

SERV-OR

State Emergency Registry of Volunteers in Oregon

<https://serv-or.org>

Rules Advisory Committee Fine-Tunes Senate Bill

PORTLAND – Senate Bill 563 isn’t quite ready for its effective date. But it will be.

The Rules Advisory Committee (RAC) convened at the Portland State Office Building on October 20 to propose amendments, clarify concerns, and discuss the implications of a bill designed to increase the number of volunteer health-care providers available during times of emergency.

The bill, scheduled to go into effect January 1, 2012, allows SERV-OR to

register, deploy, and provide liability coverage for previously licensed healthcare professionals during a Governor declared emergency or state-sanctioned exercise. It’s been passed unanimously by the Oregon House and Senate.

Coastal and other easily-isolated communities, such as Tillamook County, stand to benefit the most from an increased pool of emergency responders. The Rinehart Clinic, in Wheeler, only has two primary care physicians. Expanding SERV-OR to include previously

licensed health providers, who no longer have licensure or certification, will greatly enhance rural areas’ ability to provide emergency care.

Limitations exist, however. As determined by the RAC, only medical professionals that have held an Oregon license within the last 10 years are considered for inclusion.

The RAC, comprised of stakeholders from the Medical Society of Metropolitan Portland, State EMS,

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The latest news of the Medical Reserve Corps and the State Managed Volunteer Pool. **THANKS** for making Oregon a safer and healthier place!

Q&A

With SERV-OR Systems Coordinator Eric Gebbie

SERV-OR recently unveiled a brand new registry with a variety of improved capabilities. Below is an interview with its primary administrator.

Q: How is the new SERV-OR an improvement?

A: The new system improves the experience for both volunteers and the busy volunteer managers around the state. It’s got a better registration interface that helps people from all the licensed health professions sign up -- from physicians, nurses, radiation therapists, social workers, and the list goes on. It’s ready for 150 different license types. When there is a need for volunteers, the new system has superb integration of recorded voice alerts, e-mail and event text messages. Now when we send a real or test alert to 500 volunteers, they

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Oregon MRC Updates

Columbia County MRC volunteers assisted with two walk-in flu shot clinics. They also helped elementary school RNs administer vision screenings and height and weight measurements conducted over five days.

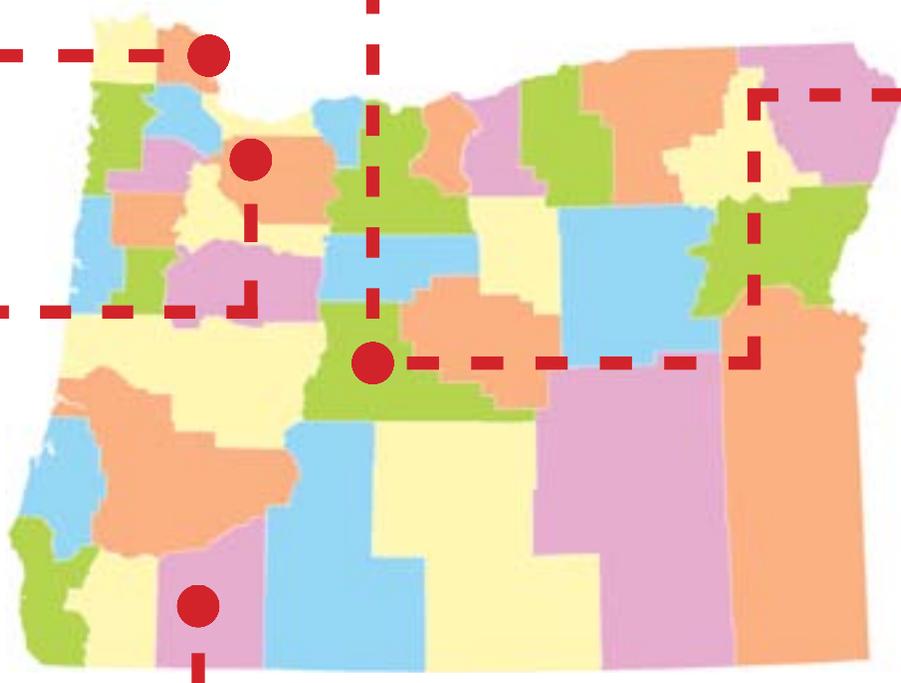
The Deschutes County Public Health Reserve Corps (DCPHRC) attended the October 25th Cascade Citizen Corps conference and learned about volunteer roles during natural disasters. Speakers included Lane Roberts, Joplin Police Chief, who discussed tornado response, and Dr. Randall Jacobs, DCPHRC volunteer, who addressed his medical relief efforts in drought-stricken Somalia.

