

SERV-OR Bulletin

Issue 2: Highlighting the Latest!

May 13, 2020

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Volunteer Spotlight **NEW**

Thank you to our volunteers across Oregon who have helped make a difference. We’re highlighting volunteers who have shared their stories.

In this issue, we would like to extend a *virtual* round of applause to Phillip Au, who is a long-standing volunteer with SERV-OR. When Phillip retired from a career of over 30 years as an interventional cardiologist, he was not ready to stop helping his community. Working in a hospital in Central Oregon, he had seen over 60,000 patients, and wanted to see how he could be of use in other settings. He began volunteering with SERV-OR because he knew there was great need—especially during emergency situations. When asked about volunteering, Phillip said, “In times like this, when COVID-19 is affecting so many, all health care professionals understand, we have to step up.” Thank you, Phillip! We love hearing about volunteers with a dedication and passion for serving, like you!

Throughout the COVID-19 response we have been so inspired by the many health care professionals stepping up to help. **If you have a story to share about volunteering with SERV-OR, we’d love to hear from you!** Please email us at SERV.OR@state.or.us

Media Highlights **NEW**

Recently, SERV-OR has been showcased in several state and national news outlets, highlighting the important role volunteers have had and will continue to play in the COVID-19 response. A recent Corvallis Gazette-Times article spoke MRC volunteers’ work at an emergency center in Linn County’s public health department to field calls about coronavirus, providing current information and help to the public’s concerns.

Below, read the article and other local news stories mentioning SERV-OR:

- [Corvallis Gazette-Times: Linn, Benton counties outline coronavirus preparedness](#)

- [Tillamook County Pioneer: Oregon Health Authority Provides Resources; Medical Professionals Needed for SERV-OR](#)
- [Portland Business Journal: Retired Oregon docs, nurses step up to lend a hand during COVID crisis](#)
- [News 1: Southern Oregon calls for medical professional to join battle against COVID-19](#)

Now welcoming Lincoln County to the Oregon MRC Network! **NEW**

We are proud and ecstatic to welcome the Lincoln County Medical Reserve Corps as the 15th MRC Unit in Oregon!

Now that this unit has been established by the Federal MRC Program Office, health professionals in Lincoln County can register at <https://SERV-OR.org> to get involved in local preparedness and response efforts.

The Lincoln County MRC's mission is to protect the health and safety of our communities by maintaining a pool of healthcare professionals and support staff who are trained and ready to respond during an emergency where local capabilities are not sufficient.

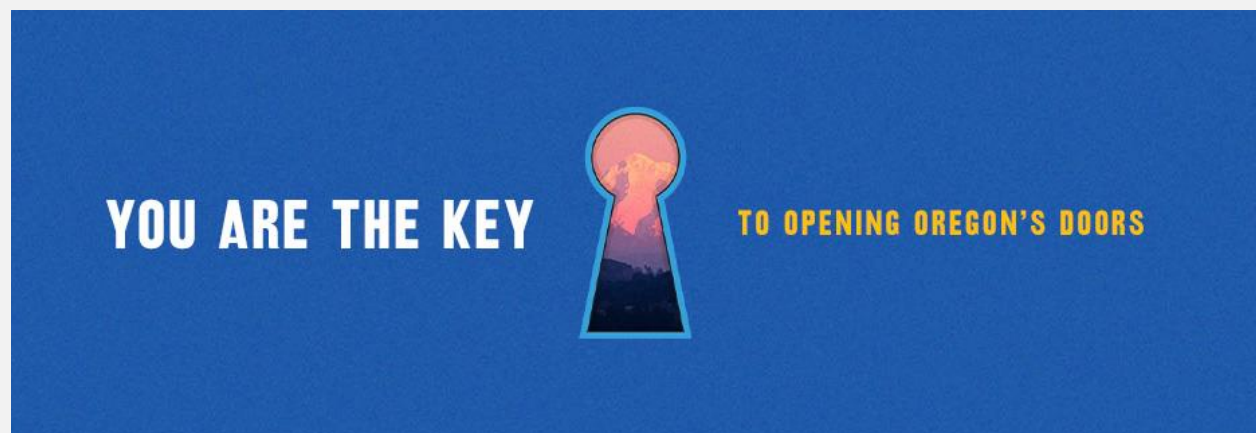
For more information and to get involved, visit <https://www.co.lincoln.or.us/emergencymanagement> or contact the MRC Coordinators Samantha Buckley sbuckley@co.lincoln.or.us and Rosemarie DeRoo rderoo@co.lincoln.or.us
COVID-19 Deployment

