



Emergency and Disaster Response
Health Services Quarterly Meeting
 April 25, 2009

Attendees: Susan Klose, Shannon Barnes, Louise Thomas, Valeda Andler, Andrea Gargaro, Jo Ann Johnson, Nelda Pendon, Mary Chasin
Guests:

Agenda Item	Discussion	Actions	Responsible Party	Follow-Up Action/Date
Welcome and Introductions	<p>Mary Chasin welcomed Chapter members to the meeting and each briefly introduced themselves. Mary also acknowledged the many RSVPs who indicated they could not attend today's meeting. ☺</p> <p>There was a brief power point presentation celebrating "100 Years of Red Cross Nursing" and acknowledging the many contributions Health Services volunteers have made since the founding of the Red Cross.</p>			
Announcements	<p>Mary Chasin circulated an updated Response Department organization chart and briefly answered questions regarding the recent Chapter restructure that impacted all departments. The current Response Calendars for May and June were also circulated.</p> <ul style="list-style-type: none"> Health Services volunteers are encouraged to attend their district meetings and were also invited to join the Client Services Committee. 	Contact Mary Chasin or Melissa Crews if you would like to attend the Client Services Committee meeting.	HS Volunteers	Prior to June 11th
Chapter Updates	<p>The following Chapter updates were discussed:</p> <ul style="list-style-type: none"> <u>Regency Towers Shelter in Inglewood</u> (February) – The shelter, serving primarily an elderly population from a senior residence impacted by a fire, was open for seven days. Mary thanked the Health Services and DMH support received from volunteers; the shelter experience was overall very positive and residents were very grateful for assistance. There was also a great deal of support from the community and local fire department. <u>City of Commerce Exercise 4/16</u> – Mary Chasin briefly described the Health Services role in this city exercise which included participants from numerous city agencies, CERT, local water and power agencies, and many volunteers with role- 	It was recommended that efforts be made to participate next year in this annual drill but to begin	Mary Chasin and Regional Coordinator	Prior to annual drill

	<p>via e-mail. Two Health Services Response Workshops were held recently in February and April – three new Chapter volunteers attended each session. The next Workshop will be held in June or July, date TBD.</p> <ul style="list-style-type: none"> • <u>ID Badges and Health Forms</u> – All HS volunteers are encouraged to update their Health Status Records and make sure they have current ARCGLA photo IDs. No volunteers will be allowed to participate in any ARCGLA activity or respond to an incident without a current Chapter photo ID. 	<p>Submit updated health forms to Mary Chasin.</p> <p>Contact Kelly Mulock or Mary Chasin regarding ID badges.</p>	<p>All HS Volunteers</p> <p>All</p>	<p>As soon as possible</p> <p>As soon as possible</p>
<p>National Headquarters Update</p>	<p>The following NHQ updates were discussed:</p> <ul style="list-style-type: none"> • <u>Appointment of ARC Chief Nurse</u> – Mary Chasin circulated information regarding the appointment on Sharon Stanley, Ph.D., RN, as Chief Nurse and Director of Disaster Health Services and Disaster Mental Health. This is viewed as a very positive change since she assumes responsibility for a position that was eliminated within the Red Cross approximately one year ago and reinstated by popular demand. • <u>ARC Ready RN</u> – Mary announced that twenty, one-hour Health Services training modules will be available online beginning in May via CrossNet. These modules are focused on disaster preparedness and response and CEUs will be available upon completion for a nominal fee. In order to complete the modules, participants need CrossNet access and should contact Mary Chasin (chasinm@arcla.org or 310-477-5243) to obtain a user ID and password. • <u>National MOU with the Medical Reserve Corps</u> – Mary updated HS members regarding a recent national MOU signed between ARC and the Medical Reserve Corps. Information regarding the three LA County MRC units (Long Beach, Los Angeles, and Hermosa Beach) and their role in supporting their communities was circulated. The organizing agency in LA County for MRC is the Department of Public Health, which is helpful for our Chapter since ARC already has a strong relationship with LAC-DPH. 	<p>Volunteers who would like to obtain CrossNet access should contact Mary Chasin.</p> <p>Mary will circulate updated details to all HS members as the module goes live.</p> <p>Mary contacted the local DPH coordinator for MRC on 4/23 and will keep HS updated regarding additional information or activities. (General MRC information is also included as an attachment to the minutes.)</p>	<p>HS members</p> <p>Mary</p>	<p>As soon as possible</p> <p>May</p>
<p>Group Activity: Recruitment, Engagement, and Retention</p>	<p>Meeting participants had a wide-ranging conversation regarding recruitment, engagement, and retention of volunteers. To support this discussion, documents regarding a proposed Mentorship Program for Health Services were circulated and discussed. There were many helpful questions and suggestions, including:</p> <ul style="list-style-type: none"> • Need for improved follow through with Spontaneous Volunteers • Review of the current volunteer application process – There is 	<p>Mary Chasin will talk to Kelly Mulock and Brandy Welch</p>	<p>Mary Chasin</p>	<p>Prior to the next meeting</p>

