



Frequently Asked Questions about Public Health Emergency Volunteer (PHEV) Network

Q1. What is the Public Health Emergency Volunteer (PHEV) Network?

A1. The Public Health Emergency Volunteer (PHEV) Network is a project under the Los Angeles County Department of Public Health – Emergency Preparedness and Response Program, created to increase partnership and collaboration with established community volunteer units, including higher education as well as local and national businesses that are willing to assist during a public health emergency.

Q2. What is the purpose of the PHEV Network?

A2. The PHEV Network strives to nurture collaborations, to effectively coordinate and partner with new and existing community volunteer units, including higher education as well as local and national businesses in an effort to expand readiness for public health emergencies.

Q3. Why did Department of Public Health – Emergency Preparedness and Response Program create a PHEV Network?

A3. The PHEV Network was created to meet the challenges of effectively and efficiently utilizing volunteers in a rapid coordinated response to public health emergencies. During the 2009 Pandemic H1N1, many existing community groups coordinated their volunteers to assist the Department of Public Health at many mass vaccination centers. Building upon these collaborative efforts, PHEV Network strives to increase coordination and capabilities of established community volunteer units, including higher education as well as local and national businesses willing to assist the Department of Public Health in responding to public health emergencies.

Q4. How is this PHEV Network different than any other volunteer affiliations?

A4. PHEV Network is comprised of established community volunteer units and/or organization, including higher education as well as local and national businesses not individuals. It respects the autonomy of each volunteer unit and works with the unit coordinators or leadership as its main contact.

Q5. Are there any requirements to join the PHEV Network?

A5. Yes, there are five requirements to join the PHEV Network.

1. All volunteers in your unit must be over the age of 18.
2. Your unit or group must have a Unit Coordinator or designated Primary Point of Contact
3. Your unit or group is interested and willing to assist during public health emergencies
4. The Unit Coordinator or designated Point-of-Contact must agree to work with the PHEV Network Coordinator to disseminate information on trainings, public



health emergencies, and coordinate deployment during public health emergencies.

5. The Unit Coordinator or designated Point-of-Contact must agree to update the PHEV Network Coordinator of changes to contact information.

Q6. Why should my volunteer unit/group join the PHEV Network?

- A6. Registering your unit/group with the PHEV Network will provide extra training opportunities and enhance your unit's capability to assist the community during public health emergencies. As a member of the PHEV Network, your unit will be invited to two (2) public health and emergency related trainings per year and provided information on public health emergencies. By joining the PHEV Network, your unit will increase Department of Public Health's ability to rapidly coordinate and effectively deploy volunteers in response to public health emergencies.

Q7. What types of trainings are offered and where are they conducted?

- A7. We offer training twice a year and will cover various topics on public health emergencies and will be conducted at various locations throughout LA County.

Q8. Our unit is sponsored by another Response Agency and they are our first response priority. Should our unit still join the PHEV Network?

- A8. We understand and respect that responding to your sponsoring agency is your first priority. Depending on the emergency, your sponsoring agency may or may request the assistance of your unit. Registering with the PHEV Network provides an opportunity for your unit to serve your community during a public health emergency with the Department of Public Health. We encourage your unit to speak with your sponsoring agency and receive approval (as needed) prior to registering with PHEV Network.

Q9. What information is required for our established community volunteer unit/group to join the PHEV Network?

- A9. We require the following information on the PHEV Network registration form:
- Name of Organization/Unit
 - Sponsoring Agency
 - Website
 - Total Number of Volunteers
 - Contact Information and Signature for Unit Coordinator or Primary Point-of-Contact
 - Contact Information and Signature for Secondary Point-of-Contact

Q10. How will you communicate with our unit/group?

- A10. The PHEV Network Coordinator or designee will communicate through the Unit Coordinator or Primary/Secondary Points-of-Contact unless otherwise authorized. Information pertaining to the PHEV Network such as bi-annual trainings, public health



emergencies related materials, and requests for emergency deployment will be communicated to the Unit Coordinator or Primary/Secondary Points-of-Contact. No individual volunteer shall be contacted directly by PHEV Network Coordinator unless permission was granted by the Unit Coordinator or Primary/Secondary Points-of-Contact.

Q11. During a public health emergency, how will we get deployed?

A11. During a public health emergency, the PHEV Network Coordinator or designee from the Department of Public Health will contact the Unit Coordinators or Primary/Secondary Points-of-Contacts. The Unit Coordinator will disseminate information to its unit members; compile availability of its members; and work with the PHEV Network Coordinator to coordinate assignments. All communication of assignments and deployments will be conducted through the Unit Coordinator unless otherwise authorized. No units or individuals shall ever self-deploy.

Q12. Our Unit wants to serve its local community. Will our Unit be required to travel anywhere in LA County during an emergency deployment as a partner in the PHEV Network?

A12. No, your Unit is not required to travel, it is completely voluntary. The PHEV Network will do its best to first contact Unit Coordinators in close proximity to the deployment location. For example, a CERT unit in Torrance will not be contacted for the public health emergency in the Lancaster area unless there are no other units available. In case of a large scale public health emergency, all deployment options may be distributed and left to the discretion of the Unit Coordinators.

Q13. Who do I contact for more information?

A13. If you need more information or would like to schedule a meeting/presentation on the PHEV Network for your unit/group, contact the PHEV Network Coordinator.

Contact Information for PHEV Network Coordinator

Joseph Kim

Email: joskim@ph.lacounty.gov

Direct line: (213) 637 - 3634

Fax: (213) 381 - 0006

Website: <http://www.publichealth.lacounty.gov/eprp>