

2020 Quarter 2

**COVID-19  
RESPONSE  
EDITION II**



# 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 (April—June) 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

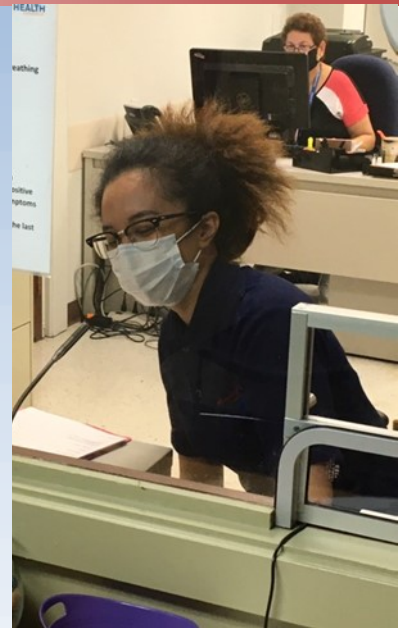
<https://www.linkedin.com/company/kane-county-medical-reserve-corps/>  
<https://www.facebook.com/KaneCountyMedicalReserveCorps>  
[https://www.instagram.com/kane\\_county\\_mrc](https://www.instagram.com/kane_county_mrc)

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)



*Volunteer Katherine Villena working on Front Desk Support*



*For questions regarding the Kane County MRC, contact:  
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MRC Newsletter Editor*

*Aaron Stevens, KCHD Emergency Response Supervisor*

*Barbara Jeffers, KCHD Executive Director*



**Many ways to serve...**

**Volunteers participating in the call center receive a just-in-time training and have access to all the online resources they need to perform their role. A tuberculosis check is required for this activity.**

**Sign up through Better impact!**



## COVID-19 Response

**Here's what we've been doing to support the Kane County Health Department and the Kane Community**

### Call Center Support

Our volunteers continue to be a great help by staffing the Health Department's Call Center, addressing all types of questions from community members, including information on COVID-19 testing, complaints on non-compliance with CDC safety guidelines, and requests for information on resources for assistance. Our volunteers work in the Call Center operations room at the Health Department, Aurora building. They have access to a computer and online resources, while proficiently documenting all details of the incoming calls. During the past quarter, 13 volunteers have been rotating to cover shifts, working a total of 652 hours addressing the questions from the Kane community!



*Volunteer Catherine Schmitt in action at the Call Center*

### Home Isolation Strike Team (HIST)

Our HIST volunteers have been providing assistance to individuals and families under home isolation, helping them order groceries over the phone or online, picking items at stores and delivering them to their doors. HIST volunteers also help with accessing local food pantries and existing resources for financial help, family support and transportation services. 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, and you don't need to have medical background, just the desire to help those in need. You can sign up to HIST through Better Impact.

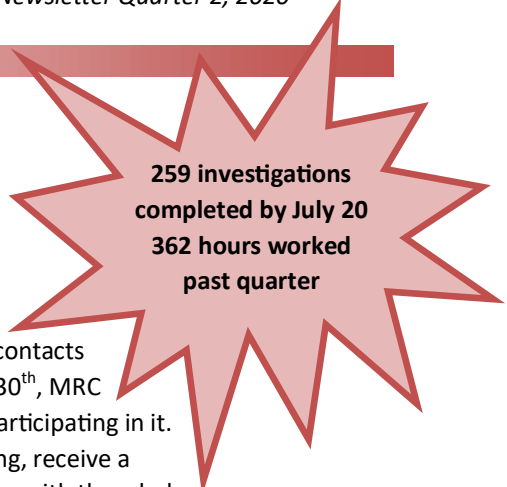


*Volunteer Craig Trongeau ready for a HIST service in the field.*

## COVID-19 Response

### Contact Investigation Team

Kane County MRC volunteers have been instrumental in helping the health Department meet goals in conducting case investigations and identifying close contacts timely, thus reducing the spread of COVID-19. Starting mid-May and until June 30<sup>th</sup>, MRC volunteer investigators had completed 152 investigations, with 19 volunteers participating in it. In order to work on case investigation, our volunteers receive a thorough training, receive a mentor to discuss specific questions, and participate in weekly check-in meetings with the whole department's case investigation team. All training resources and documents are sent to volunteer case investigators, but they are also available in Better Impact. In addition to being an incredibly valuable help to the Health Department and to the community, the training and experience in a supervised environment provides volunteers with a new skill that may be very useful to their resumes.



