

SERV-OR Bulletin

Issue 1: We Want to Thank You!

April 29, 2020

Greetings from Sophie Miller-DeSart,
SERV-OR & Medical Reserve Corps State Coordinator

First, I'd like to welcome all the newest members of SERV-OR who have stepped up to fight COVID-19. The sudden growth of the volunteer base has been a heartening and inspiring show of the resilience and compassion among Oregon healthcare professionals. Thank you to our volunteers who have responded, be it supporting your local health department to staff call centers from the safety of your own home; or on the front lines to collect specimens from vulnerable members of our community. We are grateful to you.



As we begin to see glimmers of hope for the recovery and reopening of our state and healthcare systems, we must remain vigilant and prepared for anything. At present, the hospital and healthcare systems in Oregon have not shown widespread need for volunteer staff. Despite that, should the tide turn in coming weeks and months, the SERV-OR team stands ready for the rapid mobilization of our dedicated volunteer workforce. We look forward to the recovery efforts across all emergency response functions, including public health. This is where we may see more opportunities to engage your skills and experience in the long-term suppression of COVID-19 and resilience of people in Oregon. Thank you again. With you, we are stronger!

National Volunteer Week



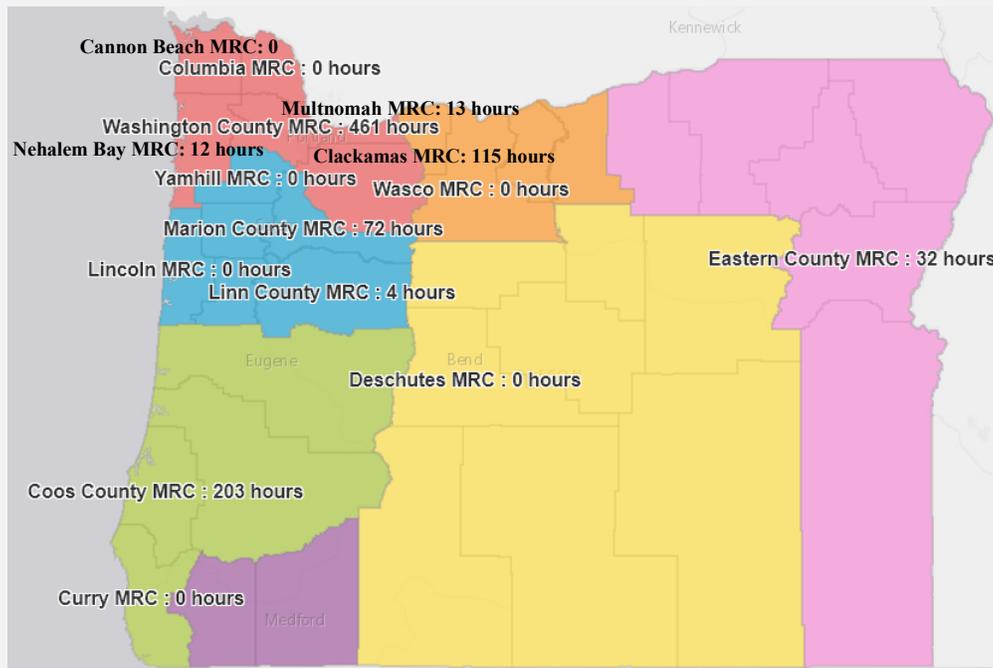
Last week was National Volunteer Week. We wanted to take this time to extend a big thank you for your commitment to keeping Oregon healthy. We are so appreciative of your compassion and willingness to respond quickly as we navigate these difficult times.

In recognition of National Volunteer Week, the Office of the Assistant Secretary for Preparedness and Response (ASPR) shared a video message thanking MRC volunteers across the county. Watch it [here](#).

SERV-OR Volunteers in Action

In March and April, SERV-OR volunteers answered numerous calls to action to assist with the COVID-19 response in Oregon. Over **1034** hours of volunteer response have been recorded thus far in response to COVID-19! Volunteers filled diverse roles, including nasopharyngeal swab collection, door screening at health department entries, contact tracing, staffing a call center to address the public’s concerns and triage potential cases, and more. See the table below for the status of MRC units and other missions.

