



# VOLUNTEER NEWSLETTER

LAVA/MRC is a monthly publication of the  
Center for Community Preparedness - Volunteer Management Program

Volume 1, Issue 2  
May 2008

## ABOUT US

Louisiana Volunteers in Action (LAVA) works to recruit, credential, train, manage and deploy volunteers (medical and non-medical) for emergencies and day-to-day activities. LAVA is Louisiana's approach to the federally mandated Emergency Systems for Advance Registration of Volunteer Health Professionals (ESAR-VHP). LAVA and

the Medical Reserve Corps (MRC) Program were designed on the federal level to work collaboratively together during response.

LAVA serves as a state-based registry of volunteers who have elected to serve primarily for disaster response. The MRC offers local day-to-day volunteer opportunities as well as local emergency response

opportunities. The MRC also allows volunteers to function as teams/units.

The unit approach to volunteering that the MRC offers proved to be invaluable during the 2005 Hurricane Season. Deploying self-sufficient teams that routinely "played" and trained together saved the state precious time and helped to sustain many lives.

## LAVA REPRESENTED AT LOUISIANA PUBLIC HEALTH ASSOCIATION (LPHA) CONFERENCE

The Louisiana Volunteers in Action and State Medical Reserve Corps staff welcomed Office of Public Health (OPH) staff and MRC Coordinators to the first annual Volunteer Section Meeting at the Louisiana Public Health Association (LPHA) Conference. The meeting provided OPH staff and essential stakeholders with an update on current program initiatives and future projects.



Mayor Kip Holden speaking to audience at LPHA Conference.

## Contact Us

For more information please visit the LAVA Web site at:

[www.lava.dhh.louisiana.gov](http://www.lava.dhh.louisiana.gov) or you may call (225) 763-3965.

## Mailing Address:

8919 World Ministry, Ste. B  
Baton Rouge, LA 70810

## Inside this Issue

<b>MRC News</b>	<b>2</b>
<b>Call for Volunteers</b>	<b>2</b>
<b>MRC Units in Louisiana</b>	<b>3</b>
<b>Course Spotlight</b>	<b>4</b>
<b>Volunteer Recruitment Strategies</b>	<b>4</b>
<b>Save The Date</b>	<b>5</b>
<b>Tip of the Month</b>	<b>5</b>

## MRC NEWS



### MRC National Leadership and Training Conference

The 2008 MRC National Leadership and Training Conference was recently held in Portland, Oregon April 8-11. The theme for the conference was Prepared Volunteers, Resilient Communities, Strong Nation. National government and nongovernmental organizations, emergency response and public health experts, and other community volunteer organizations were represented during this knowledge-sharing conference.

Agenda items included an array of topics in public health, preparedness, volunteer management, and other areas of MRC related interest. The conference was an ideal meet-and-greet opportunity for local MRC leaders to share best practices and strategies. Three MRC Units were represented from Louisiana (Plaquemines Parish MRC, Calcasieu MRC and Northwest Louisiana MRC). In addition, the statewide MRC Coordinator, Pamela Brue attended.

Rear Admiral Steven K. Galson, M.D., M.P.H., Acting Attorney General of the United States Department of Health and Human Services was the keynote speaker. Conference highlights



Representation from Region 1: Benny Puckett, Region 5: Angela Jouett, Region 7: Terry Strain, and Statewide MRC Coordinator Pamela Brue

include states' best practices on: Motivating and Engaging Volunteers: A Communication Training for MRC Leaders. In this workshop, MRC leaders learned effective communication techniques for recruiting, motivating, and engaging

stakeholders, with a particular emphasis on volunteers. Pamela Brue, Statewide MRC Coordinator stated: "It entailed gaining knowledge of other state's best practices and strategies to encourage growth and promotion. It was a very good networking opportunity."

## CALL FOR VOLUNTEERS: VOLUNTEERS NEEDED FOR BUS TRIAGE DRILL

In response to the problems encountered with removing ill clients from evacuating buses during Hurricanes Katrina and Rita, the Center for Community Preparedness initiated plans for Bus Triage to address all hazards planning.

A bus triage drill is tentatively scheduled for June 10th at Louisiana State

University (LSU) in Baton Rouge, LA. The purpose of the bus triage drill is to triage citizens being evacuated on mass transit vehicles (buses). If it is not medically safe for the client to remain on the bus for the duration of the journey, the client will be removed and placed on a transport vehicle and taken to a Medical Special Needs

Shelter or hospital.

LSU and Southern University (SU) students are needed for the drill. They will assist with removing clients' personal belongings from the bus, simulating sick clients, acting as runners and waiting with ill clients. The Department of Health and Hospitals will provide just in time



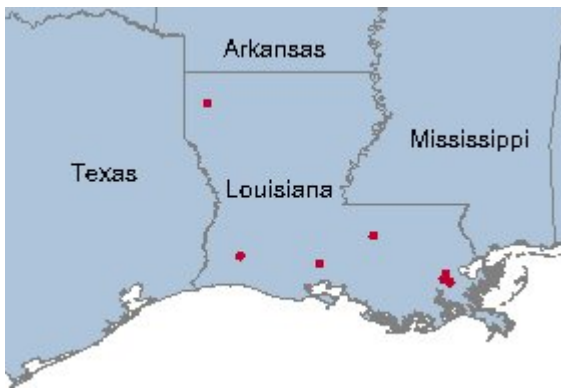
training, job action sheets and liability coverage.

Please help us to recruit volunteers for this event. For additional information, please call Mardrah Starks-Robinson at (225) 763-3965.

