

Quarterly Report

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Project Title: Together Prepared Continuity of Health Information Award

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Reporting Period start date: July 15, 2009

Reporting Period end date: October 14, 2009

Publicity:

Publicity and promotional activities during this quarter primarily revolved around informing the community about the various aspects of the project and preparedness resources for the general public and vulnerable populations. Specifically,

1. On July 30, 2009, Team Member Alexandria M. Norman, Douglas County Emergency Management, presented information about the project to 23 attendees at the Human Services in Disaster Summit, Topeka, Kansas.
2. Several team members participated in the August 18 Together Prepared Community Project Forum (a sister project) in Lawrence, Kansas, and provided information about this grant and preparedness tips to interested persons and community-based service providers for vulnerable populations.
3. Team Members provided preparedness materials at the September 26 Douglas County Emergency Preparedness Fair.
4. The Together Prepared projects were listed as partners on a new informational booklet produced by a fellow Team Member, Cat Howland, and partner organization the University of Kansas, titled *The Prepared Life Style: How to Plan for Seasonal and Pandemic Flu and Other Emergencies* (see attachment). The booklet is being distributed by the partners of the organization and currently through web server announcement and training being provided by the university. It will be among the resource listed on the Together Prepared Website and possible a resource for other outreach activities.
5. At the October 2 workshop titled, *Before Disaster Strikes*, Pattie Johnston, Outreach Coordinator, Lawrence Public Library described to 40 archivists, librarians, and museum and art

center staff this project and how it will be implemented. (See item #4 under Other Accomplishments for workshop information.)

Outreach:

No training given this quarter.

Other accomplishments:

Training- Team Members/Library Staff

Training to enhance Team Members/Library Staff skills and knowledge to carry out this grant is being sought by individuals and being organized by our Team. Specifically,

1. On July 15 and 16, Team Member Bruce Flanders, Director Lawrence Public Library, attended and Rebecca Brown, Kansas Outreach & Technology Liaison National Network of Libraries of Medicine presented at the Wyoming Health Symposium, which had sessions on organizing community groups to serve in emergency preparedness and response.
2. On July 16, several Team Members/Library Staff attended a community educational session, sponsored by the Lawrence-Douglas County Health Department, on the community planning and response to 2009 H1N1 and flu vaccinations.
3. On August 5, several Team Members/Library Staff attended a workshop on organizational preparedness planning titled, *The Disaster Operations Planning*.
4. On October 2, Pattie Johnston, Outreach Coordinator, Lawrence Public Library and Team Member, completed a workshop titled, *Before Disaster Strikes* that covered developing a preparedness plan, who to call first in an emergency, procedures for most emergencies, how to train your staff, what are the roles for staff in an emergency, survey your building for risks, salvage priorities for collection, disaster supplies to have on hand, and response/recovery networks. Workshop sponsors included the State Library of Kansas, Kansas State Historical Society, Kansas Library Association, University of Kansas Libraries, Kansas State University Libraries, and Kansas City Area Archivists, and funded by the federal Institute of Museum and Library Services.
5. Multiple means (Internet and classroom instructors) and the Health Department's ability to teach and offer the basic Federal Emergency Management Agency Incident Command System (ICS) courses (100 and 700) as well to library staff members, Team Members, and volunteers is underway and schedules will be posted in the next quarter.

Project Team Meetings

Our Team Members as a whole body and the subcommittee on guideline development met monthly this quarter.

Guideline Development

A considerable amount of our meeting time and administrative activities focused on infrastructure development of the Lawrence Public Library to handle the call center operations

and guideline development for the center. Three articles from existing public health call centers and an article from the Centers for Disease Control and Prevention (CDC) are being used to guide planning.

We discussed guideline development for call handling procedures, community partners, service level, staffing levels, technological needs, call center hours, training needs, record keeping, and how to handle a non-English speaker's request. The current pandemic situation with 2009 H1N1 illustrates many issues that the guidelines need to address such as the necessity of a quick system to add information into the operations scripts to address the changing nature of questions from the public. The corresponding responses would be posted onto the website. A draft of a guidelines document will be presented at the November Team Members meeting.

The initial website design has slowed down until the guidelines are established as the website design will depict many of the final decisions about call center procedures.

Phone Lines/Technology and Library Infra-Structure

We determined that the phone technology should include:

1. A single entry call center line/number (a number the public will know that is different from the library number),
2. Messaging capabilities (which the current library system has),
3. Automatic call distribution function, and
4. Training and technological support.

