



University at Albany Center for  
Public Health Preparedness

## Grand Round Series

January 10, 2008  
10:00am – 11:15 ET

## Bridging Community Partners Through Drills & Exercises

January 10, 2008

### Guest Speaker

**Eileen Scanlon RN, MS**  
Nassau County  
Department of Health

### Sponsors

New York Consortium for Emergency  
Preparedness Continuing Education  
and  
University at Albany  
Center for Public Health Preparedness

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## Learning Objectives

- Recognize the need to collaborate with community partners in preparedness
- Develop strategies to engage community partners in planning
- Identify lessons learned through drills and exercises with community partners
- Describe the value of a health and medical multi-agency coordinating group

## What Makes up a Community?

- The community at large
- Community Based Organizations (CBO)
- Faith Based Organizations (FBO)
- Higher education institutions
- Agencies
  - Local
  - State and Federal

## Why Collaborate with Community Based Organizations?

- Public Health cannot do it alone
- Resources:
  - Knowledge of the community
  - Personnel
  - Outreach
  - Buy in
  - Mission of the community based organizations



## Partnerships Develop Preparedness

- Partnerships create an opportunity for communities to plan and prepare for an emergency or disaster.



## Partnerships Develop Preparedness

- Prepared communities are more resilient and self sufficient during an emergency or disaster.
- Partnerships build capacity for emergency and disaster response.



## Developing the Partnership

### *Assess, Join and Participate*

- What organizations exist in your community?
- Become a member when possible
- Attend their meetings and functions

## Assessing the Needs of the Community for Public Health Emergencies

- Personal Preparedness
- Biological
  - POD (point of dispensing)
  - Alternate Care Sites
- Natural Disasters
  - Sheltering
  - Vulnerable populations
  - Special Needs Shelters

## Plan with the Community

- Identify POD sites
  - Who will staff the PODs? (the community)
- Identify shelter sites
  - Special needs shelters for the vulnerable populations Who will staff the shelters? (the community)
- Identify alternate care facilities (ACF's)
  - Who will staff the ACF's ? (the community)

## NYCEPCE



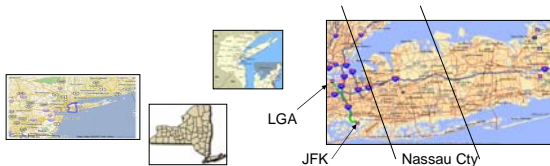
The Mission of the NYCEPCE is to extend and strengthen the competency of health professionals in New York State and New York City to respond effectively to emergency events of all kinds. As a result of the competency-based continuing education offered through the Consortium, health professionals will have an increased ability to identify potential emergencies, respond rapidly within institutional and community incident management systems, communicate across clinical and public health organizational lines, and provide effective care for those affected.

## Staffing

- Special Needs POD
  - 44/ staff per 100 clients/hour
- Regular POD
  - 56/ staff per 300 clients/hour
- Special Needs Shelter
  - 101/ staff per 300 clients/24 hours

## The Setting: Nassau County, NY

- Situated on Long Island, bordered by NYC and Suffolk counties, within 15 miles of JFK and LGA airports
- 1.3 million citizens (~50%) commute to NYC for work
- Police: county (~90%) and local village
- Fire: volunteer (~90%) - 71 local fire departments
- EMS: county (~50%) and volunteer (majority embedded in VFD)



## The Plan is Established

- The sites are identified
  - The community based organizations are committed
- What is Next?*



## Special Needs

- Accessibility
- Friendly Environment
- Adequate parking
- Large rooms
- (cafeterias, etc)
- Handicap Accessibility



## Training

- To ensure the buy in of community based organizations, the health department invested the time and money to train personnel in emergency response functional roles



## The Emergency Response Functional Roles in a POD

Number of Staff workers will be determined by POD Director

- Safety Specialist
- POD Director
- Staff Coordinator
- Griage
- Medical Registration



