



Disaster Healthcare Volunteers

DHV Journal



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Response Personnel Unit Message

Approaching the year's end, we contemplate the challenges—winter storms, earthquakes, tropical storms, and wildfires. California's resilient healthcare volunteers consistently step up, offering crucial aid in times of disaster. Our unwavering dedication to learning and training ensures continual preparedness, recognizing its direct impact on community well-being.

This holiday season, savor moments with loved ones and take pride in your year's accomplishments. Anticipate 2024 with optimism as it brings new challenges. Thank you for being a vital part of the Disaster Healthcare Volunteer (DHV) program, contributing to positive change. Encourage friends and colleagues to join your DHV county unit or Medical Reserve Corps (MRC) by registering in the DHV system at [DHV of California](https://www.dhvofcalifornia.org).





MRC Corner

Robbie Smith

California Statewide MRC Coordinator



Happy Winter MRC! This quarter Southern California MRC Units were given the opportunity to participate in the 2023 SoCal Training and Exercise. This took place at the Naval Base Point Mugu in Ventura County on October 10th and 11th. The training for MRC included START Triage, RN CE's, infrequent skills, Cache and Pharmacy Overview. The exercise was a Marine Mass

Casualty Incident scenario. The training/exercise was limited to a handful of MRC attendees assisting with medical triage during the full-scale exercise. Ventura County had a large presence of participants assisting with victim roles and Riverside MRC assisted with dressing up the victims with moulage. Below you can see photos of the event consisting of the activities that went on during the exercise and training. We look forward to inviting MRC to additional training and exercises that will take place in 2024.

Please encourage your friends, family, and colleagues to register to volunteer at <https://healthcarevolunteers.ca.gov/> by selecting the nearest MRC Unit to where they reside. More MRC information can be found here: <https://aspr.hhs.gov/MRC>



MRC/DHV Unit Articles

MRC Los Angeles

At the start of the 2023 flu season, MRC Los Angeles activated its members to assist at the Emergency School-located Vaccination (ESLV) Exercise. Volunteers were organized, assigned, and deployed to six schools within the Pasadena Unified School District (PUSD). The ESLV model provides on-site, timely medical countermeasures, like vaccines, to K-12 students and to school staff at a convenient and trusted location during school hours.

Prior to the activation of this deployment, MRC Los Angeles volunteers were trained on their roles and responsibilities. They received Mass Vaccination - Influenza training on vaccine storage, handling and transport, vaccine preparation, blood borne pathogens/universal precautions, intramuscular vaccine administration, and adverse reactions. Volunteers also participated in a Medical Points of Dispensing (MPOD) drill in preparation for this ESLV exercise.

A total of twenty-five (25) MRC Los Angeles volunteers were deployed during the two-day ESLV exercise in October 2023 (12 volunteers on Day 1 and 13 volunteers on Day 2). Clinical volunteers were assigned to administer seasonal influenza to students and school staff; and non-clinical volunteers were assigned as screeners and for other logistical needs. MRC Los Angeles volunteers worked in collaboration with key leadership from PUSD administration, Los Angeles County Department of Public Health, and Pasadena Public Health, who both have jurisdiction over schools throughout the district.

At the end of the exercise, MRC Los Angeles volunteers' enthusiasm and professionalism were highlighted by the school district and local health department partners, who expressed appreciation for their dedication and expertise. MRC volunteers were very skillful in consoling students hesitant to receive the vaccine and provided bilingual language services for students with limited English proficiency. The flu outreach effort continues to offer the benefit of having fewer sick children and higher attendance rates in the schools in PUSD.

MRC Los Angeles unit continues to train and exercise with volunteers to enhance its readiness in responding during public health emergencies.



MRC/DHV Unit Articles cont.

San Diego

MRC volunteers work with the County of San Diego's Health and Human Services Agency (HHSA) performing outreach and education for health care professionals and the community on COVID-19 and public safety issues.

