

Employee Manual For Emergency Response

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Faculty

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Take Home Points

- **Why was the Employee Manual for Emergency Response developed?**
- **What are the types of emergency response?**
- **How do ADPH staff use the Employee Manual for Emergency Response?**

Why Was the Manual Developed?

- **Manual purpose**
 - **Provide direction for ADPH employees when responding to emergency situations for the department**
 - **All employees are essential to emergency response**

Why Was the Manual Developed?



Hurricane Katrina 2005

What Are the Types of Emergency Response?

- **Medical Needs Shelter**
 - **The most common response of ADPH**
 - **Necessitated by natural or man-made disasters**

What Are the Types of Emergency Response?

- Staff can provide medical oversight to persons who bring their own caregiver, medical supplies, equipment, and special dietary supplies
- MNS team members are assigned in advance

Fairhope MNS 2005



What Are the Types of Emergency Response?

- Point of Dispensing
 - Part of Strategic National Stockpile (SNS) plan
 - ADPH is lead agency for SNS
 - SNS is national repository of antibiotics, chemical antidotes, antitoxins, life-support medications, IV supplies, airway maintenance supplies, & medical/surgical items

What Are the Types of Emergency Response?

- The assets will be broken down transported to Regional Distribution Sites (RDS) located in each public health area
- The assets are then divided again for the area counties

What Are the Types of Emergency Response?

- PODs are set up by the local Emergency Management Agency (EMA) prior to ADPH arrival for operation
- ADPH employees will be given Job Action Sheets detailing their role in the POD

Point of Dispensing Exercises



Mobile 2005



Tuscaloosa 2005

SNS 12 Hour Push Package



What Are the Types of Emergency Response?

- **Mass Care Shelter (MCS)**
 - For people displaced in an emergency event
 - Generally managed by the American Red Cross
 - Public health nurse may be asked to make visits to assess the shelterees' health and social needs

Mass Care Shelter



Tuscaloosa 2005



What Are the Types of Emergency Response?

- **Comfort Care Center**
 - Developed for use during a pandemic influenza event
 - Voluntarily operated by a faith-based, community, or business organization
 - Component of county's pandemic influenza operational plan

What Are the Types of Emergency Response?

- **Alternative/Alternate Care Site**
 - Mass casualty incidents could result in a hospital opening an alternative/alternate care site
 - Serves as a medical facility if the emergency requires this degree of response

What Are the Types of Emergency Response?

- ADPH is the lead agency for coordination of medical resources during an emergency
 - This is a coordinated effort between healthcare facilities and EMA

Alternate Care Site



The Peter Maravich Assembly Center on the LSU campus in Baton Rouge where acute care patients were treated.

What Are the Types of Emergency Response?

- **Medical Station Set-Up Teams**
 - Mobile Medical Stations can be used to support Medical Needs Shelters, Triage Points, & other medical services
 - ADPH has 7 Mobile Medical Stations
 - Support 50 patients for 7 days

What Are the Types of Emergency Response?

- Capability of supporting 500 patients for seven days or a total of 3,500 patient days
- Supplies are limited and available on a priority basis
- ADPH employees may be required to serve on the Medical Station Set-Up Teams

Mobile Medical Station



What Are the Types of Emergency Response?

- **Out-of-State Response or Emergency Management Assistance Compact**
 - The Emergency Management Assistance Compact (EMAC) offers state-to-state assistance during governor-declared states of emergency

What Are the Types of Emergency Response?

- ADPH staff might respond on a team
- Deployment into another state is normally for a period of 14 days
- Responding teams will be under the direction of partner state & department's Center for Emergency Preparedness (CEP) during deployment

What Are the Types of Emergency Response?

- Radiological - Expanded Radiological Emergency Response Team (ERERT)
 - Ensures public is protected from excess exposure to ionizing radiation
 - ADPH Office of Radiation responds to incidents to provide assistance in detecting and measuring

What Are the Types of Emergency Response?

- Two environmentalists and two nurses from each Public Health Area are assigned as members of the ERERT

What Are the Types of Emergency Response?

- Epidemiological/Chemical
 - An unknown substance may be a solid (e.g., powder), a liquid, or a gaseous or aerosol release and could be biological or chemical
 - ADPH Bureau of Clinical Laboratories (BCL) will complete laboratory testing

What Are the Types of Emergency Response?

- The BCL Chemical Terrorism and Biological Terrorism Laboratories are certified by CDC and the U.S. Department of Justice to perform analyses to demonstrate the presence of chemical or biological materials that may be injurious to health

What Are the Types of Emergency Response?

- ADPH Epidemiology Division will provide qualified personnel to initiate epidemiology support to any UNKNOWN SUBSTANCE INCIDENT
- ADPH has employees that are assigned to an Epi Response Team

What Are the Types of Emergency Response?

