PFA Policies and Practices
PFA Policies and Practices:

Introduction
A key objective of the PFA Demonstration project is to provide preparedness and response agency leadership and training coordinators with practical guidance for developing sustainable PFA training policies and practices that meet the needs of their organization. Incorporating PFA training requirements into policies and practices will help ensure that training is sustained over time, is required for new responders, and that refresher trainer is available for existing responders.

This section of the guide includes both a recommended PFA training policy and resources from other local, state and national preparedness programs to help agencies incorporate PFA training into their own policies, workforce development plans, training and exercise plans, job actions sheets and exercise evaluation guide.
Sample PFA Training Policy for Local Health Departments:

Background

THE ...........COUNTY DEPARTMENT OF PUBLIC HEALTH RECOGNIZES THE IMPORTANCE OF SAFEGUARDING OUR COMMUNITIES WELFARE DURING PUBLIC HEALTH EMERGENCIES AND DISASTERS. WE ALSO RECOGNIZE THAT TRAINING IS A KEY ELEMENT IN BUILDING WORKFORCE COMPETENCY AND RESILIENCY. PSYCHOLOGICAL FIRST AID (PFA) IS AN EVIDENCE INFORMED APPROACH FOR ASSISTING INDIVIDUALS WITH BASIC NEEDS AND IMMEDIATE CONCERNS DURING A DISASTER OR OTHER TRAUMA. PFA TRAINING PROVIDES EMPLOYEES WITH THE KNOWLEDGE, SKILLS AND ATTITUDES TO HELP SURVIVORS REDUCE ANXIETY, PROMOTE POSITIVE COPING SKILLS AND DEVELOP A MORE POSITIVE ATTITUDE TOWARD THEMSELVES, WHICH MAY PREVENT LONG-TERM PROBLEMS AND PROMOTE HEALING. WE ALSO RECOGNIZE THAT DISASTERS MAY CREATE A STRAINED AND STRESSED WORK ENVIRONMENT FOR OUR EMPLOYEES. PFA TRAINING CAN HELP STAFF AND SUPERVISORS IDENTIFY AND ADDRESS THEIR OWN STRESS REACTIONS, ULTIMATELY FOSTERING A POSITIVE RECOVERY ENVIRONMENT FOR OUR WORKFORCE.

Policy

ALL DEPARTMENT OF HEALTH EMPLOYEES ARE ENCOURAGED TO HAVE EXPERIENCE AND TRAINING IN PSYCHOLOGICAL FIRST AID (PFA). THE FOLLOWING EMPLOYEES ARE REQUIRED TO SATISFACTORIZY COMPLETE PFA TRAINING AS INDICATED BELOW:

ALL SUPERVISORY STAFF:
1. ONLINE COURSE – BUILDING WORKFORCE RESILIENCE THROUGH THE PRACTICE OF PSYCHOLOGICAL FIRST AID
2. ATTEND PFA PRACTICE SESSION

ALL PUBLIC HEALTH EMERGENCY RESPONSE STAFF AND ALL EMPLOYEES WITH ASSIGNED RESPONSE ROLES:
1. COMPLETE ONE OF THE FOLLOWING ONLINE COURSES
A. PSYCHOLOGICAL FIRST AID: A MINNESOTA COMMUNITY SUPPORTED MODEL
B. PSYCHOLOGICAL FIRST AID PFA100.A AVAILABLE ON THE NEW YORK STATE LEARNING MANAGEMENT SYSTEM AT WWW.NYLEARNSPH.COM
2. ATTEND PFA PRACTICE SESSION
## Refresher

ALL STAFF WITH RESPONSE ROLES ARE REQUIRED TO PARTICIPATE IN REFRESHER TRAINING EVERY 3 YEARS. REFRESHER TRAINING SHOULD INCLUDE EITHER IN PERSON REVIEW PROVIDED BY THE DEPARTMENT OR ONE OF THE ONLINE REVIEWS RECOMMENDED BELOW:

1. **PSYCHOLOGICAL FIRST AID TUTORIAL**
   - SELECT THE REFRESHER OPTION ON THE BOTTOM LEFT HAND SIDE OF SCREEN.
2. **PFA MOBILE** – REVIEW ALL SECTIONS AND COMPLETE THE SELF-ASSESSMENT

-ALL EMPLOYEES NOTED ABOVE ARE REQUIRED TO PARTICIPATE IN A PFA PRACTICE SESSION. PRACTICE SESSIONS MAY INCLUDE FACILITATED SMALL GROUP PRACTICE, DRILLS OR EXERCISES.

