

2020 Quarter 3

**COVID-19  
RESPONSE  
EDITION III**



*Nurse volunteer Janet Fulfs providing a flu shot at a drive thru flu clinic*

# The KC MRC Responder

## Official Newsletter of the Kane County Medical Reserve Corps

In this special addition, you will find highlights from the Kane County MRC volunteers during the third quarter (July—Sept.) along with the response to COVID-19.

Social Media: *See us, Like us, Follow us!*

In active partnership with the community, the Kane County MRC improves the well-being and safety of all residents by organizing and utilizing public health, medical, and other volunteers. The Mission of the Kane County MRC is in line with the Mission of the Kane County Health Department and the National Medical Reserve Corps

<https://www.linkedin.com/company/kane-county-medical-reserve-corps/>  
<https://www.facebook.com/KaneCountyMedicalReserveCorps>  
[https://www.instagram.com/kane\\_county\\_mrc](https://www.instagram.com/kane_county_mrc)

Twitter: <https://twitter.com/KaneCountyMRC>

### **Links for prospective volunteers**

*If you are interested in becoming a volunteer or knowing more about Kane County MRC, go to*

[http://kanehealth.com/medical\\_reserves.htm](http://kanehealth.com/medical_reserves.htm)

*For questions regarding the Kane County MRC, contact:  
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MRC coordinator*

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*Aaron Stevens, KCHD Emergency Response Supervisor*

*Barbara Jeffers, KCHD Executive Director*



## COVID-19 Response

### Here is what we've been doing to support the Kane County Health Department and the Kane Community:

During nearly 7 months, our volunteers have stepped up, trained and supported the Health Department in many different fronts, helping our residents in a variety of ways. Volunteers working on **Call Center Support** reported to the Health department and covered morning and afternoon shifts, addressing a myriad of questions and concerns, and providing guidance, as well as collecting inputs and complaints from the population. Volunteers have also joined our internal team of investigators to do **Contact Tracing** and helped with the quick identification of COVID-19 close contacts, contributing to contain the spread of the disease. Nurse volunteers also joined the Communicable Diseases Program to help with health monitoring of positive COVID-19 cases (**Case Monitoring**). These 3 activities represented a crucial help, as they embraced important, time-consuming activities that would otherwise require the commitment of many hours from the Health Department's staff. The engagement and commitment of these volunteers allowed the Health Department's staff to resume regular surveillance and public health activities in a shorter time. Call Center Support, Contact Tracing and Case Monitoring are now being conducted by TTEC, and the participation of volunteers in these activities are now complete, and the activities have been discontinued.

*Thanks to these wonderful volunteers who, together, gave 1838 hours of their time to serve their community during these past months!*

**NEW!**

#### **School Reporting and Outbreak Support- SROS**

Volunteers are now able to support the Health Department's Communicable Diseases Program, helping with data on COVID-19 received from schools, and also supporting outbreak data collection, analysis and reporting. Volunteers participating in this activity work remotely, and receive a county phone as well as headset to perform calls. The required training for performing this role include IDPH Confidentiality, Contact Tracing Training by ASTHO, and Salesforce training. Volunteers have the opportunity to work with platforms currently used by the Health Department for disease surveillance. You may learn more and sign up for this activity in Better impact.

#### **Front Desk Support**

Volunteers have been supporting the Health Department with receiving and redirecting phone calls, welcoming incoming public, checking in visitors, and screening them for COVID-19 symptoms. Volunteers also help with other tasks, and have become a valuable resource to staff in a variety of ways such as data entry and management. Their support has been important as the Health Department returns to its regular activities and programs. A TB check is required for this activity.

*Pictured right: Volunteer Priya Pershad helping at KCHD's front desk*



## Home Isolation Strike Team (HIST)

During the COVID-19 pandemic, access to food and other daily life necessities can become a huge problem. Elderly individuals might find themselves isolated, and with no clue on how to obtain necessary goods; others face severe financial hardship due to job loss, and are unable to obtain help from local resources due to isolation or quarantine. Our HIST volunteers work hard to help these people access needed supplies, provide guidance and pick up items at local stores and pantries, delivering to the door of those in need of assistance.

