

## **Attachment J: Emergency Response Partner and Internal Communications Guidance and Tools Available for Emergency Communication**

The OEP Workspace Team has developed or acquired a number of tools that can be used to communicate with health responders and other partners during an incident. Workspace staff will be available during a response to any incident to provide guidance on the most appropriate communication method to use for a given situation and audience.

A number of these tools rely upon an accurate and complete public health directory on the Workspace. LPH agencies, tribal governments, and hospitals are responsible for maintaining contact information for their staff with preparedness and response roles within their organizations. MDH staff is responsible for maintaining the contact groups “owned” by their program. Each Workspace user is responsible for logging in to the Workspace and maintaining his or her own contact information within “My Profile”. Supervisors are responsible for notifying Workspace staff when an employee needs access for preparedness and response work.

New contact groups can be created and old ones deactivated by contacting [workspace@health.state.mn.us](mailto:workspace@health.state.mn.us).

Tool	What it does	When to use it	How to access	Procedures for use
Health alert emails	<p>Delivers time sensitive or urgent information and/or recommendations to LPH agencies, tribal health authorities, and other state partners. Through a cascading system of local Health Alert Networks, the alerts can reach all hospitals, most clinics, local emergency management, veterinarians, and local elected officials.</p> <p>The distribution of alerts is governed by a protocol developed over several years with LPH and other responders. Distribution lists are generated from a public health directory maintained on the Workspace through a combination of organizations, roles within those organizations, and contact groups. Health Alerts are “from” Health Alert Network</p>	<p>Health Alerts are sent when one or more of the following conditions exist:</p> <ol style="list-style-type: none"> <li>1. There is a health threat that requires the action of LPH or Minnesota health care providers</li> <li>2. There is a possible or confirmed health threat that may require action in the near future.</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>3. There is a possible or confirmed health threat that may result in media or public calls to LPH or health care providers.</li> </ol>	<p>During business hours, call the HAN On-call number 651-201-5735 or email <a href="mailto:workspace@health.state.mn.us">workspace@health.state.mn.us</a></p> <p>After regular business hours, call the HAN On-call number 651-201-5735.</p>	<p>Workspace→Health Alert Network→ General HAN information→HAN operational guidelines</p> <p>Access to sending health alerts is limited to trained staff</p>

Minnesota Department of Health Pandemic Influenza Plan (Supplement)  
 Attachment J: Emergency Response Partner & Internal Communication Tools

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Workspace general messages	<p>Using the same directory as the health alerts, general messages can be sent from the Workspace to those with a need to use the organization roles and contact groups maintained there.</p> <p>General messages are “from” the individual logging in to the Workspace sending the message.</p> <p>Programs can acquire a login ID and send general messages. The program name becomes the “from” address e.g. Minnesota Laboratory System.</p> <p>The following email addresses have been added to the Workspace as users and can be used for sending general messages. This strategy will allow us to preserve health alerts for truly urgent calls to action and allow recipients to screen messages for relevance to their work responsibilities.</p> <p><a href="mailto:ECC-Command@health.state.mn.us">ECC-Command@health.state.mn.us</a>  <a href="mailto:ECC-Communications@health.state.mn.us">ECC-Communications@health.state.mn.us</a>  <a href="mailto:ECC-Logistics@health.state.mn.us">ECC-Logistics@health.state.mn.us</a>  <a href="mailto:ECC-Operations@health.state.mn.us">ECC-Operations@health.state.mn.us</a>  <a href="mailto:ECC-Planning@health.state.mn.us">ECC-Planning@health.state.mn.us</a>  <a href="mailto:EMACMDH@health.state.mn.us">EMACMDH@health.state.mn.us</a>  <a href="mailto:EOC.agcy.mdh@state.mn.us">EOC.agcy.mdh@state.mn.us</a>  <a href="mailto:workspace@health.state.mn.us">workspace@health.state.mn.us</a></p>	<p>Anytime you might want to send an email to a group of individuals or roles within organizations that are maintained within the Workspace.</p>	<p>Supervisors may request access to general messages by sending an email to <a href="mailto:workspace@health.state.mn.us">workspace@health.state.mn.us</a></p>	<p>A brief orientation to Workspace roles and organizations and contact groups, and the general message procedure is required.</p>

Minnesota Department of Health Pandemic Influenza Plan (Supplement)  
 Attachment J: Emergency Response Partner & Internal Communication Tools

