

Interagency COOP Workgroup

Tuesday, January 31st meeting minutes.

The meeting was held at the River's Edge Restaurant.

Attendees were:

Jason Beers, Kevin Grove, Chuck Hennigan, Suzanne Nott, Nadia Sarno, Cliff Schiller, Steve Schmidt, Doug Selix, Thelma Smith and our guest speaker Sabine Meuse.

Guest Speaker

The guest speaker was from the Department of Health. She was very informative and everyone seem to enjoy her presentation. See attached for her handouts and answer to questions that were asked and she had to get back to us.

During her presentation she received several questions regarding their volunteer management activities. She spoke with their subject matter experts and got a little more information.

1. What about credentialing/licensing issues of volunteers coming from another state?
 - a. We are working closely with Health Services Quality Assurance Division and the professional commissions to work through this issue. Our contact for this work is Sally Abbott (360) 236-4037.
2. WAserve is our new web-based volunteer management system. Volunteers sign up onto the system and then our local health jurisdictions can pull info from it when they need volunteers. Our contact for this work is Scott Carlson (360)236-4086.

ICOOPW

There was a number of question brought up for discussion.

1. Discussion was asked about the Day and time for our meetings.
The consensus was everyone like the day and time.
2. If we wanted to change the location.
People were happy with the location because it had good parking. We are now scheduled for the 2012 at the Lacey DOT facilities.
3. Chairpersons
Kelly Dunbar was selected as the Chair and Chuck Hennigan will be the Vice Chair.
4. Additional Topics for the year
July meeting will discuss Fireworks and we will have the State Risk Management Office and the State Fire Marshalls Office. Suzanne will be coordinating the efforts.
August John Uffer discuss new and upcoming events from the State EMD.
September Have a tour of the Emergency Management Division at Fort Lewis.

Agency Roundtable

Activities (From Recent Storm)

- Discussed Essential Personnel
- Who should be essential?
- Train to all hazards
- Make sure the right people are essential for your organization

- Make sure to fill functional positions
- Communications. There was discussion on how to communicate during a storm.
- TV, Radio, cell phones, nextel, land line phone (hard wire) and internet. We found that most if not all of these were not working. The next question was what else could be done if nothing works. It was discussed and there is a time that you just have to realize there is no good way to communicate if everything is not working.
- Who is able to get to the office if there is a storm?
- In buildings without generators the card readers were not working.
- Make sure people call the agencies hot line to find out if they are open before attempting the trip to the office that might be very dangerous.
- Communication challenges were huge
- Emergency plans must be in place before the storm.
- State payroll just about didn't get out

Special Events

Labor and Industries will be having an emergency fair September 12, 2012 and all state agencies are invited. Contact Chuck Hennigan, 902-5729

DES will be having a disaster exercise in March. Contact Doug Selix 407-8081

Lessons Learned

- Communications during the storm was questionable at best.
- Where to get internet or IT connections and who had power.
- OB-2 was on generator and some staff was still working.
- Hugh hits for DOT on the 511 systems and internet. The systems worked very well.
- Who pays for emergencies?
- Every disaster is different and should be documented and learned from.
- Sometimes we need to just understand we need to work with what we have.
- Make sure everyone has a family plan at home.

Good of the order

Doug Selix sent this information for the good of the order.

1/30/2012

Employees earn praise for response during winter storm

One employee needed to testify at a legislative hearing, so he snow-shoed through 14 inches of white stuff from his home on Tumwater Hill to catch a ride to campus with a co-worker who had a four-wheel drive.

Although fallen tree limbs blocked roads, a delivery driver from Consolidated Mail Services never let that stop him. He parked his truck and trudged through the snow with his hand truck to deliver and pick up state mail.

Another employee at the [Fleet Operations](#) headquarters near Lacey spent most of one day calling customers to let them know the office was closed because of snow, and that reservations were cancelled.

Several members of the executive management team were on the phone at 4 a.m. for several mornings with crews clearing the capitol grounds to get updates on conditions. Word was then relayed to others for recorded messages to employees and posting on the DES website.

These are just a few of the numerous examples of how employees who were able to work continued to provide customer service despite snow, ice, power outages and reduced staffing.

Their work has not gone unnoticed.

"I wanted to offer my personal recognition of the great work you did in protecting us, assuring our safety, digging us out, supporting our legislative mission, and projecting a real 'can-do' attitude," wrote Andy Stepelton, the director of Legislative Facilities, to Director Joyce Turner.

The Buildings and Grounds program at DES did much of the heavy lifting - literally. Crews worked 12 to 14 hours a day before, during and after the snow storm, plowing and shoveling to keep roads, sidewalks and parking lots safe on the Capitol Campus. Although some agencies on campus worked with reduced staff and even shut down, the Legislature continued its business thanks to DES.

"The roads on the campus were great this morning," emailed Becky Larsen, who works in the Governor's Office, on the first day of the storm. "We all commented that they were the best of everyone's commute."

The Building and Grounds crews had 13 tons of salt and 41 tons of de-icer material on hand before the storm. But overcoming storm-related challenges wasn't limited to those clearing snow and ice.

Every state employee who was paid on Jan. 25 can thank the commitment of the DES Human Resource Management Systems (HRMS) Functional Support team. Responsible for processing payroll for 65,000 workers, this team persevered through the storm to ensure employees had money in their accounts as usual.

