

Upcoming Events:

JUNE 20 & 21, 2016
 JUNE 23, 2016
 JUNE 25, 2016
 JULY 4, 2016
 JULY 30, 2016

NEXT MEETING:

JUNE 18, 2016
 9:00 a.m- 11:30 am
 OLD JUVENILE HALL

Please Update your DHV account!

<http://disasterhealthcarevolunteers.ca.gov/>



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Contra Costa County Medical Reserve Corps

MRC UPDATES

MRC joins in for World CPR Challenge

For the past four years, American Medical Response (AMR) has hosted a CPR challenge on May 22nd. The goal is to train as many people as possible in life saving, hands only CPR to improve bystander response to cardiac arrest. This year, Contra Costa AMR asked if the MRC could help at the three Brentwood Middle Schools: Bristow, Edna and Adams. CPR training was provided to both 7th and 8th grade PE classes by the AMR paramedics and EMTS, with MRC volunteers and Contra Costa EMS staff helping out. The result: 4,300 students learned the Hands Only CPR technique. The students were very enthusiastic to learn and enjoyed the interaction with AMR crews and volunteers. Hopefully AMR succeeded in their goal of training over 67,050 people worldwide. One thing is for sure, the students loved the music “Staying Alive”. This picture was shared, it shows the students who later attended a dance doing CPR, when the song was played during their dance!!



CCC MRC Unveils New Uniforms

Contra Costa MRC has brandished a red polo, tan hat, and red sweatshirt for the past seven years. This uniform made us stand out at community events, and ensured the unit looked professional.



When we responded out of county to the Valley Fire, we quickly learned, our uniforms blended with the masses, particularly the Red Cross. Since it is likely we will work alongside the Red Cross and many other organizations in future responses, it was decided we should change our look. Besides, those polos are too hot in the summer! Our new uniform consists of a steel gray scrub top, with the MRC logo on the front, and “Medical Reserve Corps” spelled out on the back. This will be accompanied by a blue zip sweatshirt for the colder events. The

old uniforms will still be in rotation for the time being until the cache is up to par, and they remain in surplus.

MRC/ HOSA Partnership a Success

Over the past year, the MRC has provided disaster preparedness education and training to the HOSA: future health professionals, students at Dozier Libbey High School. The student group

participated in 14 different events with CCCMRC. The biggest events included the flu vaccine clinic and the POD drill. As part of the



requirements for the state competition, a HOSA team had to construct a portfolio of all the events, then highlight these activities in a 5 minute presentation. The Dozier Libbey High School HOSA group placed first, and will now compete at the International conference in late June. The students had an end of year party, in which they made a giant card for our team to say thank you (pictured).

More than 30 different MRC members participated in these activities throughout the year. I know I am already excited for next year!!

MRC to Host Open Houses

The Contra Costa MRC will host three open house events in an effort to recruit and on-board new members. These open houses will provide personal preparedness training, an overview of the MRC, and Psychological First Aid training. Please spread the word and encourage medical and mental/behavioral health professions to attend. This will all take place at the EMS office: 1340 Arnold Drive Suite 126. They are also welcome to our meeting on June 18th.

May 25, 2016 6:00-8:30 p.m.

June 7, 2016 6:00-8:30 p.m.

June 11, 2016 9:00 a.m.-11:30 a.m.

June 18, 2016 9:00-11:30 (MRC meeting)

Upcoming Events

The MRC will be participating in the following events, contact the MRC Coordinator for details and to sign up. **Please sign up for events on Signup Genius.**

Community Outreach

- Habitat for Humanity First Aid stations | June 20th & 21st 8:30 a.m.- 4:00 p.m. | Martinez, CA
- Special populations at PODs | June 23, 2015 8:00 a.m.-5:00 p.m. | Concord, CA
- Taking the World by Storm First Aid Station | 10:00 a.m. -2:00 p.m. | Walnut Creek, Ca
- Orinda July 4th Parade, First Aid | 8:30 a.m.-3:00 p.m. | Orinda, CA
- Darius Jones Foundation Heart Screening | July 30, 2016 8:00

*Commit to your
Community*



Do you know someone who would be interested in joining the MRC?

Invite them to a meeting or connect them with the MRC coordinator

lisa.vajgrt-smith@hsd.cccounty.us

(925) 313-9548

a.m.-4:00 p.m. | Walnut Creek, CA

Training

- June 9, 2016 Moffatt Field Mountain View | DMAT FTX | Contact the MRC Coordinator ASAP if you want to attend
- Psychological First Aid Overview courses will be offered during the MRC Open Houses, if you have not taken a PFA course plan on attending one
- Mental Health Services in CCC by NAMI- every Wednesday 7:00 p.m.-8:30 p.m. Family Justice Center-Concord

Welcome New Members

Mary England has rejoined the MRC! Welcome aboard.

CCC MRC is actively recruiting behavioral and mental health professional to our unit. If you know someone, please tell them about the MRC and have them call the coordinator. If you know anyone who wants to join the MRC please have them contact the MRC Coordinator at 925-313-9548 or invite them to an Open House.

Competency Corner

Communication Basics

Good or effective communication is imperative during a disaster or crisis. During an event, emergency responders will be involved in numerous briefings, community meetings or engagement, and possibility even a press conference or announcement. Being able to communicate effectively will ensure there is credibility, a common understanding of the incident and objective, provide reassurance, and promote safety. This section will provide a review of good communication skills.

Listen don't Hear. Listening is an activity that involves interpreting or processing the sound. You must choose to listen. Some tips for active listening include: Decide to listen, and concentrate on the person speaking. Observe the speaker, note their enthusiasm, voice inflection, style of delivery, facial expressions and non-verbal cues. This may give you insight of the message. Listen without interruption. Use paraphrasing or clarifying questions. This helps confirm you received the intended message. Provide Feedback. This allows you to check your perception of the speaker, and ensures your applying the correct emotional context.

While listening you should avoid being judgmental, interrupting the speaker, formulating rebuttals, or distorting the message based on bias.

Nonverbal Cues. Body language, facial expressions, gestures, eye contact, tone of voice, and emotion all play a role in communication. By paying attention to non-verbal cues, you can gather feedback or your audience and reinforce your message. Be careful. If non-verbal cues do not match the spoken word, a mixed message will be delivered.

Use your Voice. Having clear concise language, speaking loud enough to be heard (but not yelling), vary the pace, slowing down for important points, pausing, and avoiding monotone voices will improve your messaging. Avoiding using fillers during transitions points-instead pause and gather your thoughts.

Engage your audience. Ask open ended questions. Focus questions on a single issue. Acknowledge responses in a positive manner. Allow time for the audience to answer-don't answer your own questions, ignore comments, or declare an answer wrong. Let your passion for the subject show.

**Content from FEMA Effective Communication (IS 242).