



Agenda for Delaware Continuity Coordinator Council

February 22, 2018

1 p.m. – 3 p.m.

Attendees: Sandra Alexander, Dan Cahall, Punita Choxi, Tim Collins, Thomas Cuccia, Mark Devore, Robert Dreibelbis, Carolyn Dunch, Shawn Facen-Simmons, Patricia Gannon, John Healy, Adrienne Hegman, Lynn Hooper, Alyssa Huenke, Jennifer Hudson, Jackie Keel, Peter Korolyk, Virginia Lane, Tony Lee, Tim Li, Susan Mateja, Claudette Martin-Wus, Moly Merrill, Faith Mwaura, Sharon Poole, Linda Popels, Chris Ramos, Doyle Tiller, Deb Tokarski, Karen Trimmer, Jamie Towns, Heather Volkomer, Shavonne White, David K Wilson, Kevin Wright

Minutes:

- **Welcome/Introductions**
- **DECCC Updates**
 - Upcoming Opportunities
 - 5th Annual Statewide COOP Exercise
When: May 16, 218 8:30-3:30
Where: Delaware State Troopers Association, Cheswold
Who: COOP Coordinators, Plan Builders, Sr. Leadership, PIO's
 - DEMA Training-
http://dema.delaware.gov/services/calendar/Trng_Cal.shtml
 - Cabinet Level Exercise- Feb. 9th Cabinet Secretaries attended a tabletop exercise
 - SSL-VPN Profile Building- DTI is looking to speed the rate at which employees could be set up with this access in the event of an incident. To that end the following solution has been proposed:
 - Organizations provide a pre-defined security access profile to DTI security team to allow for the creation of an "SSL-VPN profile" by division.
 - At the time of an incident the Organization should provide a list of employees that need to be activated with that pre-defined profile to the DTI Service Desk.
 - Carvel Building Incident- see PowerPoint presentation attached
- **BCIC Exercises Demo- PowerPoint attached**
Lori Gorman- Sr. DR Specialist
Get a sneak peek at the BCIC Exercises module including creating an exercise in the system, allocating tasks, tracking issues, and the auto-generated After Action Report.
- **Crisis Communications- You've Activated a Notification, Now What?- PowerPoint Attached**
Lori Gorman, Sr. DR Specialist

So you have activated a Crisis Communication test (or a snow delay), now what? This presentation will cover some of the key steps that should be taken following a crisis communication activation (test or real).

➤ **Staffing during a COOP Event- Oh No, My Staff has the Flu!- PowerPoint Attached**

Nothing quite affects a COOP plan, like having your staff out with the flu. Hear from three experienced planners some key tips for staff planning during a COOP event.

- ❖ Carolyn Dunch- DTI: Why Consider SSL VPN as Part of Your Overall Plan
- ❖ Linda Popels- Public Health: COOP planning for Influenza
- ❖ Tony Lee- DEMA: Family Planning in COOP

➤ **Q & A**

Additional information regarding seasonal vs pandemic influenza can be found at <https://www.cdc.gov/flu/pandemic-resources/basics/about.html>

DECCC Steering Committee members:

Tony Lee – Co-Chair

Lori Gorman – Co-Chair

John Mancus – Disaster Preparedness Officer

Mark Devore– Facilities Officer

Linda Popels- Vice-Chair

Patricia Gannon- Education & Training

Dan Cahall- IT Systems Officer

Vacant- Vital Records Officer

****If interested in any of the vacant positions, please contact Lori Gorman****



**Delaware Continuity
Coordinator Council
(DECCC)**

February 22, 2018

Agenda

- > Welcome/Introductions
- > DECCC Updates
 - > Upcoming Opportunities
 - > COOP News
 - > Carvel Building Incident Briefing
- > BCIC Exercises Demo
 - > Lori Gorman, Dept. of Technology & Information
- > Crisis Communications– You’ve Activated a Notification, Now What?
 - > Lori Gorman, Dept. of Technology & Information
- > Staffing during a COOP Event– Oh No, My Staff has the Flu!
 - > Carolyn Dunch– Dept. of Technology and Information
 - > Linda Popels– Public Health
 - > Tony Lee– DEMA
- > Q&A

Upcoming Opportunities

5th Annual Statewide COOP Exercise

Registration Opens March 15th!

