

Plan of Operations for the Douglas County Public Information Hotline (IH) ***November 1, 2010***

The mission of the **Douglas County Public Information Center (DCPIC)** is to enhance access to all-hazards¹ preparedness resources and emergency information to residents of Douglas County, Kansas with a particular emphasis on assuring that vulnerable populations² are served. This is accomplished by enhancing the role of the Lawrence Public Library as an information center for the public before, during, and after a disaster, emergency or public health threat. The DCPIC does this by providing information to the public through an information hotline, website and educational outreach programs. The information hotline is called **Douglas County Public Information Hotline (IH)**. All services are non-medical/non-diagnostic; thus, they do not require a licensed medical clinician to provide them.

To establish the DCPIC, the Lawrence Public Library partnered with the Lawrence-Douglas County Health Department, Douglas County Emergency Management, the University of Kansas Research and Training Center on Independent Living, and the community working group Together Prepared.

The three components to carry out the DCPIC's mission are to establish and maintain a:

- 1. Information hot line with a dedicated line (785- 856-5777)** which is a separate phone number from the library's main number. When the hotline is activated it will be staffed by a combination of volunteer IH live operators and phone messages. Whether the IH is open or not, the phone messages will always refer the public to the home page of the Together Prepared-DCPIC website, which has updated information monthly through a Memorandum of Understanding (MOU) with partnering agencies (**Appendix A**). The use of live operators is determined by established triggers referred to as Level 1, 2, or 3.
- 2. Website (www.togetherprepared.org)**, in conjunction with Together Prepared, which offers information and resources on disaster preparedness for general public and vulnerable populations, and scripted information from public information officers and experts on a current disaster, emergency or public health threat in Douglas County.
- 3. Disaster preparedness training** at community-based agencies, residences and organizations serving vulnerable population in Douglas County.

This document details the operational policies and procedures for the Douglas County Public Information Hotline (IH). The Lawrence Public Library is responsible for the daily operations of the IH, including recruiting, screening and training IH volunteers to answer the hotline, maintaining the information about IH on the

¹ All-hazards refer to any public health threats, natural disaster and man-made disasters, terrorism, and other emergencies.

² Vulnerable populations is a term used to characterize groups whose needs are not fully addressed by traditional service providers or those who cannot safely access standard preparedness response and recovery resources. They include, but are not limited to, economically disadvantaged, culturally or geographically isolated, limited English language proficiency, physically, cognitively or sensory disabled, elderly or very young, mentally ill or chemically dependent, and chronically ill.

Together Prepared-DCPIC website (www.togetherprepared.org) and the Library's website, and conducting disaster preparedness educational activities in accordance with the library's policies and procedures and the guidelines established in this document.

The goals of IH are:

1. To be a resource in Douglas County for all-hazards preparedness and disaster/emergency information with an emphasis on vulnerable populations.
2. To effectively answer phone calls at the IH during all-hazards events to reduce calls to agencies.
3. To provide feedback to response and government agencies from the hotline operators about public concerns related to a disaster, emergency or public health threat.

Key Partners

Table 1 depicts the key administrative partners, their representatives and roles for the overall and daily administration of IH as well as community agencies available to provide technology support such as training or advice, as needed.

Levels, Indicators and Triggers

The IH will be activated with operators answering the *IH phone number* under certain situations. These circumstances are referred to as Level 1, Level 2, or Level 3 situations and are in keeping with definitions used in emergency management (see Table 2). When activated at any level the IH will operate with both volunteer IH Operators, and a recorded message will play referring the caller to the website for preparedness and/or information about the emergency/disaster situation. The hotline area is in the Library's computer lab center. It is equipped with 12 phone jacks, 12 computers and a SMART Board.

Volunteer Recruitment, Activation and Screening

Priorities in recruitment of IH volunteers are in this order of priority:

1. Lawrence Public Library staff.
2. Persons with previous certification as Community Emergency Response Teams (CERT), Medical Reserve Corp (MRC), American Red Cross (ARC) and mental health volunteers.
3. Faith-based members from churches with volunteer disaster programs.
4. General public (primarily from recruitment efforts by Roger Hill Volunteer Center).

When a Level 1, 2 or 3 situation occurs and the call activation tree is initiated the IH Staffing Coordinator will contact volunteers who are most likely not to be deployed by their certifying agency. For example, during a public health incident, CERT and ARC volunteers would be called to determine availability to be operators at the IH. During a disaster that has non-medical deployment it would be MRC volunteers. Volunteers will note their priorities for being contacted at orientation and these wishes will also be granted as much as possible.

The Kansas All-Hazards Behavioral Health Team (KAHBH) will assign mental health volunteers to the IH once notified by emergency management that the IH has been activated (see **Appendix H** for Memorandum of Understanding (MOU) for Mental Health Volunteers).

Table 1: IH Key Administrative Representatives and Roles and Community Agencies, Representatives and Possible Roles in Conjunction with the Douglas County Public Information Hotline.

