

# PORTAGE COUNTY PUBLIC HEALTH COMMUNICATION PLAN



**PORTAGE COUNTY PUBLIC HEALTH  
COMMUNICATION PLAN**

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# **PORTAGE COUNTY PUBLIC HEALTH COMMUNICATION PLAN**

## **PURPOSE**

To establish operational guidelines for the notification and activation of the established Portage County Public Health system and to coordinate the notification of external systems during a public health emergency.

## **POLICY**

Each of the three Portage County Local Health Departments will maintain a contact person that is available 24/7/365. Portage County Local Health Departments include: Portage County Health Department, Kent City Health Department and Ravenna City Health Department.

Each of the three Portage County Local Health Departments will maintain the capacity to respond within fifteen minutes to notifications received via designated emergency pager or phone with the ability to access supplemental information distributed via email or web. All public health response staff personnel are required to have a cell phone to maintain availability for notification. All public health response staff have been entered into the Portage County Communicator NXT (Reverse 911) System for notification and activation purposes.

Compliance with the National Incident Management System (NIMS) will be maintained throughout the response efforts. The Incident Command/Unified Command System (ICS/UCS) will be utilized whenever the Portage County Public Health Response Team is activated.

The Northeast Central Ohio (NECO) regional public health system will be notified through OPHCS alert whenever a public health emergency originating in Portage County has the potential to affect neighboring jurisdictions or overwhelm Portage County response capacity. Regional notification will be initiated according to operational guidelines described in the NECO Region 5 Alert Guidelines (See Tab A)

## **OPERATIONAL GUIDELINES**

### **NOTIFICATION AND ACTIVATION OF THE PORTAGE COUNTY PUBLIC HEALTH RESPONSE TEAM**

All Portage County Local Health Department employees are part of a designated Portage County Public Health Response Team. Each employee receives training in his or her response role as part of yearly Public Health Incident Command Training.

In the event of an incident in Portage County that requires notification and/or activation of the Portage County Public Health Response Team the following procedure will be followed:

#### **During Office Hours (M-F 8am-430pm)**

The Health Commissioner (or appropriate Department Head present at each Health Department) will notify all staff present at their facility of the need to activate. At the Health Commissioner's discretion an alert will be sent to all staff via OPHCS, the Communicator NXT System (Reverse 911) and/or Phone or email. Use of the Communicator System has the ability to contact all health department staff and provide direction on how to respond depending on the incident. The Communicator NXT System that has the ability to contact via phone and email. When all public health personnel are targeted to receive an alert, it must be sent by both Communicator and OPHCS, as all staff do not receive OPHCS alerts.

#### **After Hours, Weekends and Holidays**

Emergency after hours calls are directed to the Portage County Sheriff to reach the appropriate Health Commissioners. All public health response staff will be notified by the Communicator NXT System or as a back-up with the Portage County Public Health Response Phone Chain. (See Tab B) The Health Commissioner initially notified will then notify the other Health Commissioners so the phone chain can be initiated. Each Health Commissioner will determine what message will be relayed to staff regarding their response depending on the incident.

### **NOTIFICATION AND ACTIVATION OF MEDICAL VOLUNTEERS**

Portage County Local Health Departments have an active Volunteer Nurse registry and registered Medical Reserve Corps (MRC) volunteers. These individuals may be contacted in the event of an incident in Portage County requiring the assistance of additional medical professionals. For example,

activation of Medical Volunteers would be needed in the event of a mass vaccination/prophylaxis clinic to supplement Public Health staff. It is the responsibility of the Nursing Director of the Portage County Health Department to determine when activation of Medical Volunteers is needed. This may be determined in cooperation with a Portage County OHS/EMA or Regional request. Portage County local health departments have the capability to utilize Ohio Responds and/or the county Communicator NXT (Reverse 911) system to notify and activate volunteers who have been entered in the systems.

In the event of an incident in Portage County that requires notification and/or activation of Medical Volunteers the following procedure will be followed:

#### **During Office Hours (M-F 8am-430pm)**

The Portage County Nursing Director (or designee) will direct that a notification be sent to the Medical Volunteers and determine the appropriate method. Depending on the situation this could include email, personal phone call or one of the notification systems (Ohio Responds or Communicator NXT). Activation information will include directives on how, when and where to respond depending on the incident. The Emergency Preparedness Coordinator or back-up is responsible for communication with volunteers.