**259 investigations  
completed by July 20  
362 hours worked  
past quarter**

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***You don't need to have a medical background to perform this activity, although it helps if you do. If you would like to become a part of this outstanding team, please sign up through Better Impact!***

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The KCHD has just launched the use of a new application, *Salesforce*, for conducting case investigations and case monitoring; since July 30<sup>th</sup> *Salesforce* started to be used statewide as a database platform for collection of information on COVID-19 during interviews. All case investigators, including MRC volunteers, must complete *Salesforce* training prior to effectively doing case investigations.

### Isolation Monitoring Team

Seven nurse volunteers have been supporting this activity, by following up with symptom monitoring from individuals who are isolated or quarantined due to COVID-19. This follow up provides essential information to determine when cases and contacts can be released from isolation or quarantine. Some of our volunteers have been working on Isolation Monitoring from their homes, while others work onsite, at the Health Department, during their shift in the Call Center. Volunteers working on Isolation Monitoring also need to complete training on *Salesforce* to perform this activity, and they receive a county-issued phone to perform this role. If you do not have medical-related qualifications but would like to take part in this activity, you can work onsite, at the Health Department, under the supervision of one of the department's nurses. To sign up for this activity, go to Better Impact and look for Public Health Emergency Response activities.

#### **Volunteer Recognition**

##### ***Hours worked last Qtr:***

*Jan Fulfs - 181 hours*

*Suzanne Rozycki - 125  
hours*

*Julie Tiknis - 92 hours*

## Welcome New Volunteers!

Christopher Asher  
Kanishea Doby  
Khadeil Ergas  
Lynn Fehr  
Christina Gomes  
Robin Hicks  
Kathleen Landow  
Liisa Lawrence  
Linda Lebus  
Brianna Maksimovic  
Caroline McCree  
Renay Montalbano  
Janie Mosser  
Lindsey Panozzo  
Wendy Paradise  
Rohan Patel  
Cynthia Salgado  
Karen Schock  
Terry Shapiro  
Peggy Stell  
Katherine Stellon  
Zoe Walts  
Beth Ward

## *Upcoming Trainings and Activities*

You will find all the 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 it.

The trainings available in Better Impact include:

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

A variety of information sheets, FAQs, Guidance Sheets and forms pertaining different activities can be found in Better Impact under the following folders:

- Call Center
- Case Investigation
- Isolation Monitoring
- HIST
- Confidentiality
- IT Forms
- Salesforce

PLEASE NOTE: Due to COVID-19 pandemic and response, all upcoming non-emergency trainings, general sessions and activities that require in-person attendance are still suspended. You will be informed of changes as we enter in new phases of *Reopen Illinois*. Please be alert for updates from your MRC Coordinator regarding the next phase in COVID-19 Response and its pertaining activities and trainings!



**Our applause  
to these new  
MRC**

**volunteers who  
have made  
themselves  
available to  
serve their  
community!**



## *Communications*

All volunteers are set up with 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 volunteers 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 which require the support from volunteers. Also, remember to log your hours at your earliest convenience, preferably as soon as you end your assignment.

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

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

As part of the Public Health Emergency Preparedness Program, KCHD is currently planning for the vaccine phase of the COVID-19 response. Currently, there are several vaccines that are in phase 3 of testing trials, but none have been officially approved for distribution at this time. We continue to prepare as always for a mass-vaccination operation in which the goal is to immunize as many residents of Kane County as possible with the vaccines available to us. We will absolutely need the help of our MRC to make this happen. We will provide more information on response activities for this phase as soon as we are able. Here are a few things you can do on your own now to prepare for the vaccine phase:

- 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)
  - FEMA IS 700B (Introduction to National Incident Management System)
  - SNS Overview
  - POD Overview
- Be alert for communications from the MRC Coordinator or KCHD ICS leadership
- Be on the watch for additional POD Training Sessions (via webinar or in-person)



### *What to expect?*

Along with training on POD basic elements, we plan on conducting at least one exercise to evaluate our mass dispensing operation capabilities (throughput exercise). As the response to COVID-19 evolves and we are able to have a vaccine developed, we are preparing to operate different types of PODs including: closed, open, and drive-through sites. We will need the assistance of our volunteers for a variety of roles, clinical and non-clinical. ***Keep in mind that, as critical responders, MRC volunteers and their families have priority in receiving medical countermeasures!***

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

<i>Kane County MRC Response</i>	<i>April</i>	<i>May</i>	<i>June</i>
<b>% acknowledged message</b>	85%	75%	70%
<b>% able to report to KCHD</b>	80%	49%	57%



**NEW in this Edition: How Kane County Health Department is responding to COVID-19**

**An Interview with Apryll Elliot, Assistant Director of Communicable Disease**

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

As the assistant director of Communicable Disease at the health department, I lead a team of surveillance practitioners, investigators and epidemiologists to perform case investigations and contact tracing for confirmed COVID-19 case in the county.