Equipped to work remotely in extreme weather situations, DES staff processed payroll from home and dispatched information to the payroll staff of customer agencies. The process worked like clockwork until people began to lose power, and laptop batteries lost their charge.

Undaunted, the team found creative ways to keep the process going - charging mobile devices in their cars to maintain communication with co-workers and customers, driving icy streets to find an open coffee shop with Internet access, or relying on the generator of a kindly neighbor.

Of the 65,000 state employees, only 17 missed having their payments processed through the state payroll system because of the power outage. (These 17 were paid, but agencies had to pay them outside of the state system, such as through a vendor.)

Other payroll staff in DES Finance worked from home or braved icy streets to make sure employees were paid at DES, Consolidated Technology Services (CTS), and agencies affiliated with Small Agency Client Services.

One DES Finance employee devoted extra time and effort to ensure the delivery of a payment from the Office of Risk Management promised by the Attorney General to a payee in Yakima.

Overall costs for DES in responding to the storm and its aftermath are still being tallied. Preliminary estimates total nearly \$200,000. And the clean-up continues, particularly with the removal of more than two dozen trees on capitol grounds, including a 119-year-old Beech at Sylvester Park that has prompted attention from news stations in Seattle.

The management team is now reviewing the overall DES response to the storm to learn what worked well and where enhancements should be made. This will include the definition of an "essential employee" during emergency events.

"Safety for our employees is always the top priority during conditions like those we just experienced," said Director Turner. "People used good judgment about whether they could make it in or work from other locations. We're fortunate that we were able to do as much as we did, and we were recognized for the effort."









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HEALTHIER WASHINGTON**

**“Public Health & Healthcare System Emergency
Preparedness and Response”**

BEFORE 9/11 THERE WAS
NO PLAN TO DEAL WITH
TERRORIST THREATS...
WE JUST RAN FOR OUR
LIVES.



THANK GOODNESS WE
NOW HAVE A PLAN!

IN CASE OF
TERRORIST
THREAT:
**RUN FOR
YOUR LIFE**

DEPT. OF HOMELAND
SECURITY





Our Roles

- Public Health works through the Emergency Management System at the state and local levels to facilitate a coordinated response effort
- Public Health is the lead for ESF-8 (Health and Medical) response under the National Response Framework and will support other ESFs as appropriate. Other state agencies support our work in ESF-8
- A key mission for DOH will be to support local response (all response is ultimately local)

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ESF 8 Responsibilities

Department of Health and Local Health Jurisdictions:

- Coordinating of medical and public health services
- Prevention of communicable and non-communicable disease
- Food Protection
- Drinking Water Protection
- Waste Disposal
- Disease testing and vector control
- Disposition of bodies (human and animal)
- Technological, toxicological, and radiological support services
- Pharmacological control

Different level of responsibilities for state and local

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Our Assumptions

- Local jurisdictions should plan to be self-sufficient for 48-72 hours at a minimum (for most scenarios)
- Facilities will need to coordinate intra-regionally and inter-regionally
- Local jurisdictions will request support from us once they have depleted local and regional resources



How We Do It

- DOH works in the State EOC to facilitate situational awareness and resource acquisition
- DOH will also stand up its EOC to support operations
- DOH will act as the conduit for health related federal aid

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Our Partners

- Local Health Jurisdictions
- Tribes and their clinics
- Hospitals, clinics and providers
- Emergency Medical System (EMS)
- Home Health Services
- Pharmacies
- Federal healthcare facilities
- Regional Healthcare Coalitions
- State and Federal agencies
- Alaska, Idaho, Oregon, British Columbia
- Poison Control Center

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Local Health Jurisdictions

- All-Hazard Planning
- Training staff to the plans
- Exercising to the plans



Regional Healthcare Coalitions

- All-Hazard Planning
 - Alternate Care Facilities
 - Medical Surge (facility and personnel)
- Training staff to the plans
- Exercising to the plans and equipment
- We purchased surge equipment for hospitals, clinics and tribes
 - Medical equipment
 - Decon equipment
 - Lab equipment



PHEPR Capabilities

1. Community Preparedness
2. Community Recovery
3. Emergency Operations Coordination
4. Emergency Public Information and Warning
5. Fatality Management
6. Information Sharing
7. Mass Care – Medical Needs Sheltering
8. Medical Countermeasure Dispensing
9. Medical Materiel Management and Distribution
10. Medical Surge
11. Non-Pharmaceutical Interventions
12. Public Health Laboratory Testing
13. Public Health Surveillance and Epidemiologic Investigation
14. Responder Safety and Health
15. Volunteer Management

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PHEPR Program Structure

Program Areas:

- Planning and Operations
- Surveillance and Epidemiology
- Laboratory Capacity (Biological & Chemical)
- Informatics
- Risk Communication
- Education and Training
- Healthcare System Preparedness



PHEPR Special Projects

- Strategic National Stockpile (SNS)
- Cities Readiness Initiative (CRI)
- Early Warning Infectious Disease Surveillance (EWIDS)
- BioWatch – air monitoring detection system
- WAserve – volunteer registry system
- WASECURES – alert and notification system
- WATrac – bed tracking system
- Regional Catastrophic Preparedness Grant Program – Puget Sound

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