#### **After Hours, Weekends and Holidays**

The Nursing Director, Nursing Supervisor and Emergency Preparedness Coordinator have a hard copy of the Medical Volunteers with contact information. They also are able to utilize Ohio Responds and the Communicator NXT System, both web-based systems that are available from any computer connected to the internet. Portage County OHS/EMA is also able to utilize the Communicator NXT System to assist with volunteer notification if needed. The Medical Volunteers will be given directives on how, when and where to respond depending on the incident. Documentation of the number of volunteers and the time they can arrive will be logged.

### **NOTIFICATION OF COMMUNITY PARTNERS**

The Portage County Local Health Departments maintain a current list of community partners that would need to be notified in the event of an emergency and activation of the Public Health Response Team. These community partners include Robinson Memorial Hospital, PC OHS/EMA, local American Red Cross and other service agencies, Physicians, Public safety officials, government officials, and community leaders. Notification will depend on the incident.

In the event of an incident in Portage County that requires notification of community partners the following procedure will be followed:

Portage County OHS/EMA will be notified by the appropriate Health Commissioner of the activation of the Portage County Public Health Response Team and the nature of the emergency.

Once the ICS/UCS has been established, the Public Health Commander will be responsible for notification of and communication with additional community partners through EOC/MAC.

Portage County local health departments maintain a HAN directory that includes a main information contact for each agency/partner. This directory is managed as the public health PIO distribution list and includes contact via phone, fax and email. The public health PIO is responsible for updating the directory and this is done by sending a test message calling for correct information at least twice a year. In the event of a power outage the directory is able to be accessed via laptop and a hard copy is also available.

## **MEDIA AND PUBLIC RELATIONS**

The Portage County Local Health Departments endeavor to be a resource to the community and the media to provide accurate information regarding public health issues. Portage County local health departments will designate a Public Information Officer (PIO) to manage the distribution of information during an emergency. Portage County Local Health Departments maintain a current media contact list. This list is updated along with other community partner lists at least twice a year.

In the event of a public health emergency it may be necessary to establish a Joint Information Center (JIC). The following issues relating to media and public relations will be addressed:

### **Public Information Officer (PIO)**

Public Information Officer is an assigned Public Health Response Team member who is specially trained in Public Information and Warning. The PIO will assess media needs and report to the Incident Commander to determine appropriate ways to meet these needs during the crisis (ex: press conferences, daily briefings). The PIO will participate in a JIC cooperative effort as needed.

### **Spokesperson:**

The Spokesperson will be designated when the ICS is activated and depends on the nature of the public health incident.

**Educational Team:**

The Health Educator Team will oversee the production of press releases and fact sheets at the direction of the Health Commissioners or Incident Commanders to be distributed to the media and public. These materials may also be developed as part of the JIC activities. These materials will be reviewed and approved prior to distribution by the Incident Commander. (See Tab C)

**Hot Line Activation:**

In the event the local health departments are unable to manage numbers of inquiries coming into the normal phone lines, a Hot Line will be set up coordinated through PC OHS/EMA at the Emergency Operations Center (EOC). Kent State University has available phone line resources for the set-up of a Hot Line to be staffed by volunteers and has committed to PC OHS/EMA and PC public health that they would provide Hot Line resources for the county during a disaster. The Hotline would be staffed by public health personnel or volunteers, such as MRC, organized by the local health departments.

**COMMUNICATION EQUIPMENT DURING AN EVENT**

Portage County local health departments have assessed their communication equipment capabilities and have exercised the use of this equipment at the PCHD Site. The PCHD site would be the primary public health Departmental Operations Center (DOC) during a county emergency. (See Tab D)

Any Health Commissioner of the Portage County Local Health Departments or their designee will notify Portage County OHS/EMA, when the ICS/UCS is activated of need for additional communication equipment resources.

PC OHS/EMA maintains a supply of portable Nextel radio units and MARCS Radio units that may be requested by public health to supplement the limited supply of MARCS radios available. Once these radios are received, the Incident Commander or designee will distribute them for use in the field. These radios will be utilized by Command Staff during an event.

**PORTAGE COUNTY MOBILE COMMAND POST**

Any Health Commissioner of the Portage County Local Health Departments or their designee will notify Portage County OHS/EMA, when the ICS/UCS is activated, of need for the mobile command post.

