



Flint Water Response

Scheduling, management, and deployment of volunteers was a major objective of the Michigan Department of Health and Human Services (MDHHS), Community Health Emergency Coordination Center (CHECC) volunteer management team during the Flint Water Response activation. The CHECC supported requests for volunteers through the Michigan Volunteer Registry and partnerships with the American Red Cross (ARC), Genesee Health System (GHS), United Way of Genesee County, and the Medical Reserve Corps (MRC).



The CHECC was central in the acquisition of ASL interpreters, Spanish-speaking, and general volunteers for the Genesee County Health Department (GCHD) mass blood lead testing clinic, as well as Flint community general volunteers for the Centers for Disease Control and Prevention (CDC) case management enrollment team.



MRC volunteers were active in assisting the Volunteer Reception Center (VRC), blood lead testing, the Food Bank of Eastern Michigan, and other assigned tasks. MDHHS health representatives continue to assist the Michigan Department of Environmental Quality (MDEQ) lead and copper assessment teams; providing health-related information and answers to health related questions.





HEALTHCARE COALITION NEWS

REGION 2 NORTH HEALTHCARE COALITION

Region 2 North Healthcare Partners Volunteer to Help Enhance the Regions' Preparedness

There are many definitions of the word "volunteer" including: "to offer (oneself or one's services) for some undertaking or purpose." The Region 2 North Healthcare Coalition is very successful because of the many volunteers who help us with the planning, training, and exercising of the many regional coalition initiatives. We have numerous healthcare and other partners who "volunteer" their services to join our various committees and work groups to help us better prepare for and mitigate potential healthcare emergencies. Here are a few examples:

The Region 2 North Education Committee plans for several training sessions and our annual conference - attended by over 200 people - to help our region prepare for and respond to incidents and events. The men and women on this committee have volunteered to take the time and give the energy to make this advisory committee a success. Members represent hospitals, EMS agencies, and Medical Control Authorities and they volunteer to provide their expertise to help others in our coalition and in the other coalitions.

The Region 2 North other Advisory and Planning Board Committees have various volunteers from hospitals, long term care, Emergency Medical Services, Medical Control Authorities, Public Health, Emergency Management, the Region 2 North Medical Reserve Corps, and other volunteer organizations. These dedicated individuals take the time to read the materials, help with planning and execution of the Healthcare Coalition work plan and objectives, and evaluate the ever changing risk environment. They willingly share their knowledge to help the coalition be better prepared to respond to and recover from a disaster.

In short, the coalition works because of all the volunteers who give their knowledge and energy so that we might be able to handle the response to hazards that might occur in our area. Even though their organizations often compete for customers or services, they volunteer to work together so that the coalition is strong and capable.

Region 2 North is not unique and this is how it works throughout the state. Volunteers:
WE THANK YOU!

Rick Drummer
Region 2 North Coordinator

REGION 1 HEALTHCARE COALITION

Equipping the Responder

District 1 Regional Medical Response Coalition (D1RMRC) hosted the 14th Annual WMD/CBRNE Symposium during the winter at the Michigan State University Kellogg Center. This year's conference, "Real Stories, Real Responses, and Real Lessons Learned," included international speakers who shared their experience from a variety of incidents and disciplines. A number of volunteers from different organizations attended the symposium.





The Volunteer Management Support Workgroup has created a Volunteer Reception Center (VRC) Activation training video and toolkit reviewing the overall VRC process, station training, and station specific job descriptions. The video can be used to train organizations/ jurisdictions to set up and staff a VRC. The video demonstrates how to process volunteers during a disaster response at the VRC. The toolkit provides training and documents to set up and operate a VRC.



This project is a collaboration of the Shiawassee County Health Department, Region 1 Healthcare Coalition, Ingham County and Shiawassee County Emergency Management, Michigan State Police Emergency Management and Homeland Security Division, Mason Public Schools Digital Media/Technology, and various volunteer organizations. The information is available for use at the link [VRC](#). For more information, contact Jodi DeFrenn, Emergency Preparedness Coordinator for Shiawassee County Health Department, at JDefrenn@shiawasseechd.net.

In June, D1RMRC will conduct training with the Livingston County Medical Reserve Corps (MRC) on 800 MHz radio operations, medical triage training, electronic patient tracking, Everbridge Orientation, call out drill for the MI Volunteer Registry as part of the Region 1 Mobile Medical Field Team (MMFT), and develop a MMFT Go Kit.

Matthew Price
Region 1 Coordinator

REGION 7 HEALTHCARE COALITION

Forming a Disaster Ready Region

It was a bright and warm sunny day when 30 people gathered at the Northwest Michigan Fairgrounds in Traverse City, Michigan, and were forced to work together in a mass casualty incident. The building they were searching through was dark, filled with smoke so dense they couldn't see in front of them; let alone see the victims screaming for help. No, this was not an ordinary day in Northern Michigan.

It was actually a planned two day course and the smoke was really a fog machine while volunteer men, women, and children were moulaged with ghastly wounds and asked to scream in distress. Advanced Disaster Life Support is "an interactive course in which participants treat simulated patients in various disaster drills and situations. Training is focused on the development of hands-on skills to allow participants to apply the knowledge learned in BDLS®." What does that mean? It's a realistic scenario that forces different disciplines to treat patients they normally wouldn't encounter on a day to day basis.



