



## HAPPY HOLIDAYS FROM THE MI VOLUNTEER REGISTRY!



We want to take this opportunity to thank all of our registered volunteers for their commitment to providing assistance during a disaster or medical emergency. Our volunteers are priceless! We would like to remind you that it is recommended to visit your volunteer profile regularly, and update information that may be required in order to contact you for future potential deployments. If you have any questions or need assistance accessing your profile, please contact us at [help-mivolunteerregistry@michigan.gov](mailto:help-mivolunteerregistry@michigan.gov). Thank you very much for all that you do, and have a safe and happy holiday season!

## HOSPITAL VOLUNTEER MANAGEMENT AND CREDENTIALING CONFERENCE - ECL1 PROJECT UPDATE

In September and October, the Office of Public Health Preparedness (OPHP) hosted the Hospital Volunteer Management and Credentialing Conference. This conference provided information to Michigan's hospital partners on the importance of developing a volunteer management plan, as well as to verify the credentials of our registered healthcare volunteers. An overview of the MI Volunteer Registry (part of the federal Emergency System for the Advance Registration of Volunteer Health Professionals, or ESAR-VHP, program) was also conducted. OPHP invited special guest speakers from Connecticut and from Los Angeles County to speak about the systems and processes in place for their hospitals' volunteer management and credential verification.

The OPHP MI Volunteer Registry team is now looking to recruit hospitals to participate

in the Emergency Credential Level (ECL) 1 Project. An ECL1 volunteer is a volunteer who is considered "hospital-ready"---registered volunteers who are currently working in a hospital environment.

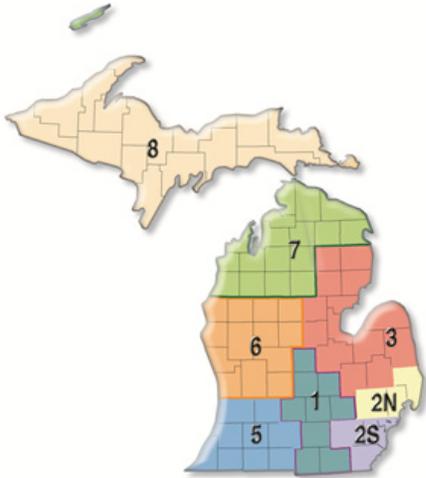
When a hospital agrees to participate, members from the Human Resource and Medical Staff offices will assist with the verification of employment or privileges of volunteers who have indicated an affiliation with the hospital. This will be helpful for Michigan's hospital partners, who may require the assistance of hospital-ready volunteers to support a medical surge or public health incident.

The MI Volunteer Registry Team would like to thank the two pilot hospitals Spectrum Healthcare in Grand Rapids and Memorial Healthcare in Owosso for their support and dedication to the ECL1 Project; the eight Regional Healthcare Coalitions for the support of this initiative; our special guest speakers for providing resources and support to our hospital attendees; and all of our conference attendees. For more information on the MI Volunteer Registry ECL1 Project, please contact the Emergency Credentialing Project Planner at (517) 335-8150 or at [tuckerj2@michigan.gov](mailto:tuckerj2@michigan.gov).



Pictured from left to right: Mary Keating (Connecticut Hospital Preparedness Program Manager), Linda Scott (Michigan Hospital Preparedness Program Manager), Terry Stone (Henry Mayo Hospital), Jennifer Tucker (MI Volunteer Registry), Sandra Stark Shields (LA County DHS, EMS Agency), and Virginia Zimmerman (MI Volunteer Registry)

## HEALTHCARE COALITION NEWS



### REGION 2S HEALTHCARE COALITION

#### Region 2 South Volunteer Involvement in Recent Events

The Region 2 South Healthcare Coalition serves the southeast counties of Wayne, Washtenaw and Monroe – the largest population density in Michigan. It is composed of four local public health departments and 37 hospitals and health systems in addition to over 267 agencies; including the American Red Cross, emergency medical service (EMS) organizations, fire and police departments, institutes of higher learning, state and local governments, and nonprofit organizations and businesses. Region 2 South also has formed strategic partnerships with hospitals, EMS agencies, and government officials in Canada and Ohio.

Each year, the City of Detroit hosts a variety of special events bringing a vast number of participants and spectators into Region

2 South. In 2013, Detroit hosted two of the largest annual sporting events, the Detroit Free Press Talmer Bank Marathon and the Chevrolet Grand Prix. Competitive racing for the Chevrolet Grand Prix began on May 31, 2013 and concluded on June 2, 2013, on Belle Isle in Detroit; requiring a large amount of preparation for first aid and emergency services support. Similarly, the Detroit Free Press Talmer Bank Marathon was held on October 20, 2013, with a reported twenty-seven thousand, three hundred and seventy-nine (27,379) runners registered in one of the five races. Each of these labor-intensive annual events require assistance from a large number of medical volunteers in Southeast Michigan to staff medical stations, roving medical units, conduct surveillance, and patient tracking operations.