The mobile command unit will provide capability for all communication needs in the field including internet, email, fax, radio, and TV.

## **MARCS RADIO SYSTEM**

The Portage County local health departments have two MARCS Radio base stations and six portable units between the three health departments. Each of the local health departments keeps a radio on, open to their local hailing channel. This facilitates the ODH random monthly radio checks and any potential emergency communication. Other radios are kept in their chargers.

The six public health MARCS radios add to the resources of Portage County where MARCS radios are also in use by Robinson Memorial Hospital and county safety forces. Portage County OHS/EMA also has a supply of additional MARCS radio for use during an emergency.

### **MARCS Radio Protocol Portage County Health Department**

#### **MARCS Radios:**

Portage County Health Department has one (1) base station and two (2) portable radios.

**Base Station Location:** installed at the Permit Desk in Room 203. The radio will remain on and set to the Portage County Talk Group.

**Portable Radios Location:** Assigned as determined by the Health Commissioner. For routine use they will be on, set to the Portage County Talk Group, monitored during working hours, and turned off and charged after hours.

#### **Alerts/Answering the calls:**

When the portable radios/base station alarms, one of the staff persons monitoring a radio should respond to the call. In most cases, this will be one of the staff assigned to a portable radio. If they do not respond then a staff person in close proximity to the Base Station should respond to the call. "This is Portage County, over" or "Portage County copies" are acceptable initial responses to a call.

#### **Action required once radio is responded to:**

- 1. Emergency Alert: Notify the appropriate staff.**
  - a. Health Commissioner or Division Director who is present at Health Department. If none are present in office then (b)
  - b. Call to Health Commissioner or Division Director.
- 2. Non-emergency call (including test alerts):**

- a. Document on MARCS Radio Log on clipboard at Base Station (date, time, action taken).

**Documentation of Actions taken:**

1. Record the dates and times of the call and the dates and times Health Commissioner/Director was notified and all actions taken. Use the MARCS Radio Log on clipboard at Base Station for this documentation.
2. Health Department staff person should maintain contact with the calling agency as needed.

**Testing the MARCS Radio:**

1. ODH initiated random tests starting Sept. 1, 2006 on the local health departments (LHD) talk group during normal business hours, 9 a.m. to 4 p.m. ODH will come onto the LHD's talk group stating, "ODH MARCS to Portage County Health Department, do you copy?" ODH will repeat this three (3) times until answered. Staff will answer the test by stating, "Portage County copies" and will document radio check on MARCS Radio Log as you would an emergency call.
2. Response to these radio checks provides compliance with PHEP grant requirements.

**Training:**

1. Staff will receive initial MARCS radio training during their emergency preparedness orientation by the emergency preparedness coordinator.
2. Staff who will be assigned to a MARCS radio will receive more detailed training by the emergency preparedness coordinator.
3. All staff will receive yearly refresher training in handling the MARCS radios and the MARCS protocol.

**Note: Other Portage County Public Health MARCS Radio Locations:**

Kent City: 1 Base Station and 1 portable unit  
Ravenna City: 2 portable units

## OHIO PUBLIC HEALTH COMMUNICATION SYSTEM OPHCS

Each Portage County local health department has an OPHCS Administrator with back-up and 20 Public Health Response Team members have OPHCS licenses and assigned roles. OPHCS is also accessible to our community health partners, including PC OHS/EMA, Robinson Memorial Hospital EMS and Infection Control.

OPHCS is used to send alerts both through email and higher alerts through phone and/or cell phone. Matrix of who to alert depends on the incident:

1. Public Health Response Team
2. Community partners
3. Regional alerts by role (Example: Epidemiologists)

OPHCS alerting notification is tested monthly by ODH and by PCHD for the three local health departments. The NECO Region 5 Epidemiology Workgroup in which Portage County is an active participant also conducts quarterly tests.

### OPHCS TESTING PROTOCOL

Testing of the OPHCS system for alert notification will be done monthly as required by the PHEP Grant. Testing will be done by the PCHD OPHCS Administrator or back-up for all three local health departments. Testing will include all public health licenses at the three local health departments and EMA license holders. OPHCS Administrator will partner with the Emergency Preparedness Coordinator to ensure that staff compliance meets ODH benchmarks. Alert Logs will be provided to document calls regarding test alerts (see Tab F). Notification will be made to appropriate Health Commissioner if staff compliance is not maintained.