## Description

- CERTIFICATION IS ENCOURAGED FOR ALL EMPLOYEES AS A MEASURE OF BASIC EDUCATION AND TRAINING FOR WORKFORCE RESILIENCY.
- ACQUISITION OF PFA SKILLS MAY BE FACILITATED THROUGH SCENARIO BASED PRACTICE SESSIONS, TRAININGS, DRILLS AND EXERCISES.

## References:

2. [Building Workforce Resilience through the Practice of Psychological First Aid](#). NACCHO, 2015.
PFA Policies and Practices:

The table below is a compilation of general and PFA-related training policies and practices from local, state, and national organizations. The information in the table was gathered through internet searches and requests from local New York State Health Emergency Preparedness Coalition (HEPC) members who responded to a 2016 PFA training needs survey. A number of HEPC members have generously shared their policies and practices here. The types of policies and practices outlined in the table below include the following:

- General workforce development or training plans
- Training and Exercise Plan
- Job Action Sheets – training requirements for specific position or role
- Sample Letters – to send out to new hires or new volunteers
- Exercise Evaluation Guides

### General workforce development and training plans

<table>
<thead>
<tr>
<th>Organization</th>
<th>Goal</th>
<th>Objective</th>
<th>PFA Training Policy</th>
</tr>
</thead>
</table>
| American Red Cross – North Texas Region Red Cross University (2014) | Provide volunteers and staff with a guide for Workforce Development | Document outlines required training by volunteer/staff position. | PFA training required for following positions:  
  - Client Caseworker (p10)  
  - Disaster Action Team Captain (p8)  
  - Service Associate (p11)  
  - Disaster Mental Health (p11)  
  - Disaster Health Services Coordinator (p12)  
  - Mass Care (p13-14)  
  - Staff wellness supervisor (p22)  
  - Services to Armed Forces (caseworker, associate, mailing p 24-25) |
<p>| Arlington County (Texas) Medical Reserve Corps, Volunteer Handbook (2016) | Deliver a comprehensive training program for members that meets the needs of the community during an emergency. | Core Competency Training: Describe the impact of an event on your mental health and that of responders, the public and others. | PFA strongly recommended training for all volunteers (p16) |</p>
<table>
<thead>
<tr>
<th>Organization</th>
<th>Goal</th>
<th>Objective</th>
<th>PFA Training Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broome County Health Department</td>
<td>Goal is to enhance and maintain the capacity of workforce to respond to PH emergencies</td>
<td>Outlines recommended and required training for workforce.</td>
<td>PFA is required for all staff (see Appendix 1, attached).</td>
</tr>
<tr>
<td>Civil Air Patrol Strategic Plan Annex (2016) Page 10</td>
<td>Goal 5.2 Take care of our members</td>
<td>Objective 5.2.2. – Develop and include annual PFA training to all members which will create a climate of resiliency.</td>
<td>Provides annual in-person PFA training.</td>
</tr>
<tr>
<td>NACCHO – MRC Training Plan</td>
<td>Goal is to provide a competency based training plan for volunteers</td>