Contact Tracing **NEW**

In Governor Kate Brown's latest press conference, she laid out plans to increase contact tracing as a necessary next step for Oregon to re-open. If you are interested in assisting with contact tracing and are a member of a local MRC, please contact your MRC Unit Coordinator for more information on the county or Tribe's contact tracing plans for engaging volunteers in the effort.

At this time, members of the State Managed Volunteer Pool have not been requested for this effort. Thank you for your understanding, as we await more information on how volunteers can be best utilized. If you have interest in or experience with contact tracing, and haven't already filled out our [COVID-19 Deployment Interest Survey](#), please do so and be sure to check "Yes" on Question 14.

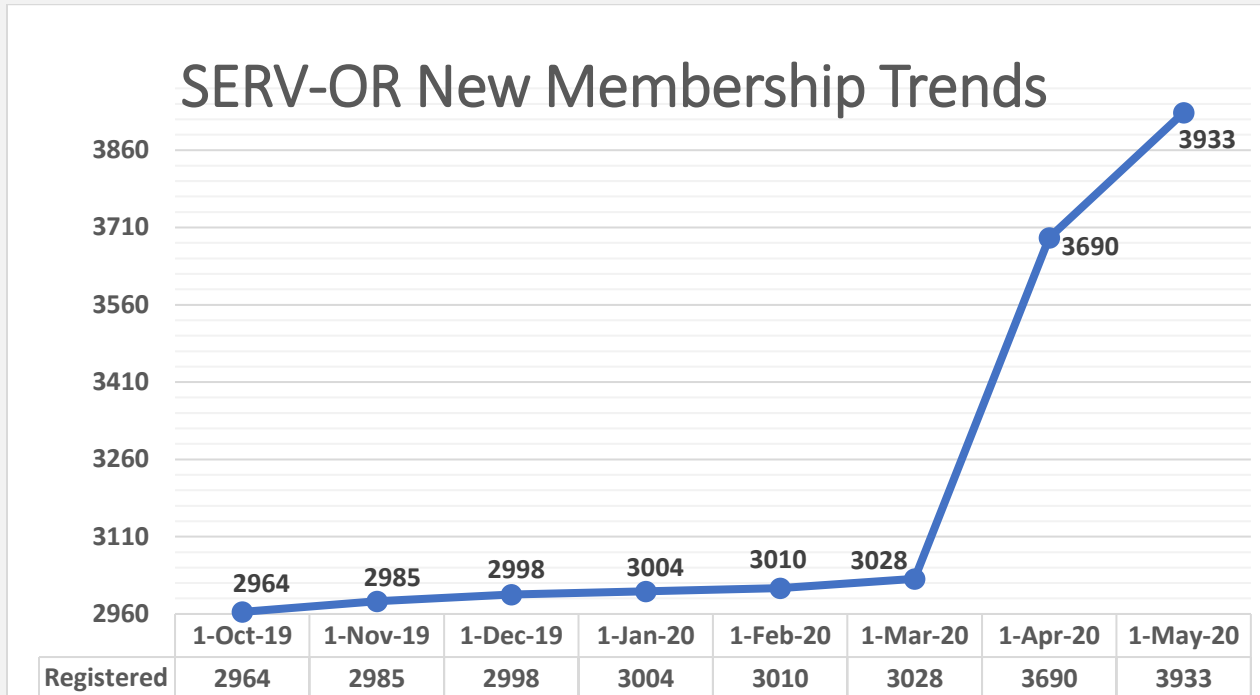
Please do not complete the form again if you have already done so once.



SERV-OR Volunteers in Action NEW

Over 900 NEW volunteers have been added to SERV-OR since the response started.