OPHCS Administrator (or back-up) will be responsible **monthly** to:

1. Generate test message sent at high level that provides for phone notification.
2. Access confirmation report after test alert to complete Alert Compliance Log (see Tab G).
  - a. Log percentage confirmation (ODH Benchmark = 75%)
3. Access Ohio Department of Health alert OPHCS stats to complete Alert Compliance Log.
  - a. Log percentage confirmation (ODH Benchmark = 75%)
  - b. Log percentage of user profile updates (ODH Benchmark = 90% every 60 days)
4. Provide an updated copy of Alert Compliance Log to Emergency Preparedness Coordinator.

OPHCS Administrator will also partner with the Emergency Preparedness Coordinator to:

1. Participate in scheduled OPHCS conference calls.
2. Train new OPHCS users.
3. Provide yearly OPHCS updates/reviews to licensed staff.
4. Identify any corrective action needed to ensure ODH benchmarks are met.

## **COMMUNICATOR NXT SYSTEM**

The Communicator NXT system is a Reverse 911, web-based method of sending alerts and notifications. Portage County public health has pre-entered groups, such as staff and MRC, into the system to facilitate generation of an alert. It has the ability to solicit a response via prompts in the message that will be generated into a report upon completion. Use of the system is coordinated by PCHD and PC OHS/EMA.

The Communicator NXT System is considered the primary notification system for Portage County public health staff, and includes all three local health departments. Testing of the system for alert notification will be done monthly as required by the PHEP grant. The Emergency Preparedness Coordinator or back-up is responsible for the monthly testing.

## **COMMUNICATOR NXT TESTING PROTOCOL**

Testing of the Communicator NXT System for alert notification will be done monthly as required by the PHEP Grant. Testing will be done by the PCHD Emergency Preparedness Coordinator or back-up. Testing will include all public health staff at the three local health departments. The Emergency Preparedness Coordinator will monitor percentage of confirmation of calls to ensure that staff compliance meets benchmarks. Notification will be made to appropriate Health Commissioner if staff compliance is not maintained.

Emergency Preparedness Coordinator (or back-up) will be responsible **monthly** to:

1. Generate test message for phone notification.
2. Access confirmation report after test alert to complete Alert Compliance Log.
  - a. Log percentage confirmation (PCHD Benchmark = 90%)
  - b. Log number alerted as a fraction (example 37/37)

Emergency Preparedness Coordinator will have responsibility to:

1. Distribute Alert Logs to document any test alert communication.

2. Maintain Alert Compliance Logs (see Tab G) for ODH Grant compliance. Logs will be filed by month in a "Test Alert Log" Binder kept in the Emergency Preparedness Coordinator Office.
3. Train back-up.
4. Ensure that database contacts and phone numbers are accurate.
5. Inform Portage County OHS/EMA and PC Information Technology Director of any problems related to using the system.
6. Identify any corrective action needed to ensure benchmarks are met.

## NECO Region 5 Epidemiology Alert Guidelines

All three alerting systems are documented in these guidelines. OPHCS should be used as the primary alerting system. The email list serve and phone tree can be used if needed or in the event that OPHCS cannot be accessed.

### Section 1: Quick Reference

	OPHCS	List Serve	Phone Tree
Low Alert	X- Email Only	X (backup)	
Medium Alert	X	X (backup)	X- If necessary (backup)
High Alert	X	X (backup)	X (backup)

Approved - 12/13/2007  
Updated - 3/24/2008

## Section 2: Instructions by Alert Type:

### Primary Alerting Procedures:

#### OPHCS Alert:

##### A. How to send an OPHCS alert:

1. Sign onto OPHCS: <https://ophcs.odh.ohio.gov>
2. Click on “Alerts”
3. Click on “Send Alert by Role”
4. On the left side of the page Choose:
  - a. Homeland Security Regions
  - b. Northeast Central Ohio
  - c. Northeast Central Ohio Epidemiology-Surveillance
5. Choose the “Alert Priority” from the drop down list
6. Choose the “Alert Sensitivity” from the drop down box (Yes – No)
7. Choose the duration of the alert
8. Choose Alert type
  - a. For “LOW” Alerts, Choose “EMAIL ONLY”. All others choose “USE ALERT PROFILE”
9. Choose the Event Status: Actual – Exercise – or Test
10. Choose the Jurisdictional Level: National – State – Territorial – or Local. For the NECO test choose **Local**.
11. Type the Subject and Message for the alert
  - a. Subject: “NECO Regional Epi Alert Test:
  - b. Message: “This is a test for the NECO Regional Epidemiology Workgroup. It is also a reminder to ensure your Phone Tree contact information is up to date. Please respond to this alert as soon as possible. Thank you.”
12. Click “Send Alert”