- *When:* May 16, 2018 8:30 AM– 3:30 PM
- *Where:* Delaware State Troopers Association, Cheswold
- *Who:* COOP Coordinators, Plan Builders, Sr. Leadership, Public Information Officers

DEMA Training: http://dema.delaware.gov/services/calendar/Trmg_Cal.shtml

- **O-305 Type 3 All Hazards Incident Management Team (AHIMT) part 1:** March 2-3 0900-1600 DEMA
- **US Dot Rail Car Incident Response for Crude, Ethanol and Other Flammable Liquids:** March 22 0800-1630 State Fire School
- **ICS-300 Intermediate ICS for Expanding Incidents:** April 3-5 0830-1630 DEMA
- **MGT-331 Continuity of Operations (COOP) for Public Entities:** April 10-11 0800-1630 State Fire School

COOP News

Cabinet Level Exercise:

On Feb 9th, 2018, the Cabinet Secretaries attended the Homeland Security Executive Education Seminar at Dover Downs. This event, facilitated by the Center for Homeland Defense and Security, was a four hour tabletop exercise in which the Cabinet Secretaries were asked to respond to events evolving around a direct hit on the state of Delaware by a category 3 hurricane. Some of you may have already heard from your senior leadership regarding this event, or may soon in the future. Given this recent exposure, now is a great time to get that by-in for completing, approving and exercising your individual COOP plans.

COOP News

GETS, WPS, and TSP provide strong performance during 2017 Atlantic Hurricane Season

“From August 25 to September 4 for Hurricane Harvey, GETS achieved an end-to-end call completion rate of 98 percent for 492 GETS calls placed by users in Texas. The completion rate for wireless calls placed with WPS was 94 percent for 748 WPS calls made in the Texas disaster area. The OEC also filled requests for 55 GETS and 445 WPS expedited service activations, along with 146 emergency TSP provisioning requests.”

Taken from GETS/WPS NewsNotes December 2017 issue

SSL-VPN Profile Building

During an incident involving pandemics and primary work location closures, a common response is to permit employees to work from home. This requires additional employees be granted SSL VPN access. Though it is not recommended that employees be given access now (when it is not needed and will not be used), DTI is looking to speed the rate at which employees could be set up with this access in the event of an incident. To that end the following solution has been proposed:

- Organizations provide a pre-defined security access profile to DTI security team to allow for the creation of an “SSL-VPN profile” by division.
- At the time of an incident the Organization should provide a list of employees that need to be activated with that pre-defined profile to the DTI Service Desk.

SSL-VPN Profile Steps

Prepare

- Organization creates Plan Team(s) that includes all staff. This will allow for the population of the Telecommute chart in the published plan.
- Organization works with CES/ESO/Telecom to setup profile.
- Organization tests profile.
- Profile sits in the OU until activated.

Event Occurs

- Organization goes through telecommute list and marks what employees should be given SSL-VPN access. Notifies Service Desk and attach list.
- DTI Service Desk opens incident ticket.
- DTI Activates profile.

Carvel Building Incident

What happened:

- DOJ employee discovered a leak on January 1st 2018 on the 7th floor at approximately 2PM.
- Employee notified the State prosecutor- Chief of Staff- DOJ Director of Operations who notified the DFM Deputy Director.
- On-call DFM personnel and OMB management respond to the scene.
- Identified that damage was caused by a burst water pipe connected to an outside wall heat pump on the 11th floor. Damage spread from the 11th floor to the 6th floor. Unknown when pipe burst occurred.
- The State contract vendor (Fire and Water Damage Remediation Services, Contract No. GSS17775-DSRT_RCVRY) was notified and responded (Environmental services Inc., New Castle, DE)

Carvel Building Incident

Current Status

- To date \$40K has been spend to on the cleanup and restoration.
- As of 1/24, all affected areas were re-occupied. DOJ (Ag Office), DOF/Revenue, and DOS were the impacted agencies.
- OMB and DFM has updated their existing emergency notification procedures and continue making improvements as a result of the incident. This includes communication plans and procedures to tenants. Tenant agencies in the Carvel building will be notified of these changes in the next few months.
- In past years there was a security guard at Carvel during the overnight hours. This was eliminated to save money about 8 years ago. OMB management is now instituting a year-round security guard.
- Formal trigger now in place that notifies DTI at the time of an incident being reported in a state owned facility-to evaluate potential infrastructure and telecom issues.
- Working on installing additional water detection sensors within the 9th floor server room at Carvel.

