

# Quarterly Report

**Name and address of reporting institution:**

Lawrence Public Library  
707 Vermont St.  
Lawrence, KS 66044-2371

**Project Title:** Together Prepared Continuity of Health Information Award

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**Reporting Period start date:** January 15, 2010

**Reporting Period end date:** April 14, 2010

**Publicity:**

Publicity and promotional activities during this quarter included:

1. On February 5, 2010, Team members Kim Ens and Mike Fox presented on a panel at The University of Kansas Medical Center to 200 people from community-based organizations, non-profits, non-medical and medical personal and researchers. The panel discussion was about Together Prepared and the challenges in research collaboration involving underserved populations. We discussed our work with Together Prepared and The University of Kansas Research and Training Center on Independent Living, including the partnership with the Lawrence Public Library and the associated projects.
2. On April 1, 2010, Team member Kim Ens had a table at the Community Resource Expo at Free State High School in Lawrence, Kansas, which 150 people viewed. The table contents included general information on Together Prepared including projects with Lawrence Public Library to increase public awareness (call center, mobile training, website). Information on general preparedness for people with special needs was also distributed.
3. On April 15, 2010, Team members Bob Newton and Teri Smith from Douglas County Emergency Management gave update briefing to 14 Public Information Officers (PIO) for local agencies such as City of Lawrence, Red Cross, University of Kansas, Lawrence Public Schools, Douglas County Emergency Management, Bert Nash Community Mental Health Center, Douglas County District Attorney’s Office, Headquarters Counseling Service, City of Lawrence Utilities Department, Lawrence-Douglas County Health Department. The briefing was on planning efforts for the Douglas County Emergency Information Center and a discussion on how this project will fit into the operation of a Joint Information System during a disaster or emergency. We discussed how the Joint Information Center, which would be staffed by the PIO Group, would provide the messages and information that would be used by the Douglas County Emergency Information Center staff and volunteers to convey to callers seeking emergency information.

**Outreach:**

(An outreach form was entered on April 23 for this activity and approved April 27, 2010.)

In relationship to piloting a Lawrence Library outreach program on preparedness using the mobile van resources to residents and/or staff from agencies, organizations, and residences serving vulnerable populations, Pattie Johnston, Team Member and library staff, provided the first portion of the training to one of three selected sites. On April 16, 2010, she presented training to Sue Brown, Director of Vintage Park, on emergency plans for weather related events and corresponding videos and pamphlets. Vintage Park is located in Baldwin City (13 miles from the Lawrence Library) and it is a senior residential community with a skilled nursing facility and several independent living duplexes. The training content was selected based on the survey form (**see attachment**) given to the three sites to determine what each of the facilities need to become better prepared. Since it is the beginning of thunder storm and tornado season Sue wanted training for her staff in these areas. The information presented by Pattie and resources (video and pamphlets) were to be shared later with Vintage Park staff that same day. Materials for this training were procured from the local Emergency Management office. The second portion of the training will be on specifics the facility has identified, again through the survey form. The Director has identified needing assistance with developing a disaster plan for the facility.

**Target audience:**

The target audience's needs have not changed since our initial assessment.

**Goals, Outcomes, Objectives:**

Other outcomes for this quarter include:

**Project Team Meetings**

Each month our Team Members meet. After many rounds of suggestions from the team members we have finally determined what the name of the call center will be— Douglas County Emergency Information Center (EIC).

**Mobile Preparedness Training**

Each of the three mobile preparedness training project sites (Cottonwood, Inc., Housing Authority, and Vintage Park) have filled out a questionnaire (as noted in the training section) to determine training needs. Patti Johnston completed a portion of the first training to Vintage Park. Dialog with the others sites continues toward tailoring their training to their needs as well.

**Volunteer Recruitment and Management**

A volunteer application form and description for the EIC operators have been created (**see attachments**). Library staff and the Douglas County Medical Reserve Corp are the first to be approached to determine interest in volunteering. Recruitment among library staff resulted in six volunteers. Recruitment efforts from the Medical Reserve Corp will continue into May. The first round of the required training, ICS 100, was conducted on April 19, 2010 in conjunction with the Douglas County Medical Reserve Corp and held at the health department. The next training, ICS 700, will be scheduled in May.

The volunteer coordinator resigned due to health issues before officially taking the position. A new person has been identified by the Douglas County Emergency Management office as a strong candidate for the position.

### Revised Timeline

We received approval, on April 27, from Claire Hamasu and Rebecca Brown with fine-tuning our timeline and to defer the May evaluation until the final evaluation in October.