Key Administrative Partners	Representatives	Roles
Library Management	Lawrence Public Library <ul style="list-style-type: none"> ◦ Director ◦ IH Operations Supervisor ◦ Building Maintenance Coordinator ◦ Information Technology Coordinator ◦ Financial Officer ◦ Volunteers 	Planning Overall and Daily Administration Facility, Website and Financial Management
Public Health	Lawrence-Douglas County Public Health Department <ul style="list-style-type: none"> ◦ Community Health Planner ◦ Director of Policy and Planning 	Planning Training and Resource
Emergency Management	Douglas County Emergency Management <ul style="list-style-type: none"> ◦ Director ◦ Assistant Director ◦ Duty Officers ◦ Planner ◦ Community Preparedness 	Planning Activation Training and Resource
Communications	Public Information Officers <ul style="list-style-type: none"> ◦ Public Health Department ◦ Emergency Management ◦ Lawrence Public Library ◦ KU (RTCIL) ◦ County wide PIO which includes city and county 	Planning Media
Vulnerable Populations	KU, Research & Training Center on Independent Living (RTC/IL) Together Prepared	Planning Training and Resource
Community Agencies	Representatives	Possible Roles
Utilities	Sunflower Broadband and ATD (phone system provider) Cell phone provider	Daily and Emergency Services to Library Possible Future Surge Capacity Assistance
Library management	University of Kansas Medical Center, KS Outreach & Technology Liaison	Planning, Specifically with Initial Grant Management and Library Resources
Call Centers	KU Information Line Douglas Co. United Way 2-1-1 KS Department of Health and Environment Hotline Bert Nash Headquarters GaDuGi Safe Center Commercial Call Center Service	Planning Technical Advisors Training Opportunities Referrals to IH Possible Future Surge Capacity
Volunteer Agencies	Douglas County Medical Reserve Corp (MRC) Red Cross CERT-Emergency Management Faith-Based Organizations with Disaster Programs KAHBH (Mental Health) Roger Hill Volunteer Center	Volunteer Pool Technical Advisors Training Opportunities
Health	Lawrence Memorial Hospital Lawrence-Douglas County Health Department	Planning/ Referrals to IH
Community-based organizations	Serving various vulnerable populations Cottonwood Independence, Inc EKAN	Technical Advisors Training Opportunities Referrals to IH

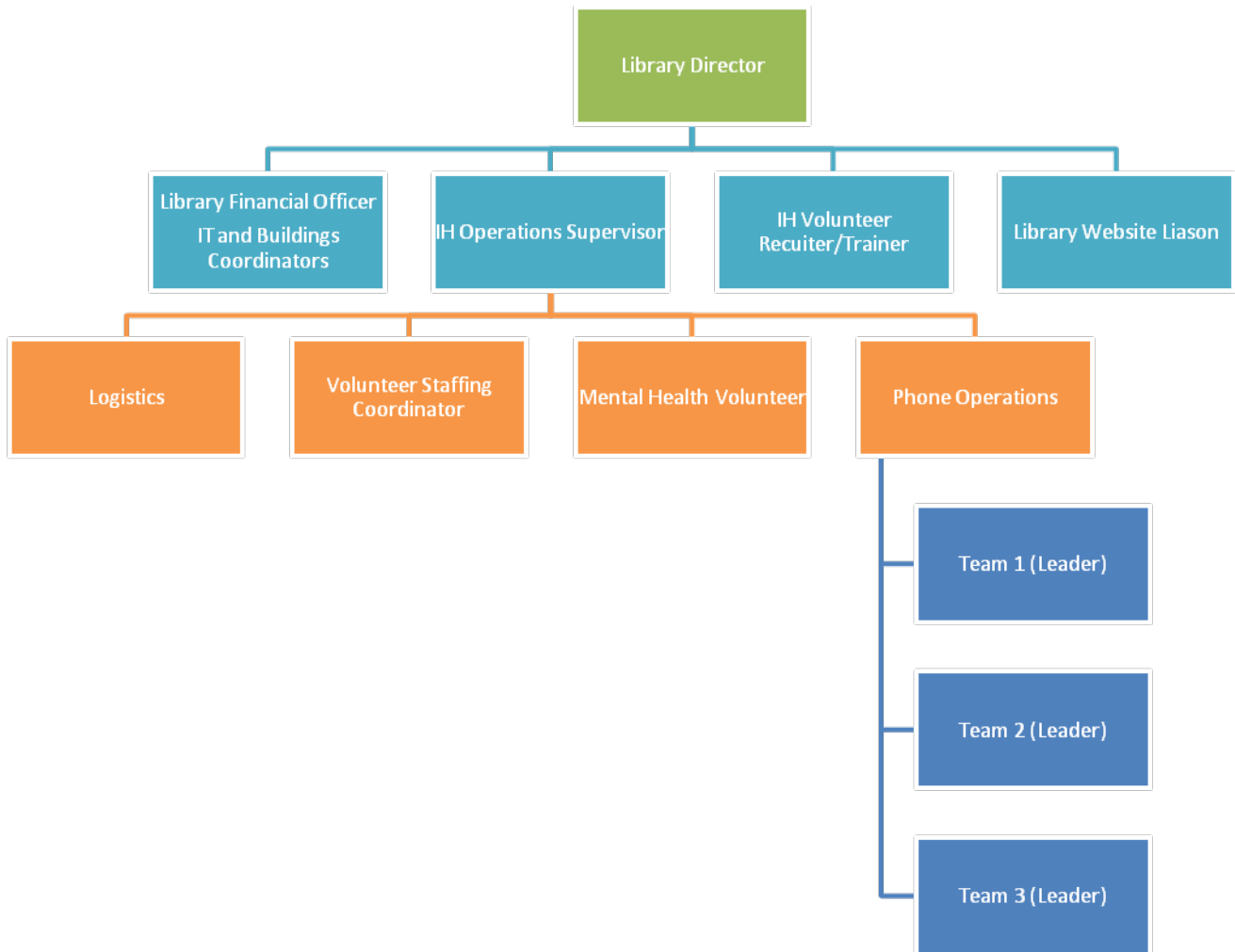
Table 2: Situation and Intensity Levels, Triggers, and Chain of Command to Activate the Douglas County Public Information Hotline (IH).