Carvel Building Incident

- Thomas Cuccia- Department of Justice
- Jennifer Hudson- Department of Finance, Division of Revenue

Presentations

BCIC- [Exercise Demo](#)

Lori Gorman, Department of Technology and Information

[Crisis Communications](#)

Lori Gorman, Department of Technology and Information

Staffing during a COOP Event

Carolyn Dunch- DTI: [Why Consider SSL VPN as Part of your Overall Plan](#)
 Linda Popels- Public Health: [COOP planning for Influenza](#)
 Tony Lee- DEMA: Family Planning in COOP

Q&A



Why Consider SSL VPN as Part of Your Overall Plan?


CAROLYN DUNCH, LEAD IT SECURITY ADMINISTRATOR
DEPT OF TECHNOLOGY AND INFORMATION

Objectives

- ▶ What is SSL VPN?
- ▶ Pros and cons
- ▶ Pre-Planning
- ▶ Ease of Deployment


What is SSL VPN?

- ▶ Secure Sockets Layer Virtual Private Network
- ▶ Used with a Standard Web Browser
- ▶ Does not require specialized client software
- ▶ Real-time access
- ▶ The fundamental consideration is that SSL VPN are not typically rolled out to everyone in your Department
- ▶ Typically, only the employees that are expected to work at remotely will have VPN access



Pros and Cons


- ▶ SSL VPN can be used with a standard Web browser
- ▶ SSL VPN does not require specialized client software on the end user's computer
- ▶ It allows users to log in as long as they have internet access
- ▶ In a pinch, new accounts can be added



Pros and Cons


SSL VPN will not work if...

- ▶ Primary VPN gateway is damaged in a disaster
- ▶ Internet is not available
- ▶ Resource you are trying to reach is not available



Pre-Planning

- ▶ Define the users in your COOP - What is your scope?
- ▶ What resources will your users need to access?
- ▶ Will the resource be available?
- ▶ How long will this access be needed?
- ▶ Access to File Shares-Will this be restored?



Pre-Planning

- ▶ Remote Desktop not a solution
- ▶ Use of Cloud / ERP / SSO services – SSN VPN not required
- ▶ It is important to evaluate what the VPN will allow users to access
- ▶ A VPN as part of your disaster recovery plan only works if users have access to the Internet
- ▶ DR Licenses are good for 2 weeks - what will you do after that 2 week period?



Ease of Deployment

Prepare

- ▶ Organization creates Plan Team(s) that includes all staff. This will allow for the population of the Telecommute chart in the published plan
- ▶ Organization works with CES/ESO/Telecom to setup profile
- ▶ Organization tests profile
- ▶ Profile sits in the OU until activated

Event Occurs

- ▶ Organization goes through telecommute list and marks what employees should be given SSL-VPN access. Notifies Service Desk and attach list
- ▶ DTI Service Desk opens incident ticket
- ▶ DTI Activates profile – 2 Weeks

Summary

- ▶ Remote access is an important part of Business Continuity or disaster recovery Plan
- ▶ SSL VPN effective way to provide remote access during a disaster
- ▶ Flexibility provides a secure access to servers and resources
- ▶ Planning is key

Questions?

BCIC Exercises

Lori Gorman
Sr. Disaster Recovery Specialist
Dept. of Technology and Information


BCIC: Exercise DEMO

Benefits of using Exercise Feature

- Allows you to link Processes and specific Applications to the exercise.
- Allows you to assign specific exercise teams and tasks relative to the exercise.
- Tracks timeline for exercise tasks and allows you to track issues related to individual exercise tasks.
- Allows you to identify over-all exercise issues including document attachments.
- Creates an auto-generated Exercise Report including After Action Updates (after action tasks with assignments).