##### B. Use OPHCS alerts for “Low”, “Medium”, and “High” Alerts

##### C. **Confirming Alert Status in OPHCS:**

1. Click on “Alerts” on the top of the OPHCS Main Page
2. Click on “View my Sent Alerts”
3. You can choose the date of the Sent alert and/or the alerting group that the alert was sent to.
4. Choose the “Alert” that you sent
5. Take note of all persons who confirmed the alert and those who did not.

Approved – 12/13/2007  
Updated - 3/24/2008

**TAB B**

**PORTAGE COUNTY PUBLIC HEALTH RESPONSE  
PHONE CHAIN**

The phone chain is a method of redundant communication to reach all staff in the event a notification is necessary. It includes cell and home phone numbers for staff to be reached after hours.

It is kept updated and distributed to all public health staff by the Emergency Preparedness Coordinator.

New staff members are provided with an orientation to the phone chain.

Staff members are directed to notify the Emergency Preparedness Coordinator to any changes in contact information.

**Portage County  
Health Alert Network (HAN) System  
Standard Operating Guide**

**I. Purpose:**

The purpose of this plan is to minimize negative health outcomes from an incident or event of public health significance by ensuring rapid distribution of accurate health-related information to key public health personnel and other stakeholders allowing optimal collaboration.

**II. Situation:**

The Portage County Health Alert Network (HAN) System is a part of the Portage County local health departments' Emergency Preparedness Program. It was established as part of the efforts to enhance the public health response capabilities for Portage County. This system was created to address the communications needs associated with both public health response and daily operation sharing of information for planning and disease surveillance.

Portage County HAN serves as a communications network between the State and local public health departments, healthcare providers, hospitals, emergency management organizations, and other community emergency response partners.

Portage County HAN System includes the following communication systems to deliver messages: Telephone (Landlines & VOIP), fax, email, US Postal Service, the Communicator (telephone notification system), and the mass media.

**III. Concept of Operation**

A. The Portage County HAN system is designed around six major objectives: Redundant communications, integrated development, secure communications, outreach, collaboration, and response needs.

**Redundant Communications:** Develop systems that add redundancy as well as daily use, without duplication of existing response systems.

**Integrated Development:** No stand- alone systems. All development is integrated within public health and with other response partners.

**Secure Communications:** Recognizing the need for secure communications within the public health community.

**Outreach:** Recognizing and aiding communications with public audiences for response efforts and risk communication.

**Collaboration:** Facilitating countywide collaboration for public health preparedness in areas of planning and information sharing.

**Response Needs:** Prepare for varied levels of scaled public health response with the development of alternative communication mechanisms.

Portage County will use the Centers for Disease Control (CDC) HAN message level as follows:

**Health Alert:** Conveys the highest level of importance; warrants immediate action or attention.

**Health Advisory:** Provides important information for a specific incident or situation; may not require immediate action.

**Health Update:** Provides updated information regarding an incident or situation; unlikely to require immediate action.

**Info Service:** Provides general information that is not necessarily considered to be of an emergent nature.

## **B. Incoming HAN Messages**

1. All CDC HAN messages will be received by the Health Commissioner, senior management, and the Emergency Preparedness Coordinator. A determination will be made for local distribution.
2. The Health Commissioner is responsible for determining HAN distribution during non-working hours.
3. The public health Public Information Officer (PIO) will be notified of the HAN messages and given instructions on specific distribution list.
4. Portage County local health departments will support the ability to distribute HAN messages on a 24/7/365 basis.

5. The content of CDC HAN messages shall not be edited by the Portage County local health departments and will be disseminated or posted as a CDC official HAN message
6. An official CDC HAN message may be modified in either of the following ways:
  - Portage County official should create a local HAN message based on an official CDC HAN message when local circumstances dictate.
  - Information specific to Portage County or the surrounding area may be appended to an official CDC HAN message.