<td>DMPH Competency 7.0: Demonstrate knowledge of principles and practices for the clinical management of all ages and populations affected by disaster and public health emergencies, in accordance with professional scope of practice.</td>
<td>The training plan is a suggested guide for training MRC Volunteers at the local level. PFA is one of 5 courses suggested for competency 7.0. Links to the recommended courses and training plan are available on the MRC TRAIN website.</td>
</tr>
<tr>
<td>Rensselaer County Department of Health (NYS)</td>
<td>Provide training plan for Medical Reserve Corps (MRC) Volunteers</td>
<td>Training plan outlines requirements to meet basic, introductory, core competency and cultural competency levels.</td>
<td>Tiered training plan - PFA required to reach core competency level (see Appendix 2, attached).</td>
</tr>
<tr>
<td>NYS Department of Homeland Security and Emergency Services New York State Homeland Security Strategy (2014-2016)</td>
<td>Enhance Citizen and Community Preparedness Capabilities</td>
<td>Objective 7.9: Enhance efforts to understand and mitigate the psychological impacts that emergencies have on both first responders and the general public (p29)</td>
<td>Target: Provide training to first responders and other officials on how to address and manage the psychological impacts of emergencies.</td>
</tr>
<tr>
<td>Training and exercise Plans</td>
<td>Goal</td>
<td>Capability</td>
<td>PFA training and exercise plan</td>
</tr>
<tr>
<td>Florida Department of Health Florida Public Health and Healthcare System Preparedness</td>
<td>Provide public health and healthcare with a statewide Multi-Year Training and Exercise Plan</td>
<td>Capability: Community and Healthcare System Preparedness</td>
<td>Training and exercise plan mapped out over 5 years which includes PFA and other Disaster Mental Health Training. Annual exercise for Disaster Mental Health team includes Exercise Evaluation Guide and ICS form (see Appendix 6, attached).</td>
</tr>
<tr>
<td>Organization</td>
<td>Goal</td>
<td>Objectives</td>
<td>PFA requirement by role</td>
</tr>
<tr>
<td>---------------</td>
<td>------</td>
<td>------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td><strong>American Red Cross – North Texas Region Red Cross University (2014)</strong></td>
<td>Provide volunteers and staff with a guide for Workforce Development</td>
<td>Document outlines required training by volunteer/staff position.</td>
<td>PFA training required for numerous positions. See details under workforce development plans above.</td>
</tr>
<tr>
<td><strong>Hamilton County Public Health Nursing Service (NYS)</strong></td>
<td>Prepare support staff to serve during public health disaster</td>
<td>Job Action Sheet outlines required training for roles/positions</td>
<td>PFA training recommended for support staff (see Appendix 3, attached)</td>
</tr>
<tr>
<td><strong>University of Minnesota and Hennepin County Medical Reserve Corps. Family Assistance Center Training Toolkit</strong></td>
<td>Provide Training Toolkit for MRCs</td>
<td>Document outlines description of roles in a Family Assistance Center and the training required to support those positions.</td>
<td>PFA is suggested training for following positions: • Ante mortem interview assistant (p 13) • Family Liaison (p 12) • Friends/Relative Briefer (p 11)</td>
</tr>
</tbody>
</table>