Creating a New Exercise

- Add Event Information- name, description, coordinator, start date/time and end date/time, and Exercise type.
- Staffing- designate BCIC users that will be participants. This does not include general staff.
- Areas Being Tested
 - Processes
 - Applications
 - Plans
 - Locations
 - Vendors



Teams and Tasks

- Can create Exercise Team and link employees actually participating in the exercise.
- Link or Create Exercise Tasks that should be conducted during the exercise.
 - Task Name
 - Task Description
 - Assign Exercise Team responsible
 - Add expected start date/time
 - Add expected end date/time

Log Exercise Task and Issues during the exercise

- During the exercise you can update the status of tasks. This allows the system to track expected time vs. actual time.
- Log any issues that occur during the completion of the tasks. This can be done on the task screen or the issues screen.
- Documents/ screen shots are able to be linked directly to the tasks and to the incidents.

Test Results

- The test results screen will display information related to the status, timing, and issues that occurred during the test.
- This information along with the task and issues will be included when you select the Print Exercise Report.

After Action Updates

- You are able to add after action items including assigned parties and expected completion dates. These too are included in the Print Exercise Report.
- Future enhancements and language to be added to this report to make it compatible with HSEEP.

Quick Demo in BCIC

- Log into BCIC
- Click on Manage Exercises/Test from the BC User Home Page

Questions



You've Activated a Notification, Now What?

Lori Gorman
Sr. Disaster Recovery Specialist
Department of Technology and Information

Why follow-up on crisis communication reports?

- ▶ Identify inaccurate contact information.
- ▶ Train staff on correct response options.
- ▶ Educate Management on benefits and functionality of the crisis communication tool.

Follow up steps...

- ▶ Go to Notification Reports.
- ▶ Locate your most recent notification.
- ▶ Export the report results into excel file. Hide any columns that do not provide value (C thru AA).
- ▶ Sort by Responses.
- ▶ Scroll through to identify responses that require follow-up.
- ▶ Email each individual with incorrect data or unacceptable response options- samples to follow. You may need to look up actual number/email address utilized during the communication (BCIC).

Follow up steps

Employee ID	Mobile/Email	Device	Response
0001	0001@0001001	Work Phone	No Answer
0002	0002@0001001	Home Phone	No Answer
0003	0003@0001001	Personal Cell	No Answer
0004	0004@0001001	Work Phone	No Answer
0005	0005@0001001	Home Phone	No Answer
0006	0006@0001001	Personal Cell	No Answer
0007	0007@0001001	Work Phone	No Answer
0008	0008@0001001	Home Phone	No Answer
0009	0009@0001001	Personal Cell	No Answer
0010	0010@0001001	Work Phone	Not Answered
0011	0011@0001001	Home Phone	Not Answered
0012	0012@0001001	Personal Cell	Not Answered
0013	0013@0001001	Work Phone	Not Answered
0014	0014@0001001	Home Phone	Not Answered
0015	0015@0001001	Personal Cell	Not Answered
0016	0016@0001001	Work Phone	Not Answered
0017	0017@0001001	Home Phone	Not Answered
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0037	0037@0001001	Work Phone	Not Answered
0038	0038@0001001	Home Phone	Not Answered
0039	0039@0001001	Personal Cell	Not Answered
0040	0040@0001001	Work Phone	Not Answered
0041	0041@0001001	Home Phone	Not Answered
0042	0042@0001001	Personal Cell	Not Answered
0043	0043@0001001	Work Phone	Not Answered
0044	0044@0001001	Home Phone	Not Answered
0045	0045@0001001	Personal Cell	Not Answered
0046	0046@0001001	Work Phone	Not Answered
0047	0047@0001001	Home Phone	Not Answered
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0071	0071@0001001	Home Phone	Not Answered
0072	0072@0001001	Personal Cell	Not Answered
0073	0073@0001001	Work Phone	Not Answered
0074	0074@0001001	Home Phone	Not Answered
0075	0075@0001001	Personal Cell	Not Answered
0076	0076@0001001	Work Phone	Not Answered
0077	0077@0001001	Home Phone	Not Answered
0078	0078@0001001	Personal Cell	Not Answered
0079	0079@0001001	Work Phone	Not Answered
0080	0080@0001001	Home Phone	Not Answered
0081	0081@0001001	Personal Cell	Not Answered
0082	0082@0001001	Work Phone	Not Answered
0083	0083@0001001	Home Phone	Not Answered
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0092	0092@0001001	Home Phone	Not Answered
0093	0093@0001001	Personal Cell	Not Answered
0094	0094@0001001	Work Phone	Not Answered
0095	0095@0001001	Home Phone	Not Answered
0096	0096@0001001	Personal Cell	Not Answered
0097	0097@0001001	Work Phone	Not Answered
0098	0098@0001001	Home Phone	Not Answered
0099	0099@0001001	Personal Cell	Not Answered
0100	0100@0001001	Work Phone	Not Answered

