Ochoa, Response Personnel Unit
William "Robbie" Smith, Response Personnel Unit

EMSA - DHV Journal, 10901 Gold Center Drive, Suite 400, Rancho Cordova, CA 95670

Phone: (916) 322-4336 Ext. 1766

<https://emsa.ca.gov/>
dhv@emsa.ca.gov