Level # and Situation	Indicators	Triggers	Chain of Command and First Activates to Open the IH
<p>Level 1</p> <p>Watch</p> <p>Low Intensity</p>	<p>Conditions indicate an all-hazards event <u>may</u> occur.</p>	<p>1. There is approved information available from experts in health and/or emergency management and a perceived need for this information to be available through IH to assist the public in being better prepared/ informed for a particular or potential all-hazards event.</p> <p>or</p> <p>2. Same as #1 and there is a request from the Lawrence-Douglas County Health Department for IH to be opened.</p>	<p>1. Douglas County Emergency Management Director can activate the IH based on the trigger(s) at this level.</p> <p>2. Emergency Management will contact their PIO to get information to the IH Operations Supervisor and website for distribution to IH operators and to change phone message. They will also contact the Library Director to notify that the IH is to be opened. The Library Director will contact the IH Operations Supervisor, and the Library Person in Charge (see Appendix I), if after library hours, to meet at the library and open it.</p> <p>3. IH Operations Supervisor will determine number of volunteers and shifts and contact IH Volunteer Staffing Coordinator to start call/text tree to activate volunteers and to notify health department.</p> <p>4. IH Operations Supervisor will assemble the equipment and check systems out prior to the arrival of IH volunteers.</p>
<p>Level 2</p> <p>Partial Activation</p> <p>Medium intensity</p>	<p>Limited staff activation normally following a medium level public health, natural, or man-made event/disaster.</p>	<p>1. Public health department or emergency management has received an increased number of calls about event.</p> <p>2. AND/OR Level 1 Trigger.</p>	<p>Same as Level 1 only the number of volunteers involved will increase.</p>
<p>Level 3</p> <p>Full Activation</p> <p>High intensity</p>	<p>Full staff activation. Possible 24 hour Emergency Operations Center staffing. State and Federal assistance may be requested for area.</p>	<p>Same as Level 2 Triggers.</p>	<p>Same as Level 2 only the number of volunteers involved will increase.</p>

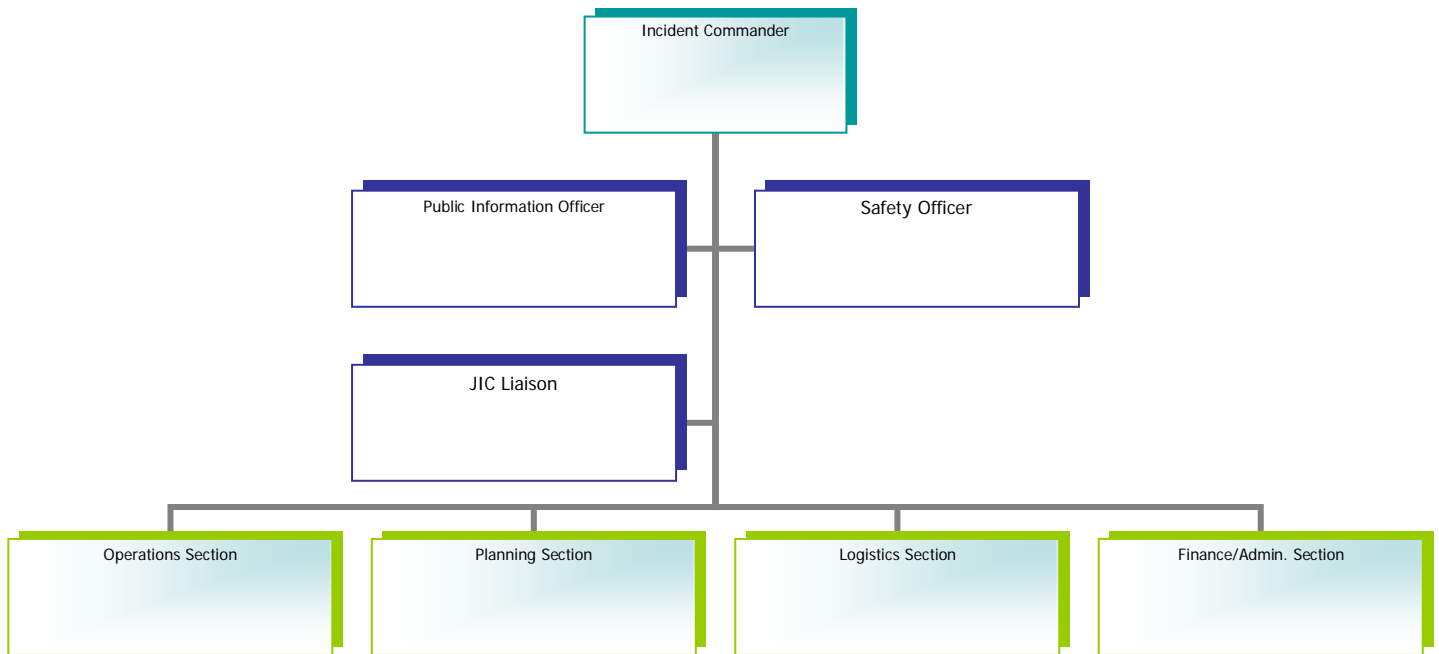
Chain of Command, Flow Charts, Job Aids

The first flow chart depicts the Douglas County Public Information Hotline (IH) chain of command after being activated by Douglas County Emergency Management Director. Once activated, the designated Public Information Officer (PIO) under direction of Incident Command/Emergency Operations Center is responsible for getting information to the IH Operations Supervisor and Together Prepared-DCPIC website (see PIO job aid, **Appendix B**).

Flow Charts: Chain of Command with the Douglas County Public Information Hotline (IH) and Example of an Incident Command Flowchart. See **Appendix B** for Job Aids for each of the HI positions.



The following organizational chart shows an example of an Incident Command system layout.



Volunteer Application and Screening

Persons desiring to be an IH volunteer will fill-out an application form (see Appendix C), be interviewed by the Volunteer Recruiter and Trainer, and screened through a criminal background check regarding prior convictions or other applicable criminal history. Screening can be done previously when going through being accepted as a CERT or ARC volunteer if within the last two years or by the library conducting a background check. The applicant may be requested to pay the screening charges if conducted by the library. The Volunteer Recruiter and Trainer will verify screening process by CERT or ARC and record this information on the volunteers' record as well as check other credentials and references. All documents pertaining to the application and screening processes will be kept in a locked area of the library. The library will issue pictured ID tags to IH volunteers.

Volunteer ID Tags

All volunteers, when activated by a phone tree, will bring with them to library computer lab (where the hotline stations are located) their library issued pictured IH ID badge to verify they are an IH volunteer to assure safety and accountability at the Library. Activated volunteers will report to the library as directed by IH Volunteer Staffing Coordinator (see job aids, **Appendix B** for more information).

Volunteer Training

The prerequisite to be a volunteer and to take IH calls are:

- ICS or IS 100.a Introduction to Incident Command System course.
- ICS or IS 700.a National Incident Management System (NIMS) An Introduction.
- Orientation training.

