

**COVID-19
EDITION**

2020 Quarter 1



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 first quarter (January—March) 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

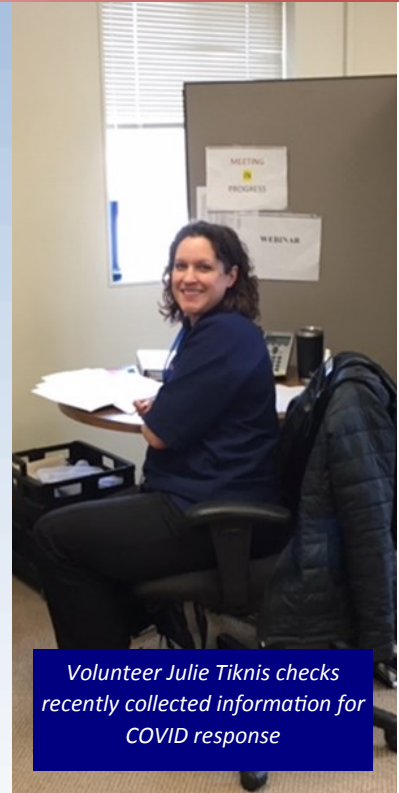
<https://www.linkedin.com/company/kane-county-medical-reserve-corps/>
<https://www.facebook.com/KaneCountyMedicalReserveCorps>
https://www.instagram.com/kane_county_mrc

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



Volunteer Julie Tiknis checks recently collected information for COVID response



For questions regarding the Kane County MRC, contact: Claudia Reginato, MRC coordinator

*Kane County Health Department
Division of Community Health Resources
1240 N. Highland Ave., Aurora, IL 60506
(630) 444-3362
reginatoclaudia@co.kane.il.us*

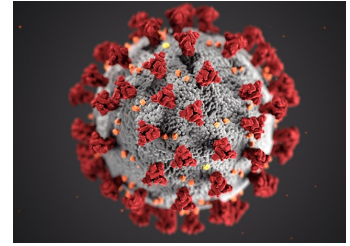
Aaron Stevens, KCHD Emergency Response Supervisor

Barbara Jeffers, KCHD Executive Director

Welcome New Volunteers!

Melissa Baumgartner
Jessica Carter
Ellen Didier
Denise Elsbree
Marsha Evitts
Linda Hilderbrant
Rona Hunter
Joyce Hutchinson
Amy Julien
Peggy Kaspzyk
Michael Lafond
Wendy Landers
Sarah Norman
Tracie O'Neill
Mary Payne
Peggy Stell
Julie Tiknis
Craig Trongeau
Jo Volkening
Maureen Zwier

COVID-19 Response



New Volunteers

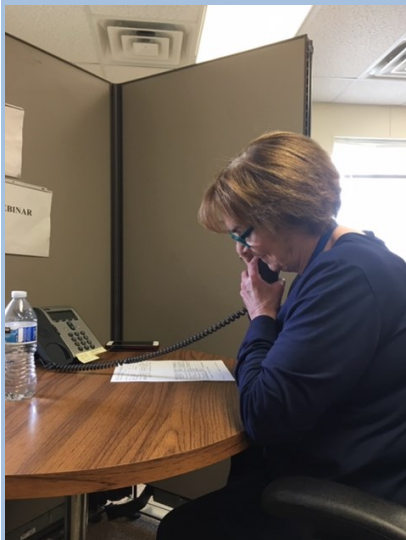
During these difficult times, it is with the utmost appreciation that we welcome our team of new volunteers, who have been amazingly proficient in meeting training requirements and making accommodations on their availability schedules and assignment protocols.