The Clackamas County MRC, in cooperation with CARES (Clackamas County Amateur Radio Emergency Services), held its yearly Point of Dispensing (POD) field operation, a real-time public health emergency exercise. The county HAM radio group ran communication drills for resource requests and status updates between the Clackamas County Community Health Division and Emergency Operations Center. The exercise was a success, one of the first of its kind in the state of Oregon. Ten MRC volunteers participated, all of whom were baby boomers and seniors.

Project Connect's Paula Dorfman, the VISTA member also serving with Volunteer Connect, has been working on developing service projects in honor of MLK Jr. Day in January. The MRC/Accreditation VISTA team plans to serve together on MLK Jr. Day with Volunteer

Connect who will be reaching out to partners in the tri-county area (Redmond, Culver, La Pine, Prineville, Sisters, etc.,) to perform various service activities.

The Jackson County MRC recently hosted trainings on cultural awareness and radiation protection. The MRC leadership team revised its mission statement, outlined its unique functions, created an elevator pitch, and continues to work on its one-year goals.



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Oregon MRC

Jackson County MRC Says Bye To Barbra



Carol Knapp and Barbra Henry

MEDFORD – Two years ago, Jackson County’s MRC program existed only in theory. It consisted of six volunteers, committed by mere handshakes and indefinite applications. There was no database to help monitor, train, and recruit volunteers, because – in the very beginning – there was no computer. It was at about this time, roughly 21 months ago, Barbra Henry began her VISTA service year as the Jackson County MRC Volunteer Coordinator.

She was charged with the daunting task of selling what was, at the time, a relatively unknown product: The Medical Reserve Corps.

“We had to get known in the community,” said Henry. “When people saw ‘MRC,’ they didn’t know what it was.”

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National MRC

Irene Roars, MRC Responds

Leaving extensive wind damage, flooding, and more than four million people without power in its wake, Hurricane Irene wreaked havoc along the U.S. Eastern Seaboard this past August.

The Medical Reserve Corps didn’t hesitate to help.

A total of 155 MRC units reported preparedness and response activities related to Hurricane Irene. Many units performed sheltering functions – staffing and/or assisting in the setup of 107 general community shelters and 15 functional or special needs shelters, and working at 65 shelters in support of the American Red Cross. Units also provided the community with health education, emergency communications support, and surge staffing to local hospitals, emergency management agencies and public health departments. Fifty-seven units reported the hours of service that volunteers provided (for a total of 11,000 hours). Additionally, many units reported that they used this opportunity to perform call-downs and notifications as part of their general preparedness planning. MRC units within the affected

regions reported that they had an additional 1,096 volunteers (from 344 units) who were ready and willing to volunteer if needed.

MRC units responded from the following states: Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Rhode Island, South

Carolina, Vermont, and Virginia. Puerto Rico and U.S. Virgin Island MRC units were also involved in the emergency response effort.

statistics courtesy of medicalreservecorps.gov



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Senate Bill

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Oregon State Board of Nursing, Medical Reserve Corps, Oregon Medical Association, Board of Dentistry, and many others, will continue to polish the bill's provisions through November.

Among the issues addressed at the most recent RAC meeting were the type and frequency of criminal background checks to be administered to volunteers, whether or not to accept retirees from other states, and the amount of trainings required.

The mandatory trainings, though not agreed upon yet, will involve basic disaster response. A heart surgeon who's been retired for 10 years won't perform open heart surgery during an emergency. He or she can, however, provide valuable triage care and front-line first aid that can save lives. Trainings currently being considered for inclusion are CPR/AED, ACLS, disaster first aid, and psychological first aid.

Senate Bill 563, once enacted, will not only help keep Oregonians healthy and safe, but neighboring states as well. The bill also authorizes SERV-OR to direct registered healthcare providers to proceed to other states where emergency services are required.

Project Connect Provides For Central Oregonians



VISTA volunteers Teresa Tomaszewski and Frances Nicholas accepting applications for dentures.