- Desire two or more hours in Disaster Mental Health 1st Aid within one year of start date.

Additional training is required:

- Attend 2 out of 4 quarterly training sessions.
- Attend the annual exercise/drill.
- Attend the training on answering phones.

The content of the orientation and on-going training are listed in **Appendix D**.

General Call Handling Procedures

It is important to disseminate information that is delivered in a timely, up-to-date, consistent manner and accessible by all in the community. To make informed decisions the public relies on having all components of the IH “speaking from one voice.” To do so, the following are procedures to follow:

1. Information will be available by live operators when IH is activated.
2. Volunteers will provide callers the scripted information (fact sheets, Frequently Asked Questions, press releases, standard preparedness information to take prior to, during event, and referral lists that are contained in the IH Resource Manual and Together Prepared website.
3. Volunteers will only provide to the public the scripted information, described above, to callers.
4. Once a Level 1, 2, or 3 is activated then the call line will be provided specific scripted information from the lead PIO (Public Information Officer) agency.
5. Scripted information will be provided to the IH volunteers at the Library on the SMART board and other means (computer and paper) and it will be immediately posted on the Together Prepared website.
6. Should volunteers receive questions repeatedly that are not addressed in the scripted information, the Operations Supervisor will notify the PIO with a request for information to be delivered as soon as possible or within 24 hours. Volunteers will tell callers that the information is being researched and to check the website within the next 24-72 hours. For persons without access to a computer they will be asked to call the IH back then.

Phone Messaging

When the hotline is activated the first voice a caller will hear is a recorded message providing brief information and referral to the website, then they will be in sequence for a live operator. The IH phone messages will always tell the public if the IH is open and refer the public to appropriate resources for seasonal or other preparedness tips and/ or current disaster, emergency, or public health conditions that are listed on the Together Prepared website. See **Appendix B** for more information that is listed on the job aids of Operations Supervisor and Volunteer Staffing Coordinator for duties on receiving scripted information from PIOs to be posted on website during an all-hazard event in Douglas County. See below information to be on message for the hearing impaired.

Accessibility

The profile of Douglas County includes a large population of students at the three universities (University of Kansas, Baker University, and Haskell Indian Nation). See Table 3 below for number and percentage of people by race and ethnicity and percentage in Douglas County. These census figures indicate there may be a need for information to be provided in various languages over the phone and on the website.

Table 3: Races in Douglas County, Kansas by Percentage of Population. County population in July 2009: 116,383

- White Non-Hispanic (84.6%)
- Black (4.2%)
- American Indian (3.6%)
- Hispanic (3.3%)
- Two or more races (2.7%)
- Other race (1.2%)
- Chinese (1.0%)

To improve accessibility of information to vulnerable populations:

1. Preparedness information on the Together Prepared website will be provided in various languages if available.
2. Will specify in phone message recordings and website that persons with hearing impairment or limitation can contact 7-1-1 which provides access to Telecommunications Relay Services. This allows a person to use the telephone system via a text telephone, referred to as a TDD or TTY.

Record Keeping

Each volunteer will fill-out a phone log for each call to track what is being requested, IH's effectiveness in providing information, and concerns of callers (**See Appendix E, Phone Log**). Daily reports issued by the IH Operations Supervisor will be developed from the record keeping system (**See Appendix F, IH Daily Activity Report**).

The IH Resource Manual will be the official paper document for the volunteers with the Volunteer Recruiter and Trainer for keeping the manual and other paper and electronic forms updated. The content of the manual will include:

- Incident Command System (ICS) flow chart and staffing structure
- Job Aids
- All data collection forms
- Instructions on how agencies manage referral lists and referrals
- Instructions for TTY, foreign language, and handling all types of callers
- All informational/educational materials that the public will be provided by the Together Prepared website.
- Scripted information which includes fact sheets, Frequently Asked Questions, press releases, standard preparedness information on how to find all-hazards prevention, preparedness, and actions to take during event and recovery including what is listed on the Together Prepared Website.

- Procedures for equipment (SMART Board, computer, record keeping, etc.)
- Post-event evaluation form for volunteers (see **Appendix G**).

Communications-PIO

Publicity and Promotion will include:

1. Primary source of notification that IH is open will be the Douglas County PIO group.
2. Once activated, the Library website and the Together Prepared website will state operating hours and duration of the IH.
3. Communication networks of the primary partners including social media, newsletters, press releases and website.

Communication Equipment and Backup Plan

The primary communication forms to the public are through the IH phone number and operators, and Together Prepared website. Forms of communication from the PIO to the IH Operations Supervisor and to the volunteers include IH phone number, cell phones, faxing through library, and cell phone texting. Should the phone systems go down or the IT services, the back up plans to restore communication, power, and IT services by the library will be activated.

Call Capacity

To estimate the call capacity the Agency for Health Care Research and Quality (AHRQ) contact surge calculator model was used (www.ahrq.gov/research/health). Douglas County population is 114,748 with 80,324 estimated to be old enough to call the hotline. When the public perception of the risk is low, up to 5% of the population may contact the hotline, when it is medium up to 10%, and high up to 15%. The low, medium and high figures also correspond with the triggers of Levels 1, 2, and 3. If we estimate that 70% of the public will contact the center by phone and another 30% will get the information from the website, we can expect 2811 phone callers and 1204 web hits. This averages to 937 call per day and 117 per hour.

Table 4 below depicts the number of contacts per percentage of population who determine the risks to be low, medium or high. It also assumes we will be only open for short period of time (3-7 days) and covering an eight or twelve 12 hour days. On the average calls last 4 minutes; thus, an operator can take 12 calls an hour.

Table 4: Estimate Contacts to Call Line and Website by the Percentage of the Population Perception of the Risk is Low (Level 1), Medium (Level 2) or High (Level 3).

