

# MRC Newsletter

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## THANK YOU

You've probably heard us say it a lot, but thank you! The Alternate Care Site would be useless without you to run it. Regardless of your background or training, we are so thankful to have you. From veterinarians to physicians, from nurses to interpreters, you have reached out to help others in their time of need. Mr. Rogers once said, "When I was a boy and I would see scary things in the news, my mother would say to me, 'Look for the helpers. You will always find people who are helping.'" You are the helpers. You are the people that others are looking to in this uncertain time. You are an inspiration to this community.

## MEET YOUR INCIDENT COMMANDER

John Ruffner, our Incident Commander, graduated from UC Berkeley with an MPH in the time of the HIV outbreak. He also gained his MSW from San Diego State University. He was the CEO of French Hospital in the early 2000's. He has been the practice manager for Cuesta Medical Group, the practice management consultant for California Emergency Physicians, and the CEO for a multi-hospital system with long-term care and rehab facilities. He has taught at UC Berkeley, San Diego State University, St. Mary's of Moraga, and the University of Redlands. John's daughter and family live in Chico, CA. He is an active cyclist, both road and trail (Montana de Oro), and competes in Triathlons. Some of his favorite books are The Viral Storm, Good Germs Bad Germs, The Grapes of Wrath, and Moby Dick. When you come to the Alternate Care Site, make sure to say hi to John (while maintaining a 6ft distance).



## VOLUNTEER SPOTLIGHT

When the call went out for medical volunteers, Silvia Santiago didn't think twice. She felt that, as a medical professional, it was her duty to help. Silvia is a Physician who is studying to get a residency position in internal medicine. She graduated medical school in Guatemala. She is an avid rock climber, hiker, and mountaineer. Yosemite is one of her favorite hiking destinations. But, locally, you can find her at Reservoir Canyon. If you are wondering what is on her bookshelf, she says the novel-like format of "Spillover" by David Quammen makes it enjoyable to read about zoonotic disease (diseases spread from animals to people). All in all, Silvia has been inspired to see the SLO community come together to respond to this pandemic. The way people from different backgrounds have all contributed to help has made Silvia even more proud of her community.



## ACS UPDATES

Phase 1 of the Cal Poly Alternate Care Site is ready to start caring for COVID-19 patients. Daily training drills are starting with the Medical Reserve Corp volunteers to prepare for accepting patients. Read about the CPACS at [ReadySLO.org](http://ReadySLO.org).

## RESOURCES FOR WORKING AT THE CPACS

The aim of the CPACS is to take care of people. Most often, we think of patients as those we are taking care of. However, it is important that you consider yourself under this goal. Self-care is extremely important for those working on the front lines of an incident like this. You must take care of yourself before taking care of others. Many times, this is easier said than done. We have compiled some resources to help you with this.

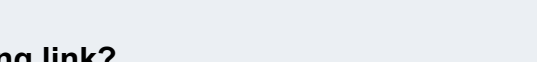
- The CDC has created [a list of ways to care for yourself](#) as a first responder. Caring for your mental and emotional health allows you to better serve those in need.
- If you like lists, the Wisconsin Department of Public Health has created a great [Pocket Reference Guide for Emergency Response Deployment](#) complete with daily to do lists and checklists for self-care.
- For those more audio inclined, the Minnesota Department of Health created [a video that focuses on self-care and psychological first aid](#) for COVID-19 Health Care Responders

## COURSES & LEARNING

The Cal Poly Alternate Care Site (CPACS) uses the Incident Command System (ICS) to organize the staffing structure. To someone who has never worked under the ICS before, it can be confusing. [FEMA IS-100](#) is a free online course that provides an overview of the ICS. This course will explain any terminology or background you will need to understand how the CPACS is running. You will gain valuable insight for your first day. Typically, this course is required for MRC members, so we highly recommend that you complete it if you have the time.

## JOKE OF THE DAY

Incident Commander: How many volunteers do we have?  
 Volunteer Coordinator: 386, sir.  
 Incident Commander: Well, round them up!  
 Volunteer Coordinator: 400, sir.



## FREQUENTLY ASKED QUESTIONS

- Q: When will I receive my onboarding link?**  
 You will receive an onboarding link via NEOGOV, our online hiring platform. It may end up in spam, so be sure to check there. Your onboarding link will be assigned to you the day after you attend an in person orientation at the ACS or have completed your medical screening. If you have done one of these tasks and not received an onboarding link – please email [HR\\_Alternate\\_Care\\_Site@co.slo.ca.us](mailto:HR_Alternate_Care_Site@co.slo.ca.us).
- Q: Are there any telecommuting roles available for me?**  
 Currently we are not actively coordinating volunteers for remote/telecommuting duties to support the CPACS.
- Q: May I stop volunteering at any time?**  
 Volunteering is just that: voluntary. We know that things change, especially in a time like this. You may stop volunteering at any time for any reason. Please let the CPACS team know and we will remove you from the volunteer list.
- Q: What is the schedule for training?**  
 We are currently scheduling volunteers for four-hour, on-site training shifts in the mornings and afternoons. The schedule will change once patients start arriving.
- Q: How strict are the 12 hour shift rules for scheduling at the CPACS?**  
 We realize many of you have very busy schedules, so we will also be scheduling 6 hour shifts.
- Q: What Personal Protective Equipment (PPE) are you providing to those that are working in the red zones?**  
 All volunteers that work at CPACS will be issued appropriate PPE (Personal Protective Equipment) for their respective positions. PPE provided for the red zone includes, but not limited to cloth/surgical masks, scrubs, gloves, N95 mask, face shield/goggles, gown, shoe coverings and hair bonnet.
- Q: Is it true that the CPACS may never open to patients?**  
 In an ideal world, the CPACS would not have to open to patients. However, the future is uncertain. So far, SLO County has done a great job of flattening the curve, and our hospitals are not at surge capacity. But, we are prepared to help those who need it when or if the time comes.  
**However, there will be other opportunities to help the community in the future.** When a vaccine for COVID-19 comes out, we will need MRC volunteers to assist at our vaccination PODs (Points of Distribution). The CPACS will not be the only opportunity to help your community.
- Q: I am not able to attend the scheduled orientation, when is the next one?**  
 At this time, we are not scheduling in-person orientation because the CPACS is now patient ready. Our orientations are moving online. We are in the process of creating a video to give everyone the experience of an onsite orientation.
- Q: What kind of job duties might I be doing?**  
 Job duties will vary based on your licensure and experience. RN responsibilities will entail taking vitals, charting, intake, discharge and providing full patient care. Medical support roles will include Traffic Coordination, Trained Observers, and Basic Patient Care. In addition, there will be non-medical roles, such as administrative support in the green areas.

## CONTACT US

If you have a joke for the next newsletter, want to nominate someone for a volunteer spotlight, or have any questions or concerns, send us an email to [hr\\_alternate\\_care\\_site@co.slo.ca.us](mailto:hr_alternate_care_site@co.slo.ca.us) or call us at (805) 781-1722.