We are now expanding this capability by partnering with volunteers from local faith organizations; these volunteers may now help HIST with pickups and deliveries of food, through a project submitted in JustServe.org, a volunteer recruitment agency. This will not only allow us to expand our service capabilities, but will also provide an opportunity to recruit new volunteers to the KC MRC.

You don't need to have a medical background to be a part of this team, just the desire to help those in need. You can sign up to HIST through Better Impact.

*Note: Volunteers participating in this activity receive bank phones to contact clients, as well as specific just-in-time training, including donning and doffing PPE and other safety precautions. A tuberculosis check is required for this activity.*



*Volunteer Robin Hicks ready to complete a HIST service*



*Food delivered from a local food pantry to a client*



### Resources Support Team

We are building a team of volunteers to help the Health Department and our communities at large to put together a COVID-19 Resource Guide compiling available tools, services, initiatives, and ideas to support individuals and families directly or indirectly impacted by COVID-19. This work can be done entirely from home, at your own pace and convenience, and would provide a great resource that could be shared through our social media channels, our website, and with contact tracers doing case investigation. You can help at whatever level you decide: researching information, compiling or organizing it. Log into Better Impact and know more about it!

### **Volunteer Recognition**

#### **Hours worked past quarter:**

1. *Liisa Lawrence - 150 hours*
2. *Jan Fulfs - 86 hours*
3. *Suzanne Rozycki - 83 hours*



**Notification drills** constitute an important part of public health preparedness and response, so please be sure to respond appropriately and timely to calls and/or emails.

A good tip is to save CodeRed numbers to your contacts, so you know right away when you are receiving a notification drill call. You know that you don't actually have to report to the Health Department because all drills start by clearly notifying that it is a drill.

In a real emergency communication, the message would start by 'THIS IS NOT A DRILL'.

## Communications



All volunteers must have an account in Better Impact, our volunteer management system. Better Impact centralizes all information on Kane County MRC, including detailed information and qualifications from each volunteer, activities that are available for volunteers to participate in, and hours worked.

- ***Volunteers, please keep your profile updated, and be sure to check regularly for new volunteer opportunities!***
- ***Don't forget to log your hours at your earliest convenience, preferably as soon as you end your assignment. Keep in mind that time spent on training and commuting to/from assignments is also volunteer time.***

## What's New in Better Impact

We now have badges for quick identification of a volunteer training level and experience. In addition to the CPR certification badge, we have:

**Volunteer Tier Level Badges:** Identify volunteers by their overall level of training, engagement, and leadership skills. The Tier Level also provides an indication about the types of assignments a volunteer can be deployed to. Tier levels range from 1 to 4, with 1 being the highest; full description of each level can be found in Better Impact.

**POD Level of Training Badges:** Identify the level of POD training accomplished by the volunteer; levels are Basic, Intermediate and Expert, based on a combination of theoretical and practical level of training; volunteers with no POD training do not receive a POD badge. Full description of each level can be found in Better Impact.

### Volunteer Management/Communication

If you need to communicate with Kane County MRC, just send an email to [reginatoclaudia@co.kane.il.us](mailto:reginatoclaudia@co.kane.il.us), or text (224) 605-0453

You can also use Better Impact to send a message using the "Contact" tab

### Training

In Better Impact you will find training resources, info sheets and documents needed for performing activities in Better Impact. To access training and documents in Better Impact, log into your account, then click on the 'My Profile' black tab in the upper right, scroll down to 'Files' and click on the desired document.

The trainings available in Better Impact include:

- Confidentiality/HIPAA Training
- MRC 101 Orientation
- Sexual Harassment Training
- IDPH Confidentiality Training (instructions to online course)

Take a minute to review all documents contained in the folder of the activity you want to participate in.

### Upcoming trainings and activities

In-person trainings are currently being kept to a minimum, and trainings are being held virtually as much as possible. Please be alert for updates from your MRC Coordinator regarding COVID-19 Mass Vaccination Operation, as new trainings and exercises are being planned involving MRC volunteers and the Health Department.