- The initial ADPH interviews, to be conducted subsequent to law enforcement interviews, will consist of obtaining demographic information from these individuals
- Employees may be assigned to help the Epi Response Team conduct these duties

What Are the Types of Emergency Response?

- **Public Health Partner Roles**
 - Emergencies require collaboration of many agencies
 - Employees from partner agencies perform roles that have interaction with ADPH employees

What Are the Types of Emergency Response?

- **Department of Human Resources**
 - Provides social workers in a MNS to conduct registration of patients and assist ADPH social work staff as needed

What Are the Types of Emergency Response?

- **Department of Mental Health**
 - Partners with ADPH in a MNS by responding to mental health and substance abuse referrals

What Are the Types of Emergency Response?

- **Emergency Management Agency**
 - Assists the needs of disaster victims, as well as assisting local government in preparedness, response, and recovery
 - Coordinates with federal and state agencies to facilitate the state's disaster preparedness

What Are the Types of Emergency Response?

- Each county has a local EMA director who works with the ADPH Emergency Preparedness area team and the local county health department staff to develop an emergency plan for each county

What Are the Types of Emergency Response?

- **Emergency Medical Services**
 - Assist with triage assessment
 - Physical assessment of patients
 - Assist patients with the activities of daily living
 - Assist in emergency situations, to level of licensure, following established protocols

What Are the Types of Emergency Response?

- Security/Law Enforcement
 - The Emergency Management Agency will collaborate with local authorities to provide security during an emergency response

What Are the Types of Emergency Response?

- Volunteers
 - ADPH is a committed partner with community volunteer agencies
 - Volunteers are essential to an emergency response
 - Types of volunteers specific to each community

What Are the Types of Emergency Response?

- Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP)
 - Standardized database of healthcare personnel who volunteer to provide aid in an emergency



What Are the Types of Emergency Response?

- American Red Cross
 - A humanitarian organization led by volunteers and guided by its Congressional Charter and the Fundamental Principles of the International Red Cross Movement

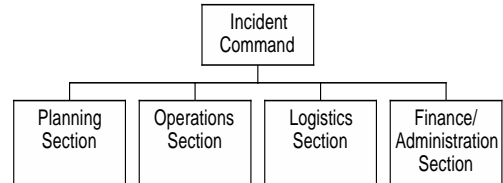
What Are the Types of Emergency Response?

- Community Emergency Response Team (CERT)
 - Educates people about disaster preparedness for hazards that may impact their area
 - Trains them in basic disaster response skills

What Are the Types of Emergency Response?

- **Medical Reserve Corps (MRC)**
 - **Comprised of organized medical and public health professionals who serve as volunteers to respond to natural disasters and emergencies**

Incident Command System



Incident Command System

- **Each employee has one task and one supervisor**
- **The assigned task and supervisor may be different from that of day-to-day operations**
- **Every employee is required to take the NIMS courses IS 100 and IS 700**

How to Use the Manual

- **ADPH Employee Responsibilities**
 - **Every employee of the ADPH is required to respond, if needed, to public health emergencies**
 - **Employee response is NOT optional; it is mandatory**

How to Use the Manual

- **ADPH employees are not first responders and are not asked to go into situations of unreasonable danger**
- **Employees are chosen for emergency response teams based on the need**

Mobile Medical Station Exercise - 2008



Roles in Response

- **Safety Officer**
 - Any ADPH Employee can serve as the safety officer
 - Safety in the MNS is the responsibility of ADPH
 - Assesses the facility layout for optimal usage

Roles in Response

- **Team Support Officer**
 - Any ADPH employee can serve as the team support officer
 - Provides assistance to shelter staff
 - Works with shelter and nurse managers to establish staff breaks and rest areas
 - Assesses staff fuel needs

Roles in Response

- **Care Assistant (Clinic Aide, Home Health Aide, & Life Care Attendant)**
 - Prepares and maintains shelter records
 - Assists patients with the activities of daily living
 - Distributes medical supplies as needed
 - Performs light housekeeping
 - Assists with discharge

Roles in Response

- **Clerical support**
 - Provides clerical and logistical support
 - Prepares and maintaining all shelter records
 - This is key to Federal Emergency Management Agency reimbursements

Roles in Response

- Assists patients with completing forms
- Assures proper utilization of supplies
- Maintains patient, caregiver, and staff counts
- Provides support to medical staff

Roles in Response

- **Disease Intervention Specialist**
 - Conducts outbreak investigation interviews
 - Acts as a Team Support Officer or Safety Officer

Vaccine Shortage Clinic - 2004



Roles in Response

- **Environmentalist**
 - Generally deployed immediately after an event
 - Assess sanitary conditions and conditions related to food preparation/storage/handling in shelter(s)
 - General sanitation

Roles in Response

- Vector control
- Solid waste issues
- Food storage, transportation, and preparation inspections
- Potable water, well water, and sewage issues
- Act as a Team Support Officer or Safety Officer