Volunteer Membership during COVID-19 NEW

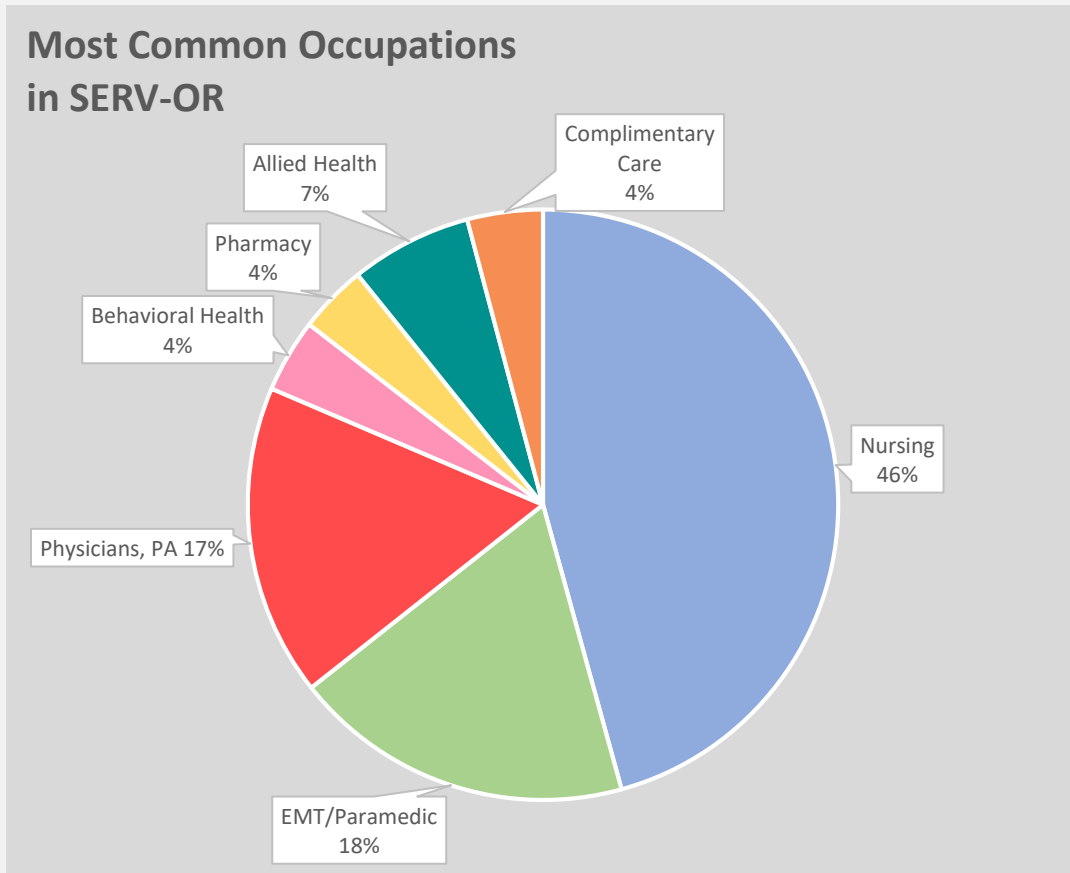


MRC Unit response snapshot NEW

Reported MRC volunteer hours for COVID-19 response (1890 Total hours)

- | | |
|--|--|
| <p>Cannon Beach: Not active</p> <p>Columbia: 4 hours</p> <p>Coos: 446 hours</p> <p>Clackamas: 118 hours</p> <p>Curry: Not active</p> <p>Deschutes: Not active</p> <p>Eastern County: 48 hours</p> | <p>Lincoln: Not active</p> <p>Linn: 490 hours</p> <p>Nehalem Bay: 12 hours</p> <p>Marion: 72 hours</p> <p>Multnomah: 79 hours</p> <p>Washington: 621 hours</p> <p>Yamhill: Not active</p> |
|--|--|