On September 24, Redmond's fifth annual Project Connect offered health and human services to a record-setting 3,421 individuals experiencing, or at risk of, homelessness in Central Oregon.

Part of the regional 10-Year Plan to End Homelessness, this year's Project Connect featured more than 680 community volunteers working with government, non-profits, businesses, schools, and the private-sector to turn the Hooker Creek Event Center into a one-stop shop of humanitarian aid.

Among the services provided during the seven-hour event were medical and dental care, meals, employment and credit counseling, clothing, ID replacement, haircuts, shelter services, and veterinary assistance.

For the second year in a row, the Deschutes County Public Health Reserve Corps (local MRC unit) and State Managed Volunteer Pool

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Statewide Trainings

Get prepared, learn new skills to help others in disasters and meet colleagues with similar interests at the following **FREE** events:

Introduction to Incident Command System (ICS): ICS 100 and 200

Wednesday, November 30, 2011

8:30am-3:30pm

Clackamas County Emergency Operations Center

2200 Kaen Road, Oregon City, OR 97045

Emergency Preparedness and Home Safety Basics: Satellite Conference and Webcast

Wednesday, November 30, 2011

12:00pm-2:00pm

Registration: www.adph.org/alphtn

Two-Day Radiation Response Volunteer Corps Training

Day One: Friday, December 9, 2011

9:00am-11:00am

Portland State Office Building, Room 1B

800 NE Oregon Street, Portland, OR 97232

Day Two: Saturday, December 10, 2011

Doubletree Hotel, Sellwood Conference Room

1000 NE Multnomah Street, Portland, OR 97232

Linn County MRC Orientation

Monday, January 9, 2012

6:30pm-7:45pm

Linn County Department of Health Services

315 4th Avenue SW, Albany, OR 97321



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Project Connect

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(SMVP) recruits participated in the state-sanctioned exercise.

These 120 volunteers – comprised of licensed physicians, nurses, chiropractors, acupuncturists, etc. – helped staff the medical clinic and administered vision tests, breast and cervical cancer screenings, HIV and Hepatitis C screenings, immunizations, addiction and mental health services, referrals, and other much-needed health care.

This year's 16-member VISTA team also attended Project Connect, in honor of the 9/11 Day of Remembrance. Two VISTAs – Monique Schreiber and Mikkel Quam – acted as impromptu ASL interpreters for two of the event's guests.

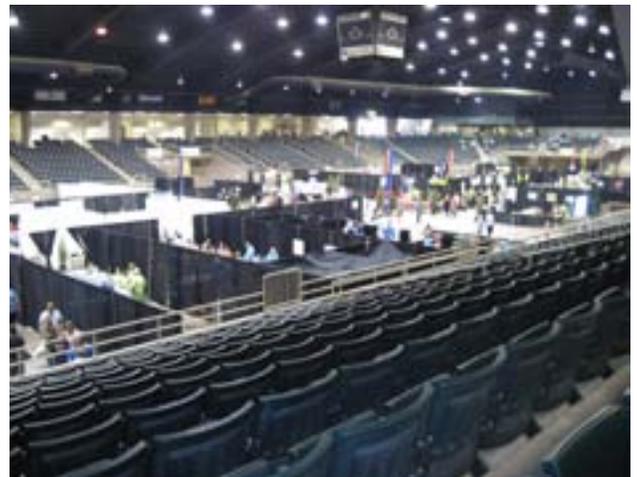
The remainder of the team participated as dental intake and exit interviewers, birth certificate and ID volunteers, photo-takers, and floaters. Paula Dorfman, the VISTA temporarily positioned at Project Connect, excelled as a volunteer coordinator and incident command staff member.

As of September 2011 – since Project Connect's inception in 2007 – nearly 3,000 volunteers have provided services to more than 11,200 Central Oregonians. A large number of those who've attended are

children and more than 70 percent are working families.

Members of the VISTA team also participated in Lincoln County's Project Homeless Connect on October 6, held in Newport.

Hooker Creek Event Center



This year's well-disguised VISTA team.