Channel	Potential Contacts Per Channel By Perceived Risk Factors		
	Level 1	Level 2	Level 3
Estimating 70% of public contacting by phone and 30% by website. Advertise both phone number and website	Low 5%	Med 5%-10%	High 10%-15%
Phone Contacts	2811	5622	8434
Web Site Contacts	1204	2409	3615
Average Contacts Per Day Requiring Staffing Resources	402	402-803	803-1204
Staffing 3-7 days			
8 hour day with (2) 4 hour shifts	3-8 (FTE)	8-12 (FTE)	12-19 (FTE)*
12 hours per day with(3) 4 hr shifts	16	28	38
* Library capacity is 12 FTE which would cover each level; however, level 3 may need to activate a surge plan if callers are at the higher end.	20	42	57
Trunks Required	14	22	29

Surge capacity is also a matter for future development. A volunteer pool of 40-60 volunteers is needed to cover the 40% attrition rate.

AHRQ emphasizes directing the public to use the website for obtaining up to date information to reduce the number of calls to the center. To allow for IH to adequately staff and plan for calls, it is recommended that both the IH phone number and the Together Prepared website be included in any public information releases and other advertisement.

Table 5 depicts possible numbers of volunteers and shift options for the three activation levels. This chart can be the point of reference for the IH Operations Supervisor to determine number of volunteers and shifts and modified after having been through an actual event.

Phone Configuration

The current phone system configuration is:

- Single entry point or dedicated line (our own number and hotline system) versus using the library main number. A service provider designs it to route calls.
- Up-front messages – recorded messages that are adaptable to the situation. The callers will always hear a 1 minute recorded message first thing, and if there are phone operators the caller will get periodic 1 minute messages while waiting for a live operator. The messages will refer the person to website and build on information to reduce the need for an operator to handle the questions.
- Automatic Call Distribution (ACD) – call routed to first available operator.

- Upgrade from a 10 analog phone lines to a digital T-1 trunk with 23 lines with battery back-up system for short term.
- 12 phones and computer stations.
- Generator for power of the library computer area during power-outage.

Table 5: Possible Staffing Solutions during Level 1, 2, and 3.

Scenarios, several solutions				
Event Type	Hours/Shifts Options	Phone Lines, Location	Operators	Capacity
Level I <i>low intensity</i> 3-8 volunteers	Operational: 3 days- 6days/wk, 4 hour shifts for one to three weeks (evenings and Saturday, hourly breaks) OR 3 days/wk, (2) 4 hour shifts (hourly breaks and hour lunch)	Library Computer Lab (up to 12 phones)	3-5 Operators/shift	(12 calls/Op x 4 hr) 36-60 calls/hour 144-240 calls/day
			5-8 Operators/shift	(12 calls/Op x 4 hr x 2) 60- 96calls/hour 480-768 calls/day
Level I <i>medium intensity</i> 8-12 volunteers	Operational: 7 days/wk, (2) 4 hour shifts M-Sat, 4 hour shifts 7 days/wk, (2) 4 hour shifts for one or two weeks (hourly breaks, .5 hr lunch)	Library Computer Lab (up to 12 phones)	8-12 Operators/shift	(12 calls/Op x 4hr x 3) 96-144calls/hour 768-1,728 calls/day
Level III <i>high intensity</i> 12 volunteers & possible surge plan activated	Operational: 7 days/wk, (3) 4 hour shifts for 12 hour day (hourly breaks, .5 hr lunch)	Library Computer Lab (12 phones- may need additional phone coverage to 19)	12 Operators/shift	(12 calls/Op x 4hr x 3) 96 calls/hour 1,728 calls/day

Table 6 lists the equipment and supplies that the Library’s computer lab and the contents of the operators stations.

Table 6: Equipment, Supply, and Operator Stations Lists to Implement Operations of IH.

Equipment and Supply List For Computer Lab	Operator Stations
_computer lab Smart Board _printers _flip chart and markers _whiteboard and markers _table and chairs _radio, flash lights, first aid kit, and other emergency supplies -cart on wheel to hold the phone equipment. -filing cabinet	_phones _headsets _computer with internet access _pen and paper _forms _volunteer list, volunteer application forms, phone tree, etc. _ extra flash drivers

* No eating is allowed at the computer/phone stations. Beverages can only be in approved containers (squeeze bottles) to prevent spillage and damage to equipment. Food will be allowed in a designated area. *Once contacted, the Red Cross will provide food and water.*

Annual Exercise/Drill

An annual exercise will be conducted to test a component of this IH Plan. The Douglas County Emergency Management will facilitate design of annual exercise.

Appendices in this document are:

Appendix A: Website Monthly Updates MOU

Appendix B: Job Aids for IH Positions

Appendix C: Douglas County Public Information Hotline (IH) Volunteer Application Form

Appendix D: Content of Training for IH Volunteers

Appendix E: IH PHONE LOG

Appendix F: IH Daily Activity Report (needs to be developed)

Appendix G: IH Post-Event Evaluation (volunteers)

Appendix H: MOU for Mental Health Volunteers

Appendix I: Library's Person in Charge to Open Library if Emergency.

Appendix J: Reference

**Together Prepared Website
Memorandum of Understanding**

1. Douglas County Emergency Management (EM), Lawrence-Douglas County Health Department (LDCHD) and Lawrence Public Library (LPL) agree to work together to maintain and update the Together Prepared website, www.togetherprepared.org, which is designed to serve the efforts of the Together Prepared coalition, and to provide timely and useful information in support of Douglas County Public Information Center (DCPIC) hotline operations during a disaster or emergency.
2. EM, LDCHD and LPL will each designate a representative who will attend Together Prepared website meetings and guide Together Prepared website design and content development. These agencies will also identify the individual(s) who will provide administrative and fiduciary oversight of the partnership. LPL will maintain a roster of these individuals, with mailing addresses, e-mail addresses and telephone numbers.
3. While the EM, LDCHD and LPL will all prepare content for the website, primary responsibility for content creation, and the scheduling of monthly and/or special homepage feature articles will reside with EM.
4. LPL will schedule and facilitate quarterly meetings of EM, LDCHD and LPL. These meetings will provide an opportunity for website reviews in which the effectiveness and value of the website are discussed, and for website development planning. The website's basic design will be periodically reviewed and updated as needed to provide for easy navigation and the intuitive organization of information, and to meet consumer needs.
5. LPL is responsible for website hosting and maintenance, and will coordinate timely updates of the website with content contributions from the partner agencies. LPL will maintain access to the website's content management system (web address, user id and password information), and will share this access information with partner agencies as needed.
6. During a non-Emergency Operations Center (EOC) activation event, the agency most impacted (or designee) will take lead in keeping the home page updated. For example: during a weather event (blizzard, heat, tornado or widespread power outage), EM will provide front page updates, through a variety of means, and during a public health event, LDCHD will provide front page updates.
7. During a large-scale, community-wide event, the EOC will determine the entity (Public Information Officers (PIO) group or Joint Information Center (JIC)) that will provide content for the website.
8. The tentative annual schedule for monthly homepage feature articles is as follows:

