

THE TELEGRAPH

DMRC Quarterly Newsletter

In this issue:

- Volunteer Spotlight
- DMRC Activities
- Response Lessons Learned
- A New Hope
- 2020 Deployments
- “COVID Alert DE”
- Emergency Preparedness Highlight
- Survey Winners!
- Team Work
- Calendar
- Clinical Corner
- Self-Care for Coping
- Resources and Personnel

Volunteer Spotlight

This quarter’s Volunteer Spotlight is on:
Margarita Geren

Margarita has been volunteering with DMRC since 2016. In Response to COVID-19, Margarita shared her medical expertise, her psychological support, and her interpreting skills.

Among her many contributions to our community, she has been an invaluable member of all of the DMRC’s Community Outreach Teams.



Margarita Geren

Margarita volunteers for the Sussex County MRC Unit. She is trained to be a community trainer in both Naloxone Administration and “Stop the Bleed”.

Thank you Margarita for being ready and willing to support DMRC and Public Health efforts.

NOTE: Please contact us if you would like to recommend a volunteer for our next spotlight.

DMRC Activities

By: Elliott Nicholas, DMRC Staff

The DMRC volunteers are always on the ready waiting to be deployed to support Delaware Public Health (DPH) and assist fellow Delawareans in their time of need. As we stay vigilant in assisting with the COVID-19 response, efforts are being made to help as we enter the height of hurricane season.

Our COVID-19-related deployments began in the middle of March with emergency operations including food distributions and community testing sites. Our courageous volunteers have put in approximately 380 hours and over 65 shift deployments. Deployments include volunteer medical and behavioral health support for Delaware Food Bank’s food distributions which provided over 20,000 Delaware residents with food.

Hurricane season is upon us – and, unfortunately we have already felt the impacts of one. Hurricane Isaias did not spare our region, but our team was prepared to step in to lend a hand in the response. Isaias Sheltering was a one-day deployment on August 4th for 18 community members.

As the seasons change from summer to fall, we continue our volunteer efforts to help support our neighbors. We are currently involved with food distributions throughout the state, supporting campus COVID-19 testing sites in Kent County, and participating in the continued fight against the opioid addiction and overdose with the Naloxone education and distributions.

As the days get colder and the flu season intensifies, we are currently ramping up for flu clinics and influenza in-service training. During difficult times such as these, being there to help people can provide stress relief. This may be in the form of medical training, medical assistance, or food distribution. Our role is to be there for our neighbors in their greatest time of need. However, please do not forget to care for yourself and your family first. Please read further for emergency preparedness and self-care reminders in this newsletter.

Thank you to all the volunteers that have given their time and skills to these efforts.

Post Deployment Reminder: Please remember to submit your Time Log and Activity Log Forms to DMRC@Delaware.gov.

Response Lessons Learned

By: Elle Hammond

Fall is typically my favorite time of year. It meant change: a time to breath deep and enjoy the colorful leaves. Recently DPH Director Dr. Karyl Rattay said, “As we enter a new season, I hope I can count on you to model our new normal. Division of Public Health ... must set the standard for wearing face coverings, social distancing, practicing good hand hygiene, and following Governor Carney’s Executive Orders as well as policies set by our agency. Most of you are already setting great examples at work and beyond. Thank you!” (“The Buzz” September 2020) I echo her sentiments. I have learned throughout this response that the flexibility and responsiveness of DMRC volunteers results in incredible accomplishments. Now is not the time to let up. Keep leaning into this new normal and help others along the way. We appreciate you responding to more deployments than DMRC has ever had before. The changes we are currently dealing with may not be as welcome as crisp, fresh air or changing leaves, but with diligence we can endure it well.

A New Hope

DHSS Launches Phone Line For Anxiety Help, Resources

by Hannah Cechini

The Delaware Department of Health and Social Services is offering a new help line through their Division of Substance Abuse and Mental Health. It's called the Delaware HOPE Line.

People needing help with anxiety, depression, or behavioral health needs because of COVID-19 can call. People who call will be connected with a DHSS staff member who has a shared experience. That staff member will offer support or connect them to other resources. Follow the provided link to read the rest of the article.