Since 2020, 8 MRC members have volunteered over 3000 hours to assist the County of San Diego's (County) Medical Care Services with the pandemic response. Initially administering vaccinations and making follow up calls, MRC members transitioned to support Health Professional Outreach and Education programs as part of the County's Office of Emergency Services response. As part of this team, MRCs performed academic detailing and engaged with health care practices in the ZIP Codes most impacted by COVID-19 by listening to their concerns and needs, providing up to date information about COVID-19, and connecting them to resources. As needs shifted, these volunteers began working on additional projects, including the Grand Rounds Educational Alliance and Transformation series, health professionals telebriefings and newsletters, meeting with community partners for listening sessions, academic detailing about MPOX, and conducting a pilot study to address the low rate of vaccinations in Skilled Nursing Facilities.

The County of San Diego's Live Well Advance Conference and School Summit aims to bring thousands of partners and stakeholders together to network, learn new tools and best practices, and participate in breakout sessions. County leaders come together to advance a shared vision of a healthy, safe, and thriving San Diego region. On November 1st, 2023, the MRC volunteers helped staff the Medical Care Services booth at the Live Well Advance Conference by providing information on COVID-19, passing out free COVID-19 test kits, and running 'hands-on' courses teaching attendees hands-only CPR and "Stop the Bleed" techniques. It was one of the most popular booths at the event!



MRC/DHV Unit Articles cont.

San Diego

A Personal Reflection on Being an MRC Volunteer for The County of San Diego
Camille Fitzpatrick, NP

After a 30-year career at UC Irvine I moved to San Diego County in 2017. I was in the process of transitioning from full time to part time work in Orange County when COVID hit. Like many of my colleagues, I was driven to help in any way possible. After multiple Orange County vaccination clinics, I decided to participate as a Medical Reserve Corps volunteer in San Diego County. I worked alongside many MRC volunteers to give hundreds of vaccinations. In June 2021, the Medical Care Services Outreach & Education team was looking for volunteers to assist with education and outreach to clinical practices in San Diego County. Working with this group, I became part of a most dedicated, caring, hard-working and dynamic team of volunteers. It has been incredibly rewarding to see that there are so many wonderful individuals who give so selflessly to benefit the health and welfare of everyone in our county. I would encourage anyone who wants to be part of such a wonderful group to consider volunteering with the MRC.



MRC/DHV Unit Articles cont.

San Luis Obispo

On September 15th, the San Luis Obispo County MRC hosted a Medical Shelter Training and Exercise for volunteers. Our MRC RISE award made this training possible. This training aimed to prepare volunteers to assist in medical roles in general population shelters should they be needed. The Red Cross provided training to volunteers on how their shelters are run and what to expect should MRC Volunteers be needed there. All volunteers received a refresher on basic first aid. While the medical volunteers learned about soft tissue injury bleeding control, triage, burn care, and patient assessment, the non-medical volunteers practiced the art of moulage, perfecting gory makeup looks.

The culmination of the training was an exercise to test the medical volunteers on what they had learned. The non-medical volunteers, donned in faux, bloody wounds, practiced their acting as they became mock patients for the exercise. Our seemingly unflappable medical volunteers treated their mock patients with such care and empathy that our instructors were left in awe. MRC volunteers radiate compassion in a way that is seemingly unparalleled.

Volunteers with COVID service hours received their official certificate documenting their sacrifice to the community. Although just a documentation of hours, the certificates provided a tangible symbol of their selfless service during a difficult time. As each volunteer was thanked for their hours served, the room filled with sincere and grateful applause.



MRC/DHV Unit Articles cont.

San Luis Obispo



MRC/DHV Unit Articles cont.

Stanislaus County Medical Reserve Corp (SCMRC)

The NACCHO Rise Grant, SCMRC was able to purchase Badge Scanner, Hats, MRC Feather Flag Kit, MRC Quick Shelter, MRC Lanyards Pins, Scrubs.

The SCMRC attended a community event about Fentanyl Awareness. Volunteers were providing members of the community Narcan Administration Kits, Fentanyl Test Kits, and Information on the harming effects of Fentanyl.

Stanislaus County Behavioral Health Services Agency hosted a Narcan Administration and Fentanyl Kit Test Training for 4 MRC Volunteers. The training will be conducted on a quarterly basis until most of our volunteers have attended and received training.