January: New Year – What Better Time to Prepare (EM)
February: Preserving Documents (LPL)
March: Severe Weather (EM)
April: Pandemic (LDCHD)
May: Fire Safety (EM)
June: Flooding (EM)
July: Lightning (EM)
August: Heat (EM)
September: National Preparedness Month (EM)
October: Immunizations (LDCHD)
November: Winter Weather (EM)
December: Holiday Safety (EM)

This schedule may change in response to special needs or opportunities.

9. Website hosting fees will be paid on a three-year rotating basis by the three lead agencies (unless grant funds are secured for this purpose):
 - August 2010-July 2013: LPL
 - August 2013-July 2016: LDCHD
 - August 2016-July 2019: EM
10. The annual domain name registration fees for togetherprepared.org will be borne by the three lead agencies on the same timetable as the website hosting fees (see point 9).
11. Additional partnering agencies may be designated with the approval of the initial three agencies.
12. Partnering agencies may withdraw from this project with 30 days notice, and payment to the remaining partners of any scheduled, remaining financial obligations for web hosting and domain name registration fees.

(updated 10-8-10)

Appendix B: Job Aids/Job Descriptions for IH Positions

Public Information Officers	
IH LOCATION &	PIO of the Douglas County Emergency Management Office and Lawrence- Douglas County Health Department
REPORTS TO:	IH Operations Supervisor
PIO of the Douglas County Emergency Management Office and Lawrence- Douglas County Health Department:	
<p>Maintain ongoing briefings by Incident Commander. Establish and maintain single contact point for media. Prepare information scripts and respond to request for additional information from IH. Arrange appropriate contacts between media and IH Supervisor and for posting of information on IH webpage/and at IH. Get information compiled on questions that is not covered by scripted information yet that the public is requested at the IH to IH Operations Supervisor to provide to IH Operations Supervisor within 24 hours of request. (Once procedures established for exchange of information to the website and supervisor detail here).</p>	

IH Volunteer Recruiter and Trainer (Planning Position)	
IH LOCATION:	Off-site
REPORTS TO:	Library Director
IH Volunteer Recruiter and Trainer:	
<p>Responsible for recruitment of potential volunteers for the IH including contact volunteer agencies, presenting information to prospective volunteer groups, collecting applications, securing screening information, gathering information on applicants deployment rankings, etc...) Follow recruitment guidelines outlined in the IH Plan of Operations. Screen volunteer applicants and approve or disapprove appointment. Verify the outcome of the background checks, certifications of response volunteers (MRC, ARC, and CERT, volunteers), and references. Arrange for the making and issue ID badges to new volunteers. Arranging for instructors and course contents for orientation and quarterly training sessions. Assure volunteers are properly trained in accordance with Appendix D: Content of Volunteer Training in the IH Plan of Operations. Coordinate the training sessions. Assists Emergency management on design and carrying out the annual exercise of the IH. Maintain and develop community relations with organizations in disaster preparedness and response and community-based agencies. Makes recommendations for improvements of plan. Maintain all records on paper, computer and removable media to be stored in a locked area of the library.</p>	

IH Operations Supervisor	
IH LOCATION:	Library Computer Lab/IH area
REPORTS TO:	Library Director
<p>IH Operations Supervisor:</p> <p>Responsible for management of all operations directly at IH. Single contact for volunteers during activation of IH. Stay in contact with and periodically update PIO to receive and provide information. Determine the number of shifts, volunteers and shift durations (see Tables 4 & 5 of IH Plan of Operations). Contact Volunteer Staff Coordinator to commence volunteer calling/texting tree. Contact Person in Charge to open the library if library closed (see IJ). Stay in contact with Library Director, IT Coordinator, Building Maintenance Coordinator and Financial Officer, as needed. Arrives at library computer lab to assemble equipment to set up in IH area before volunteers arrive. Inform Staffing Volunteer about the media schedule for public announcements. Monitor work progress and make changes when necessary. Meet with Staffing Volunteer to document all actions and decisions for the day in the IH Activity Log, listed in Appendix F of IH Plan of Operations. Oversee the breakdown of the IH. Participate in the debriefing with Emergency Management/Health Department.</p> <p>Day to Day Operations</p> <p>Determine and update phone messages and works with library web manager with website information about the IH. Assign other volunteers these duties during high volume times, such as activation of the IH.</p> <p>Work with Volunteer Recruiter and Trainer to assist with coordination of quarterly drills and training sessions. Maintain and update as needed paper and electronic record keeping systems and volunteer screening information and applications and any other materials and supplies. Make necessary on-going changes to paper work, system and procedures as needed. Review this IH plan quarterly. Make sure all contact information, technical specifications, instructions, facility sites, procedures, etc... are current. And ensure that people have access to the plan, whether it's in a binder, online in a shared folder. Backup all documents.</p>	