Total MRCS volunteer: 910 hours
Total SMVP volunteer: 124 hours



Thank You SERV-OR Volunteers!



Douglas County Drive-thru Flu Vaccine Clinic (2019)



Sandcastle Day at Cannon Beach (2019)

COVID Response Snapshot

Cannon Beach	MRC not activated as of last report received 4/1/20.
Clackamas County	Current Status: On Standby. Previous activities: Telephone contact tracing interviews and staffing public inquiry call center.
Columbia County	2 volunteers attended contact tracing training.
Coos County	Current Status: Active. Activities: RSS for State stockpile items; Packed supplies and inventory; Admin and Volunteer scheduling; Social media monitoring; Response planning and meetings; Administrative tasks.
Curry County	No activities reported.
Deschutes County	No activities reported.
Eastern Oregon Region 9	Current Status: 1 day of activity per week to support Baker County Health Department. Activities included providing immunizations, COVID-19 screening and information, sexual health information, public health support, RN support.
Lincoln County	MRC not activated as of last report received 4/24/20.
Linn County	Current Status: Active. Activities: Staffing call center, disease investigation, supply distribution, partnered with Environmental Health Staff to do educational visits with partners.
Marion County	Current Status: On Standby since 4/9/20. Previous activities: Setting up the Oregon Medical Shelter (OMS), creating database for contacts to support mass care, contacted cities to assess mass care needs.
Multnomah County	Current Status: Active. Current activities: OHSU student volunteers making calls for communicable disease. Previous activity: 3/15/20-Staffed warming station.
Nehalem Bay	Current Status: Not Active. Previous activities: Conducting phone interviews; Coordinating volunteers.
State Management Volunteer Pool (SMVP)	Current Status: Active. Current Activities: Support volunteer management operations and coordination; crisis standards of care planning and application; Douglas Public Health Network phone bank; long-term care facility callouts. Previous activity: Develop survey for volunteer mission screening; Specimen collection; non-medical OMS site set-up.
Wasco County	MRC not activated as of last report received 4/27/20.
Washington County	Current Status: Active. Activities: Volunteer Coordination; Staffing call center; Administrative support, PPE donation site, Outreach-Food bank errands.
Yamhill County	Current Status: On Standby.

COVID-19 Deployment Interest Survey

If you haven't already done so, please complete [this survey](#) to be placed on our COVID-19 volunteer interest list and contacted when missions aligning with your specialty and capabilities arise.

OHA COVID-19 Updates

As the COVID-19 pandemic rapidly evolves, OHA is working to provide continuous coverage of the situation in Oregon. Find weekly reports, guidance, and other resources on [OHA's COVID-19 Updates page](#). Continue to check the [CDC COVID-19 webpage](#) for the most current clinical guidance.

- a. Other resources: [Resources compiled addressing current response and recovery operations to COVID-19 – TRACIE](#)
- b. [April 23rd press conference with Governor Kate Brown](#)

New Trainings Available:

SERV-OR volunteers and other health professionals engaged in the COVID-19 response now have access to the following online trainings and learning opportunities! For more information on an event, please contact event organizers directly. Visit the [SERV-OR Training Page](#).

Online Training Modules, Resources, and Toolkits

- Just in Time – Behavioral Health in Times of Community Crisis. *Webinar April 25, 28, 30.* [Register here!](#)
- Compassion Fatigue and Self -Care. *Webinar, April 26 and 30.* [Register here!](#)
- General Contact Tracing Phone Calls. *Self-paced online course.* [Learn more and register here!](#)
- COVID-19 Infection Prevention and Control in the Household. *Self-paced online micro-course.* [Learn more and register here!](#)

COVID-19 Training: TRAIN Learning Network and MRC Trainings

CDC TRAIN provides access to courses developed by the Centers for Disease Control and Prevention (CDC) programs, grantees, and other funded partners. Courses offered by CDC course providers have been approved and verified by CDC.