Volunteers also participated in the Stanislaus County public fall vaccination clinics. Stanislaus County hosted 7 fall vaccination clinics for the youth and the elderly community. 12 volunteers dedicated 29 hours of service for the Stanislaus County Public Health Department and the Vaccines that were available were VSV, Adult Covid, Regular Flu.

Upcoming Events

- SMRC Potluck
- SMRC Award Ceremony
- SCMRC Advisory Committee



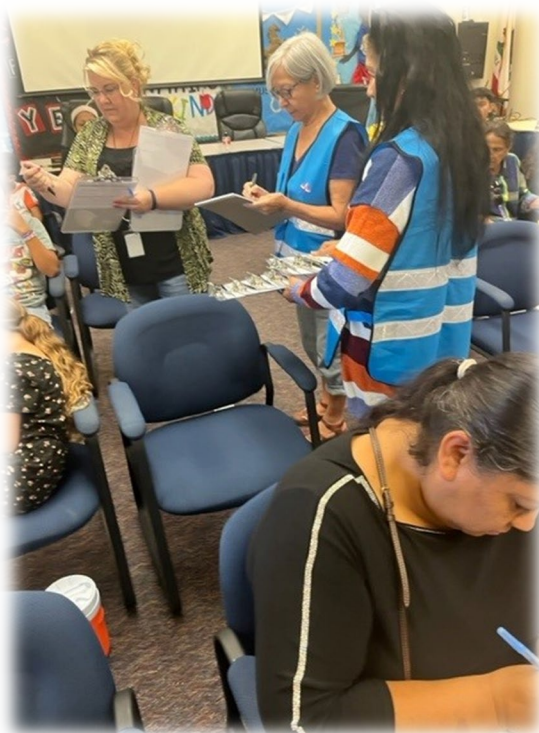
MRC/DHV Unit Articles cont.

Stanislaus County Medical Reserve Corp



MRC/DHV Unit Articles cont.

Stanislaus County Medical Reserve Corp



MRC/DHV Unit Articles cont.

Ventura County


The Ventura County Medical Reserve Corps (VCMRC) has been rotating EMTs, RNs, NPs, PAs, MDs, and retired law professionals through the Ventura County Backpack Medicine Team – Health Care for the Homeless Program in 2023. Our VCMRC volunteers are paired up with the medical treatment component of this team as support and to engage with clients in the field to render basic wound care, vaccinations, STI testing, blood draws and Narcan education. Clients we interact with through this program are many of the same clients we serve in times of emergency and winter-warming sheltering responses.

The cooperation between our county agencies allows our county to treat homelessness with a whole person care approach and improve the health care system for this vulnerable community. This incredible team includes the Ventura County Health Care Agency, Ventura County Public Health (Communicable Disease, Immunizations), Ventura County Human Services Agency, Ventura County Behavioral Health, Ventura County HIV/AIDS Program, Ventura County Medical Center (VCMC) Residents, Ventura County Emergency Medical Services Agency, Ventura County Rescue Mission, Salvation Army and local police departments (Ventura County Sheriff's Department, Ventura Police Department, Oxnard Police Department, Simi Valley Police Department).



Online Disaster Training Opportunities

California is fortunate that over **47,000** 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 the 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: [FEMA - Emergency Management Institute \(EMI\) Home Page](#)

IS-368: Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations (2 hours)

Course Objectives:

- Explain the importance of including people with disabilities and others with access and functional needs in disaster operations at the JFO and field locations.
- Describe how JFO and field staff can support and include people with disabilities and others with access and functional needs in disaster operations.
- Describe principles and FEMA initiatives that provide a foundation for the integration of people with disabilities and others with access and functional needs in disaster operations.
- Describe the history of the treatment of and services for people with disabilities.
- Identify laws that provide the legal foundation for issues related to people with disabilities and others with access and functional needs.
- Describe the function of the Disability Integration Advisor.
- Describe personal actions to support the integration of people with disabilities and others with access and functional needs in the JFO and field disaster operations.