**Sample letters for new hires/volunteers**

<table>
<thead>
<tr>
<th>Organization</th>
<th>Goal</th>
<th>Objectives</th>
<th>PFA recommendation by role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alleghany County Department of Health (NYS)</td>
<td>A prepared public health workforce</td>
<td>Prepare all public health employees for public health disaster</td>
<td>All new hires required to take PFA. Information sent out in letter (see Appendix 4, attached)</td>
</tr>
<tr>
<td><strong>Erie County Department of Health (NYS)</strong></td>
<td>Letter outlines training requirements for Specialized Medical Assistance Response Team volunteers.</td>
<td>Volunteers trained to Core Competencies and to provide PFA during the acute period following a disaster.</td>
<td>All SMART (Specialized Medical Assistance Response Team) volunteers are required to complete PFA training (see Appendix 5, attached)</td>
</tr>
<tr>
<td>Rensselaer County Department of Health (NYS)</td>
<td>Welcome and introduction for MRC volunteers with training plan</td>
<td>Provide volunteers with training plan and resources for training</td>
<td>PFA training recommended for competency (see Appendix 2, attached).</td>
</tr>
</tbody>
</table>
## Appendix 1: Required Trainings by Position

<table>
<thead>
<tr>
<th>Training</th>
<th>Training Provider and Format</th>
<th>Staff Affected</th>
<th>Minimum Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety Manual Review</td>
<td>In Person</td>
<td>All</td>
<td>Upon Hire</td>
</tr>
<tr>
<td>Evacuation Procedure</td>
<td>In Person/Video</td>
<td>All</td>
<td>Annually</td>
</tr>
<tr>
<td>Phone System</td>
<td>In Person</td>
<td>All</td>
<td>Upon Hire</td>
</tr>
<tr>
<td>Mandated Reporter</td>
<td>In Person/Video</td>
<td>All</td>
<td>Upon Hire</td>
</tr>
<tr>
<td>CPR/AED (if appropriate)</td>
<td>In Person</td>
<td>All</td>
<td>Every 2 Years</td>
</tr>
<tr>
<td>Workplace Violence Training</td>
<td>In Person/Video</td>
<td>All</td>
<td>Annually</td>
</tr>
<tr>
<td>Corporate Compliance</td>
<td>In Person/Video</td>
<td>All</td>
<td>Annually</td>
</tr>
<tr>
<td>HIPAA</td>
<td>In Person/Video</td>
<td>All</td>
<td>Annually</td>
</tr>
<tr>
<td>HIV Confidentiality</td>
<td>In Person/Video</td>
<td>All</td>
<td>Annually</td>
</tr>
<tr>
<td>OSHA Blood borne Pathogens</td>
<td>In Person/Video</td>
<td>All</td>
<td>Annually</td>
</tr>
<tr>
<td>Right to Know/SDS/Fire Safety</td>
<td>In Person/Video</td>
<td>All</td>
<td>Annually</td>
</tr>
<tr>
<td>Cultural Competency/Cultural Diversity</td>
<td>In Person/Video</td>
<td>All</td>
<td>Annually</td>
</tr>
<tr>
<td>Psychological First Aid</td>
<td>Online</td>
<td>All</td>
<td>One Time</td>
</tr>
<tr>
<td>ICS 100</td>
<td>Online</td>
<td>All</td>
<td>One time</td>
</tr>
<tr>
<td>ICS 200</td>
<td>Online</td>
<td>All</td>
<td>One time</td>
</tr>
<tr>
<td>ICS 700</td>
<td>Online</td>
<td>All</td>
<td>One time</td>
</tr>
<tr>
<td>ICS 800</td>
<td>Online</td>
<td>All</td>
<td>One time</td>
</tr>
<tr>
<td>ICS 300</td>
<td>In Person</td>
<td>Senior Leadership</td>
<td>One time</td>
</tr>
<tr>
<td>ICS 400</td>
<td>In Person</td>
<td>Senior Leadership</td>
<td>One time</td>
</tr>
<tr>
<td>ICS 701</td>
<td>Online</td>
<td>Senior Leadership</td>
<td>One time</td>
</tr>
<tr>
<td>ICS 702</td>
<td>Online</td>
<td>Senior Leadership</td>
<td>One time</td>
</tr>
<tr>
<td>ICS 703</td>
<td>Online</td>
<td>Senior Leadership</td>
<td>One time</td>
</tr>
<tr>
<td>ICS 704</td>
<td>Online</td>
<td>Senior Leadership</td>
<td>One time</td>
</tr>
</tbody>
</table>
RENSSELAER COUNTY MRC MEMBERSHIP LEVELS

Level 1 - Member
Completed Membership File including ServNY Registration  RCDOH  In Person

Level 2 – Introductory
1. Orientation  In-Person
2. Introduction to the Incident Command System  IS 100  FEMA IS Website
3. National Incident management System (NIMS) an Introduction  IS 700  FEMA IS Website

Upon completion of these trainings you will receive your MRC ID Badge & MRC Volunteer Binder.

Level 3 – Basic Core Competency
1. Your Family Disaster Plan  UACPHP-204  NYS DOH LMS
2. Are You Ready? An In-Depth Guide to Citizen Preparedness  IS-22  FEMA IS Website
3. Applying ICS to Healthcare Organizations  IS-200.HCa  NYSDOH LMS
4. Introduction to Public Health Preparedness  1026660  MRC Train Website
5. Psychological First Aid  PFA100.a  NYS DOH LMS
6. Special Needs Populations in Disaster Response  ADPH-20080911  NYS DOH LMS

Level 4 - Cultural Competency
1. Public Health Preparedness for At-Risk Populations and Functional and Access Needs
2. Cultural competency: The impact on Health Equity
3. National Standards for culturally and linguistically appropriate services in Health Care
4. Risk Communication

Appendix 2
Draft training policy provided courtesy of Rensselaer County Department of Health
** These courses are offered on occasion in the state. Visit [http://kyem.ky.gov/training](http://kyem.ky.gov/training) for availability.