Call Center Support

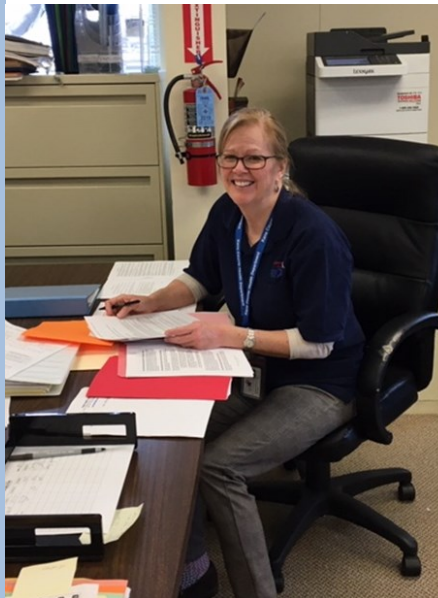
Since KC MRC was activated to help in local response to COVID-19, we've had 12 volunteers rotating on morning, afternoon and weekend shifts to provide accurate and timely information to the members of our community at the Health Department's Call Center. This represented a huge help, as the diligent work of volunteers enabled KCHD nurses to be allocated in other priority functions. Volunteers receive just-in-time training in order to perform their roles, and daily updates in the beginning of their shifts. Volunteers working at the Call Center now have access to a computer with all the resources they need to be at hand to provide information safely and consistently. Protocols for social distancing and use of personal protective equipment have been put in place to ensure the safety of all. Also, all volunteers working in COVID-19 Response complete a symptoms survey daily.

Below left: Volunteer Peggy Courser organizing paperwork at the end of her shift

Below right: Volunteer Teresa Burdelak gets ready at her work station.



Volunteer Jan Fulfs takes a call



New Opportunities for Volunteers to Work on COVID-19 Response

Contact Investigation Team

Starting beginning of May, volunteers will start helping with Contact Investigation. We already have 24 volunteers who responded saying they are able to help. Volunteers need to complete forms in order to have an account created, allowing them to have access to specific programs used in case investigation and reporting. Volunteers will work remotely and confidentially from their homes; they will contact clients through county phones to ensure privacy of investigation information. Volunteer participating in this initiative will receive extensive training to perform their role confidently. Sign up through Better Impact.

Home Isolation Strike Team (HIST)

This new initiative is aimed at supporting individuals and families under home isolation who have difficulty getting items on their own, such as groceries and prescriptions. Volunteers helping in HIST will provide support to these families; this support can range from helping them access available resources to delivering groceries and prescriptions to their door. Volunteers participating in this activity will receive bank phones to contact clients, as well as specific just-in-time training, including donning and doffing PPE and other safety precautions. Sign up through Better Impact.

*Kudos to our wonderful volunteers, who generously have donated over **430 hours** of their time working on COVID-19 Response since March 17!*



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

and hours worked. It is very important that volunteer keep all information on Better Impact up to date, as this information is crucial not only for the KC MRC, but for many instances in the Health Department during emergency response.

During COVID-19 Response, we ask that you be extra alert to new activities that are posted there and require the support from volunteers. Also, remember to log your hours at your earliest convenience, preferably as soon as you end your assignment.

Notification drills—results from the past quarter:

<i>Kane County MRC Response</i>	<i>January</i>	<i>February</i>	<i>March</i>
% acknowledged message	68%	76%	83%
% able to report to KCHD	48%	43%	74%



UPDATE Trainings and Exercises:

Please note that, due to COVID-19 pandemic and response, all upcoming non-emergency trainings, general sessions and activities that require in-person attendance are suspended. As we evolve in this scenario, we will have to adapt to what is called a 'new normal', which we don't yet know how it will look like. Be on the look for updates from your MRC Coordinator!



Volunteer Recognition

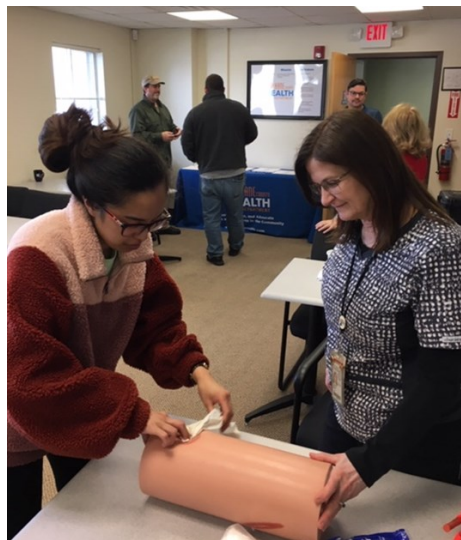
Hours worked 1st Qtr:

1. Jan Fulfs—
41 hours
2. Suzanne Rozycki—
37.25 hours
3. Cathy Schmit—
36.5 hours

What we do...