Volunteer by Type **NEW**



COVID Response Snapshot **Updated**

MRC Unit	Summary of Activities
Cannon Beach	MRC not activated as of last report received 5/1/20
Clackamas County	Current Status: On standby since 4/16/20. Planning to deploy 4 volunteers for contact tracing soon. Previous activities: Telephone contact tracing interviews and staffing public inquiry call center
Columbia County	Current Status: Not active. Recent activity: MRC volunteers participated in contact tracing training.
Coos County	Current Status: Active. Activities: RSS for State stockpile items; Admin and Volunteer scheduling; Social media monitoring; Response planning and meetings; Administrative support.
Curry County	No activities reported
Deschutes County	No activities reported
Eastern Oregon Region 9	Current Status: Active. Recent activity: 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 was formally established as of May 12, 2020
Linn County	Current Status: Active. Recent activity: 26 volunteers deployed for 1 day to check patients in with registration paperwork; fill out lab paperwork; facilitate COVID-19 NP swab; and sanitize supplies. 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 as of last report received 4/1/20. Previous activities: Conducting phone interviews; Coordinating volunteers.
State Management Volunteer Pool (SMVP)	Current Status: Active. Current activities: Douglas County Public Health Network Call Center; Support volunteer management operations and coordination. Previous Activities: Set up and staffed OMS. Grand Princess SAT, Specimen Collection Strike Team, LTCF Outreach calls; Support implementation and optimization of Crisis Standards of Care.
Wasco County	MRC not activated as of last report received 5/7/20.
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 since 4/6/20.

Partner Toolkit **NEW**

We are excited to launch the new SERV-OR Recruitment Toolkit. Please feel welcome to use these resources to promote SERV-OR in your healthcare and public health networks. SERV-OR membership may be more important now than ever and with your help to get the word out, we can grow our registry and begin training the next wave of Oregon’s public health emergency volunteer responders.

Find this toolkit [HERE](#) or on OHA’s [SERV-OR page](#).

Available Training **NEW**

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](#).

Remember to send your completed training certificates to SERV.OR@state.or.us so they can be added to your training record.

Online Training Modules, Resources, and Toolkits

ASPR TRACIE Training Resources

Mini Modules to Relieve Stress for Healthcare Workers Responding to COVID-19: [Creating a Practical Self-Care Plan in Difficult Times](#) (a short video that can help you create a self-care plan to minimize stress and boost resilience; check out the first module on [stress management exercises](#)).

COVID-19 Clinical Rounds Peer-to-Peer Virtual Communities of Practice are a collaborative effort between ASPR, the National Emerging Special Pathogen Training and Education Center ([NETEC](#)), and [Project ECHO](#). These interactive virtual learning sessions aim to create a peer-to-peer learning network where clinicians from the U.S. and abroad who have more experience treating patients with COVID-19 share their challenges and successes; a generous amount of time for participant Q & A is also provided. Three webinar topics are covered every week:

- EMS: Patient Care and Operations (Mondays, 12:00-1:00 PM ET)
- Critical Care: Lifesaving Treatment and Clinical Operations (Tuesdays, 12:00-1:00 PM ET)
- Emergency Department: Patient Care and Clinical Operations (Thursdays, 12:00-1:00 PM ET)

[Access previous webinars](#) and [sign up](#) today to receive information on upcoming webinars.

[NACCHO Pre-Deployment Training](#)

[NACCHO Deployment and Post-Deployment](#) trainings

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. COVID-19 related courses include information on donning and doffing PPE, contact tracing, ventilator management, stress management and mental health issues, ethical issues, legal issues, long term and alternative care strategies, and many more!

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

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 (mrctsupport@train.org) can support training plan setup, volunteer assignment to training plans, and help answer any questions you may have.

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.

Reminder Update Profile as Needed! **NEW**

As always, we need our volunteers to keep their profiles up to date. This is essential for contacting you for an emergency deployment, verifying your licensure and trainings, and sending equipment like an ID badge or uniform. **Send training certificates and questions to SERV.OR@state.or.us**

We are issuing badges on request!

Please update your contact information, your emergency contact information, and upload a recent photo to your SERV-OR profile. Photos must meet a recently taken, in-color head shot with a solid background that clearly shows face without red-eye, shadows, sunglasses, hats, or other accessories that obstruct complexion unless it is worn as part of a belief system or for a medical reason.

To request a SERV-OR badge, email SERV.OR@state.or.us to be added to the queue.

THANK YOU!

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



SERV-OR team members visiting the OMS site in May 2020 (LEFT)

The Oregon Medical Station was set up in partnership with the Marion County Medical Reserve Corps, The National Guard, State Managed Volunteers, and staff with OHA and the Fairgrounds (RIGHT)