IH Volunteer Staffing Coordinator	
IH LOCATION:	Library Computer Lab/IH area and off-site
REPORTS TO:	Operations Supervisor
IH Volunteer Staffing Coordinator:	
<p>Obtain from the Volunteer Recruiter and Trainer new volunteers availability and priorities for volunteering. Maintain and update the volunteer activation database.</p> <p>Activate call/texting tree when contacted by Operations Supervisor that the IH is being activated.</p> <p>Assign Team leaders as needed with no more than five volunteers per team leader.</p> <p>Assign phone message updates to a volunteer trained to do so for duration of IH operations.</p> <p>Assign SMART board to a volunteer for each shift.</p> <p>Assure that volunteers are not overloading themselves with shifts.</p> <p>Assure adequate volunteers during peak periods such as after media announcements.</p> <p>Report as needed to the Operations Supervisor about staffing.</p> <p>Meet with Operations Supervisor to record all actions and decisions for the day in the IH Activity Log, listed in Appendix F in the IH Plan of Operations and assure proper storage at library of all records.</p>	

Financial Officer (Library Position)	
IH LOCATION:	Library and Library Computer Lab/IH area
REPORTS TO:	Library Director
DIRECT REPORTS:	
Finance Officer (Library):	
<p>Review funding requests.</p> <p>Track all expenditures.</p> <p>Maintain log of all injuries sustained.</p>	

Mental Health Specialist Volunteer	
IH LOCATION:	Library Computer Lab/IH area
REPORTS TO:	Operations Supervisor
Mental health Specialist Volunteer:	
<p>Assist callers who are identified by volunteer operators needing intervention.</p> <p>Debrief volunteers for 5 minutes after shift ends.</p> <p>Monitor volunteers for stress.</p> <p>Answer questions for appropriate referrals of callers.</p> <p>Fill out an IH Post –Event form (See Appendix G of the IH Plan of Operations) after each shift.</p>	

IH Volunteer Operators	
IH LOCATION:	Library Computer Lab/IH area
REPORTS TO:	IH Operations Supervisor
<p>IH Volunteer Operators:</p> <p>Prior to each shift:</p> <p>Respond about availability as soon as possible when activated to IH.</p> <p>Assist with phone/text tree activation of the IH.</p> <p>At IH, assess workstation's capability to function, including:</p> <p>Building safety, breakage, clutter, etc.</p> <p>Phone, computer, headset, paper and electronic records, resource manual</p> <p>SMART board and other office equipment or supplies</p> <p>Report to Operations Supervisor any difficulty with workstation.</p> <p>Answer calls from people seeking information.</p> <p>Provide approved health and safety information and referrals to community resources as needed from scripted information and IH Resource Manual.</p> <p>Operate computer, telephone and headset, compile written and/or electronic records.</p> <p>Record and track calls, including critical information on the IH Phone Log, listed in the IH Plan of Operations, Appendix E.</p> <p>Notify mental health volunteer of callers who are distressed, suicidal, or confused.</p> <p>Notify mental health volunteer if feeling stressed.</p> <p>Notify Operations Supervisor of repeated information being requested that the IH does not have.</p> <p>Follow Incident Command Structure.</p> <p>Follow IH and library procedures and IH Plan of Operations.</p> <p>Fill out an IH Post –Event form (See Appendix G in the IH Plan of Operations) after each shift.</p> <p>Attend debriefings after shift.</p>	

Logistic Officers (Library Positions)	
IH LOCATION:	Library and Library Computer Lab/IH area
REPORTS TO:	Library Director
DIRECT REPORTS:	Operations Supervisor
<p>Logistics Officers (Library IT Coordinator, Building Maintenance Coordinator, Website Manager):</p> <p>Responsible for providing facilities, services and material in support of the IH operations.</p> <p>Identify service and support requirements for expected operations.</p> <p>Set up telephone and test periodically.</p> <p>Ensure equipment accountability.</p> <p>Follow ordering procedures.</p> <p>Ensure sanitation, maintenance, lighting and clean-up.</p> <p>Ensure emergency back-up for power or services with phone vendors.</p> <p>Ensure emergency back-up plans for loss of communication, power, and IT services.</p> <p>Ensure Together Prepared and Library website are updated with information about the IH hours of operation, current and historical public information releases.</p>	

Appendix C: Douglas County Information Hotline (IH) Volunteer Application Form

Volunteers must be 18 years of age or older.

Name			
Last	First	Middle	Nickname
Address			
Street	City	State	Zip
Phone			
Home	Work	Mobile	E-mail
Emergency Contact Information			
Name		Relationship	Phone
Street	City	State	Zip
Present Employer			
Company	Position	Phone	Email
Address			
Street	City	State	Zip
Previous Employment			
Company	Position	Mo/Yr	
Company	Position	Mo/Yr	
Volunteer Experience			
Organization	Position	Mo/Yr	

Organization	Position	Mo/Yr
Education		
School	Degree/Specialty	Yr Completed
School	Degree/Specialty	Yr Completed
Certifications (List or Describe)		
<input type="checkbox"/> CERT, if so, contact information to verify (name/phone) _____		
<input type="checkbox"/> ARC, if so, contact information to verify (name/phone) _____		
<input type="checkbox"/> MRC, if so, contact information to verify (name/phone) _____		
<input type="checkbox"/> Other (specify type) if so contact information to verify (name/phone) _____ <input type="checkbox"/>		
Specialized Skills (List or Describe)		
<input type="checkbox"/> Foreign Language(s) 1.	<input type="checkbox"/> Speak	<input type="checkbox"/> Read
<input type="checkbox"/> Write		
2.	<input type="checkbox"/> Speak	<input type="checkbox"/> Read
	<input type="checkbox"/> Write	
Training		
Have you completed any of the following training in the past 3 years?		
<input type="checkbox"/> ICS or IS 100. a Introduction to Incident Command System		
<input type="checkbox"/> ICS or IS 700 b National Incident Management System (NIMS)Intro		
<input type="checkbox"/> Other: please list		
Personal References		
Please list two people who know your qualifications and/or background and experience. Do not list relatives or supervisors. Reference checks will be conducted by phone during regular business hours. Please notify individuals that the Douglas County Public Information Hotline will be contacting them regarding your interest in becoming a volunteer.		
Name	Relationship to you	
Phone		
Work	Home	Known how long?
Name		
Relationship to you		
Phone		
Work	Home	Known how long?