### **C. Local HAN Messages:**

1. Local generated HAN messages will be generated by the local health department(s) and distributed by the public health PIO.
2. It will be determined by the Health Commissioner and senior management staff the time sensitivity of the information of the message, its relevance to public health, target audience, security level or sensitivity, and need for action based on this message.
3. Each local HAN message will contain:
  - Subject or Title
  - Description
  - Background
  - Request or Recommendation (action requested)
  - Who to contact
  - Where to go for more information
  - Who the message was distributed to (specific role)
  - Identify level
  - Define distribution method

## **IV. Roles and Responsibilities**

### **A. Portage County Health Commissioner/Division Director**

1. Determine local distribution of all HAN messages to include:
  - a. Time sensitivity, target audience, security level and need for action
  - b. Support ability of HAN distribution 24/7/365
2. Responsible for determining HAN distribution during non-working hours

### **B. Portage County Health Department PIO**

1. Maintain current lists of at least the following:
  - a. **Local planning partners**
    - Law Enforcement
    - Fire Department
    - Emergency Medical Services
    - County Elected Officials
    - Local Elected Officials
    - PIO Group
    - Faith-Based Organizations
    - Universities: Kent State, Hiram and NEOMED
  - b. **Local/Regional health community partners**
    - Robinson Memorial Hospital and Affiliates
    - Town Hall II Free Clinic
    - Portage County Community Health Center (FQHC)
    - Nursing Homes/Independent and Assist Living Facilities
    - Local Physicians
    - School Nurses
    - Pharmacists
    - Chiropractors
    - Mental Health Services
    - Home Health Care Agencies
2. Develop template for HAN messages for specific level of activation
3. Utilize Communications Approval Form for dispersing information
4. Exercise HAN system with at least each group being tested annually

## **V. Plan Testing, Update and Maintenance**

Portage County local health departments maintain a HAN directory that includes a main information contact for each agency/partner. This directory is managed as the public health PIO distribution list and includes contact via phone, fax and/or email. The public health PIO is responsible for updating the directory and will update as needed through daily communications. All information is kept on site at the Portage County Emergency Operations Center for redundancy.

## **VI. Attachments**

1. Communications Approval Form

# Communications Approval Form

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\_\_\_\_\_ Immediate Release

\_\_\_\_\_ Media Advisory

\_\_\_\_\_ Educational Material

\_\_\_\_\_ HAN Alert

\_\_\_\_\_ **Health Alert:** (Highest level of importance, warrants immediate action or attention.)

\_\_\_\_\_ **Health Advisory:** (Provides important info, may not require immediate action.)

\_\_\_\_\_ **Health Update:** Provides updated info, unlikely to require immediate action.

\_\_\_\_\_ **Info Service:** Provides general info, not necessarily considered emergent.

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Author:** \_\_\_\_\_

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**Release Approval:** (Please initial)

Approved by  
Supervisor \_\_\_\_\_

Approved by  
Division Director \_\_\_\_\_

Approved by  
Health Commissioner \_\_\_\_\_

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**To be released to the following outlets:** (Check all that apply)

<b>Newspaper</b>	<b>Radio</b>	<b>Television</b>	<b>Community</b>
__ Akron Beacon Journal	__ WNIR	__ WKYC-NBC 3	__ MHRB
__ Aurora Advocate	__ WKSU	__ WEWS-ABC 5	__ PIO Listserv
__ Record Courier	__ Other	__ WJW-Fox 8	__ School Nurses
__ Weekly Villager	__ Other	__ WOIO-19	__ All Physicians
__ Other		__ CBS/WUAB 43	__ RMH Physicians only
__ Other		__ Other	__ Pharmacists
		__ Other	__ Chiropractors
			__ Townhall II
			__ Portage Comm. Health FQHC
			__ Faith Based Organizations
			__ Nursing Homes/Asst. Living
			__ Fire/EMS
			__ Law Enforcement
			__ County Elected Officials
			__ Other
			__ Other

Sent by: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
**Portage County Fire Chief Association  
Coordinator**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Portage County Police Chief Association  
Coordinator**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Portage County Coroner**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Robinson Memorial Hospital**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Portage County Prosecutor**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Portage County Hazardous Material  
Coordinator**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Director, Portage County OHS/EMA**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Portage County Sheriff (PCS0)**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Portage County Combined Health District,  
Director**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Portage County Engineering (PCE)**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Portage County Commissioners**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Blank**