Source: [DHSS launches phone line for anxiety help, resources - 47abc](#)

2020 DMRC COVID Deployments

Food Bank Pantries (March – Sept)

Total number of people served at supported pantries: 20,376

- DMRC First Aid Stations – 31 shifts, 141 hours
- DE BEST Support at Food Banks – 72 shifts 284.5 hours

Long Term Care Facility Nursing and CNA Support

- DMRC support – 23 shifts, 207 hours

Naloxone Drive Thru Point of Dispensing

- DMRC Support – 11 shifts, 47.5 hours

Testing Results Calling

- DMRC Support – 7 shifts, 28 hours

Community COVID-19 Testing

- Milford Perdue Plant Testing
DMRC – 30 shifts, 36 hours
DE BEST – 6 Shifts, 35 hours
- Wilmington High Rise Testing (863 tested) – 6 locations
DMRC – 95 shifts, 285 hours
DE BEST – 10 shifts, 30 hours
- First Responder Testing
DMRC – 8 shifts, 28 hours
- EPI Interviews at Community Testing in Sussex
DMRC – 11 shifts, 54 hours
- New Castle County Community Testing (July – Sept)
DMRC Support – 111 shifts, 544 hours
- Student COVID Testing in Dover (Sept)
DMRC Support – 96 shifts, 458 hours

Interpreter Corps Support

- Community Testing Site Interpreters – 6 shifts, 34 hours
- Interpreter Support at Non – congregate COVID-19 Positive Shelters - 19 shifts, 19 hours

Vulnerable Population Outreach/Education

- DMRC, DE BEST & Interpreter support – 6 shifts, 20 hours

Delaware Launches “COVID ALERT DE”

Governor John Carney, the Delaware Department of Health and Social Services (DHSS), and the Delaware Department of Technology and Information (DTI) launched a mobile app on September 15, 2020. This mobile app is available for free on both the Apple store and Google Play to anyone age 18 or older who lives, works, or attends college in Delaware.

**PROTECT YOURSELF.
AND THOSE YOU LOVE.**

**DOWNLOAD DELAWARE'S
OFFICIAL APP.**

The “COVID ALERT DE” app is a safe and secure way to alert users that they may have been in close contact with someone who tested positive for COVID-19.

Want to know more? Please visit www.delaware.gov

EMERGENCY PREPAREDNESS



MAKE A PLAN



BUILD A KIT



BE INFORMED

Emergency Preparedness Highlight: “3 P’s”

By: Elliott Nicholas, DMRC Staff



Preparing

- Preparedness is being educated and familiar with items and tasks during times of an emergency.
- Preparedness is being ready anywhere you may find yourself: home, work, at school, or in the car.
- When you are prepared you can properly utilize your time – every second is important during an emergency.

Planning

- Develop your plan. Think essentials: food, water, medicine, important documentation, extra clothes and money.
- Communicate your plan. Make sure everyone in your home is aware of the plan. Make sure everyone knows what to have at the ready and make sure you keep the essential items in an easily accessible place.
- Test your plan. Test batteries and generators. Check expiration dates on medical supplies and medication. Run safety drills to test the effectiveness of your plan.

Packing

- Recent photos of your children in a zipper plastic baggy
- Personal hygiene items
- Writing materials: paper, pen and pencil
- Mess kits: paper cups, plates, towels and plastic utensils
- Matches
- Whistle
- Special needs items: medical, children, seniors, pets

Additional Resources

- [Ready.gov](https://www.ready.gov)- The official website of the Department of Homeland Security
- [Redcross.org](https://www.redcross.org)
- [Flash.org](https://www.flash.org)- Federal Alliance for Safe Homes
- [CDC.gov](https://www.cdc.gov)

Source: www.preparede.org

Thank you! #DMRCVolunteers



Images taken at DMRC deployment sites from March-August: Food Bank of Delaware food distributions, Wilmington Community COVID-19 Testing, and Storm Isaias Sheltering

Survey Winners!!

Last Quarter, we distributed DMRC volunteer surveys to give our volunteers the opportunity to provide valuable feedback toward improving our DMRC units.

Melissa Postlewaite is the winner of the Volunteer Experience Survey and Danielle Boyle is the winner from our After-Action Report Survey.

Thanks to everyone for participating, we value your opinion!
Winners should contact dmrc@delaware.gov to arrange delivery of their prize.

Team Work

Interpreter Corps

By: Ingrid Hansen and Elle Hammond

The DMRC welcomes our newest unit team. This team originated in 2006 to support the DHSS Office of Minority Health. In 2013, the Interpreter Corps moved under the DHSS Emergency Medical Services and Preparedness Section and just recently combined with the Delaware Medical Reserve Corps.

The Interpreter Corps has been very engaged in the COVID-19 response. They have assisted with Interpreter support at a non-congregate COVID-19 positive shelter with daily check-ins for Spanish speaking residents. They have also been assisting with translation services for Sussex and New Castle County Community Testing Events.



Are you bilingual? Do you know anyone who is? Contact us today to learn about the Interpreter Training. The training course is a hybrid of online and self-guided learning. Our 40-hour program is suitable for experienced interpreters who understand the important role an interpreter plays in the community, as well as novice interpreters seeking to jump-start their career! Please send inquiries to DMRC@delaware.org.