IS-200.C: Basic Incident Command System for Initial Response (2.0 hours)

Course Objectives:

- Describe how the NIMS Management Characteristics relate to Incident Command and Unified Command.
- Describe the delegation of authority process, implementing authorities, management by objectives, and preparedness plans and objectives.
- Identify ICS organizational components, the Command Staff, the General Staff, and ICS tools.
- Describe different types of briefings and meetings.
- Explain flexibility within the standard ICS organizational structure.
- Explain transfer of command briefings and procedures.
- Use ICS to manage an incident or event.

Pet Safe Holiday Season

Tips for a Pet Safe Holiday Season



Medications are dangerous for pets!



Have guests keep their medications sealed and out of reach from pets.



Traveling with your pet?

- Always transport them in a carrier or on a leash.
- Pack their vaccination records, medications, food, bedding and bowls.
- Be sure the place you are staying accommodates your pet's size and needs.



Fireworks and noisemakers can scare pets. Keep them in a safe place during these events.

Avoid feeding your pet the following:

- Cooked bones
- Onions & garlic
- Grapes
- Chocolate
- Gravy
- Fat trimmings
- Nuts
- Raw dough
- Desserts & candy
- Caffeine & alcohol



Keep pets away from candles. Strings of lights are also dangerous as pets may chew them or get tangled up in them.



Decorations look a lot like toys to pets, but can be harmful if knocked over or consumed.



Make sure your holiday plants are non-toxic and where pets cannot reach.



Parties are loud and can make pets nervous. Be sure to give them a quiet place they can escape to.



Don't leave gifts where pets can get into them.



DHV User Tips

Short Message Service (SMS) or Text Messages are concise messages limited to 200 characters, transmitted to recipients' phones. If a message exceeds this limit, it may be truncated or sent in multiple parts.

During emergencies, SMS/Text Messages play a crucial role, allowing your DHV administrator to swiftly send important updates to your pager or mobile device.

To ensure you receive SMS/Text Messages, it's essential to have an SMS/Text contact method specified in your profile. This can be any designated contact method; it doesn't necessarily have to be Contact Method 1. Additionally, the SMS/Text contact method must be pre-existing in your responder's profile before the message is dispatched for you to receive it.

The screenshot shows the 'Summary' page of a user profile for Janet Lago. The page has a top navigation bar with 'Home', 'My Profile', 'Missions', 'Messages', 'Organizations', and 'Documents'. Below this is a sub-navigation bar with 'Summary', 'Identity', 'Deployment Prefs', 'Contact', 'Occupations', and 'Training'. The 'Summary' section shows a progress bar at '100 % Complete' and lists four completed sections: 'Identity (complete)', 'Deployment Preferences (complete)', 'Contact (complete)', and 'Occupations (complete)'. Each section has a brief description of the information it contains.

The screenshot shows the 'Contact' page of a user profile for Janet Lago. The page has a top navigation bar with 'Home', 'My Profile', 'Missions', and 'Messages'. Below this is a sub-navigation bar with 'Summary', 'Identity', and 'Deployment Prefs'. The 'Contact' section is highlighted with a blue circle, and a blue arrow points to the 'Edit Information' button. Below the button are fields for 'Primary Email Address', 'Email Address 1:', 'Secondary Email Address', 'Email Address 2:', and 'Contact Method'.

The screenshot shows the 'Contact Method 1' page of a user profile for Janet Lago. The page has a top navigation bar with 'Home', 'My Profile', 'Missions', and 'Messages'. Below this is a sub-navigation bar with 'Summary', 'Identity', and 'Deployment Prefs'. The 'Contact Method 1' section is highlighted with a blue circle, and a blue arrow points to the 'SMS/Text Msg' option in the dropdown menu. Below the dropdown are fields for 'Contact Method 1:', 'Number to Attempt 1:', 'Emergency Contact', and 'Emergency Contact 1'.

For any system-related inquiries, please don't hesitate to contact us via email at dhv@emsa.ca.gov



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, [DHV of California](#)



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 [DHV of California](#) 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.



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