Appendix D: Content of Training for IH Volunteers

This appendix outlines the subject areas of potential training of volunteers over a two year period building from the orientation. *(This information was derived and modified from the Seattle & King County Health Department (June 2006). Hello, how my I help you? - Creating and Operating a Public Information Call Center. A Toolkit for Local Health Departments. www.kingcounty.gov/healthservices/health/~/~/~/publichealth/~/~/hello.ashx.)*

Overall Policies and Procedures

- How volunteers will be called to duty, anticipated length of service, and measures planned for volunteers' safety and comfort
- Specific disasters/emergencies the IH maybe covering
- The Incident Command System, how this pertains to the IH staffing structure
- Operations and protocols planned for the IH
- Processes attributed to each lead area: administration, operations, logistics
- Specific job functions (see job cards) and cross training

Operations

- Familiarity with the Operator Guide, which can include:
 - Job aid and list of tasks
 - All instructions for using the phone equipment and protocols (including media calls)
 - Phone scripts and Q & A for the specific emergency
 - Call log sheets and protocols
 - Criteria (or decision tree) for making and receiving referrals and/or transfers
 - Referral guide (including Web sites)
 - Instructions for difficult and special-needs callers (TTY, foreign language)
 - All informational/educational materials that the public will be provided by your health department (handouts, Web downloads)

Taking Calls

- Best practices for meeting callers' needs, building trust, listening
- Handling difficult callers
- Time management
- Self-care (reducing stress, managing emotions, staying alert)
- Disaster Mental 1st Aid or Psychological First Aid
- Best practices for handling deaf, hard of hearing, speech- or cognitive-disabled or delusional or disoriented callers

External Partners

- Functions of External Partners (series of short discussions with external partners to understand their functions/roles in community as on-going quarterly continuing education)

Appendix F: IH Daily Activity Report

To be developed

Appendix G: IH Post-Event Evaluation (volunteers)

**DOUGLAS COUNTY PUBLIC INFORMATION HOTLINE
POST-EVENT FEEDBACK SUMMARY**

Incident: _____ Date: _____

Participant Name: _____

Name of position you were assigned to: _____

PART I – ASSESSMENT

Please rate, on a scale of 1 to 5, your overall assessment of the exercise relative to the statements provided below, with 1 indicating **strong disagreement** with the statement and 5 indicating **strong agreement**.

Assessment Factor	Strongly Disagree					Strongly Agree
	1	2	3	4	5	
a. I received adequate instructions about the check-in and orientation process prior to beginning my shift.	1	2	3	4	5	
b. My job action sheet was helpful.	1	2	3	4	5	
c. The call center was well organized.	1	2	3	4	5	
d. The call center was conducted in a professional manner.	1	2	3	4	5	
e. The training I received was sufficient for my position.	1	2	3	4	5	
f. The supervision of my work area was satisfactory.	1	2	3	4	5	
g. I could have performed my assigned job duties for 8 hours if necessary.	1	2	3	4	5	
h. The communication system (manual, SMART board, memos) was effective.	1	2	3	4	5	
i. I would participate in a similar event again.	1	2	3	4	5	

For any of the above statements where you disagreed or strongly disagreed, please provide input into how those areas could be improved.

List tasks you performed not listed on your job action sheet:

Memorandum of Understanding

10-18-2010

1. The Kansas All-Hazards Behavioral Health of the Bert Nash Community Mental Health Center agree to provide volunteer mental health counselors, as resources permit, during operating hours of the Douglas County Information Hotline (IH) administered by and located at the Lawrence Public Library should the IH be activated by the Douglas County Emergency Management prior to, during or after all-hazards events in Douglas County.

2. The mental health volunteers will provide assistance to callers to the IH who are identified by IH volunteer operators needing intervention, debrief IH volunteers for five minutes after shift ends, monitor IH volunteers for stress, answer questions for appropriate referrals of callers, fill-out post event form and other tasks as needed.

Signed:

Kansas All-Hazards Behavioral Health
Bert Nash Center

Date

Bruce Flanders, Director, Lawrence Public Library

Date

Appendix I: Library Person in Charge List in an Emergency

The Person in Charge is responsible for directing the Library's response in an emergency. This person will receive assistance from the security officer on duty, if any. The Person in Charge is based on availability, and is, in sequential order:

- Library Director
- Assistant Director
- Adult Services Coordinator
- Youth Services Coordinator
- Technical Services Coordinator
- Adult Services staff member on duty.

The Person in Charge schedule during evenings and weekends is prominently posted in the Circulation workroom. The Adult Services Coordinator maintains and posts this schedule.

Appendix J: References

Agency for Healthcare Research and Quality (AHRQ) Sept. 2007. Adapting Community Call Centers for Crisis Support. A Model for Home-Based Care and Monitoring. From: <http://www.ahrq.gov/prep/callcenters/callcenters.pdf>

City of New York. Notify NYC Citywide Program. From: [https://a858-nycnotify.nyc.gov/notifynyc/\(X\(1\)S\(uzxln0rpf121qe55vnkqhrqb\)\)/Home.aspx?AspxAutoDetectCookieSupport=1](https://a858-nycnotify.nyc.gov/notifynyc/(X(1)S(uzxln0rpf121qe55vnkqhrqb))/Home.aspx?AspxAutoDetectCookieSupport=1)

Centers for Disease Control and Prevention (November, 2009). Coordinating Call Centers for Responding for Responding to Pandemic Influenza and other Public Health Emergencies. A Workbook for State and Local Planners. From: http://www.airs.org/files/public/Disaster_CallCenterPandemicWorkbook.pdf

Centers for Disease Control and Prevention (July, 2009). Managing Calls and Call Centers during a Large-Scale Influenza Outbreak: Implementation Tool. <http://ww.cdc/h1n1flu/callcenters.htm>

Seattle & King County Health Department (June 2006). Hello, how my I help you? - Creating and Operating a Public Information Call Center. A Toolkit for Local Health Departments. From: www.kingcounty.gov/healthservices/health/~/~/~/publichealth/~/hello.ashx

Volunteer Center Response Plan. From: <http://www.preparenow.org/vcdplan.html>