Gary Monroe, ATD International, a telephone system vendor, and vendor of the library's capable, existing telephone system, spoke of phone system options and prices at our September meeting. The library has a 10-line analog trunk and we determined it needed to be boosted to 23 trunks (costing \$4,000 first year) with a T-1 PRI trunk-capable card and battery backup system (costing \$5,000 including installation costs). This upgrade will more than double the current call capacity and assure the library-based call center remains functional during a public health threat or disaster situation.

Additional telephones (costing \$720) are required for the call center as well as automatic call distribution software (\$105). Data collection and reporting services and software to generate reports and export data files which would cost another \$10,000 were also recommended by other call centers.

Due to need for these items and a generator at \$34,000 to maintain the call center, additional costs for the phone trunks and software, yearly maintenance and services fees, on-going funding and sustainability efforts as noted in our grant timeline to begin in May 2010 are currently underway by a subcommittee convened by Bruce Flanders, Director Lawrence Public Library.

Clair Hamasu approved reallocation of \$720 of grant monies budgeted for additional phone lines to purchase the 12 phones for the call center. The library is remodeling including the computer lab which will make for an ideal hub for the main functions of the call center during a heightened disaster/public health threat level. The 12 new phones will correspond with the 12 computer

stations. Record keeping of the call center will be electronic on the computers and by hand if the computers are down.

Website Development

The website subcommittee has ideas of what type of information should be presented on the website. Having these ideas come together as an initial design will take place after the guidelines are developed in November – December 2009 and before the April 2010 drill. Finalizing the website is scheduled on the timeline for October 2010.

Mobile Van Outreach Sites and Volunteers

Three residential facilities serving vulnerable populations have been identified for pilot sites for the mobile van preparedness training. The sites are: 1) Vintage Park, a retirement complex in Baldwin City, 2) either Edgewood or Grandview Mobile Home Park as they are under the housing authority for low income, and 3) Cottonwood, a residential facility for people with cognitive disabilities.

We identified possible agencies to recruit volunteers for the call center and will follow-up with these agencies in the next quarter.

Target audience:

Our target group is broad (the general public) with an emphasis on vulnerable populations (people with disabilities, elderly and the very young, non-English speaking groups, people with chronic health conditions, mental health impairments or substance dependence, geographically or culturally isolated, and economically disadvantage), and the community based agencies that serve these populations in Douglas County. The target audience's needs have not changed since our initial assessment.

Goals, Outcomes, Objectives:

We are following our grant timeline. One change we foresee is that we will be building on guideline development beyond the designated time of November as we will continue to fine tune our operations during the other phases of the grant. The initial website design timeline for development has been extended as noted.

Evaluation:

An evaluation is scheduled to be completed next quarter.

Impacts and Observations:

The current public health threat of 2009, H1N1, illustrates the importance of quality and timely information getting out to the public and how the call center, website, and mobile outreach van activities once established will be an invaluable tool in this community. From the questions being directed to Team Members due to the nature of this grant and to the health department about the 2009 H1N1 and vaccinations we confirmed that the volume of calls will be substantial and should reflect on adequate planning for staffing and the library infra-structure.

Planned Activities:

For the next quarter we plan to:

1. Continue to present information about the project and preparedness at events and meetings.
2. Schedule and encourage attendance to the ICS courses (100 and 700) required for people who will be volunteering in disasters for library staff members, Team Members, and potential call center operator volunteers.
3. Finalize the first draft of guidelines for the call center.
4. Conceptualize the mobile preparedness training component and begin drafting materials for the training.
5. Continue working with the website design.
5. Begin recruitment of call center volunteers and leaders.
6. Conduct an evaluation.

The Prepared Lifestyle

How to Plan for Seasonal and Pandemic Flu and Other Emergencies



Why Be Prepared?

Preparedness saves lives and lessens chaos, suffering and economic destruction. It is a lifestyle choice that requires commitment, action and a little money.

Being prepared makes sense for everyone – and it IS possible to do.

This is especially true for people with disabilities, who are at greater risk than the general public of death, injury and loss of independence during a disaster.

All Hazards Preparedness Checklists for People with Disabilities

Use These Checklists

This booklet is designed to help you prepare for All Hazards, which include public health threats and natural or man-made disasters.

Seasonal Flu Plan

Seasonal flu kills 36,000 Americans every year and hospitalizes another 200,000. Seasonal flu would drastically worsen matters during a new epidemic or pandemic flu outbreak.

An **epidemic** occurs when a disease like the flu exceeds the usual or expected number of cases.

Pandemic refers to a worldwide epidemic of a contagious disease such as the flu.

Pandemics can include bird flu and other novel viruses. Health experts are closely monitoring these viruses and others.

