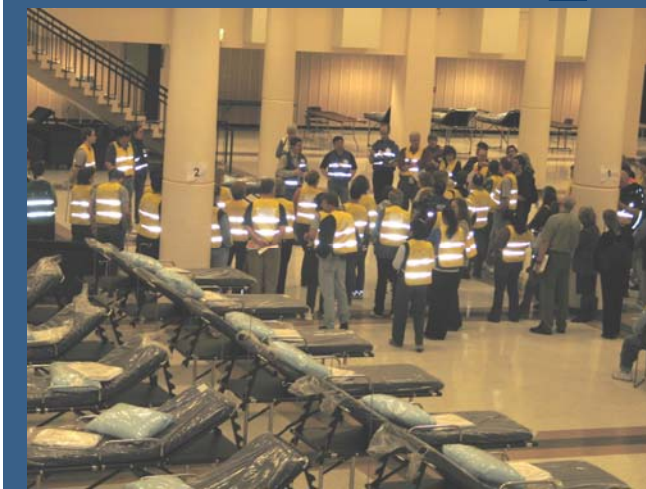


PHRCorps Press

Summer 2008



A quarterly newsletter to inform Public Health Reserve Corps (PHRC) volunteers of:

- Education & Training Opportunities
- Relevant news & Events
- Public Health - Seattle & King County related information

Volunteers building strong, healthy and prepared communities!

**PUBLIC HEALTH
RESERVE CORPS**
Dedicated Volunteers Prepared To Respond

Public Health
Seattle & King County 



PHRC Volunteers Needed for Call Center/Emergency Information Operators

I would like to take this opportunity to interest PHRC call center operators, support staff, and administrative services volunteers in a unique training session coming up at Public Health in mid October. We are preparing teams to operate an emergency call center called the PICC (Public Information Call Center). Whether your skills are medical or non-medical, we think you'd be an asset to this important community service.

Why do we need a PICC? Imagine a day when 20,000—or more—calls flood our system. That really happened to a public health department in California during a particularly severe outbreak of West Nile virus. Our experienced staff is set up to handle only a fraction of that volume.

This is where the PICC and PHRC volunteers come in. The PICC was created with large-scale events and disasters in mind like West Nile virus, pandemic flu or bioterrorism events. Having an emergency call center increases our capacity to meet the public's need for immediate non-diagnostic information.

Although more than 50 employees from across Public Health have been trained to staff the PICC, there is still a great need for PHRC volunteer support. We are recruiting PHRC call center operators, support staff, and administrative services volunteers to participate in the PICC training.

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Save the Date!
PHRC New Volunteer Orientation

September 22, 2008

If you are a new volunteer or a volunteer that has not yet attended an in-person orientation see page 2 for more information and how to register.

PHRC Education and Training Opportunities

PHRC New Volunteer Orientation

September 22, 2008

6:30 – 8:30 PM

Location: PHSKC, Chinook Building, Ground Floor, Training Room 121, 401 Fifth Ave, Seattle

Snacks and beverages provided; parking is reimbursable

You must sign up by e-mailing Mandi George at mandi.george@kingcounty.gov if you plan to attend.

Mass Fatality Training

September 24, 2008

6:30 – 8:30 PM

Location: PHSKC, Chinook Building, Ground Floor, Training Room 121, 401 Fifth Avenue, Seattle

Snacks and beverages provided. Parking is reimbursable.

Training provides an overview of the different functions that are activated during a mass fatality response and a discussion of the types of volunteer roles that could be involved.

You must sign up by e-mailing Mandi George at mandi.george@kingcounty.gov if you plan to attend.

Disaster Behavioral Health Training

October, 2008; Date, time & Location TBD

The purpose of the training is to develop a team of disaster behavioral health responders throughout King County (PHRC team) to provide mental health support in the event of an emergency or disaster. Participants must be a licensed or registered mental health provider or spiritual care worker. More information to follow in the fall newsletter.

Public Information Call Center (PICC) Operator Training and Full Scale Activation Training Exercise

Operator Training: October, 2008, Date, Time & Location TBD

Full Scale Exercise: November 17, 2008

Public Health is recruiting trained PHRC volunteers to participate in the PICC full exercise in November. More information to follow in the fall newsletter.

Alternate Care Facility Full Scale Activation Training Exercise

November 18, 2008

7:00 AM to 5:00 PM

Location: Seattle Center Exhibition Hall

Food and beverages provided; parking is reimbursable

Public Health is recruiting all types of PHRC volunteers to participate in the full scale exercise. See page 4 for more information. More information to follow in the fall newsletter.

Online Training and Resources

Online Training Modules designed for volunteers who may respond in the event of an emergency:

- Off-Site Care Facility – An Alternate Care Site: A Primer for Volunteers
- Mass Dispensing Sites: A Primer for Volunteers
- The National Incident Management System (NIMS) & the Incident Command System (ICS): A Primer for Volunteers

<http://cpheo.sph.umn.edu/cpheo/umncphp/online/home.html>

PHRC Required Training & the National Incident Management System (NIMS)

The National Incident Management System (NIMS) is a federal mandate, linked to federal funding. All response agencies, including Public Health Seattle & King County, must be NIMS compliant to be eligible to continue receiving federal grant funding for preparedness. This includes the PHRC program. One piece of NIMS compliance is required training of staff and volunteers. **PHRC volunteers are included in NIMS compliance and are required to fulfill two specific NIMS online trainings by December 2008.**

The two required trainings can be completed online by accessing the direct web links shown below:

1. IS-100.HC Introduction to the Incident Command System for Healthcare/Hospitals
<http://training.fema.gov/EMIWeb/IS/is100HC.asp>
2. IS-700 National Incident Management System an Intro
<http://training.fema.gov/EMIWeb/IS/is700.asp>

When volunteers have completed the two online courses copies (electronic preferred) of completion certificates should be sent to Mandi George to include in volunteer personnel files. For questions regarding the trainings contact Mandi.