Timeframe For Activities That Are Needed To Conduct Simulation and Complete Grant									
Activities	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
I. Library volunteers			X completed	X					
Other volunteers			X	X	X				
II. Training 100/700			X completed 100	X 700	X 100	X 700			
III. Facility/Equipment				X	X	X	Ready enough for training	X Purchased	
IV. Volunteer Manual			X	X	X	X	Have for training		
V. Operators Training				X	X	X	X hold		
VI. Website	X	X	X	X	X	X	Test with training	Test with exercise	Finalized x
VII. Simulation Plan				X	X	X	X	Hold Simulation	
VIII. External Partners Meetings			X	X	X	X	X		
IX. Guidelines			X	X	X	X	xTest	xTest	Finalized x
X. Mobile Training Material Development			X	X	X	X	X	X	
XI. Conduct Mobile Training			X	X	X	X	X	X	

### Website Design

Kim Ens, Team Member, has been working with the web designer and has created our initial website design. It will be tested at the volunteer orientation training and during the call center simulation.

### Outcomes with Contacting External Partners

On April 7, 2010, Kim Ens Team Member updated Pat Roach Smith and Nicole Rials of Bert Nash Mental Health Center on the status of the call center project. They feel the KAHBH team could be useful for training for the call center volunteers (Mental Health First Aid), as well as

they feel that mental health professionals need to be available at the call center for the volunteers as they are ending their shift (as debriefing). Also, it would be optimal if one mental health professional could always be present when the call center is open to help out with questions. This could either be KAHBH team members, Headquarters staff, or possibly another mental health trained person.

On April 20, 2010, Bob Newton, Team Member, met with the director of the telephone information call center at the University of Kansas, Curtis Marsh, to brief him on the Douglas County Emergency Information Center project. There is an overlap in the missions of KU Info and this project, in that KU students, faculty and staff, as well as community members, frequently call KU Info for information. I explained that we want to interface with KU Info so that during an emergency, KU Info staff members would know to refer callers to the Douglas County Emergency Information Center for specific information during an emergency when the center is activated. Further discussions will be needed in the future to discuss specifics of how much information KU Info would give out, versus referring callers to the Center, and procedures for notifying KU Info when the EIC is activated and deactivated.

On April 21, 2010, Sheila Meggison, Team Member, had a face-to-face discussion with Selma Southard, Director of the Douglas County Emergency Communications Center. She explained the proposed call center being formed by the Together Prepared group. Selma agreed to answer questions from the group about training, expectations, and limitations of the call center. I asked for suggestions on how to make the call center successful. One suggestion was to work with existing call centers (211, Headquarters, etc.) for feedback and buy-in from them. Another suggestion was to develop a training calendar listing all trainings needed (customer service, how to handle difficult callers, ICS classes, etc.). Any follow-up questions on these topics will be directed to Selma.

**Impacts and Observations:** What is transpiring with the mobile preparedness training is not only an exchange of information and training, but a relationship is being built between the Library staff person and the directors of the facilities. The by-product is that the facility directors' are building their confidence with this one-on-one process and training. Thus, the challenges of moving towards developing a disaster facility plan are not so overwhelming.

**Planned Activities:**

For the next quarter we plan to:

1. Continue Team Member meetings.
2. Continue recruitment of volunteers and provide training.
3. Continue contacting external partners for support and assistance.
4. Develop the job description for the Volunteer Supervisor.
5. Continue drafting procedures for activating and maintaining a call center.
6. Begin gathering materials for the EIC manual for volunteers.
7. Continue providing mobile preparedness training to the sites.

Attachments:

## Emergency Preparedness Check List

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

Site: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person(s) and phone number(s):

\_\_\_\_\_  
\_\_\_\_\_

Number of residents at site/location \_\_\_\_\_

Adults: \_\_\_\_\_ (18-55yrs) \_\_\_\_\_ (56-62yrs) \_\_\_\_\_ (62-75 yrs)  
\_\_\_\_\_ (75-90 yrs) \_\_\_\_\_ (90+ yrs)

Children: \_\_\_\_\_ (0-12 mo.) \_\_\_\_\_ (1-5yrs) \_\_\_\_\_ (5-11yrs)  
\_\_\_\_\_ (12-18 yrs)

Special Needs (i.e. physical, blindness, hearing loss, mental illness, mentally challenged)  
\_\_\_\_\_ adults

specific needs: \_\_\_\_\_

\_\_\_\_\_ children (list ages) \_\_\_\_\_

specific needs: \_\_\_\_\_

\_\_\_\_\_

Number of staff: \_\_\_\_\_

Is staff trained in emergencies: \_\_\_\_\_

If so, in what emergencies: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is insurance, medical or staff information available off-site? \_\_\_\_\_