---

### Level 5a - Strategic National Stockpile (SNS) Team

4. SNS 100 Introduction, Terms & Concepts.
5. SNS 110 Point of Dispensing (POD) Staff &
6. SNS 120 Distribution Node (DN) Staff Introductory Level Training.

### Level 5b - Point of Dispensing (POD) Operations Team

1. SNS 100 Introduction, Terms & Concepts.
2. SNS 110 Point of Dispensing (POD) Staff &
3. SNS 120 Distribution Node (DN) Staff Introductory Level Training.

### Level 5c - Environmental Health Team

#### Training

1. Community Environmental Health Assessments
2. Environmental Public Health Overview

### Level 6 – Crisis and Public Health Emergency Management

1. Climate Change and Public Health (1050176)
2. MRC Category A Agents (1004807)
3. IS 200 (1024638)
4. ISC 300 Intermediate ICS for Expanding Incidents**
5. ISC 400 Advanced Incident Management System**
6. Infection Control (1004805)
7.
Policies and Practices

JOB ACTION SHEET – SUPPORT STAFF

PURPOSE: This Job Action Sheet provides a summary of the role of Support Staff before, during, and following a public health emergency.

PROTOCOL: Use the reference to prepare for and respond to a potential or actual potential public health emergency response.

JOB TITLE: Support Staff

PRE-EVENT ACTIVITIES:
- Prepare and exercise a personal disaster plan. Be prepared to work an 8 on and 8 off shift.
- Be prepared to have a change of clothing (layers if the electricity may be out for an extended period); winter outdoor clothing including boots; toiletries; food and water; prescription drugs; etc.
- Prepare and exercise a family disaster plan.
- Keep cell phone charged at all times, if applicable.
- Check Personal Protective Equipment (PPE) and emergency supplies for expiration dates and replace if damaged or worn. Keep two N-95 respirators in your car.
- Always keep your whereabouts form up to date.
- Notify the Public Health Emergency Preparedness (PHEP) Coordinator of any changes needed to call-up lists.

RESPONSE ACTIVITIES:
- Activate your personal and family disaster plans.
- Report to DPH or PHEP Coordinator to support the activation of the PHEP Response Plan or CHHA Emergency Plan and associated SOPs.
- Primary duties may include answering telephones, maintaining telephone logs, and IT and clerical support.
- Assist with set-up of Emergency Operations Center and/or Point of Distribution (POD).
- May to act as runner, if communications are down.
- Participate in Just in Time training.

DEMOBILIZATION ACTIVITIES:
- Participate in “hot wash” and input to the After Action Report, as applicable.
- Assist with breakdown of EOC and/or POD and restocking of supplies.
- Resume usual activities.

TRAINING:
- Use of PPE (N95, gloves, goggles, etc.)
- HCPHNS Call-Up List
- Infectious Agent Packaging and Shipping
- Annual review of PHEP and CHHA Emergency Plans
- FEMA ICS
- Psychological First Aid
- Risk Communication
- Other, as applicable.

Job Action Sheet provided courtesy of: HAMILTON COUNTY PUBLIC HEALTH NURSING SERVICE
PUBLIC HEALTH EMERGENCY PREPAREDNESS AND RESPONSE Appendix 3
Welcome,

Starting a new position can sometimes be overwhelming. There is a lot to learn and do in the first few weeks and I am here to help you through a couple of the processes that you will need to complete upon starting your new position:

1. **Signing up for a NYS Health Commerce System (HCS) account**, if you don’t have one already.

   HCS website: [https://commerce.health.state.ny.us](https://commerce.health.state.ny.us)

2. **Signing up on the NY Learning Management System (LMS):**

   (Trainings need to be completed within 6 months of date of hire)

   [https://www.nylearnsph.com/Public/default.aspx](https://www.nylearnsph.com/Public/default.aspx)

   The **NY Learning Management System** helps keep track of most of your trainings, required or not.