Roles in Response

- **Nurse**
 - Medical care services and shelter medical management oversight
 - Performs assessments to determine if a patient meets the requirements for admission into the MNS

Roles in Response

- Dispenses medications in POD
- Administers vaccines
- Performs patient health assessments
- Assists with direct patient care
- Orders, distributes, & tracks supplies needed & used in shelter
- Makes staff assignments and supervision of other shelter staff

Roles in Response

- **Nutritionist**
 - Nutritional activities for patients
 - Visits shelters to ensure those with specific nutritional needs are taken care of
 - WIC and formula

Preparing to Respond

- The Alabama Emergency Response Technology (ALERT) system generates a computerized call to your work, home, and cell phone, and an e-mail, in the specified order you choose to inform you of a notification

Preparing to Respond

- When an employee is called to duty during an emergency or disaster, they may be
 - "On Standby"
 - "On Alert"
 - "On Duty"
 - "Demobilized"

Preparing for Deployment

- Self Preparedness
 - Training (response team or just-in-time)
 - Training will be provided to all employees prior to deployment

Preparing for Deployment

- State of Emergency
 - If the governor has issued a proclamation of state of emergency, ADPH employees would all be "emergency management workers" under *Code of Ala. 1975, 31-9-16*

Preparing for Deployment

- Think ahead
 - Have discussions with family members and friends regarding the care of children, parents, other loved ones, and pets should you be deployed

Preparing for Deployment

- Keep items on hand
 - It is often stressful to obtain all the necessary items for deployment in a short period of time
 - Pre-packing a bag may make deployment less stressful

Preparing for Deployment

– Stay in touch

- When the department has been made aware of a possible threat, communicate with your supervisor so that you are reachable in case of deployment

Preparing for Deployment

– It is your responsibility to update your ALERT profile, ADPH Address Book (Lotus Notes), and LCMS profile

- Update any changes in your contact information, including cell phone numbers, and make sure your supervisor is aware of any changes

During Deployment

- When deployed, the normal shift is 12 hours followed by 12 hours of rest

During Deployment

- ADPH deploys adequate staff to ensure that all responders have ample down time
- Failure to take care of self results in a lower quality of care for those we serve
- Employees are asked to be prepared to be deployed within the state for 7 days although we try to limit deployment to 5 days

During Deployment

- If a personal or family emergency occurs which requires you to leave early, a replacement will be assigned to cover your responsibilities and you will be transported back to your base
- During emergency response, leaving early for pleasure or personal convenience is subject to progressive discipline

Deployment Checklist

- _____ Name tag and professional license
- _____ List of telephone numbers (personal and professional)
- _____ Cash money (if you have difficulty with this, please talk to your supervisor.)
- _____ Water and non-perishable food items
- _____ Medications (7 days worth of daily and over-the-counter)
- _____ Clothing for 6 days (stored in gallon Ziploc bags)
- _____ Two pairs of comfortable shoes
- _____ Personal care items (toothbrush, toothpaste, deodorant, etc.)
- _____ Pillow, sleeping bag, and pajamas
- _____ Cell phone and charger
- _____ Washcloths, towels, soap
- _____ Handi-wipes
- _____ Comfort items (candy, blankets, books, games, or photos)
- _____ Pen and paper
- _____ Jacket/Sweater
- _____ Local and state maps



Resources

This section contains information used to develop this manual. Please follow the links to learn more about public health emergency response.

Alabama Department of Public Health Employee Handbook (located at: <http://www.adph.org/employment/>)

Alabama Emergency Response Technology (ALERT) (located at: [www.adph.org/CEP - Preparedness A-Z](http://www.adph.org/CEP-Preparedness-A-Z))

Alabama Emergency Management Agency (AEMA) (located at: <http://ema.alabama.gov/>)

Alabama Healthcare Disaster Planning Guide (located at: [www.adph.org/CEP - Preparedness A-Z](http://www.adph.org/CEP-Preparedness-A-Z))

Alabama Incident Management System (AIMS) (located at: [www.adph.org/CEP - Preparedness A-Z](http://www.adph.org/CEP-Preparedness-A-Z))

Acronyms

ACS - Alternative/Alternate Care Site

ADPH - Alabama Department of Public Health

ADEM - Alabama Department of Environmental Management

ADL - Activities of Daily Living

ADN - Area Distribution Nodes

AEMA - Alabama Emergency Management Agency

AGI - Alabama Department of Agriculture and Industries

AIMS - Alabama Incident Management System

AlaHA - Alabama Hospital Association

ALERT - Alabama Emergency Response Technology

APIC - Association for Professionals in Infection Control and Epidemiology

ARC - American Red Cross

Questions???

- Please remember, if you have any questions regarding anything in the manual contact your supervisor