Is contact list available off-site? \_\_\_\_\_

If so, where? \_\_\_\_\_

\_\_\_\_\_

**Who has access to this information?** \_\_\_\_\_

**Type of residence (s)** \_\_\_\_\_

**Number of individual houses/buildings** \_\_\_\_\_

**Is there a tornado/emergency shelter:** \_\_\_\_\_

**If yes, where?** \_\_\_\_\_

**Known barriers/obstacles in area/buildings:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Does facility currently have EP plan?** \_\_\_\_\_

If so, briefly describe plan:

Fire: \_\_\_\_\_

\_\_\_\_\_

Flooding: \_\_\_\_\_

\_\_\_\_\_

Tornado: \_\_\_\_\_

\_\_\_\_\_

Building Threat/Terrorist: \_\_\_\_\_

\_\_\_\_\_

Other (specify): \_\_\_\_\_

\_\_\_\_\_

**Does staff have emergency communication access?** \_\_\_\_\_

\_\_\_\_ walkie talkies    \_\_\_\_ cell phones    \_\_\_\_ other (specify)

### **Volunteers Needed for the Douglas County Emergency Information Center (EIC)**

The EIC aims to enhance access to all-hazards preparedness resources and other information before, during, and after all-hazards events in Douglas County, with an emphasis on serving vulnerable populations. All-hazards refer to public health threats, natural or man-made disasters, and other emergencies. The EIC will be activated under certain situations and operated by on-site volunteers which will answer phone inquiries from the public about incident. The center will be located at and administered by the Lawrence Public Library. Other EIC partners are the Lawrence-Douglas County Health Department and Douglas County Emergency Management Agency.

Examples of EIC Volunteer duties include:

- Answer calls from people seeking information who may be stressed or Confused.
- Provide approved health and safety information and refer to community resources as needed.
- Record and track calls, including critical information.
  - Follow Incident Command Structure.
  - Follow EIC and library procedures and protocols.

Qualifications include:

- Ability to handle calls and effectively respond to callers using specified messages and protocols.
- Experience using communication technology (multi-line phone, headsets, computer and Internet, SMART board) desired
- Customer service experience desired (receptionist, call center, sales, etc.)

Time frame:

- On-going and prefer two year commitment
- This opportunity is episodic, as the call center is activated only during large scale all-hazards events.
- The EIC will be operated with volunteers as needed on weekdays and weekends with morning, afternoon, and evening shifts available.

Training:

- Required ICS or IS 100.a Introduction to Incident Command System course. One-line course: <http://training.fema.gov/IS/crslist.asp> or KS-TRAIN <http://ks.train.org>
- Required ICS or IS 700.a National Incident Management System (NIMS) An Introduction. (Future local two-hour class or on line.) **Next local class date and time to be announced.** On-line course: <http://training.fema.gov/IS/crslist.asp> or KS-TRAIN <http://ks.train.org>
- Required EIC Volunteer training to be held at the library (date in August to be announced)
- Desired attendance at EIC simulation to be held at library (date and time in September to be announced)
- Desired attend quarterly trainings to increase knowledge and skills

**Submission of an EIC Volunteer Application form required for consideration.**



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 Emergency Information Center will be contacting them regarding your interest in becoming a volunteer.

Name Relationship to you

Phone Home Known how long?  
Work

Name Relationship to you

Phone Home Known how long?  
Work

Have you ever been convicted of a crime? Yes No

If yes, please explain:

**Return completed application to:**

**Phone:**  
**Fax:**  
**Email:**

My signature below authorizes the Lawrence Public Library (hereinafter "Library") to conduct a background investigation and authorizes the release of information from third parties to the Library in connection with my application to be a Douglas County Emergency Information Center Volunteer. This investigation and release of information may include obtaining information from employers, educational institutions, licensure authorities, personal references identified herein, other individuals and other sources. This investigation may also include a criminal background check regarding prior convictions or other applicable criminal history.

I hereby waive my right of access to any such information and without limitation hereby release the Library, the City of Lawrence, Douglas County, and their respective employees, agents, and board members, together with any individual, licensure authority, agency, business or corporation that provides information or documents to the Library, from any liability in connection with its release of such information to, or use of such information by, the Library.

I certify that I have made true, correct and complete answers and statements on this Application and that I have not withheld anything which, if disclosed, would unfavorably affect the Library's consideration of this Application.

**Please Print**

Name Signature Date