## The Emergency Response Functional Roles in a POD, cont.

Number of Staff workers will be determined by POD Director

- Medical Screener
- Medicine Dispenser
- Medical Educator
- Flow Controller
- Runner



## Emergency Response Functional Roles in a Special Needs Shelter

Number of Staff workers will be determined by Shelter Manager

- Shelter Manager
- Safety / Infection Control Officer
- Clinical Director
- Medical Consultant
- Triage Officer - Griage
- Registrar



## Emergency Response Functional Roles in a Special Needs Shelter

Number of Staff workers will be determined by Shelter Manager

- Nursing Unit leader
- Nurse / LPN
- Caregiver
- Behavioral Health Staff
- Support Unit



## Emergency Response Functional Roles: Specific Tasks



- Your specific tasks will be outlined on a job action sheet that lists:
  - Job title / mission
  - Who you report to
  - Immediate tasks to perform
  - Ongoing tasks to perform

## Emergency Response Functional Roles: Specific Tasks, cont.



### Training our Partners

- Each group leader will brief their group.
- You will be given a demonstration of what you have to do.

## Building Surge Capacity

### Training our Partners

- County Staff
- First Responder Community
- Volunteers (Medical Reserve Corps)
- Municipalities
- Business & Education

## Point of Dispensing Training Sessions for all Partners

- Fire Department Emergency Operations & Battalions
- Local Volunteer Fire & Police Departments
- Medical Reserve Corps Volunteer members
- AHRC Staff for Special Needs' Residents'
- Town of North Hempstead Villages' Consortium
- Village of Massapequa Park & Massapequa School District
- Keyspan & LIPA Staff
- Catholic Charities



## Testing the Plan

**OPERATION RAPID**  
*First Responder Mass Prophylaxis Exercise*  
June 11, 2006

24 Operational Sites within Nassau County including:

- 12 Area Hospitals
- 9 Fire Battalion POD & EOC Sites
- Police Department POD site
- Strategic National Stockpile Distribution site
- Nassau County Emergency Operations Center



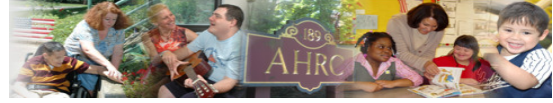
## Partners:

- 71 Nassau County Fire Departments
- Nassau County, City and Village Police
- Nassau County Fire Marshal
- OEM
- 12 Nassau County Hospitals
- Town of Oyster Bay
- New York State DOH
- New York State Medical Society
- Nassau County DPW



## Partners

- Nassau County Sheriffs
- New York State Court Officers
- Nassau County Nursing Homes (observer)
- Adelphi University
- Columbia University
- University of Kansas School of Medicine
- VEEB (Nassau County Fire and EMS Academies)
- Nassau Suffolk Hospital Council
- Medical Examiner
- State and Local Politicians
- Senator Michael Balboni
- Supervisor John Venditto; Town of Oyster Bay



## Caring for Special Needs Populations through Partnerships

AHRC serves more than 3,000 individuals with developmental disabilities

- Home based
- Community
- Center based
- Day programs
- Vocational training
- Clinical services

## AHRC POD Drill

March 26<sup>th</sup>, 2007



- To evaluate the time it takes an individual with special needs to arrive at the entrance point of the POD (Griage), and the time it takes to complete all the stations of the POD and exit.
- To identify areas of congestion in the thru-pup Identify particular behaviors that impeded the flow of the POD.

## Lessons Learned from the Special Needs POD Drill March 26, 2007

- Higher acuity requires assistance through the POD
- Increase amount of flow controllers
- Noise levels in POD over stimulated the clients
- Compassion and expertise of the AHRC staff fixed problems along the way
- Consider pushing meds to higher acuity clients, rather than pulling them into the POD

## Results Special Needs POD Surveys

- 96% of staff completing the survey “agreed” or “strongly agreed” that they can explain the general process flow of a POD.
- 100% of staff “agreed” or “strongly agreed” that they understand how their POD will be activated.
- 93% of staff “agreed” or “strongly agreed” that they can describe how POD operations function within the NIMS structure and ICS chain of command.