Click here for [COVID-19 Courses in TRAIN!](#)

Recommended COVID-19 related courses on the TRAIN learning network:

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| <ul style="list-style-type: none"> • Establishing Medical Operations Coordination Cells (MOCCs) for COVID-19 • Mini Modules to Relieve Stress for Healthcare Workers Responding to COVID-19: Stress Management Exercise • COVID-19 Alternate Care Strategies • Mask Use: COVID-19 Guidance • COVID-19: How to Put on and Remove Personal Protective Equipment (PPE) • Ventilator Management: Essential Skills for Non-ICU Nurses | <ul style="list-style-type: none"> • How to Respond to Ethical Challenges and Moral Distress during the COVID-19 Pandemic • COVID-19 Aerosol Transmission & Respiratory Protection • General Contact Tracing Phone Calls • COVID-19 PPE Donning and Doffing Simulation • Coronavirus Disease (COVID-19): Interim Guidance for Healthcare Facilities • COVID-19 infection prevention and control in the household (Microlearning) |
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- COVID-19 and Mental Health: Caring for the Public and Ourselves
- Be Confident Protecting Yourself and Providing the Best Care to Your Patients during this COVID-19 Pandemic
- Coronavirus (COVID-19) Preparedness - Fit Testing N95 Respirator for Healthcare Workers
- COVID-19: Using a Health Equity and Human Rights Lens to Protect Vulnerable Populations during this Pandemic and Beyond
- Current Issues Relating to Respiratory Protection SARS-CoV-2
- Donning and Doffing N95 Filtering Facepiece Respirators and Related Topics
- COVID-19 Planning and Response: Isolation and Quarantine: Lessons Learned from King County
- COVID-19: Data Sharing for Public Health Surveillance, Investigation and Intervention
- COVID-19 Real-Time Legal Responses: Local Governments on the Frontlines
- COVID-19: Crisis Standards of Care—Guidance for Health Care Systems and Providers
- Coronavirus & the Fire Service: 7 Key Legal Considerations
- Crisis Standards of Care and COVID-19: What EMS Needs to Know
- Data and Strategies on Emergency Calls & Public Warning During COVID-19 Outbreak
- COCA Call – COVID-19 Update: Optimization Strategies for Healthcare Personal Protective Equipment (PPE)
- COVID-19 Public Health Strategy Basic Concepts – NDPHTN
- Preparing Hospitals and Healthcare Personnel for Long-Term Respirator Usage
- CDC EPIC Webinar 03/18/2020: Answering 20 Questions about COVID-19 - Web on Demand
- Healthcare Preparedness for SARS-CoV-2 and COVID-19
- Self-Care and Applying Psychological First Aid for COVID-19 Responders
- Infection Prevention and Control (IPC) for Novel Coronavirus (COVID-19)
- COCA Call – Coronavirus Disease 2019 (COVID-19) Update and Information for Long-term Care Facilities
- COCA Call – Coronavirus Disease 2019 (COVID-19) Update—Information for Clinicians Caring for Children
- COCA Call – Coronavirus Disease 2019 (COVID-19) Update and Infection Prevention and Control Recommendation
- What EMS and 911 need to know about COVID-19

The MRC TRAIN Training Plan Guide can be [downloaded online](#)

In addition to [Coronavirus Disease 2019 \(COVID-19\) training available through MRC TRAIN](#) from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), European Centre for Disease Prevention and Control, and others, related live searches are being developed to support the response. These include:

- [Crisis and Emergency Risk Communication](#)
- [Personal Protective Equipment](#)

MRC units can assign these trainings to volunteers and incorporate them into unit training plans.

Please feel free to reach out if you need any assistance. The MRC TRAIN Support Desk (mrcsupport@train.org) can support training plan setup, volunteer assignment to training plans, and help answer any questions you may have.

Out of state/Retired Licensee Updates

Under the current declared state of emergency, the Oregon Medical Board has taken action to increase the physician/PA workforce in Oregon. Read more about these changes [here](#).

Reminder Update Profile as Needed!

Please continue to update your profile with new contact information, license updates, and trainings completed. Reach out with any questions by emailing SERV.OR@state.or.us

THANK YOU!

Be on the lookout for updates on deployment recaps, training and more in the next bulletin. Stay safe and healthy!



COVID-19 Response (2020)