Seniors, children, and people with chronic illnesses are especially susceptible to seasonal flu. Many people with disabilities are among these at-risk populations. However, the nature of pandemic flu puts people of all ages, both the sick and the healthy, at risk of contracting the illness and even dying.

An outbreak of pandemic flu or other novel infectious disease appears to be a real threat. Rather than "If?" the questions are "When?" and "How big?" an outbreak will be. Because these viruses are new to the human immune system, they may spread rapidly and become lethal.

Begin your prepared lifestyle by activating the 5-Step Season Flu Plan Checklist and Tip Sheets in flu season and during a public health threat.

5-Step Seasonal Flu Plan Checklist

Step 1

- Get an annual flu shot.

Step 2

- Use great hygiene habits.

Step 3

- Avoid sharing devices or equipment and prevent the spread of germs on shared items.

Step 4

- Limit contact with others by staying at home when ill.

Step 5

- Live a healthy lifestyle.

Use Great Hygiene Habits

Step 2

- Use proper hand washing techniques.
- Wash hands after touching items that have come into contact with a sick person, after using the toilet, after sneezing and coughing, and before eating or touching eyes or mouth.
- Use an alcohol-based hand sanitizer when soap and water are not available.
- Cover mouth when sneezing and coughing, then wash or sanitize hands.
- Wear a surgical or HEPA mask (N95 and N100) when flu outbreaks occur to prevent getting and spreading germs.
- Wear latex or non-latex gloves when caring for the sick.
- Stay home when sick.

Seasonal Flu Plan Tip Sheets

The flu is spread by coughing, sneezing and touching items that have been in contact with a sick person.

Clean Shared Devices

Step 3

- Keyboard and mouse
- Phone
- Remote control
- Sports equipment
- Shopping carts
- Knobs and handles

Make Healthy Lifestyle Choices

Step 5

- Get plenty of rest.
- Eat nutritious foods.
- Avoid overuse of antibiotics and other infection-fighting remedies.
- Drink 8 glasses of water a day.
- Regularly exercise, meditate and make decisions that enhance physical and mental health.
- Find ways to de-stress, including laughing.

Pandemic Flu Plan

Individual and **workplace** pandemic plans are vital components of prevention and preparedness for disasters, including public health threats.

To prevent the spread of pandemic flu and to reduce the impact of the disease on individuals and society, the Centers for Disease Control and the World Health Organization are asking governments, workplaces, and individuals to be prepared.

The number one preventive strategy is to follow the Seasonal Flu Plan Checklist steps and activate an Individual and Workplace plan. Non-pharmaceutical methods and home care are the primary measures to treat pandemic flu until adequate medical resources are available.

Should a pandemic illness occur, various social interventions may take effect, such as the quarantine of healthy people who have been exposed to the illness, isolation for those who are ill, and social distancing, which includes closing schools, canceling public events, and limiting public transportation.

That means the workforce may be significantly limited during a public health crisis. In addition to those who are too ill to work, others will stay home to care for the sick or avoid getting ill.

For people who rely on others for daily services or medical care, this workforce shortage could become life threatening. It is essential to include alternative caregivers and stockpiling in your preparedness plan.

The All Hazards stockpiles of nonperishable food, emergency supplies, important documents and service animal/pet preparedness on the following pages are components of both individual and workplace plans.

Having the right items on hand increases survival and quality of life during disasters or emergencies.

Individual Pandemic Plan Checklist

- Activate the five-step Seasonal Flu Plan.
- Be informed about characteristics of pandemics and pandemic planning efforts.
- Create and maintain an All Hazards stockpile. (See Stockpile Checklists starting on page 7.)

Stay Informed

The Centers for Disease Control and Prevention (CDC) web site has up-to-date information on public health threats: www.cdc.gov/flu.

Apathy – such as feeling, “It can’t happen to me” or “Can’t afford it” – is the number one reason for lack of preparedness.

So take charge and use these checklists to be prepared.

Workplace Pandemic Plan Checklist

- ☑ Create an emergency plan to maintain operations during high employee absenteeism.
- ☑ Maintain a healthy workforce.
- ☑ Create communication methods with employees about public health advisories/pandemic responses.
- ☑ Establish mutual aid agreements with others to maintain essential services.
- ☑ Develop an All Hazards preparedness plan that includes the needs of employees and clients with disabilities.
- ☑ Develop influenza-ready policies, including absenteeism policies for school/work closings and for employees to care for the sick at home.