Volunteer recruitment occurred prior to the events utilizing various healthcare organizations and the Michigan Volunteer Registry. For Grand Prix operations, over sixty-five (65) volunteers attended the required event orientation and reported for three days of race operations. Over fifty (50) volunteers attended the required orientation and reported for duty at the Detroit Free Press Talmer Bank Marathon. For each event, volunteer responsibilities included: patient care in four medical stations strategically staged around the event activities; operating rover teams to provide patient assistance and transportation;



and monitoring and updating patient tracking applications. Specifically for the Detroit Free Press Talmer Bank Marathon, volunteers were deployed internationally to assist with medical operations on both the Ambassador Bridge and the Detroit-Windsor Tunnel. Volunteers were pre-assigned to their stations and staged with specialty equipment to prepare them for specialized patient care needs. Over the three day duration of the Grand Prix, volunteer medical staff treated one hundred and eighty-eight (188) patients. An estimated three hundred and eighty (380) patients were treated during the Detroit Free Press Talmer Bank Marathon.



Volunteer involvement will continue to be a critical component of ensuring that these events are safe for participants and spectators. Any volunteers interested in assisting with special event operations, like the Detroit Free Press Talmer Bank Marathon and the Chevrolet Grand Prix, are encouraged to contact the Region 2 South office at 734-728-7674.

Region 2 South also encourages volunteers to investigate other local opportunities for volunteer involvement. Four Medical Reserve Corps (MRC) have been established and are active in the City of Detroit, Monroe, Wayne,

and Washtenaw Counties within Region 2 South. Volunteers should contact these MRCs for additional information on team involvement and ways in which they can assist in local activities and response. Contact information for the four MRCs within Region 2 South:

City of Detroit MRC:  
Point of contact: Jennifer Floyd  
[FloydJe@detroitmi.gov](mailto:FloydJe@detroitmi.gov)

Monroe County Health Department MRC:  
Contact: [mrc@monroemi.org](mailto:mrc@monroemi.org)

Washtenaw County Health Department MRC:  
Point of contact: Amanda Naugle  
[nauglea@ewashtenaw.org](mailto:nauglea@ewashtenaw.org)

Wayne County Health Department MRC:  
Point of contact: Tom Barnes  
[tbarnes1@waynecounty.com](mailto:tbarnes1@waynecounty.com)

## **REGION 3 HEALTHCARE COALITION**

### Region 3 HCC Endorses MI-TRAIN

There is a good chance that if you are reading this newsletter, you are already registered as a volunteer with the Michigan Volunteer Registry. If you are looking for additional training opportunities, the Region 3 Healthcare Coalition recommends that you register on Michigan TRAIN (MI-TRAIN), --an on-line learning resource encompassing several on-line and face-to-face training opportunities. Training opportunities provided by Region 3 are available for you to register for through MI-TRAIN. Most training opportunities that are sponsored by the Michigan State Police, the Michigan Department of Community Health, and other State agencies can be found on this site. It is a one-stop-shop for a variety of training courses and conferences. If you type in the word "volunteer" in the MI-TRAIN

search bar, you will get three pages of training opportunities that relate to the volunteer many of which have not cost to attend. One of the nice features about using MI-TRAIN to access your training is that it keeps track of what courses you have taken, what conferences you have attended, and, where applicable, keeps your certificates on file. That alone is priceless when it's time to update your resume or you need to know when you attended that course on "Your Family Disaster Plan". To get started, go to <https://mi.train.org> and set up your account today!

## **REGION 5 HEALTHCARE COALITION**

### **Region 5 Uses the MI-Volunteer Registry!**

Over the last two years, Region 5 staff members have worked to update the membership of Region 5 volunteers on the new MI-Volunteer Registry and to recruit additional volunteers. The Registry has been used by Region 5 staff to request volunteers for the following activities: MI-TESA (Michigan's Transportable Emergency Surge Assistance resource) preparation and cold weather exercise; general volunteer call-out for the Kalamazoo Marathon; a MRC request to help with the Chicago Marathon; a Volunteer request exercise in conjunction with a NEHC (Neighborhood Emergency Help Center) exercise; a number of volunteer requests for the Region's MI-Rad React (radiological emergency preparedness) exercise series; and for a Joint Regional Volunteer Exercise with the Region's public health partners.

Since the Registry's transition to a new platform in 2012, many registered volunteers needed additional information about the registry and how it would be used. Additionally,

Regional Healthcare Preparedness staff worked with regional Public Health Emergency Preparedness Coordinators, Emergency Management, and local CERT teams to share and understand the full functionality of the Mission-Management features and categorization of volunteers to ensure the best collective use of the system. All components of the Region will be continuing to use the Registry at every opportunity, primarily for exercises and planned events, striving to use it to its fullest functionality in preparation for an actual incident. Region 5, which is comprised of about 9.6% of Michigan's population, has 10.4% of the total general volunteers on the Registry. The Region's goal is to increase the number of Region 5 volunteers listed on the Registry by 10% by June 30, 2014. Since July 1, 2013, the Region has added 14 additional volunteers, with a need to add an additional 48 volunteers over the next few months.

