
As a state or local public health communicator, you should contact the project area official managing NPS planning under the cooperative agreement to coordinate health communications needs.

**Pre-event planning:**

- Is the disease and drug information prepared in the multiple languages spoken by your community?
- Are processes in place to create incident-specific messages that tell people who are potentially exposed where they must go for prophylactic medications if they are well, and where they need to go if they are sick?
- Are processes in place to ensure that public information officers know which dispensing and treatment locations are *active*?
- Are media aware—before an event—of the need to disseminate NPS-related information and messages?

Your plan should include the following:

- Multilanguage text of all documents used to inform the public during an emergency
- Storage location(s) of all informational material (including electronic versions)
- Methods for reproducing and disseminating informational materials during an emergency
- Specific communication channels, partnerships, and staffing pools that support public information release, reproduction, and dissemination

To determine how much NPS-related information you will need to provide to site locations, consider the following:

- Is the agent contagious?
- Who should be concerned about exposure?
- Who should seek preventive treatment at dispensing sites and who should seek symptomatic treatment at treatment centers?
- Directions to and information about dispensing and treatment locations.
  - When will the dispensing operation start and what hours will it be open?
  - Where is the nearest dispensing site?
What is the best street access to each dispensing site?

Where should those who drive park at each dispensing site?

What is the best way to get to the dispensing site (e.g., walk, use public transportation, drive)?

What is the dispensing process?

What forms of identification are needed?

What information must someone have in order to pick up medications for family members? Children: weight, age, health information, drug allergies, current medications Adults: health information, drug allergies, current medications.

Information about the drugs the public must take

The information should include the following:

- Reasons for using specific drugs or changing drug regimens. Remember that cultural and ethnic sensitivities will affect the public’s acceptance of those drugs.

- The importance of taking the medication. This information must stress the importance of taking all of a prescribed drugs (e.g., 60 days of doxycycline for anthrax).

- Messages about the importance of adherence.

- Message to warn patients of the danger of overmedicating.