Tips to Maintain a Healthy Workforce

- Work with local health department to provide flu shots for employees at the workplace.
- Extend and increase time off policies.
- Make vacation and sick leave policies flexible so employees can stay home when ill or caring for those who are still contagious.
- Allow working from home when possible if employees are still contagious.
- Encourage good hand washing techniques and disinfecting of shared equipment.
- Provide information on preparedness.
- Have a workforce All Hazards plan that includes seasonal flu and pandemic planning.
- Create disaster stockpiles.
- Take the challenge to see how many employees create stockpiles after the office sets the example.

Adapted from the Lawrence-Douglas County Medical Reserve Corps.

Ways to Build a Prepared Lifestyle

- Use the checklists to help you build and maintain your All-Hazards plans and stockpiles.
- Keep a copy of the pages with your supplies to remind yourself what you have, what you need and what you need to replace.
- Organize a preparedness group.
- Buy in bulk and share.
- Give stockpile items as gifts.
- Get involved in planning with your local independent living center, neighborhood group, employees, or church.

Preparedness is a practical means to survival.

It can also build your confidence and ability to face the unknown and dangers with a calm mind.

Your preparedness may even be helpful to others.



All Hazards stockpiles increase survival and quality of life during disasters or emergencies.

These stockpile checklists guide your preparedness in critical areas:

- Food
- Emergency Supplies
- Important Documents
- Supplies for People with Disabilities
- Service Animals/Pets

All Hazards Stockpile Checklist

7-DAY SUPPLY OF NONPERISHABLE FOOD

date purchased / amount

- _____ Ready-to-eat canned items.
- _____ Protein and fruit bars.
- _____ Dry cereal and granola.
- _____ Peanut butter and jelly.
- _____ Dried fruit and nuts.
- _____ Crackers.
- _____ Canned or boxed juices.
- _____ Canned or jarred baby food/formula.
- _____ Canned or boxed milk or soy products.
- _____ Powdered milk.
- _____ Comfort foods such as cookies.
- _____ Fluids with electrolytes.
- _____ Sports drinks.
- _____ Instant coffee and tea.
- _____ Other boxed foods needing only water or milk.
- _____ Staples: Sugar, honey, salt, and flour.
- _____ Other (for restricted or special diets).
- _____ Pet food and litter.



During weekly shopping trips, pick up one or two items on this list. Annually rotate nonperishable foods and check documents to ensure they are up-to-date.

All Hazards Stockpile Checklist

EMERGENCY SUPPLIES



- 3-day supply of water (1 gallon per person, per day).
- Fever medicines (acetaminophen or ibuprofen). No aspirin for children because of Reye's syndrome.
- 14-day supply of prescription medications.
- 10-day supply of antiviral prescription medication.
- Vitamins.
- Thermometer and extra batteries for digital ones.
- Anti-diarrheal medication.
- Medicine dropper.
- Cough suppressants.
- Surgical or HEPA mask (N95 and N100 respirators).
- Latex or non-latex gloves.
- Cleaning agents, soap, and hand soap.
- Liquid hand sanitizer (60-95% alcohol-based).
- Household liquid chlorine bleach. (NO scented, color safe, or added cleaner.)
- Other disinfectants.
- Paper tissues.
- Toilet paper.
- Feminine and other hygiene products.
- Toothpaste and denture solution.
- Extra shaving supplies.
- Manual can opener.
- Extra durable medical equipment supplies.
- Plastic bags.
- Flashlight with extra batteries (NO candles).
- Portable radio with extra batteries or crank radio.
- Matches in waterproof container.
- Whistle (to attract emergency personnel).
- Cash and coins (ATMs may not be accessible).
- Duct tape.
- Pack of cards/small entertainment options.
- See Service Animal/Pet Preparedness Checklist (page 11).

During weekly shopping trips, pick up one or two items on this list. Annually rotate nonperishable foods and check documents to ensure they are up-to-date.

All Hazards Stockpile Checklist

IMPORTANT DOCUMENTS

Seal copies of your important documents in freezer bags and place them in waterproof containers. These include:

- Social security card (to resume benefits).
- Family and friends' contact information.
- Lists of medications.
- Doctors' and pharmacists' contact information.
- Bank account numbers.
- Serial numbers/style for mobility and medical devices.
- Health cards and medical alerts.
- Birth certificate, immigration documents or guardianship decrees.
- Medicaid/Medicare ID and food stamp ID.
- Insurance information. (Keep up-to-date.)
- Eyeglasses and denture information.
- See Service Animal/Pet Preparedness Checklist (page 11).



During weekly shopping trips, pick up one or two items on this list. Annually rotate nonperishable foods and check documents to ensure they are up-to-date.