\_\_\_\_\_  
**Date**

**TAB E. TACTICAL COMMUNICATION CAPABILITIES**

TYPE	CAPABILITY	LIMITATION	ACCESS LOC.	WHEN TO USE
Landline Telephone	Highly reliable real-time communication.	Lines could be down depending on if they are analog or digital serviced.  No mobility.	At least one phone in each PCHD office location. Potentially 8 lines may be used at once.	Appropriate for local calls between DOC, EOC, and Hospital.
Cell Phone	Real-time mobile communication.	Communication depends on reception. Usually not an issue.	Accessible anywhere with adequate reception.	With some devices may be used to transmit documents when computers and internet are not available.
VoIP	Public Health Conference Calling	RCHD and KCHD do not have VoIP	Chip's Office	Needed to conduct conference calling with ODH and other LHD's.
Email	Sends messages and documents immediately.	Recipient may not read message in real-time.  Files may be too large for receiver's mailbox or incompatible with receiver's software.	Accessible in any location with computer and internet access. Most office rooms in PCHD have at least one PC and internet access ports.  Two laptops are equipped with sprint cards for remote internet access apart from of the building's server.  PCHD email accounts should be accessible remotely by using <a href="http://mail.portageco.com/exchange">http://mail.portageco.com/exchange</a>	Anytime when documentation of communication and paper trails are necessary.  Also when documents needs to be accessed quickly.

Fax machine	Transmit documents and messages without a computer.	Can be very slow. Also depends on the type of service—cable or analog (landline).  Cannot mass fax.	PCHD fax machines are located in Nursing Clerk's office, Administrative offices, as well as in the hallway across from Administrative.	When transmitting information is needed and other forms may be inaccessible or recipient does not have access to email.
MARCS radio	Digital radios Statewide access	Not to be used for conversation. Should be used for concise messages, such as asking for supplies or brief updates.	PCHD has 4 MARCS radios located in Nursing.	When decisions need to be made in a short period of time. Vital communication.
OPHCS	Statewide communication tool that communicates to pre-designated vehicles, ex: cell phone, home phone, primary or secondary email accounts. Users designate these settings.  Multi-disciplinary.  Can send the same message to multiple communication vehicles.  LHD OPHCS Administrator can send messages.	Does not generate automated messages.  Does not operate like RODS which sends alerts as thresholds are reached.	Any computer and internet hub.  The OPHCS Administrator sends messages via email and receivers pick up message in the form that they have predestinated.	When we need to reach out to a broad spectrum whether it be just local, regional or statewide.

EMA: Communications Vehicle	mobile			
EMA: VHF Radios	Portable radio communication among responders.	Depends on user self-efficacy.		Within the DOC Operations to communicate among Chiefs and Division Heads.
EMA: Nextel Go-Pack	30 cell phones portable	Usage depends on reception and battery life.	Anywhere with signal	When requested to supplement existing phone lines or other communication forms.







## **Standard Operating Guidelines (SOG)**

### **Establishing a Hotline**

1. First Responder (Incident Commander) determines need for public hotline.
2. Request hotline activation through EMA.
3. Portage County EMA contacts Kent State University Police.
4. Hotline activated at DeWeise Health Center Room \_\_\_\_\_ with 12 roll over phone lines.
5. Hotline staffed by one Medical Director and site manager and Medical Reserve Corp (MRC).
6. Hotline staffed 24/7 through duration of emergency with a 12 hour operational period.
7. Hotline will have a pre-recorded phone message with public information for backup if hotline is not adequately staffed.

**Declaration of Order for  
Isolation & Quarantine**

1. Using current community containment guidance medical control officer makes a decision to evoke Isolation/Quarantine order to protect the health or safety of the Portage County population – order declared by Health Commissioner.
2. Order is voluntary or involuntary.
3. Develop draft order in resolution format.
4. Draft order is approved for legal form by Portage County Prosecutor.
5. The order is signed by the appropriate authorities having jurisdiction.
6. The order is faxed or emailed to EOC.
7. Health Commissioner of affected jurisdiction notifies BOH president of order.
8. Order is distributed through EOC to the following affected disciplines:
  - EMA
  - BOH
  - Elected officials of affected areas
  - EMS
  - Hospital
  - Portage County Prosecutor/Law Directors
  - Red Cross
9. BOH ratifies decision of Health Commissioner by resolution at next BOH meeting.