***Can you explain the process that happens between the health department and a patient once they test positive for the virus?***

The medical community takes care of someone when they are sick, the role of public health is to keep the rest of the community from becoming ill. When we receive lab results that indicate someone is positive for COVID-19, the health department conducts a case investigation. This means asking them about their demographics, clinical history as well as doing contact tracing. We also provide education on ways to prevent the spread of COVID-19.

***What exactly is contact tracing?***

During our investigation we collect detailed information on where a positive case may have been and who they may have come in contact with during the time that they could have made someone sick. The contagious period for COVID-19 is 48 hours prior to onset of symptoms. Through contact tracing we reach out to all individuals and/or facilities the confirmed case was in contact with during the contagious period and provided guidance on precautionary steps to take.

***What are some of the challenges related to COVID-19 case investigations?***

Our communicable disease team consists of myself and 4 dedicated staff members. In situations like these it's all hands-on deck. We've trained other health department staff to help with the investigations. Everyone is working diligently to complete case investigations as we continue to have an increase of positive cases. Case investigations are completed as quickly as possible, while being cognizant of cases who may still be in the hospital, not feeling well, deceased, or hesitant to talk an unknown public health worker. Some delay is due to being unable to locate the individual to conduct the case investigation. Case investigations are always for the sole purpose of protecting the public's health.

**Meet the Kane County Health Department Communicable Disease Team**



Pictured left to right: Uche Onwuta, Adriana Posada, Alyssa Caliendo, Sarwar Mahmood, Lori Sarro-Lowe, Apryll Elliot



*Continued on page 7*

*Continued from page 6*

***What did your job prior to COVID-19 look like?***

Our communicable disease team is responsible for investigating reportable communicable diseases such as measles, chicken pox, sexually transmitted diseases, and food-borne illnesses. The communicable disease staff are always busy engaging in surveillance, case investigation, monitoring outbreaks, along with other activities. The process for case investigations is similar to that of COVID-19 investigations. Case investigations are conducted in response to individual infectious disease cases and outbreaks of infectious disease.

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

We are seeing a wide range of age groups testing positive for COVID-19. We are also seeing cases across the county in every city. The best way to protect yourself and your loved ones is to stay at home, limit trips to grocery stores and public places and socialize with your friends and extended family over digital platforms. Remember to remain vigilant and wash your hands often, clean frequently touched surfaces, cover coughs and sneezes with a tissue and avoid close contact with others who are ill. Be sure to call your primary care physician if you believe you are showing signs or symptoms of COVID-19.

*See [kanehealth.com](http://kanehealth.com) for an up to date data dashboard and resources. This article was submitted by Louise Lie, KCHD Epidemiologist*

***Beth Ward—Most hours worked in Case Investigation***

*Volunteer case investigator Beth Ward  
Thank you, Beth, for donating 57 hours of your time in the past quarter  
to work on case investigation!*



**New Activity: Front Desk Support**

Volunteers are now able to help in a new way: they may provide support to the Health Department by staffing the department's reception desk. As the COVID-19 pandemic moves on and new issues arise, the support of Kane County MRC volunteers become instrumental as many members of the department's staff need to be reassigned to cover emerging needs and address new priorities. Volunteers working in this activity are in charge of answering incoming calls and transferring them to the appropriate staff, screening incoming clients for COVID-19 symptoms and letting them in, and doing some additional light clerical work. Login to Better Impact to register for this activity. A TB check is required for Front Desk Support.

*Pictured right: volunteer Katherine Villena working on Front Desk Support*





Claudia Reginato  
KC MRC Coordinator

### MRC Volunteer 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



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



Twitter: [KaneCountyMRC / MRC123@kc](https://twitter.com/KaneCountyMRC)

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)

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PLEASE  
PLACE  
STAMP  
HERE

Kane County Resident