Pulling together more than 30 nurses, doctors, paramedics, firefighters, CERT (Community Emergency Response Team), and volunteers, then forcing them to look at mass casualty incidents in a new way is always a challenge - but a welcome one. In one aspect, volunteers are always needed for these courses and are a crucial element for the course's success.



It is up to them to convince a first responder that what is happening could be quite possible in the real world. A role player is as vital as the student. It is a mutual sharing of knowledge and experience that leads to the learning of all. Educating these various groups means nothing if there are no means to exercise these skills. One way to really stress the importance of interoperability is to force people from these various agencies to work together in an environment that is austere and realistic, so we can push their minds into thinking at a larger scale. Advanced Disaster Life Support does that. Together with instructors and volunteers from a wide range of disciplines, as well as from Regions 5 and 6, we were able to create a two day course that students not only benefit from, but can use later on down the road in the event of a large scale incident.

On more information about the courses, please visit the [National Disaster Life Support Foundation](#).

*Patricia Crenshaw
Region 7 Assistant Coordinator*

REGION 8 HEALTHCARE COALITION

When Help is Needed in the U.P. – Phone a Friend

In recent years, the healthcare partners in the Upper Peninsula have been struggling to realize the full potential of the Michigan Volunteer Registry. An informal survey revealed a hesitancy by some facilities to use this powerful tool because many of the volunteers serving rural hospitals do not have email accounts or texting capabilities. These facilities rely on good “ole fashioned” phone

trees for activating their volunteers. While there is a healthy “volunteer spirit” in the U.P., there was worry that the utilization of the MI-VOL program would result in the loss of invaluable volunteers if we could not find a way to incorporate phone notification into the Registry.

The MI Volunteer Registry team within the Division of Emergency Preparedness and Response came to the rescue. Region 8 worked closely with the MI Volunteer Registry team to develop a Phone Alerting Pilot Project that adds a telephone notification option to MI-VOL activation requests so volunteers who rely on landline or cellular phones as their primary means of communication can participate. A phone alerting protocol was developed as a clear, concise guide.

The Region 8 Healthcare Coalition conducted a functional test of the phone alerting protocol and system in April 2016. Exercise participants received a recorded activation message via phone in addition to email and text messaging. The system proved to be very effective. Nearly all the participants received a phone message within minutes of the alert being sent by the Registry. The only glitch occurred when someone recently changed their primary phone number but forgot to update their profile.

The Region 8 Healthcare Coalition plans to use the new Phone Alerting Pilot Project as a recruitment tool to help bolster Michigan Volunteer Registry applications throughout the UP over the year ahead; knowing full-well that volunteers are ready and willing to respond when they receive the call.

*Jon Stone
Region 8 Coordinator*





MEDICAL RESERVE CORPS (MRC)

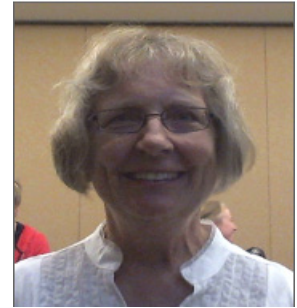
Livingston County MRC Takes Home Two 2016 MRC Program Recognition Awards

Livingston County MRC was one of two units that received the Community Resilience MRC Program Recognition Award, having demonstrated contributions to resilience at the community level in daily unit operations and through involvement in activities and events. Volunteers performed various roles, such as nurses for blood draws, and support staff at lead testing clinics for the Flint Response. With Michigan's new immunization waiver education program and educational requirement for Michigan parents opting out of getting their children vaccinated, the MRC stepped in to support the local health department requirements. MRC volunteers supported the seasonal vaccination effort by providing waiver education, parent consultations, phone bank calls, and scheduling appointments. By advocating, educating, and providing vaccination services to the residents in their community, they are contributing to the community's ability to be more resilient.



The Outstanding Public Health Volunteer Award went to Pat Andring. As a dedicated and generous volunteer since 2006 with nearly perfect attendance, Pat is always seeking to expand her knowledge and preparedness. Pat has been the first in line to help out with training and exercises including mass dispensing, Michigan Mortuary Response,

MI-TESA, drive-through point of dispensing, food-borne illness, active shooter response, and Ebola. Additionally she has assisted during the H1N1 and Flint Water Responses. Pat was an Adult Nurse Practitioner for over 35 years at the University of Michigan. Now in retirement, Pat volunteers with the MRC, the Community Emergency Response Team, Livingston County Humane Society Shelter, and USA Animal Rescue Team. She enjoys landscaping, hiking, traveling, opera, and classical music. Pat's life motto is "the more you give, the more you receive." Pat is said to be an outstanding MRC volunteer and is deeply respected, admired, and loved by her team and colleagues.



To learn more about the awards and this year's honorees, visit the [MRC website](#) and view the [Facebook album](#).



Michigan MRC Units Receive Challenge Award

Four Michigan MRC units each recently applied for and received a \$15,000 National Association of County and City Health Officials (NACCHO) Challenge Award. The Challenge Awards aim to focus on innovation in areas that are aligned with national health initiatives that are also significant at the local level. Community resilience, chronic disease prevention, partners for empowered communities, and mental and emotional wellbeing are four focus areas of which projects must align. The following four MRC units were Michigan recipients of this year's competitive Challenge Award: Newaygo County MRC; Muskegon County MRC; Monroe County MRC; and Livingston County MRC.

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