VISTA Retreat Sprouts Friendships, Facial Hair

On October 7, the newly minted AmeriCorps VISTA MRC/Accreditation team headed to the Menucha Retreat & Conference Center for a weekend full of team-building, qigong, and fake moustaches. Presenters were abound, including Jesús Reyna, RN, BSN, and Region X MRC Coordinator, Eric Gebbie, SERV-OR Systems Coordinator, as well as students from the Oregon College of Oriental Medicine. Topics ranged from budgeting the VISTA year to healthy eating and lifestyle choices. A late-night screening of the critically-acclaimed *Three Ninjas* also took place.

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Barbra

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Today, Jackson County has 97 doctors, nurses, and other healthcare professionals ready and willing to serve with the MRC.

“[Barbra’s] been the primary face of the MRC for the county,” said Carol Knapp, Jackson County MRC Unit Coordinator and Henry’s supervisor. “She’s maintained the database, contacted volunteers, does a great quarterly newsletter, and assists in planning and organizing trainings.”

Henry’s service, however, hasn’t always been easy.

Two weeks before her first AmeriCorps*VISTA year with the MRC began, she was diagnosed with Hepatitis C. For the next 11 months – nearly her entire year of VISTA service – she underwent intensive chemotherapy to treat the infectious liver disease.

“It was horrible, like having the flu 24/7. I couldn’t get out of bed. And I’m a gourmet cook, I love to cook. Always have. I couldn’t cook at all during that whole year.”

Needless to say, Henry’s duties as an AmeriCorps*VISTA fell by the wayside. Additionally, at about this time, the 2009 H1N1 influenza reached its height in Oregon.

But Knapp responded. She took what few applications were available and began calling potential volunteers. With the looming threat of a pandemic, Knapp was able to recruit Jackson and Josephine County nurses, doctors, and oral surgeons to help administer flu vaccines.

“Carol did a tremendous amount of work,” said Henry. “H1N1 was quite a feat.”

Due to her illness, Henry was unavailable at times during the flu pandemic. She was determined, however, to return for a second VISTA year with a clean bill of health.

“I had to talk Carol into it. She must have seen some potential in me when I was sick,” said Henry. “She must’ve seen something or she wouldn’t have let me stay.”

Knapp certainly saw something in Henry, and because of it, for the past 11 months, they’ve worked diligently together to recruit more volunteers. As a result, the Jackson County MRC program has flourished.

“It’s really important for the MRC to have a steady stream of volunteers,” said Henry. “Real, quality volunteers, and we’re starting to get that.”

When asked if Henry will leave a crucial role to fill come January 11 – the end of her second VISTA year with the MRC – Knapp responded: “Definitely.”

Henry’s hopeful for a job after AmeriCorps, possibly continuing the trend of service.

“Serving as an AmeriCorps*VISTA is one of my greatest achievements,” said Henry. “AmeriCorps helped me do a lot of good, healthy work in the community.”

First and foremost, however, she’d like to see her daughter – currently a high school junior – off to college.

“Then maybe the Peace Corps,” she said with a laugh.

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Q&A

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can reply by text message with their response and it will be integrated in our reports for deployment. When we do deploy volunteers, the system has great mission-tracking features so we can see who is being deployed where, and when they come home.

Q: When is the new SERV-OR available for volunteer use?

A: The new system is up and running at the same web address: <https://serv-or.org>. The transition happened over several long nights in October. We took a few weeks to test it, request minor improvements from the vendor, and train our volunteer managers around the state.

Q: Are volunteers already registered in the old SERV-OR required to update information for the new one?

A: We are announcing it to all the volunteers and asking them to sign in, make sure their information is current, and set their emergency alert preferences. Since the new system allows text messaging and lets each volunteer set their preferences, it's really important that each volunteer check their contact information and alerting preferences immediately.

VISTA Team Flaunts Lack Of Basketball Talent

HARKINS HOUSE BASKETBALL COURT, HILLSBORO – On October 24, Christopher Goodwin (Columbia/Multnomah/Washington County MRC Volunteer Coordinator), Jared Wolschlager (Washington County Public Health Quality Improvement Strategist), and Teddy Solberg (Statewide Training VISTA) participated in a hoop shoot for charity. Proceeds went to the Nunnenkamp Foundation to benefit Washington County's foster children. Unfortunately, the VISTA team finished third out of four teams. They did, however, manage to score more points than this year's Trailblazers.



Jared Wolschlager shoots lay-ups with the three-point efficiency of Shaquille O'Neal.

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