Thank you for your participation!

Update on PHRC ID Badges and PHRC T-shirts and Vests!

The equipment for PHRC ID badging and the PHRC T-shirts and vests finally arrived... a bit later than anticipated! We apologize for the delay and thank you for your patience. If you have not yet sent in your size for either a vest or a T-shirt feel free to email Mandi George. Likewise, if you have a passport size photo (or smaller) to send in or e-mail to Mandi for badge processing it's much appreciated. The PHRC ID badges may take a bit longer to process and distribute to volunteers as the design of the badge is still being developed.

West Nile Virus Testing Season is Underway!

With the mosquito season underway and West Nile Virus (WNV) once again a concern, King County residents are asked to contact Public Health with reports of dead birds. Crows in particular die quickly from WNV and clusters of dead crows may indicate that WNV is present in the community. Residents may call 206-205-4394 or use the on-line reporting form at: www.metrokc.gov/health/westnile/deadbird.htm.

WNV was not found in King County in 2007, though in past years birds and horses have died here from the virus, which is spread through the bite of an infected mosquito. For the complete article including WNV prevention tips go to: <http://www.metrokc.gov/health/news/08070801.htm>.

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PHRC Volunteers Needed for Call Center/Emergency Information Operators

Examples of PHRC PICC volunteer duties include:

- Learn call center operations and approved responses to callers.
- Answer calls from people seeking information who may be stressed or confused.
- Provide approved health and safety information and refer to community resources as needed.
- Record and track calls, including critical information.
- Follow emergency Incident Command Structure.
- Follow PICC procedures and protocols.

Qualifications include:

- Ability to handle calls and effectively respond to callers using specified messages and protocols.
- Experience using communication technology (multiline phone, headsets, computer and Internet) desired
- Customer service experience desired (receptionist, call center, sales, etc.)

If you are interested in this volunteer opportunity through the PHRC or would like more information please contact Mandi George at mandi.george@kingcounty.gov.

For the Health and Safety of PHRC Volunteers!

Within the first month of becoming a PHRC volunteer, volunteers are asked to complete the required Immunization Record and provide documentation. If the volunteer lacks documentation or immunization or history is unknown, a titer or immunization will be provided at no cost to the volunteer at any one of our Public Health clinics (in a prearranged clinic appointment). If volunteers wish to not be immunized they have the option of signing a declination which is on the back of the Immunization Record.

Public Health requires volunteers to have the following immunizations and documentation for:

- Measles/rubeola
- Rubella
- Varicella (chickenpox)
- Mumps
- Tdap (tetanus, diphtheria, and pertussis)
- Hepatitis B
- TB skin test
- Annual flu shot

The health and safety of PHRC volunteers is number one priority! If you have not yet completed a PHRC Immunization Record and/or declination please contact Mandi George at mandi.george@kingcounty.gov as soon as possible.

PHRC Expansion and Recruitment Campaign Update

As declared in the Spring 2008 issue of the *PHRCorps Press*, Public Health is gearing up to grow the PHRC volunteer base. Public Health has worked hard creating and posting new PHRC volunteer positions, to include mental health providers, EMT and paramedics, administrative support, dentists and dental assistants, lab technicians and many more! If you know of friends, family members, co-workers, etc. interested in volunteering with the PHRC direct them to our web site at www.metrokc.gov/health/phreservecorps and have them apply online. Many more positions will be posted in the weeks to come so keep checking back.

The PHRC program has also been working with a graphic design agency to develop a brand/image for the PHRC as well as recruitment campaign materials for PHRC expansion efforts. To the right is the new PHRC program icon and tagline that was developed and will be used throughout campaign materials. The recruitment campaign will consist of King County Metro transit ads, a direct mailer, media releases, and presence at recruitment fairs, professional meetings and other pertinent "recruitment" events. You will also see a new look to the *PHRCorps Press* newsletter as we transition PHRC program materials to reflect the program brand/image and recruitment campaign.

PUBLIC HEALTH RESERVE CORPS

Dedicated Volunteers Prepared To Respond

Alternate Care Facility Planning & Full Scale Exercise Update

Mark your calendars now! On November 18, 2008 Public Health will conduct a full scale activation exercise to test its ability to staff, set up, operate and tear down a 200 bed alternate care facility (ACF). Recruitment for all medical and non-medical PHRC volunteers to staff the exercise starts now!

An alternate care facility is a non-medical building (in this case, Seattle Center's Exhibition Hall) of convenience which is repurposed for delivery of healthcare services during a disaster. The goals of Public Health's ACF is to provide non-complex, essential medical services which cannot be provided in a sufficient and timely manner by the usual healthcare system and to provide non-complex medical care to patients with appropriate medical needs, so acute care facilities can concentrate on provision of medical care to more seriously ill patients.

The scope of medical care in the alternate care facility Public Health has been planning for includes:

- Support for management of chronic medical conditions for medically high risk patients who require sheltering and are unable to be sheltered within traditional shelters due to medical needs.
- Non-life threatening urgent care.
- Provision of non-complex acute/chronic medical care needs for people transitioning from inpatient sector, 4) end of life care.
- Post-event exposure screening.
- Countermeasure distribution.
- Prescription refill writing services.

We are recruiting now for all medical and non-medical volunteers! If you are interested in volunteering for this exercise contact Mandi George at mandi.george@kingcounty.gov !