Continue on page 3

## MRC UNITS IN LOUISIANA

MRC Units in Louisiana are community-based and function as a way to locally organize and utilize volunteers who want to donate their time and expertise to prepare for and respond to emergencies and promotes healthy living throughout the year. MRC Units are provided specific areas to target that strengthen the public health infrastructure of their communities. Please help support your local MRC unit in strengthening the public health infrastructure in Louisiana by volunteering. MRC volunteers supplement existing emergency and public health resources. MRC volunteers include medical and public health professionals such as physicians, nurses, pharmacists, dentists, veterinarians, and epidemiologists. Many community members- interpreters, chaplains, office workers, legal advisors, and others-can fill key support positions. As we approach hurricane season, please contact your local MRC for additional information about how you can volunteer in your community.



### **Acadiana Medical Reserve Corps (AMRC)**

Post Office Box 60488  
Lafayette, LA 70592  
Dr. Andy Blalock  
337-852-8771

### **Calcasieu Medical Reserve Corps**

Lake Charles, LA 70601  
Angela Jouett  
337-475-3217

### **City of Baton Rouge, Parish of East Baton Rouge**

3773 Harding Blvd.  
Baton Rouge, LA 70807  
MRC Coordinator  
225-389-2100

### **Jefferson Parish Medical Reserve Corps**

1887 Ames Blvd  
Marrero, LA 70072  
Kenneth Padgett  
504-349-5360

### **New Orleans Area Regional Medical Reserve Corps**

1300 Perdido Street  
Ste. 8 E 18  
New Orleans, LA 70112  
Badwi Amin  
504-371-2485

### **Northwest Louisiana Medical Reserve Corps**

1511 Doctor's Drive  
Bossier City, LA 71111  
Terry Strain  
318-425-5351

### **Plaquemines Parish Medical Reserve Corps**

8344 Hwy. 23  
Belle Chasse, LA 70037  
Benny Puckett  
504-391-2004

## COURSE SPOTLIGHT

### Communication Gap: Linking First Responders and First Receivers

This course hopes to bridge the communication gap between first responders (e.g., EMS staff in the field) and first receivers (e.g. emergency room personnel at a hospital) in the event of a terrorist attack. Some topics that will be covered include: orientation to duties and expectations of both first responders and first receivers, channels and methods of communication, responder information collection at the scene and clear communication guidelines during handoff at a hospital. Available for this Course: Nursing: 2.3 CEUs and/or Social Work: 1 3/4 CEUs



# JOIN THE ACTION!

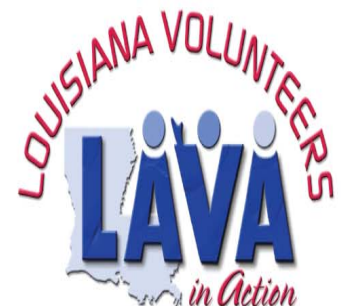
## *Volunteer to help save lives!*

We've learned from Katrina and Rita that some emergencies can overpower a community. And, when local emergency responders become overwhelmed, volunteers are the next line of defense to save lives.

Today, more volunteers are needed than ever before . . . and it's easy to get involved.

Louisiana Volunteers in Action is a registry of people who are willing to help in times of emergencies. It doesn't matter if you have medical skills or office skills or if you can drive a truck or hand out supplies. Whatever your skills, all that is needed is the desire to help.

**Sign up today ... to help save a life tomorrow.**  
Register at: [www.lava.dhh.louisiana.gov](http://www.lava.dhh.louisiana.gov)



## NEWS FROM THE FIELD

As a hurricane season approaches, volunteers are essential in helping to rebuild lives and communities if an emergency occurs. When local emergency responders become overwhelmed, volunteers are the next line of defense to save lives. Some possible volunteer recruitment strategies include:

- Letters of introduction to various health fields (practicing or retired)
- Referrals from other volunteer centers
- Media attention given to exercises with

response partners

- Face-to-face approaches
- Professional newsletters and journals
- Word-of-mouth through existing networks
- Offering license renewal option to retired volunteers
- MRC booths or tables at health fairs

<http://www.medicalreservcorps.gov>

**PROGRAM STAFF**

**Center Director:**

Doris G. Brown, MEd, MS, RN, CNS

**Volunteer Management**

**Program Manager:**

Mardrah Starks-Robinson, MPA

Phone: (225) 763-3965

Email: mmstarks@dhh.la.gov

**MRC State Coordinator:**

Pamela Brue, MPA

Phone: (225) 763-5545

Email: pbrue1@dhh.la.gov

**We are on the WEB!**

[www.lava.dhh.louisiana.gov](http://www.lava.dhh.louisiana.gov)

**SAVE-THE-DATE**

**Bus Triage Drill**

June 10, 2008

LSU

Baton Rouge, LA



**Louisiana Volunteer Summit**

Summer 2008

**PREPAREDNESS TIP OF THE MONTH**



Your family may not be together when disaster strikes, so it is important to plan in advance: how you will contact one another; how you will get back together; and what you will do in different situations.

**Family Emergency Plan**

- It may be easier to make a long-distance phone call than to call across town, so an **out-of-town contact** may be in a better position to communicate among separated family members.
- Be sure every member of your family **knows the phone number** and has **coins** or a **prepaid phone card** to call the emergency contact.

**You may have trouble getting through**, or the telephone system may be down altogether, **but be patient**. You may also want to **inquire about emergency plans** at places where your family spends time: **work, daycare** and **school**. If no plans exist, consider volunteering to help create one. Talk to your neighbors about how you can work together in the event of an emergency. You will be better prepared to safely reunite your family and loved ones during an emergency if you think ahead and communicate with others in advance.