

SERV-OR Bulletin

Issue 3: What's NEW!

May 27, 2020

SERV-OR Mission

The mission of the State Emergency Registry of Volunteers in Oregon (SERV-OR) and Oregon's MRC network is to ensure health and wellbeing, educate, and protect all people in Oregon by recruiting, registering, training, exercising, and deploying licensed volunteer health professionals to support local, tribal, and statewide public health initiatives, health and medical needs during public health crises, and to improve access to preparedness education and resources for all individuals and communities.

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Volunteer Update **NEW**

We are taking some time to share what is happening with SERV-OR volunteers overall during this emergency response.

We want to extend a big “Thank You!” to all our new and existing volunteers! We are truly grateful to each and every one of you! We have gotten emails from folks, wondering why we’ve had so few actual activations to date. The answer to that is good news! Oregon has one of the lowest rates of COVID-19 cases per 100,000 people in the nation. With this level of illness, our hospitals and health systems have so far been able to cope with the disease burden without needing much, in terms of extra help.

Although we as a state have been able to respond well so far, we know how important it is to have a strong and willing cadre of volunteers able to support our frontline efforts. Our volunteers can be critical

to a response if we are subject to a second wave of disease and all of these efforts to “flatten the curve” are not as successful. So, we continue to recruit new volunteers, encourage everyone to complete the required trainings and update profiles as often as necessary.

Volunteer Spotlight Updated

Introducing our volunteer spotlight. This week’s spotlight is shining on **Dr. Gary Monzon!**

The Linn County Medical Reserve Corps asked us to highlight Dr. Monzon, who assisted with several Linn County Public Health specimen collection missions. He has shown continuous dedication to the Linn County MRC in recent weeks and we cannot thank him enough.

Dr. Monzon is a Portland resident and shows his commitment to a healthier Oregon by driving over 75 miles each way to volunteer with the Linn County MRC! Dr. Monzon has been a practicing anesthesiologist in Portland for over 20 years. SERV-OR is so fortunate to have volunteers like Gary. Thank you for your service!



Dr. Gary Monzon pictured here, volunteering during a COVID-19 mission with the Linn County MRC.

Please continue sending in stories of volunteering and outreach. You can also tag us in your social media posts using these hashtags.

We would love to hear from you!

#MedicalReserveCorps

#MRC

#volunteers

#SERVOR

*Keep in mind that before sharing any images, **you must ensure all photos have been approved by response leaders in your jurisdiction.** If you are not sure how to do that, just ask your Volunteer Coordinator to assist.*

Media Highlights Updated

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. This includes a mention in the Governor’s Newsletter – MyOregon.gov

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

- [Tillamook County Pioneer: Health Care Professionals Needed As SERV-OR Volunteers to Support Covid-19 Response](#)
- [KATU News: Oregon Seeks Health Care Volunteers During Covid-19 Response](#)
- [Emergency Volunteer Corps of Nehalem Bay](#)
- [My Oregon: How Can I Help With the Coronavirus Effort in Oregon?](#)
- [State Library eClips: Health care professionals needed as SERV-OR volunteers to support COVID-19 response](#)
- [Eastern Oregonian: State seeks health care volunteers to support COVID-19 response](#)

Contact Tracing Updated

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. If your county does not have one, you are able to join a nearby unit. If the local health department has decided to utilize volunteers for contact tracing, they will be in touch to coordinate vetting, training and onboarding.

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 Updated

COVID Response Snapshot

MRC Unit	Summary of Activities
Cannon Beach	MRC not activated as of last report received 5/1/20.
Clackamas County	Current Status: Active. Current Activities: Telephone contact tracing interviews. Previous activities: 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: Screening front doors; 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. Activities: 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. Current Status: Not active.
Linn County	Current Status: Active. Current Activity: COVID-19 specimen collection. Previous Activities: 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; and 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; and contacted cities to assess mass care needs.
Multnomah County	Current Status: Active. Current activities: Case investigation and contract tracing. Previous Activities: OHSU student volunteers making calls for communicable disease and staffed warming station.
Nehalem Bay	Current Status: Not Active as of last report received 4/1/20. Previous Activities: Conducting phone interviews; and 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; and supporting crisis care guidance work. Previous Activities: Set up and staffed OMS; logistical warehousing; 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 5/14/20.
Washington County	Current Status: Active. Activities: Volunteer Coordination; staffing call center; administrative support; PPE donation site; outreach-food bank errands; and COVID-19 mask production.
Yamhill County	Current Status: On Standby since 4/6/20.