Response Options in MIR3 report

- **SMS_Rejected**: recipient did not accept the SMS notification
- **Operator Intercept**: the number you are trying to reach has been disconnected or is invalid
- **Disconnected**: the recipient disconnected the call prior to the complete message being delivered
- **Identical Device Suppressed**: the contact number listed has already been contacted. This occurs if the same number is listed for multiple recipients or under multiple devices for the same recipient.
- **SMS_Deactivated**: on MIR3 blacklist
- **Wrong Address/Number**: recipient of the call has indicated that the number is not valid for the intended recipient.

Response Options in MIR3 Report Cont...

- **Disconnected (Voicemail), partial message delivered**: system identified as being answered by a machine but did not leave entire message. Often occurs if there is significant background noise or the recipient doesn't say anything when they answer the phone.
- **SMS Invalid Response**: SMS response was sent but did not correspond with the valid response options. Example: employee responded with the word "Yes" rather than "1" to indicate a yes answer.

Inaccurate Contact information

Hello,

I am following up on error messages we received during the most recent batch of notifications initiated for testing and closings. We received the following error concerning your notification. Please confirm that the information we have on record is correct.

Device Description: Home Phone
Contact: 302-555-5555
Error: Wrong Address/Number

If this information is incorrect, please notify me with the corrected information as well as check your personnel record in PHRST to ensure that both records are up to date. Thank you.

- If using PHRST self-service as gold source for contact information, ensure they are updating their self-service page. If not, request updated contact information and update their employee record in BCIC.
- If the recipient confirms the information is valid, contact your BCDR liaison for follow-up with vendor.

Train Staff on correct response options.

Hello,

I am following up on error messages we received during the most recent batch of notifications initiated for testing and closings. We received the following error concerning your notification. Please confirm that the information we have on record is correct.

Device Description: SMS Text
Contact: 302-777-7777
Error: SMS Invalid Response

This error is typically the result of a texting a message reply instead of just the number indicating your response. Please note for future tests, when texting a reply you should only send the corresponding number that goes with the prescribed response. For example: text just the number 1 to indicate you will report within 45 minutes, just the number 2 to indicate you will report within 1 hour, just the number 3 to indicate less than 2 hours, or just the number 4 to indicate you are unable to report. Please let me know if you have any questions.

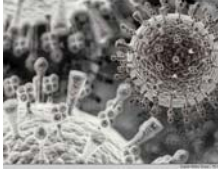
Educate Management

We recommend you send one or more of the following to you leadership

- Copy of the Notification Statistics Report or brief email describing the number and type of responses from the communication. This is especially nice if the questions centered around report to work time or similar functional data.
- A list of those individuals (broken down by section) to each section lead that did not Respond at all. This may help create a sense of accountability for responding to communications.

Questions....