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Auto-call/auto-fax	<p>The auto-call/auto-fax system provides several functions:</p> <ol style="list-style-type: none"> <li>1. Backup system to the email health alert system</li> <li>2. After business hours alerting</li> <li>3. MDH staff activation</li> <li>4. Fast data collection for simple surveying e.g. Do you have any influenza vaccine? Yes no</li> <li>5. Instant conference calling</li> </ol>	<p>When any of the functions noted are required. Not useful when the message is lengthy. In those situations, use the auto-call/auto-fax message to direct recipients to the Workspace or other Website for additional information.</p>	<p>Send an email to <a href="mailto:workspace@health.state.mn.us">workspace@health.state.mn.us</a></p>	<p>Currently, the assistance of Workspace staff is required for using the system. In the near future, it will be more directly available for trained response staff.</p>
Satellite telephone	<p>There are satellite phones with data cables that allow Internet access in all the District Offices, at 717, in the EO, and OEP offices. The satellite phones are a backup communication system for use when cell/land lines are lost and/or Internet access is not otherwise available. All the satellite phones include "cell" mode as well as satellite mode.</p>	<p>Staff is encouraged to become proficient with the use of the satellite phones by using them frequently. There are quarterly tests, and during an imminent or actual incident. Workspace may request that the phones are turned on and monitored.</p>	<p>Sign out OEP phones with <a href="mailto:tina.firkus@health.state.mn.us">tina.firkus@health.state.mn.us</a></p>	<p>Workspace→Training Resources→ GlobalStar Satellite Phone Tutorial and Satellite Phone Policies and Procedures</p>
GETS cards	<p>Government Emergency Telecommunications System gives holders of the GETS cards priority to land line phone calls. A similar system for cell phone calls is being developed.</p>	<p>Test as instructed on the card. Use during health emergencies for response purposes when landlines are jammed.</p>	<p>All supervisors with preparedness responsibilities have received instructions for obtaining GETS cards for staff. Administered by MDH telecommunications</p>	<p>Follow instructions issued with card.</p>
Amateur radio	<p>Backup system for health responder communication. In development.</p>	<p>When Internet and telecommunications are jammed or fail.</p>	<p>Workspace staff</p>	<p>In development</p>

Minnesota Department of Health Pandemic Influenza Plan (Supplement)  
 Attachment J: Emergency Response Partner & Internal Communication Tools

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WebEx meetings	An online meeting tool that allows participants to view documents, presentations, and applications on their computer. MDH conference calling provides voice. Includes a surveying/testing function. WebEx meetings/trainings can be recorded and made accessible via the Internet.	Useful for training or demonstrating computer systems or applications and for sharing documents. Control can be transferred to a participant, which makes it useful for meetings with multiple presenters.	WebEx is administered by the Distance Education Center. Training is available and administrative rights can be granted that allow programs to schedule and run their own meetings.	Workspace→ Policies and Procedures→ WebEx
Conference calling	Allows phone conference with multiple participants.	Use as the audio for WebEx, and when an interactive meeting is required but a physical meeting is difficult. Less useful when more than 20 people are included on the call.	Schedule by proxying into Quest GroupWise calendar. Use instructions to begin call.	Instructions for moderating or participating in a call can be obtained from OEP staff as needed.
Workspace document posting	Provides an Internet location for the posting of non-public or sensitive information. Access to the posting can be limited to those with a need to know. Only Workspace users will be able to access information posted on the Workspace. Security is not sufficient for the posting of patient identifying information.	Use for posting detailed health alert information. Use for program specific preparedness and response information e.g. infectious diseases Use from the ECC for situation reports and other information to limit number of alerts and general messages sent.	Programs may “own” a section of the Workspace if they choose. Administrative rights will be granted and training provided to the program staff person who will be maintaining the program Workspace information. Send posting request to <a href="mailto:workspace@health.state.mn.us">workspace@health.state.mn.us</a>	Training available at Workspace→ Admin→Document Management

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Public Website posting	<p>A number of MDH programs maintain Websites with preparedness and response information relevant to the scope of their work. The Communications Office maintains the MDH front-page <a href="http://www.health.state.mn.us/">http://www.health.state.mn.us/</a> and the press release pages <a href="http://www.health.state.mn.us/news/index.html">http://www.health.state.mn.us/news/index.html</a> (among many others). The Office of Emergency Preparedness maintains a public site <a href="http://www.health.state.mn.us/oep/">http://www.health.state.mn.us/oep/</a> with information and resources about preparedness activities. OEP also maintains the HAN public site where a public version of alerts is posted <a href="http://www.health.state.mn.us/han/index.html">http://www.health.state.mn.us/han/index.html</a></p>	<p>When appropriate, the MDH Webmaster may be willing to put a link on the front page to direct the public to particular information about a health threat. Use program specific Websites for subject area content. The HAN public site is used exclusively for health alerts. OEP site is used for planning and preparedness information that is public.</p>	<p>Contact the program most appropriate for the content. Avoid posting the same content in two places. Use a link to the contents "home" if necessary.</p> <p>Email <a href="mailto:workspace@health.state.mn.us">workspace@health.state.mn.us</a> with requests for posting on OEP site.</p>	<p>See policies and procedures governing the MDH Website on the Intranet.</p>
GovDelivery Subscription	<p>Provides automatic e-mail notification with an appropriate web link when new or updated information is posted to a specific area of the MDH website (e.g., news releases, new information or updates regarding specific diseases or health issues, etc).</p>	<p>Use whenever you have information of potential interest to an identifiable audience that will be handled in the form of routine web postings or updates to existing web postings.</p>	<p>Posters must make arrangements to provide e-mail updates for web content areas that they control. Users must go to the MDH public website and subscribe to receive updates for specific content areas. Subscriptions are available to the general public, on an unrestricted basis.</p>	<p>E-mail notification is sent automatically when certain types of new content are posted on the MDH website.</p>

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