### Notification drills—results from the past quarter:

| <i>Kane County MRC Response</i> | <i>July</i> | <i>August</i> | <i>September</i> |
|---------------------------------|-------------|---------------|------------------|
| <b>% acknowledged message</b>   | 70%         | 71%           | 62%              |
| <b>% able to report to KCHD</b> | 44%         | 45%           | 40%              |



## Next Stage of COVID-19 Response: Preparing for Mass Dispensing

Decades of public health data provide solid evidence that vaccines play a key role in mitigating the impact of diseases, hence it is expected that vaccines become a crucial tool in controlling the SARS-CoV-2 pandemic. Because the availability of a COVID-19 vaccine may be limited at first, the Illinois Department of Public Health is working with local, tribal and territorial health departments to allocate vaccines by prioritizing certain population groups, which are defined by epidemiological data. IDPH's goal is to vaccinate 80 % of the Illinois population at a minimum; immunization against COVID-19 will require 2 doses of the vaccine, separated by 21 to 28 days. Kane County Health Department is planning on relying heavily on closed PODs for the priority groups, and drive-through PODs to dispense the vaccine to the general population. It is possible that the first shipments of a COVID-19 vaccine may be available as early as November 2020.



### **Mass Vaccination Planning Meeting**

Thanks to the 28 volunteers who, on September 17, 2020, participated in this meeting with the Health Department's Emergency Preparedness team. We had the opportunity to share the mass vaccination plans for Kane, as well as to discuss relevant topics regarding vaccine development, and volunteer recruitment, credentialing, training and exercising.

### **How can volunteers increase their level of readiness?**

In order to ensure volunteers get ready for this upcoming stage of response, we recommend volunteers:

- Complete basic online trainings that are key for this step of response (please refer to the KC MRC Basic Training Record for details):

FEMA IS 100C (Introduction to Incident Command System)

Click [here](#) to complete this training or use the link below

<https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c>

FEMA IS 700B (Introduction to National Incident Management System)

Click [here](#) to complete this training or use the link below

<https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b>

POD Overview (must have an I-Train account)

Click [here](#) to complete this training or use the link below

<https://www.train.org/illinois/course/1037506/>

SNS Overview (must have an I-Train account)

Click [here](#) to complete this training or use the link below

<https://www.train.org/illinois/course/1059349/>

- Respond the **mass dispensing online survey** (please send a message to [reginatoclaudia@co.kane.il.us](mailto:reginatoclaudia@co.kane.il.us) if you did not receive this survey).
- Check and review the **online Mini POD Trainings**, sent bi-monthly to your email coming soon.
- Be alert for communications from the MRC Coordinator or KCHD ICS leadership regarding trainings and exercises.
- Be on the watch for additional POD Training Sessions (via webinar or in-person).
- Participate in flu immunization clinics to improve your level of training in dispensing of medical countermeasures operations. Stay alert for new flu clinic announcements and shifts posted in Better Impact.

**What to expect?**

Mass vaccination is a monumental endeavor, especially during a pandemic, and it is natural that volunteers have questions related to their participation in PODs to provide COVID-19 immunization. For this purpose, the Health Department PHEP team has developed a FAQ sheet with answers to frequently asked questions.

**Am I required to receive the vaccine before participating?**

No, you will not be required to receive the vaccine before participating in PODs. However, the vaccine will be made available to you in advance so if you do wish to receive it, you may do so before hand.

**Will my family receive the vaccine at the same time I do?**

This answer is dependent upon the quantity of vaccine made available to Kane County, at this time the assumption is no. We are working under the assumption (per CDC guidance) family members will not be covered in initial rounds of distribution and will fall into the general public category for when the vaccine is made available on a larger scale.

**Will Personal Protective Equipment be provided to us?**

Yes, PPE will be provided to all POD staff at the beginning of your shift.

**Can I work at a POD without coming into contact with members of the public?**

Unfortunately, there are no positions in an open POD where you are guaranteed to not come into contact with members of the general public. There are however, positions with less interaction such as a runner.

**I have a health condition making me high risk for COVID-19, can I safely work a POD?**

While ensuring your safety is our highest priority, the ability to work in a POD environment with health conditions is something we recommend you speak to your healthcare provider about.