   It is our practice in the Allegany County Department of Health to require anyone who will be involved in an emergency position to complete:

   - IS 100.b
   - IS 200.b
   - IS 700.a
   - IS 800.b courses.

   These Federal Emergency Management Assistant (FEMA) courses will get you familiar with the National Incident Management System that is used during major emergency disasters and trainings all across the country. These courses are done online through the LMS.

Sample letter provided courtesy of Alleghany County Department of Health  Appendix 4
PFA for Training Coordinators
Policies and Practices – Sample Welcome Letter

Other courses you will need to take are as follows when available:

CTI-100 CTI-
200 
Psychological First Aid IS-
917-Active Shooter

All Health Department employees play some sort of role in a major public health disaster, which is why we are required to complete these courses. In the near future, you will be informed and trained in the role; your position would participate in, if ever a Public Health Emergency or disaster occurs in our County.

• Be sure to bookmark the website, as you will need to get familiar with it for future trainings.

There are hundreds of trainings on the LMS System. You are not required to complete all of them. Only the ones above and any new ones that I will notify you about.

You are welcome to complete any of the other courses in the system, on your own time or on company time, if requested by your program manager.

I am available to help you with the process, so please do not hesitate to ask for help if you need it.

If you have already taken any of the courses that are required or any others that are on the system, please bring in a copy of your certificate and I will be sure to add them to your account so you can get the acknowledgment of them. You do not have to retake the required courses if you can produce the certificate. You are always welcome to retake them if you need a refresher course at anytime.

Congratulations on your new job,

Public Health Emergency Preparedness Coordinator

Sample letter provided courtesy of Alleghany County Department of Health

Appendix 4
SMART VOLUNTEER INSTRUCTIONS

Access the SMART website at http://www.erie.gov/health/smart

1. Click Volunteer Today to complete an application.

2. Click Join Our Mailing List to register on ServNY.
   (You will notice on the opening page that there are references to the organization called “SMERT”, which is an acronym used to name the statewide team. DON’T BE CONFUSED – SMART is for the Erie County team, and SMERT is for the statewide team. You will have the opportunity to check a box if you are interested in volunteering either statewide or for national emergencies.)

3. Complete the following Core Courses:
   http://www.ualbanycphp.org/learning/registration/tab.cfm?course=pep&s=Overview
   http://www.ualbanycphp.org/learning/registration/tab.cfm?course=terrorism&s=Overview
   http://www.ualbanycphp.org/learning/registration/tab.cfm?course=pod&s=Overview
   http://www.training.fema.gov/EMIWeb/IS/IS100b.asp

4. Contact the Office of Public Health Emergency Preparedness at the number below to:
   a. Obtain a SMART Photo I.D. (which is required by all volunteers
   b. Obtain a SMART Physical Form

5. Finally, forward a copy of your current certification of professional license, if applicable, to the address below:

   Office of Public Health Emergency Preparedness 95
   Franklin Street – Room 931
   Buffalo, NY 14202
   Phone: 716-858-7101 Fax: 716-858-7121

Volunteer requirements provided courtesy of Erie County Department of Health
## Exercise Evaluation Guide

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Exercise Date: May 19-22, 2014</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Exercise Objective:

**Objective 1:** Demonstrate the ability to conduct a DBH Global Assessment in an impacted county

### Core Capability: Public Health and Medical Services

Provide lifesaving medical treatment via emergency medical services and related operations and avoid additional disease and injury by providing targeted public health and medical support and products to all people in need within the affected area.

### Organizational Capability Target 1: Complete DBH Assessment in Special Needs Shelter

**Critical Task:** Report to Legends Special Needs Shelter **Critical Task:** Complete DBH Global Assessment Form **Critical Task:** Develop plan to support identified DBH needs

**Source(s):** ESF-8 Disaster Behavioral Health Standard Operating Guidelines-2013 Draft

### Organizational Capability Target 2: Respond to DBH Needs Presented in Special Needs Shelter

**Critical Task:** Identify developing DBH needs among SpNS clients **Critical Task:** Identify developing DBH needs among SpNS staff **Critical Task:** Develop action plan to support those needs