	<p>concern the current process is confusing and some volunteers don't understand the needed steps. In some cases, there has been a definite lag in the process, especially when potential volunteers don't know or don't recall they have to complete Fulfilling Our Mission before they are considered "official" volunteers. Are these recruits kept informed and updated while they wait? Do they receive DSHR-wide e-mails? How often are they contacted?</p> <ul style="list-style-type: none"> Combining Fulfilling our Mission and the Health Services Response Workshop for HS volunteers would be helpful and decrease the number of days of training needed to fulfill requirements. Student Guides are not as visible/available to new recruits as they could be. (This is probably most true for those waiting processing since all new volunteers meet with Kelly Mulock and Jennifer Bailey and review the training guides.) More HS group activities such as shelter drills during quarterly meetings would be helpful and a good team building experience. It was suggested that a portion of each HS meeting be devoted to review of HS guidance such as on-call tips, refilling medications, opening a shelter, and filling out commonly used forms. Is there any interest in a Book Group or other activities? Speakers and planned presentations definitely promote attendance at the HS meetings. Most districts need a more routine review of the Quick Response Bags and expiring medications. This can be a good team building activity. The Mentorship Program and Agreement was circulated for comments. In general, the idea of mentoring is strongly supported and most of the participants stated they would 	<p>regarding the current process and forward suggestions for consideration.</p> <p>FOM and the HSRW can be combined and taught in a one-day session. Mary will schedule a session on the Training Calendar and monitor responses.</p> <p>Student Guides for all activities are currently available on the Chapter website in the Document Library at http://redcrossla.org/emergencyservices/dshr-training-guides</p> <p>Interested participants signed up to help plan HS meetings/events. Others interested in helping should contact Mary Chasin.</p> <p>If you are interested in forming a book group, contact Mary Chasin.</p> <p>Storage and dispensing space is an ongoing issue. Mary will keep HS updated regarding scheduled review of supplies.</p> <p>See attachments for Mentorship Program draft. HS volunteers interested in</p>	<p>Mary Chasin</p> <p>HS volunteers</p> <p>Mary Chasin</p> <p>HS Volunteers Mary Chasin</p>	<p>June or July</p> <p>As soon as possible</p> <p>As soon as possible</p> <p>As soon as possible</p>
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	<p>participate in a program as either a mentor or mentee.</p> <ul style="list-style-type: none"> Those interested in helping review Chapter Health Status Reports can contact Mary Chasin. A training class will be planned – date TBD. (See attachment for Chapter Health Reviewer Job Description.) 	<p>participating should contact Mary Chasin. HS volunteers interested in becoming Chapter Health Reviewers should contact Mary Chasin.</p>	<p>HS Volunteers Mary Chasin</p>	<p>As soon as possible</p>
Training Calendar	<p>Mary reviewed upcoming HS-related training and also circulated information regarding future dates for <u>CPR/AED for the Professional Rescuer and Healthcare Provider</u> classes. This is now a required training class for HS volunteers.</p>	<p>Mary will f/u with Health and Safety regarding possible group discounts for HS volunteers taking CPRO. Information will be circulated via e-mail.</p>	<p>Mary Chasin</p>	<p>As soon as possible</p>
Next Meeting	<p>The next HS Quarterly Meeting is scheduled for Saturday, July 25 at the West Valley District Office.</p> <p>Please Note This Change of Date: The October HS meeting date has been changed to Saturday, October 17th (previously scheduled for October 24th).</p>			