**Will training be provided prior to POD activation?**

Yes, we are currently revising our trainings to align with the COVID-19 response and will begin holding virtual trainings including videos, emails, interactive zoom calls, and other online self guided resources shortly. Additionally, please watch out for a future exercise that will allow you to practice your training in a controlled environment.

**Will I be required to complete specific training prior to participating?**

Yes, certain trainings will be required to be completed prior to participating in a POD as well as being present for the Just in Time Training which will be conducted by your POD unit leader on the day of your shift.

**What if it is cold/hot outside while the POD is operational?**

This is a very real possibility. While we will do our best to make reasonable accommodations for weather such as covered vaccination, warming/cooling centers, heated/cooled working stations, how this looks will be dependent on the facility hosting the POD. You will always know the predicted weather, location, and site set up prior to the POD being activated and therefore will be able to plan and dress accordingly. You will also be provided with a list of supplies it is recommended you bring with you on site to aid in your comfort.



## 2020 Flu Clinics

Because immunization clinics can actually be regarded as points of dispensing medical countermeasures, they provide an outstanding opportunity to review and exercise our mass dispensing capabilities.

MRC volunteers have been consistently supporting the Health Department during the 2020 Open Enrollment Flu Clinics. Between September and October, we have had 9 clinics at on different days and locations, with medical and non-medical volunteers helping staff 19 different shifts. We served a variety of clinics, with one clinic being held as a drive-through clinic. The drive through Flu Clinic at the Health Department on October 9 involved not only MRC volunteers and the Health Department staff, but also had the participation of the Kane County Office of Emergency Management.

### Welcome New Volunteers!

Our applause to these new MRC volunteers, who have made themselves available to serve their community!

Amy Boynton

Stephanie Burnett

Nancy Creech

Jeanne Danos

Bethany Hollarbush

Jacob Holzer

Jeanine Kenaga

Barbara Parness

Priya Pershad

Serena Rodawold

Jennifer Weber



*Left to right: KCHD nurse Annette Julien, and volunteers Craig Trongeau, Robin Hicks, Mary Ellen Goebel and Mary Payne, at a flu clinic at KC Government Center*



*Left: Volunteers Liisa Lawrence and Robin Hicks*

## 2020 Flu Clinics



*Volunteer Liisa Lawrence at the Screening Station during a drive-through flu clinic*



*Nurse volunteer Margaret Courser*



*Volunteers Eileen Stocking (left) and Robin Hicks*



*Volunteers Serena Rodawold (left) and Priya Pershad*



We can better understand health needs by gathering many different voices from the community. Over the last few months, Kane Health Counts and our community partners have conducted community health assessments to better understand the health of our community. This process included a community survey which allowed Kane residents to tell us about what they feel are the important issues impacting our County.

The results of this survey, combined with other community data, will help Kane Health Counts as well as other public health representatives and community service organizations better understand community health concerns. This data helps guide our Community Health Improvement Plan (CHIP). You can find the latest data by visiting the Kane Health Counts website: <http://www.kanehealthcounts.org/>



## ***How Kane County Health Department is responding to COVID-19***

***Meet Our Staff and Hear Our Stories: See how Kane County Health Department is responding to COVID-19***

***What is your role in the Kane County Health Department's response to the COVID-19 pandemic?***



*Anna Czerniak  
Children's Mental Health  
Program Manager*

As the Children's Mental Health Program Manager, I am working to support the mental health system in Kane County to ensure that children, youth, and families are able to access services during the COVID-19 pandemic. An additional role that I have taken on in response to the COVID-19 pandemic has been to coordinate a non-clinical call response team. The Kane County Health Department has experienced a significant increase in call volume since the beginning of this pandemic. The non-clinical call team responds to calls from residents and businesses with general questions about COVID-19 and provides them with education, resources, and guidance from the Centers for Disease Control and Prevention and the Illinois Department of Public Health. As the team is responding to common questions, they are creating documents, fact sheets, and messages to share on our website and Facebook page. The team has been working hard to ensure that accurate information about COVID-19 is easily available to Kane County residents.