COOP Planning for Influenza




Linda Popels, PhD
Delaware Division of Public Health
February 22, 2018

Emergency Medical Services and Preparedness Section
Slide 1

The "Flu"

- ❖ Contagious respiratory illness
- ❖ Caused by influenza viruses
- ❖ Can cause mild to severe illness, even death
- ❖ In US (yearly):
 - 5% to 20% incidence
 - more than 200,000 hospitalized
 - about 36,000 deaths
- ❖ High risk population
 - the elderly
 - young children
 - Underlying health conditions
- ❖ Flu season: Oct-May
 - peak: Dec-Feb

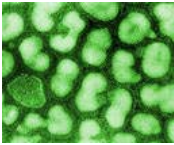
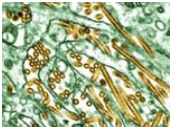


Emergency Medical Services and Preparedness Section
Slide 2

Influenza Viruses

4 Types

- "A" - Various Animals, Identified by 2 Surface Protein Structures (Pandemic)
- "B" - Human (Epidemic)
- "C" - Human (Mild Infection), no vaccine
- "D" - Causes Disease in Cattle, not known to cause infection in humans


Emergency Medical Services and Preparedness Section
Slide 3

Case Definition

- ❖ Abrupt onset of constitutional and respiratory signs and symptoms
 - fever (3-5 d)
 - muscle pain - (3-5 d)
 - headache
 - malaise (2 w)
 - nonproductive cough (2 w)
 - sore throat
 - rhinitis
 - otitis media, nausea, vomiting
- ❖ Typically resolves after 3-7 days
- ❖ Cough and malaise can persist for >2 weeks
- ❖ Secondary bacterial pneumonia or primary influenza viral pneumonia

Emergency Medical Services and Preparedness Section
Slide 4


Transmission



- ❖ Incubation period of 1-4 days
- ❖ Modes of transmission
 - Contact - touching surfaces with virus, then mouth or nose
 - Droplet - coughing, sneezing
 - Airborne - floating in air
- ❖ Viral shedding from the day before symptoms through 5-10 days after illness onset (longer in children and the immunocompromised)

Emergency Medical Services and Preparedness Section
Slide 5

Prevention



- ❖ Vaccination
 - "flu shot"
 - an inactivated vaccine (containing killed virus)
 - people older than 6 months, including healthy people and people with chronic medical conditions
 - contains 3-4 influenza viruses - one A (H3N2) virus, one A (H1N1) virus, and one/two B virus(es)
 - strains based on surveillance and estimations circulating in a given year
 - Trivalent vs Quadrivalent
 - development of antibodies after 2 weeks

Emergency Medical Services and Preparedness Section
Slide 6

Prevention

Stop the spread of germs that make you and others sick!

Cover Your Cough

- avoid close contact
- stay home when you are sick
- cover your mouth and nose with a tissue
- wash your hands
- avoid touching your eyes, nose, or mouth

Clean Your Hands

Logos: CDC, NIAID, WHO, APIC

Treatment

- ❖ In general, supportive care only
- ❖ Antivirals
 - Work best when started within 2 days of symptom onset
 - Can lessen symptoms and shorten the time you are sick by about one day
 - May reduce the risk of complications

Emergency Medical Services and Preparedness Section
Slide 8

COOP Planning for Influenza

- ❖ Primary impact is to personnel
- ❖ Rates of absenteeism will depend on the severity of the pandemic
 - Employees may be ill or may be out to care for ill family members
 - Fear of infection
 - May reach 40%
- ❖ Duration of Pandemic
 - Variable, may be several months
 - Could have waves of illness

Emergency Medical Services and Preparedness Section
Slide 9

Impacts

- ❖ Hospitals and healthcare systems may be overwhelmed
- ❖ Service providers to your organizations may also be impacted
 - Contractors
 - Food service
 - Utilities
 - Transportation

Emergency Medical Services and Preparedness Section
Slide 10

Essential Functions

- ❖ Just as for all-hazards planning, must identify essential functions
- ❖ Look at interdependencies with other organizations that are also impacted
- ❖ Is it necessary work at the office location or can work be done remotely?

Orders of Succession

- ❖ Critical to have clear orders of succession
 - At least 3 deep

Emergency Medical Services and Preparedness Section
Slide 11


Delegations of Authority

- ❖ Clearly defined
- ❖ Designated individuals have legal authorities for the delegated duties

Emergency Medical Services and Preparedness Section
Slide 12

Mitigation Strategies

- ❖ Concerns about illness in the workplace
 - May need to have a fitness-for-duty certification to return to work
 - May need to send home ill employees who report to work
- ❖ Social Distancing
 - Telework
 - Shift Work
 - Physically spreading personnel throughout the workplace
- ❖ Frequently disinfect surfaces such as light switches, door knobs, phones