Reopening Oregon **NEW**

Oregon is moving forward with reopening the state. Different rules apply depending on what county you live in. As of today's date, all but one county have applied to enter Phase 1 of reopening. Multnomah county has not yet applied, and Washington County's application is currently under review. This information is changing quickly and further information on reopening Oregon, including guidance and questions answered, can be found on the [Governor's website](#). To see the county-by-county reopening status map, [click here](#).

Latest Public Health Indicators and Data Update **NEW**

Did you know that the OHA website has a wonderful new site, with graphical displays of the latest public health indicators statewide? **Check out the website [here](#).**

May is Mental Health Month **NEW**

Since 1949, Mental Health America and affiliates across the country have led the observance of May is Mental Health Month. You can find tool kits and other resources on their [website](#).

Further, mental health resources can be found on the OHA COVID-19 website under Community Resources by Topic, under Behavioral Health. Click [here](#) to access them.

Ideas for coping with stress during COVID-19, are on the [CDC website](#):

- **Take breaks from watching, reading, or listening to news stories**, including social media. Hearing about the pandemic repeatedly can be upsetting.
- **Take care of your body.**
 - Take deep breaths, stretch, or [meditate](#).
 - [Try to eat healthy, well-balanced meals](#).
 - [Exercise regularly, get plenty of sleep](#).
 - Avoid [alcohol](#) and [drugs](#).
- **Make time to unwind.** Try to do some other activities you enjoy.
- **Connect with others.** Talk with people you trust about your concerns and how you are feeling.

If you, or someone you care about, are feeling overwhelmed with emotions like sadness, depression, or anxiety, or feel like you want to harm yourself or others:

- Call 911.
- Visit the [Disaster Distress Helpline](#), call 1-800-985-5990, or text TalkWithUs to 66746.
- Visit the [National Domestic Violence Hotline](#) or call 1-800-799-7233 and TTY 1-800-787-3224.

Online Training Modules, Resources, and Toolkits **Updated**

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.

- ASPR TRACIE Mini Modules to Relieve Stress for Healthcare Workers Responding to COVID-19: [Creating a Practical Self-Care Plan in Difficult Times](#) (check out the first module on [stress management exercises](#)).
- ASPR TRACIE Mental Health in a Time of COVID-19 Webinars **NEW**: This series addresses overwhelming stress the COVID-19 experience is placing on people and communities:
 - Part 1: “Preparing Leaders to Address the Challenges,” (webcast April 28, 2020, [watch the recording](#)).
 - Part 2: “When Trauma, Fear, and Anxiety Become Overwhelming,” (webcast May 12, 2020, [watch the recording](#)).
 - Part 3: “Task-shifting to Address Increasing Challenges,” (webcast May 2, 2020, [check back soon for posted recording](#)).
 - Part 4: “Connecting Spirituality to Mental Health Services in the Midst of the Crisis,” June 9 at 12 pm ET. *Registration opening soon.*
- ASPR TRACIE Ensuring Healthcare Safety throughout the COVID-19 Pandemic Webinar **NEW**: This webinar will take place on June 2 from 2:00-3:30 PM ET. **Read the [flyer](#) to learn more, and [register here!](#)**
- Project ECHO/HHS/ASPR COVID-19 Clinical Rounds Peer-to-Peer Virtual Communities of Practice: Find the recordings of previous sessions online on the [University of New Mexico’s Project ECHO website](#), and [click to join the email list](#) to receive information on upcoming sessions. Three 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)
- NACCHO Deployment eLearning Courses: These courses are designed to provide an overview of the activities that an MRC Volunteer should expect and prepare for during the phases of an activation or deployment.
 - [MRC Pre-Deployment Training](#)
 - [MRC Deployment and Post-Deployment Training](#)
- University of Minnesota – Alternative Care Sites: An Introduction for Staff and Volunteers training video **NEW**: This 17-minute video is designed as an initial orientation to Alternate Care Sites for hospital and clinic staff, public health and community planners, and healthcare and non-healthcare volunteers such as Medical Reserve Corps and Community Emergency Response teams. **Watch the video [here](#), or to obtain 1 CEU/CPH recertification credit at no charge, [register for and complete the course here.](#)**
- The American College of Emergency Physicians COVID-19 and Pediatrics Webinar **NEW**: June 1st, 2020 at 9:00 PST. **Register [here.](#)**
- COVID-19 Training: TRAIN Learning Network and MRC Trainings: 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!](#)** In addition, 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 unit coordinators to set up a training plan, assigning training plans to their volunteers, and help answer any additional questions.

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 to Update Profile as Needed!

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!