Delaware Behavioral and Emotional Support Team (DE BEST)

By: Celeste Peart

September was Delaware's mental health awareness and FEMA's Emergency preparedness month. As such, we would like to thank DMRC's Delaware Behavioral and Emotional Support Team (DE BEST) volunteers for their commitment to our community!



The DE BEST team provides mental health support to community, responders and volunteers in an effort to reduce and/or prevent long term impacts of trauma. This year DE BEST achieved new heights with DPH and Delaware's Division of Substance Abuse and Mental Health (DSAMH) magnifying their commitment to Delaware's resilience and mental health response capacity by increasing networking and recruitment efforts, training opportunities, and extending support and resources to DMRC deployments.

This year our team reached over 230 volunteers, 33 of which committed to the Crisis Counseling Program that enhances the COVID-19 mental health response efforts.

If you are interested in joining the DE BEST team, please email cpeart@udel.edu.

Clinical Corner

By: Ingrid Hansen

We have heard from many DMRC volunteers interested in flu or COVID-19 vaccination. DMRC medical licensed volunteers will be assisting with DPH and firefighter flu clinics this Fall. There is a likelihood of a COVID-19 vaccination being developed and distributed with DMRC volunteer assistance. If so, this is anticipated by the second quarter of the new year.

We have had a great response for interest in the vaccine administration to date. Thank you to those who responded to the vaccination training message already! As was mentioned in the message, there is a requirement to complete an online influenza in-service training prior to assisting in either flu or COVID-19 vaccination deployments.

The training online influenza in-service training is now available on DE TRAIN. The in-service link and details were sent to those who have signed up. Please see [DelawareMRC.org Flu Clinic \(and Flu Clinic Online\) Training page](https://DelawareMRC.org/FluClinicandFluClinicOnlineTrainingpage) for additional details.



NOTE: If you are interested in assisting with upcoming deployments, but have not signed up, please email DMRC@delaware.gov.

An infographic titled "COPING WITH STRESS AND TAKING CARE OF YOUR MENTAL HEALTH". It features a grid of nine tips, each with an icon: "STICK TO A ROUTINE" (clock), "TAKE A BREAK FROM NEWS & SOCIAL MEDIA" (TV, social media icons), "TAKE DEEP BREATHS, STRETCH OR MEDITATE" (person meditating), "EXERCISE REGULARLY" (person running), "EAT HEALTHY WELL-BALANCED MEALS" (salad bowl), "GET PLENTY OF SLEEP" (person in bed), "AVOID ALCOHOL AND DRUGS" (banned alcohol/drugs), "MAKE TIME TO UNWIND" (teacup), and "CONNECT WITH OTHERS" (video call). A "GET HELP" section at the bottom features a heart icon, text: "If you are feeling overwhelmed with emotions like sadness, depression, or anxiety there is help available 24-hours a day by calling 833-9-HOPEDE.", a 24/7 phone icon, and the "HELP is here." logo with the website "helpsherede.com/connections".

DMRC Calendar

Date	Type	Event
T.B.D.	All County Units	DMRC Unit Drive-thru: Vest Distribution
December 7, 8 & 9, 2020 6:00 p.m. – 7:30 p.m.	Unit Meetings (Zoom)	DMRC Quarterly Unit Meetings: New Castle County MRC Unit, December 7 Kent County MRC Unit, December 8 Sussex County MRC Unit, December 9
T.B.D.	Team Meeting (Zoom)	Behavioral and Emotional Support Team
T.B.D.	Online Training	DMRC Volunteer Trainings

[Event and calendar details can be found on the DMRC website. Please check frequently for updates.](#)

DMRC Resources and Personnel

Volunteer Advisory Board Representatives

The DMRC advisory board consists of elected volunteers who collaborate with DMRC staff and Division of Public Health employees. Here are your Volunteer Advisory Board Representatives:

Kara DiCecco, New Castle County Unit Volunteer Representative
Bruce Caballero, Kent County Unit Volunteer Representative
Amy Gootee-Ash, Sussex County Unit Volunteer Representative, and
David Cahn, DE BEST Team Volunteer Representative

Resources

DMRC Website

<https://sites.udel.edu/delawaremrc>

DE Office of Preparedness Website

<https://preparede.org>

National MRC Websites

<https://mrc.hhs.gov/homepage>

<https://www.dhss.delaware.gov/dhss/dph/php/emsp.html>

2020 Preparedness Calendar

www.ready.gov/calendar

DE Dept. Public Health Volunteer Website

<https://www.dhss.delaware.gov/dhss/dph/php/vohome.html>

SERVDE Communications

Phone: 866.609.8029
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Contacts

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Reminder: You are not required to deploy; but you are required to respond to all call down calls and texts.