For Region 5, the greatest utility of the Registry is in the notification of its volunteers, which include a specialty team for the deployment of MI-TESA, general volunteers, the Southwest Michigan Medical Reserve Corps, and the Healthcare Coalition/Mobile Medical Field Teams. Response options provide the ability to ascertain how many volunteers are available to respond to specific locations or at specific times. Regional staff members have faced some challenges in the use of the Mission Module component of the Registry and need to engage in further testing of this aspect of the system. The badging module of the Registry has limited utility for general volunteers when incorporated with general spontaneous volunteers but will be tested further to ensure optimal use during an actual incident. The MI-Volunteer Registry is one of many tools that Emergency Preparedness partners in Region 5 has available to ensure their readiness to respond to a large-scale incident.



## REGION 6 HEALTHCARE COALITION

### Region 6 Volunteer Engagement: Long Term Care Drills Prove Valuable

Long Term Care sites in Region 6, like many of their peer organizations across the state, are becoming more adept at disaster drills and exercises; particularly to test their evacuation plans. During the summer of 2012, two Long Term Care sites in Grand Rapids completed full-scale evacuation drills that included a variety of volunteers, from staff who came in on off-shifts to local students who participated as mock victims.

Staff who volunteered to participate as care team members said they learned more detail about their organization's overall evacuation plans and the need to quickly assess residents and patients, to prioritize an evacuation order.

Students and other community volunteers, who generally played mock residents in both drills, said the opportunity to help staff while they learned safe techniques for using evacuation equipment and to later be "evacuated" in stair-chairs or evacuation sleds was both exciting and educational. In one drill, volunteers were moved down two flights in either stair chairs or on sleds; in the other, they were slid across a parking lot. In both cases, volunteers said they valued the time and energy staff spent in describing what would happen while they were moved and ensuring their safety during the drills.



## **OTHER NEWS**

### GET TECH READY BEFORE POWER OUTAGES

Power outages often accompany severe weather. Make sure you can stay connected with loved ones by using these technology tips:

- Keep extra batteries for your phone in a safe place or purchase a solar-powered or hand crank charger. These chargers are good emergency tools to keep your laptop and other small electronics working in the event of a power outage.
- If you own a car, purchase a car phone charger because you can charge your phone if you lose power at your home.
- Program "In Case of Emergency" (ICE) contacts into your cell phone so emergency personnel can contact those people for you if you are unable to use your phone.
- Conserve your cell phone battery by reducing the brightness of your screen, placing your phone in airplane mode, closing apps you are not using and keeping phone calls brief.
- If you do not have a cell phone, keep a prepaid phone card to use if needed during or after a disaster.

For more information how to get ready before severe weather, visit <http://www.ready.gov/get-tech-ready>.



## BUILDING RESILIENT COMMUNITIES: AN ONLINE TRAINING

Emergency preparedness can get a community through the first few days following a disaster. But how does a community bounce back over the long term?



With disasters becoming more common and costly, and with some areas enduring overlapping disasters, the importance of building community resilience has never been greater.

You are key to supporting community response and recovery. But what resilience-building tools do you have to use? And what tools does your agency share with its grantees or constituents?

RAND's new easy-to-use, self-guided online training (visit <http://www.rand.org/pubs/tools.html>) can help communities strengthen their resilience. Your agency can use the training to build its own resilience, too.

Resilience means:

- mitigating and withstanding the stress of manmade and natural disasters
- recovering in a way that restores normal functioning
- applying lessons learned from past responses to better withstand future incidents

When your agency or your grantees or constituents complete this training, they will have a real action plan that will help build resilience, bolstering capacity to respond to and recover from disaster.

## WINTER STORMS & EXTREME COLD

Inspire others to act by being an example yourself, Pledge to Prepare & tell others about it! Visit [www.ready.gov/pledge](http://www.ready.gov/pledge) today!



While the danger from winter weather varies across the country, nearly all Americans, regardless of where they live, are likely to face some type of severe winter weather at some point in their lives. Winter storms can range from a moderate snow over a few hours to a blizzard with blinding, wind-driven snow that lasts for several days. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet and freezing rain.

One of the primary concerns is the winter weather's ability to knock out heat, power and communications services to your home or office, sometimes for days at a time. Heavy snowfall and extreme cold can immobilize an entire region.

The National Weather Service refers to winter storms as the "Deceptive Killers" because most deaths are indirectly related to the storm. Instead, people die in traffic accidents on icy roads and of hypothermia from prolonged exposure to cold. It is important to be prepared for winter weather before it strikes.



## FREE PREPAREDNESS APPS

### Emergency Response Guide (ERG) App

PHMSA (U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration)'s 2012 Emergency Response Guidebook provides first responders with a go-to resource to help deal with hazmat accidents during the critical first 30 minutes. The ERG contains an indexed list of dangerous goods and the associated ID number, the general hazards they pose and recommended safety precautions.



iPhone



Android