Emergency Medical Services and Preparedness Section
Slide 13

Planning Self-Assessment: Workforce Considerations

- ❖ Have you determined the effects of high absentee rate on your organization?
- ❖ What types of workers will be in high demand in an influenza pandemic? How will you ensure there will be enough workers to meet the demand?
- ❖ Have you considered the impact of any authorized outside employment (i.e., second jobs) during an influenza pandemic?
- ❖ Have you addressed succession planning in your pandemic plan? Consider building in random 'deletion' of personnel in your pandemic exercises to test the ability of your organization to function and deliver services without certain workers.

❖ <https://emilms.fema.gov/ISS20/PAN01summary.htm>




Emergency Medical Services and Preparedness Section
Slide 14

Planning Self-Assessment: Workforce Considerations - cont

- ❖ How can the community assist in providing essential services (e.g., medical/nursing educators and students, community emergency response team [CERT] volunteers, and reserve/auxiliary or retired personnel)?
- ❖ Do you have a cross-training plan to prepare workers for nonstandard positions?
- ❖ Have you adapted existing and/or developed new (i.e., more flexible) personnel policies to address pandemic situations?

❖ <https://emilms.fema.gov/ISS20/PAN01summary.htm>




Emergency Medical Services and Preparedness Section
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Public Health Responsibility

- ❖ To prepare and coordinate the State of Delaware's health and medical activities and resources during an emergency or disaster
- ❖ To expand healthcare capacity and capability
- ❖ Emergency Support Function (ESF) 8, Health and Medical

Authority

- ❖ Title 20, Chapter 31, Subchapter V Public Health Emergencies
- ❖ Delaware Emergency Operations Plan



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Public Health Threats

- ❖ Emergencies with public health consequences
 - natural disasters
 - technological disasters
- ❖ Public health emergencies
 - pandemics
 - bioterrorism







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State Health Operations Center (SHOC)

- ❖ Division of Public Health's Emergency Operations Center
- ❖ Command and Control for all public health and medical responses
- ❖ State and local emergencies
- ❖ Incident command organization structure
- ❖ Level activation



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SHOC All-Hazards Approach

State Health Operations Center

Warehouse, Points of Dispensing, Shelters, Alternate Care Sites, Centralized Morgue

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Points of Dispensing (POD)

- ❖ Provides prophylactic medications and vaccines
 - may operate similarly to routine flu clinics
- ❖ Population affected dictates the size and number of PODs

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Delaware’s Pandemic Influenza Plan

- ❖ Agency Roles & Responsibilities
- ❖ Surveillance
- ❖ Medical Surge Capacity
- ❖ Vaccination Priorities
- ❖ Antiviral Medications Priorities
- ❖ Health Risk Communications
- ❖ Command & Control

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Contagious Disease Containment Measures

- ❖ Infection Control
- ❖ Social Distancing
- ❖ Isolation and Quarantine
- ❖ Community-based Quarantine
- ❖ Disease Specific Containment Measures

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In-State Stockpile of Resources

- ❖ Antiviral Medications
- ❖ Antibiotics
- ❖ Ventilators
- ❖ Respiratory protection
 - N-95
- ❖ Medical Supplies

Strategic National Stockpile

- ❖ Repository of pharmaceuticals and medical supplies for use in a public health emergency in which local supplies have been/may be depleted
- ❖ Federally managed, stored strategically to facilitate 12hr deployment

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Resources

- ❖ FEMA Course – IS-520 Introduction to Continuity of Operations Planning for Pandemic Influenzas
 - <https://emilms.fema.gov/IS520/PAN01summary.htm>
- ❖ FEMA Pandemic Influenza Continuity of Operations Annex Template
 - https://www.fema.gov/pdf/about/org/ncp/pandemic_influenza.pdf
- ❖ Pandemic Influenza Preparedness, Response, and Recovery (US DHS)
 - <https://www.dhs.gov/sites/default/files/publications/cikr/pandemicinfluenzaguide.pdf>
- ❖ CDC – Pandemic Influenza
 - <https://www.cdc.gov/flu/pandemic-resources/index.htm>

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Questions?



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