

MISSOURI
April 2007 Quarterly Report

I. General Information

Report Period: Jan - Mar '07

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State: Missouri

FEMA Region: VII

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II. State Delegation Meetings/Teleconferences

Date: January 9, 2007

Outcome: The DHSS public information administrator gave a presentation on communications resources for special needs populations.

III. Emergency Planning Highlights

In response to concerns about keeping informed about conditions at long-term care facilities, the following protocol was developed by the section for long-term care to communicate with facilities, to inform facilities how they should communicate with the department, and most importantly to inform facilities how to contact their local emergency operations center to request assistance and resources.

SECTION FOR LONG TERM CARE REGULATION

Protocol during a disaster that results in loss of a necessary service (electricity, water, gas, phone, etc.)

*****This protocol is not to be used to self report incidents normally reported to the Elderly Abuse and Neglect Hotline*****

SLCR Responsibilities

Each regional office will designate a cellular phone number for facilities to call in case of a loss of necessary power. This phone number will be answered twenty-four hours a day, seven days a week. The regional office phone numbers are:

Region 1 (Springfield) – 417-425-8780

Region 2 (Poplar Bluff) - 573-778-6495

Region 3 (Kansas City) – 816-719-0089

Region 4 (Cameron) – 816-632-9371

Region 5 (Macon) – 660-651-1468

Region 6 (Jefferson City) – 573-619-3338

Region 7 (St. Louis) – 314-623-2852

In cases of widespread emergencies, the central office manager will contact the regional office manager informing them of the widespread emergency and determining a schedule for coverage and communication between the regional office and central office.

Facilities will be instructed to contact the regional office designated phone number if they experience any loss in necessary service. Regional office staff may be required to initiate contact with facilities in a known affected area if the facilities do not contact SLCR.

The designated regional office person will be responsible for communicating with facilities that have reported loss in necessary service. The designated regional office person shall have contact each facility who has a loss in necessary service but still has residents in the facility a minimum of two times per day and shall, at a minimum, gather the information in the attached document. Any facility that has evacuated residents shall be instructed to contact the regional office prior to moving residents back in.

The designated regional office person will be responsible for updating their central office contact person, either by phone or email, a minimum of two times per day, after discussions with affected facilities. The central office contact person will update the Department Situation Room (DSR). The central office contact will email both DSRMedSurge@dhss.mo.gov and DSRSenior@dhss.mo.gov and then followed up with a call to the DSR to advise them the list has arrived at these accounts. If the spreadsheet cannot be emailed to the DSR, the central office contact person shall call the DSR Medical Surge and/or Senior Services workstations (numbers in attachment) to provide the updated information. The DSR will update the State Emergency Operations Center (SEOC) and any problems experienced by facilities will be handled through SEOC and the local emergency operation center.

CRU Responsibilities

If CRU receives calls regarding loss of necessary service, the following protocol shall be followed:

1. The call should not be logged in as a complaint against the facility.
2. CRU shall obtain the information in the attachment.
3. CRU shall inform the facility of the regional contact phone number for future updates.
4. CRU shall contact the designated on-call person and relay the information gathered in step 2.

Facility Responsibilities

Facilities will be asked to call their local emergency operation center in order to obtain the necessary resources to either stay at the facility or to evacuate, if appropriate. Facilities will also be asked to call the regional office designated phone number to keep SLCR informed of their status. If, for some reason, the facility cannot contact SLCR staff through the regional office phone number, they shall contact the hotline. SLCR staff are not responsible for coordinating resources for the facility, however if SLCR regional staff feel the facility is not acting in the best interest of residents, SLCR regional staff shall immediately notify their central office contact.

The following is the table used to collect, record and transmit the information.

Facility:				Census:					
Contact Person/Phone	Initial Contact Date/Time:	Services Out (check all that apply)	Generator (yes or no) If yes, areas powered by generator	If yes, power source for generator (propane, diesel, gasoline)	Fire and sprinkler system functioning (yes or no)	If no, fire watch implemented (yes or no). If no, instruct facility to begin one.	Current Temperature in building:	Facility evacuated (yes or no) If yes, where to	Resources needed (generator, fuel, transportation for evacuation)
		Gas Electric Phone Water							
Follow-Up Information (If no changes since initial contact, indicate n/c)	Date/Time:								
	Date/Time:								
	Date/Time:								
	Date/Time:								
	Date/Time:								

IV. Emergency Preparedness Highlights

- DHSS worked with the Missouri Department of Mental Health (DMH) staff to distribute their new Disaster Communications Guidebook and Spokespersons Guidebook to local public health agencies and nurse hotline staff. The books include audience-specific and event-specific mental health key messages and are available on-line at www.dmh.mo.gov/diroffice/disaster/disaster.htm.

V. Emergency Response Highlights

The DHSS Department Situation Room was activated January 2007, when ice storms hit Missouri and caused extensive power outages. Thirty-six counties were declared disaster areas. Many of the public health activities were focused on assisting seniors and persons with disabilities.

Coordinated efforts included:

- Coordinated with local public health agencies across the state, Area Agencies on Aging (AAAs), local emergency operation centers and other state agencies to ensure that needs of citizens are being met.
- DHSS Department Situation Room activated.
 - 24/7 coverage
 - Toll-free number for assistance
 - Monitored hospital activity across the state.
 - Participated in daily conference calls with SEMA, local Emergency Operations Centers, local public health agencies, National Weather Service, utility companies and volunteer agencies.
- The DSR members worked throughout the weekend and called long-term facilities to determine if they had electricity and/or needed a generator, needed medical assistance, etc. This information was provided to SEMA. SEMA contacted the local emergency operation centers to check on these facilities by dispatching police, fire or National Guard members.
- National Guard members were directed by local agencies on where to go door-to-door for health and safety checks of seniors and persons with disabilities. Some of these were identified through the Area Agencies on Aging and Home and Community-based Care Providers (through DHSS' request and calls to the Elderly hotline).
- Missouri D-MAT (Disaster Medical Assistance Team) was deployed to special needs shelters in the Springfield area. The DMAT assets included physicians, nurses, medical supplies, cots and generators. They are still working there.
- Provided the public health and safety information through three news releases: food safety, cold-weather illness and water well safety.

- On Friday, January 12, DHSS requested that home and community-based care providers check on all participants who may suffer adverse effects from accumulations of ice.
 - Providers were asked to determine:
 - Heat sources
 - Availability of food
 - Power outage back-up plan
 - Family member or other support system
 - If needed, providers should:
 - Report health emergencies to local EMS
- Call DHSS Elder Abuse and Neglect hotline for those that need assistance.

VI. Emergency Recovery Highlights

Nothing at this time

VII. Next Steps

Training scheduled for Central Missouri Targeted Case managers regarding disaster preparedness. Will request that they assist individuals with developmental disabilities they support, in the development of personal preparedness plans.

VIII. Other

Nothing at this time.