In November 2019, the Kane County Medical Reserve Corps was awarded with a grant from NACCHO to support the provision of bleeding control training to schools in Kane. To support this initiative, we developed the Bleeding Control Project, to which a team of volunteers was formed. With the outstanding help and support of this team of volunteers, during the first two months of 2020, before the novel coronavirus hit all corners of the U.S., we were able to put together an admirable amount of work to expand our instructor capabilities, to support bleeding control trainings at schools, and to further open trainings to the community. With the invaluable help from our awesome team of volunteers, and our partners from Northwestern Medicine and Kane County Sheriff's Office, we were able to:

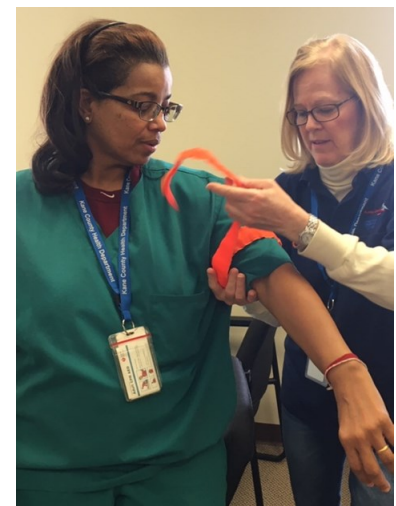
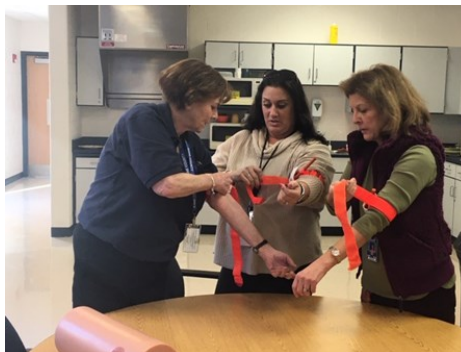
- Provide 4 train-the-trainer Stop The Bleed sessions at the Health Department and at Delnor Hospital
- Provide training to school nurses and school staff from Kaneland School District
- Support TRUE Training (which includes bleeding control training) to school nurses and school staff from U-46 School District, with 71 participants, at Elgin Community College
- Support Stop The Bleed training to school nurses from St. Charles School District
- Develop a local cadre of 48 new instructors able to support community trainings
- Schedule 3 bleeding control trainings open to the community



Left: Volunteer Katherine Villena (left) demonstrates wound packing to nurse Judy Zwart at KCHD

Bottom left: Volunteer Janet Fulfs (left) works with school nurses at Kaneland HS

Bottom right: Volunteer Peggy Courser (right) helps nurse Annette Julien to apply a tourniquet at KCHD



MRC volunteers Jan Fulfs, Peggy Courser, Suzanne Rozycki, Katherine Villena and Jaqueline Calabrese, who worked as instructors and associate instructors at the trainings, YOU ROCK!

Our special thanks to **Julie Crabb** and **Ewan Darger**, from NWM, and to Kevin Tindall and William Gatske, from KCSO, for their dedication and unparalleled commitment to this cause!

Below, Julie Crabb (Trauma Coordinator, NWM, top left) explains how to assess vitals from an injured person at Elgin Community College



Pictured above Ewan Darger (EMT, NWM) shows how to fold a tourniquet appropriately

Beware of scammers preying on people's fears of COVID-19! Protect yourself and your loved ones. If you suspect fraud contact National Center for Disaster Fraud Hotline at (866)720-5721 or disaster@leo.gov

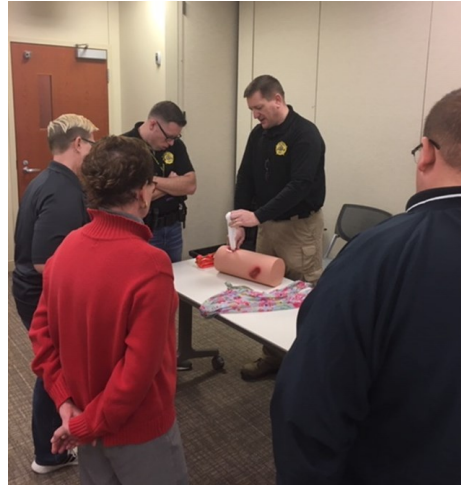
Online Trainings:

Confidentiality/HIPAA Training and MRC 101 Orientation are now available online in Better Impact. Both courses are required for volunteers prior to volunteering. To take the trainings online, follow the instructions.