## Results Special Needs POD Surveys

- 60% of staff reported appropriate supplies were “always” provided for the stations.
- 80% reported the staff “always” understood their roles and how they function within the POD.
- 80% reported the staff “always” managed anxiety and maintained an appropriate atmosphere to keep clients calm.

## Special Needs Shelter

- In the event of a hurricane, Nassau County would need to open special needs shelters to care for the medical, functional and disabled who could not be cared for in general shelters.



## Partnering for Special Needs Shelters

- August 1, 2007 NCDOH partnered with Red Cross to run general shelter training for our partnering agencies
- August 12, 2007 NCDOH hosted a special needs shelter training followed by an exercise for our partners



## Partners for the Special Needs Shelter

- Catholic Charities
- Diocese of Rockville Center
- Hicksville Residents
- Hicksville Fire Department
- Citizens Emergency Reserve Corps.
- Medical Reserve Corps
- Voluntary Organizations Active in Disasters
- Vocational Education & Extension Board
- Visiting Nurse Association
- North Shore Regional Resource Center
- Office of Emergency Management



## Catholic Charities Look at the Partnership:

- Benefits those Running Shelters
  - Resources Increase
    - NCDOH brings
      - Material Resources
      - State and County Support
      - Indemnity
      - Volunteers
    - CC brings
      - Knowledge of and Care for Clients Using Shelters
      - Access to otherwise inaccessible properties/buildings
      - Diocesan/Parish Support
      - Untapped Volunteer Pool

## Catholic Charities Look at the Partnership, cont.:

- Memorandum of Understanding
  - Do it as a team
  - Recognize the importance of the Non-Profit
    - Offer support, education, an opportunity to stay open
    - Respect the contributions of the Non-Profit
    - Partnering becomes a no-brainer.



## Medical/Functional Special Needs Shelter Drill



- To train volunteers to work in a Special Needs Shelter
- To operationalize a Special Needs Shelter using trained volunteers

## Registration



## Nurses Station



## EMS



## Sleeping Area



## Results Special Needs Sheltering Exercise

- 100% of staff responding to the survey reported the ability to describe the objectives of a medical/functional special needs shelter and explain what makes an individual or population "special needs."
- 91% reported they can list and explain 5 emergency response functional roles in a special needs shelter.
- 91% reported the ability to describe the chain of command and the basic operations of a special needs shelter.

## Results Special Needs Sheltering Exercise

- 89% of staff "agreed" or "strongly agreed" that the special needs shelter layout, policies, and procedures were easy to understand.
- 91% "agreed" or "strongly agreed" they had access to all of the supplies needed to fulfill their assigned duties.
- 82% reported that clients were triaged, assessed, and registered efficiently.

**Nassau County Medical Reserve Corp.  
(MRC) 402 licensed health care professionals**

- Designed to address public health surge capacity, MRC volunteers are trained and activated by the Health Department to assist in PODs (Points of Dispensing), alternate care sites, hospital surge and epidemiological investigations, special needs shelters



**Keeping the Partnerships Alive and Growing**

July 2006 the Multi Agency Coordinating Group was Formed  
Nassau County Health and Medical Multi-Agency Coordinating Group (HMMACG)

Multi-disciplinary group that consists of:

- Department of Health
- Regional Resource Center (North Shore LIJ Health System)
- Office of Emergency Management
- Nassau County Hospitals
- Nassau County Nursing Homes & Assisted Living
- Fire
- Police
- EMS
- Advocacy Groups
- Businesses
- Local Government-Towns, Cities, Villages

**Keep the Partnerships Alive and Growing**

Coordinate the multiple regional health and medical agencies, departments and organizations that perform similar function into a single cohesive unit to facilitate the response to a health crisis.

**Cooperation Key**

- The cooperation between all agencies, the partnerships in planning and individual personal responsibility has increased Public Health Preparedness in Nassau County.  
**Prepare, Prepare, Prepare!**



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### Evaluations

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