All Hazards Stockpile Checklist

SUPPLIES FOR PEOPLE WITH DISABILITIES

This checklist is relatively new and on-going endeavors are being made to adequately identify needs. E-mail or write us for your proven stockpile supplies if they are not listed below. (See back cover for contact details.)

Power Supplies

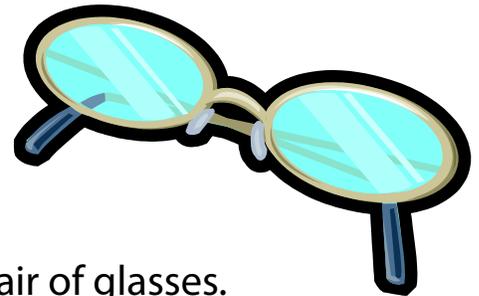
- For those who depend on power for equipment or refrigeration, have a back-up power supply (generator, power inverters, charged batteries, adapter plug for vehicle lighter).
- For devices that use batteries, stock extra batteries.

Hearing

- Notebook and pen.
- Battery-operated lantern (for lip reading and sign language).
- Visual or sensory alerts.
- Vibrating/strobe alarm clock.
- Extra pager, TTY batteries, hearing aid, or implant batteries.
- Pager/communication devices.
- Portable, battery-powered television.
- Other _____

Mobility

- Manual chair for electric wheelchair users.
- Pair of heavy-duty gloves for wheeling over debris.
- Shower chair and toilet riser.
- Patch kit for flat tires and extra inner tubes.
- Extra charged battery for a power wheelchair or scooter. (Ask vendor how to charge in emergency situations.)
- Assistive devices for eating.
- Backpack with smaller supplies on this list (to grab and attach to chair).
- Other _____



Sight

- Extra pair of glasses.
- Extra supply of contact lenses and lens solution.
- Extra cane tips or telescoping cane.
- Portable radio with batteries.
- Other _____

All Hazards Stockpile Checklist

SERVICE ANIMAL/PET PREPAREDNESS

Do NOT leave your service animal or pet(s) behind during a disaster. Take him or her with you!

To ensure your safety and the safety of service animals and pets, prepare as suggested by the Humane Society of the U.S. and the American Red Cross.

Preplanning

- Make arrangements for someone to care for your animal in times when you cannot get home during a disaster.
- Determine places that will take your animal during an evacuation (relative/friend or hotel/motel).
- Tag or microchip implant each animal.

Important Documentation (Keep in waterproof container.)

- Breed, color(s), markings, age, sex, neutered or unneutered, any medical and behavioral problems, and medical and feeding schedules.
- Describe any unusual habits or markings because many animals look the same (e.g., “tabby cat” or “yellow Lab”), making it difficult to identify otherwise.
- Service animal identification.
- Veterinarian name and number.

- Photo for identification in case you are separated. Put photo on carrier too.



- Copy of vaccination record.

To-Go Kit of Animal Supply Items

- Collar and tag for each animal that has your phone number (very important to ensure your pet gets back to you if lost). Put collar on during disaster.
- Sturdy leash and harness.
- Well-labeled cage/carrier for each animal (for transport, to prevent escape and for safe return) with animal identification information, your phone number, and photo of animal. Carriers should be large enough for animal to stand and turn around in.
- 3-day supply of food and water with can opener, food and water bowls.
- Bedding, favorite toy, brush and comb.
- Extra supply of medications.
- Litter, litter pan, and litter scoop.
- Plastic bags/paper towels for disposing of feces.

The Prepared Lifestyle



Use These Checklists



The checklists in this booklet are modeled after recommendations by the Federal Emergency Management Agency, Red Cross, American Public Health Association, various disability specialists, and the Humane Society of the U.S.

They are designed to help you prepare for All Hazards, including:

- Epidemics or pandemics
- Natural disasters such as severe storms
- Public health threats caused by new diseases, natural disasters and terrorist attacks
- Illness or injury
- Unemployment
- Other emergencies or disasters

Stay Informed

Check out some of these other All Hazards preparedness resources.

- www.getreadyforflu.org
- www.flu.gov
- www.cdc.gov/flu
- www.ready.gov
- www.disabilitypreparedness.gov
- www.prepare.org
- www.redcross.org
- www.husus.org
- www.jan.wvu.edu/media/emergency.html
- www.dol.gov/odep/programs/emergency.htm

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For More Information

Research and Training Center on Independent Living (RTC/IL)

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TTY: 785-864-0706
Fax: 785-864-5063

E-mail: catr@ku.edu
www.rtcil.org
www.nobodyleftbehind2.org

Our Partners



Kansas Department of Health and Environment, Bureau of Health Promotion

All Hazards Preparedness Checklists for People with Disabilities