*Continued on next page*

## How Kane County Health Department is responding to COVID-19, continued

**These are certainly stressful and uncertain times for many parents who were already struggling prior to shelter in place. Are there programs and resources available to families? How can parents learn about these opportunities?**

Yes, this is an incredibly difficult time for parents and families. The State of Illinois created the coronavirus response website ([coronavirus.illinois.gov](https://coronavirus.illinois.gov)) that has information about emergency childcare and economic assistance. Locally, school districts are offering free meals and resources. Many behavioral health and family serving organizations continue to operate and are offering assistance for basic needs. The Behavioral Health Council has a searchable database to locate mental health services near you (<https://www.wesupportmentalhealth.org/services-directory/>). Call “211” to access local resources for food, clothing, shelter, rent/utility assistance, counseling, and transportation.

**What message would you like to give Kane County residents about COVID-19?**

This pandemic is such a unique situation that has impacted every member of our community. We are facing uncertain times and it’s totally normal to feel worried, upset, frustrated, and overwhelmed. These feelings are not a reflection of your inability to cope or a sign of weakness. These uncomfortable feelings are how our brains are wired to respond to a perceived threat. Your mental health cannot not be an afterthought right now. Constant fear and stress during the COVID-19 outbreak can have long term consequences for residents and our community. I encourage residents to take a proactive approach to care for themselves and their neighbors. Practice self-care every day and participate in activities that are relaxing and allow you to completely disconnect; go for a walk, listen to music or a podcast, read, or meditate. Limit your news consumption and reduce the time you spend looking for information (e.g. 1-2 times per day, rather than every hour). Reach out to those close to you and seek mental health treatment if you’re struggling. Don’t wait until things become unbearable. This is a really difficult time and its okay to ask for help. Check in regularly with friends, family, and colleagues to see how they’re doing. Everyone is being impacted by the stress, loss, and financial hardship of this pandemic. Many of our residents may be experiencing increased anxiety and depression. Let your friends, family, and colleagues know that you are there for them and encourage them to seek mental health treatment if necessary. By being empathetic and allowing each other to talk openly about the impact of COVID-19 on our mental health, we’re building a resilient community that values all of our residents.

**Kane County** ★  
**2-1-1**  
 Get Connected. Get Answers.  
 OPERATORS ARE STANDING BY TO ANSWER YOUR QUESTIONS 24/7/365

ONE FREE CALL TO 2-1-1 CONNECTS YOU WITH ALL HUMAN SERVICES IN KANE COUNTY

| ★ GET HELP   | ★ GIVE HELP  |
|--|--|
| <ul style="list-style-type: none"> <li>• Food</li> <li>• Clothing</li> <li>• Shelter</li> <li>• Housing</li> <li>• Rent / Utility Assistance</li> <li>• Counseling</li> <li>• Substance Abuse</li> <li>• Domestic Violence</li> <li>• Sexual Assault</li> <li>• Transportation</li> <li>• Support Groups</li> <li>• Senior Services</li> <li>• Aging Parents</li> <li>• Child Care</li> <li>• Employment</li> <li>• Legal Assistance</li> <li>• Health Care</li> </ul> | <ul style="list-style-type: none"> <li>• Volunteer locally</li> <li>• Find where to donate food, clothes, and furniture</li> </ul> <p><b>SAVE 211</b><br/>                 IN YOUR CONTACT LIST FOR FUTURE REFERENCE!</p> <p><b>211 IS YOUR NEW, FREE, AND CONFIDENTIAL</b><br/>                 INFORMATION &amp; REFERRAL HOTLINE<br/>                 HELP IS AVAILABLE IN 150+ LANGUAGES</p> |



Claudia Reginato  
KC MRC Coordinator

### MRC Volunteer communication

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<https://www.facebook.com/KaneCountyMedicalReserveCorps>



[https://www.instagram.com/kane\\_county\\_mrc](https://www.instagram.com/kane_county_mrc)



Twitter: [KaneCountyMRC / MRC123@kc](#)

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#### Kane County Health Department

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PLEASE  
PLACE  
STAMP  
HERE

Kane County Resident