**Source(s):** ESF-8 Disaster Behavioral Health Standard Operating Guidelines-2013 Draft

### Organizational Capability Target 3: Provide DBH Situational Awareness & Resource Status Information to State ESF-8 Plans

**Critical Task:** Report initial global assessment findings to SpNS Team Leader **Critical Task:** Report global assessment information to FCC and State ESF-8 Plans **Critical Task:** Respond to other information requests as needed **Critical Task:** Report demobilization plan and status

**Source(s):** ESF-8 Disaster Behavioral Health Standard Operating Guidelines-2013 Draft

---

Appendix 6: Florida State DOH Rev. April 2013 [PROTECTIVE MARKING, AS APPROPRIATE]
### Exercise Evaluation Guide

<table>
<thead>
<tr>
<th>Exercise Name:</th>
<th>Infectious disease outbreak</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exercise Date:</td>
<td></td>
</tr>
<tr>
<td>Organization/Jurisdiction:</td>
<td></td>
</tr>
<tr>
<td>Venue:</td>
<td>[Insert venue name]</td>
</tr>
</tbody>
</table>

#### Response

**Exercise Objective:** Coordinate public health, medical, and mental health/behavioral health system recovery operations for infectious disease outbreak with population, some of which are quarantined.

**Core Capability:** **Public Health, Healthcare, and Emergency Medical Services**

Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support, and products to all affected populations.

**Organizational Capability Target 1:** Assess, Monitor and coordinate public health, medical and mental/behavioral needs of quarantined individuals

- **Critical Task:** Health status monitored per agency protocol
- **Critical Task:** Action taken to re-evaluate need for higher level medical care
- **Critical Task:** Self-monitoring guidance issued, if appropriate
- **Critical Task:** Confined person’s compliance monitored per agency protocol

**Source(s):** [Insert name of plan, policy, procedure, or reference]

**Organizational Capability Target 2:** Provide psychological First Aid

- **Critical Task:** Provide non-intrusive pragmatic care (focused on listening to affected persons, but not forcing them to talk)
- **Critical Task:** Basic needs assessed and met to a reasonable extent (medication, essential supplies, equipment, etc.)
- **Critical Task:** Basic information about common reactions to stress and trauma provided
- **Critical Task:** Connect individuals with social supports (phone, Facetime, Skype)

**Source(s):** [ ]

**Organizational Capability Target 3:** Facilitate referrals of individuals needing additional be

- **Critical Task:** Differentiate between stress reactions and mental illness to provide appropriate care and support
- **Critical Task:** Coordinate DMH needs with DMH Liaison/Team leader

**Source(s):** [Insert name of plan, policy, procedure, or reference]
<table>
<thead>
<tr>
<th>Organizational Capability Target</th>
<th>Associated Critical Tasks</th>
<th>Observation Notes and Explanation of Rating</th>
<th>Target Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Insert Organizational Capability Target 1 from page 1]</td>
<td>• [Insert Organizational Capability Target 1 Critical Tasks from page 1]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>[Insert Organizational Capability Target 2 from page 1]</td>
<td>• [Insert Organizational Capability Target 2 Critical Tasks from page 1]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>[Insert Organizational Capability Target 3 from page 1]</td>
<td>• [Insert Organizational Capability Target 3 Critical Tasks from page 1]</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Final Core Capability Rating**

Evaluator Name ___________________________ Evaluator E-mail ___________________________

**Ratings Key**

P – Performed without Challenges  
S – Performed with Some Challenges  
M – Performed with Major Challenges  
U – Unable to be Performed  

[PROTECTIVE MARKING, AS APPROPRIATE]  
EEG-Resp-PH&EMS  
Homeland Security Exercise and Evaluation Program (HSEEP)
### Ratings Definitions

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Performed without Challenges (P)</strong></td>
<td>The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws.</td>
</tr>
<tr>
<td><strong>Performed with Some Challenges (S)</strong></td>
<td>The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified.</td>
</tr>
<tr>
<td><strong>Performed with Major Challenges (M)</strong></td>
<td>The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws.</td>
</tr>
<tr>
<td><strong>Unable to be Performed (U)</strong></td>
<td>The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s).</td>
</tr>
</tbody>
</table>