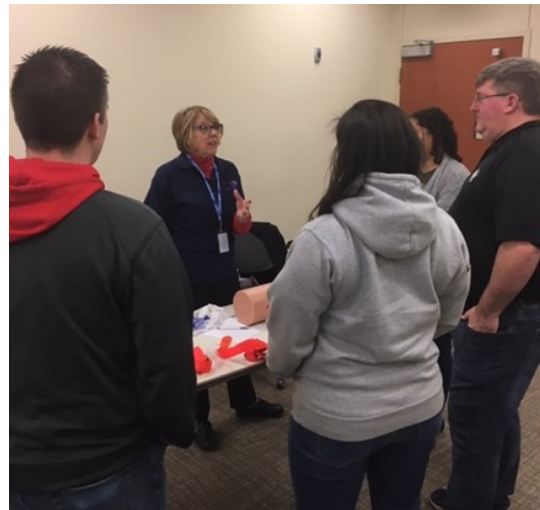
- Log onto your account in www.myimpactpage.com
- Click on 'My Profile'
- Click on 'Files' and find the desired course content
- Go through the content and save a copy of it to your records
- Once you are ready to take the test, click on 'My Profile' again
- Click on 'Training' and find the corresponding course test

TRUE (Trauma Responders United to Empower) is a 3-hour long training that addresses responding to trauma incidents and includes bleeding control, identifying injuries, moving the injured and managing bystanders.

On the left, Officer Bill Gastke demonstrates how to move an injured person during TRUE training at Elgin Community College. On the right he explains how to pack a wound during a train the trainer.



Volunteer Jan Fulfs (on the floor) demonstrates recovery position during TRUE training at Elgin Community College



Volunteer Suzanne Rozycki discusses bleeding control techniques during a train-the-trainer session at Delnor Hospital

Volunteer Management/Communication

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

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

Contact Tracing: Part of a Multipronged Approach to Fight the COVID-19 Pandemic



Contact tracing, a core disease control measure employed by local and state health department personnel for decades, is a key strategy for preventing further spread of COVID-19. Immediate action is needed. Communities must scale up and train a large contact tracer workforce and work collaboratively across public and private agencies to stop the transmission of COVID-19.

Certain core principles of contact tracing must always be adhered to:

- Contact tracing is part of the process of supporting patients with suspected or confirmed infection.
- In contact tracing, public health staff work with a patient to help them recall everyone with whom they have had close contact during the timeframe while they may have been infectious.
- Public health staff then warn these exposed individuals (contacts) of their potential exposure as rapidly and sensitively as possible.
- To protect patient privacy, contacts are only informed that they may have been exposed to a patient with the infection. They are not told the identity of the patient who may have exposed them.
- Contacts are provided with education, information, and support to understand their risk, what they should do to separate themselves from others who are not exposed, monitor themselves for illness, and the possibility that they could spread the infection to others even if they themselves do not feel ill.
- Contacts are encouraged to stay home and maintain social distance from others (at least 6 feet) until 14 days after their last exposure, in case they also become ill. They should monitor themselves by checking their temperature twice daily and watching for cough or shortness of breath. To the extent possible, public health staff should check in with contacts to make sure they are self-monitoring and have not developed symptoms. Contacts who develop symptoms should promptly isolate themselves and notify public health staff. They should be promptly evaluated for infection and for the need for medical care.

Contact tracing is part of the process of supporting patients and warning contacts of exposure in order to stop chains of transmission.

Given the magnitude of COVID-19 cases and plans to eventually relax mitigation efforts such as stay at home orders and social distancing, communities need a large number of trained contact tracers. These contact tracers need to quickly locate and talk with the patients, assist in arranging for patients to isolate themselves, and work with patients to identify people with whom the patients have been in close contact so the contact tracer can locate them. The actual number of staff needed is large and varies depending on a number of factors including but not limited to:

- The daily number of cases
- The number of contacts identified
- How quickly patients are isolated, and contacts are notified and advised to stay home, self-monitor, and maintain social distance from others

The time to start building the trained workforce is now.

Source: <https://www.cdc.gov/coronavirus/2019-ncov/php/principles-contact-tracing.html>

MRC Volunteer communication

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Claudia Reginato
KC MRC Coordinator



<https://www.linkedin.com/company/kane-county-medical-reserve-corps/>



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



https://www.instagram.com/kane_county_mrc



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

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Kane County Health Department

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Kane County Resident

