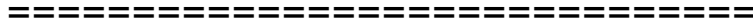


Please place  
stamp here

Eastern Highlands Health District  
4 South Eagleville Road  
Mansfield, CT 06268



Fold Here



We would like to recognize and thank the Stratford, CT Health Department and the North Central (CT) District Health Department for their assistance with the design of this brochure.

2005



Public Health  
Emergency Response

## *Responding to the Call*



Volunteers are needed to assist the Health District to help in the response to a public health emergency. Please volunteer!

## A CALL TO RESPOND

After the events of September 11<sup>th</sup>, and the hurricanes in Louisiana and Texas, it became clear that our nation needed to be ready to respond in the event of another terrorist attack or weather disaster. Federal, state and local agencies are engaged in planning response efforts for the potential threats. This includes the possibility of biological weapons such as smallpox and anthrax. Local health departments are one of the lead agencies coordinating local preparedness and response efforts.

The Eastern Highlands Health District has been engaged in all hazard and bioterrorism response planning efforts since 2002. A particular focus has been on smallpox, anthrax and other possible biological weapons.

All local health departments across Connecticut have been asked to develop plans to respond quickly and effectively should there ever be a need. This includes a plan to hold mass dispensing clinics in the event they are necessary.

This summary guide has been created to help those who respond to the call should the need ever arise.

### Clinic Volunteer Registration Form

Date \_\_\_\_\_  
 Name \_\_\_\_\_  
 Date of Birth \_\_\_\_\_ Last 4 digits of SSN \_\_\_\_\_  
 Please circle the best way to reach you in an emergency.  
 Phone: Day \_\_\_\_\_  
 Phone : Evening \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 \_\_\_\_\_  
 Town \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Cell Phone \_\_\_\_\_  
 Fax \_\_\_\_\_  
 Email \_\_\_\_\_  
 Pager \_\_\_\_\_ Fax \_\_\_\_\_

Please specify languages other than English that you speak well enough to communicate with the public: \_\_\_\_\_

Core skills:

- Medical
- Counseling
- Construction/Mechanical
- Computer \_\_\_\_\_ Other \_\_\_\_\_
- Food Service
- Child Care
- Secretarial
- Public Safety
- General Driving/Transportation
- Animal/Agricultural

I, \_\_\_\_\_, do hereby give Eastern Highlands Health District permission to inquire into my volunteer history, references, driving record and police records. I swear that all information I have provided is true.

**Signature** \_\_\_\_\_

Please tear off this back cover, fold and seal at top with clear tape. Please use regular stamp and mail to preprinted address.



## Purpose of Point of Dispensing or Clinic

### Goal for Point of Dispensing (POD) or Clinics

The State of CT has determined that approximately 78,000 people in the towns of Andover, Ashford, Bolton, Chaplin, Columbia, Coventry, Mansfield, Scotland, Tolland and Willington will need to be vaccinated in 10 days or dispensed medication in less than 10 days. This includes University of Connecticut students.

To accomplish this task, it is believed that a clinic with many dispensing / vaccination stations will be required for each of the 10 days. Each station will need to operate at

#### EXAMPLE:

In order to administer the smallpox vaccine to a total of approximately 50,000 people in 10 days, the following values must be met:

$50,000 \text{ (Population)} / 10 \text{ Days} = 5000 \text{ People per day}$

$5000 \text{ People/day} / 16 \text{ Hrs/ Day} = 313 \text{ People per hour}$

$313 \text{ People / hour} / 8 \text{ Stations} =$   
 $39 \text{ per hour @ each station}$

## Clinic Flow

### STAGING AREA

Residents will come to the Staging Area in town, a separate site from the clinic. Town residency eligibility will be checked, along with proper ID. Triage will be done to rule out residents with illness, or contacts to a person with a rash illness. Residents will board shuttle buses that will bring them to the clinic site.

### GREETING AND FORM DISTRIBUTION

Security will assist with flow of entry into clinic. Greeters will welcome the residents, provide paperwork to fill out, and will refer residents for signs of illness, fever, rash or evaluate persons who have been exposed to persons exhibiting signs of illness.

### MEDICAL EVALUATION

Persons who are contacts or ill will be directed to a separate site within the building, where they will receive further evaluation by medical personnel, and sent to the hospital if necessary.

### HEALTH EDUCATION AND SUPPORT UNIT

Persons who have further questions or are anxious about the process will be given the opportunity to talk with a health educator or mental health professional.

### FORMS REVIEW AND MEDICAL SCREENING

Residents will be escorted to this area. If the resident's screening and consent form has any **YES** or **"MAYBE"** answers, they shall be directed to the medical screener for further evaluation. If there are only **"NO"** answers on the form, they will be directed to the dispensing/vaccination station.

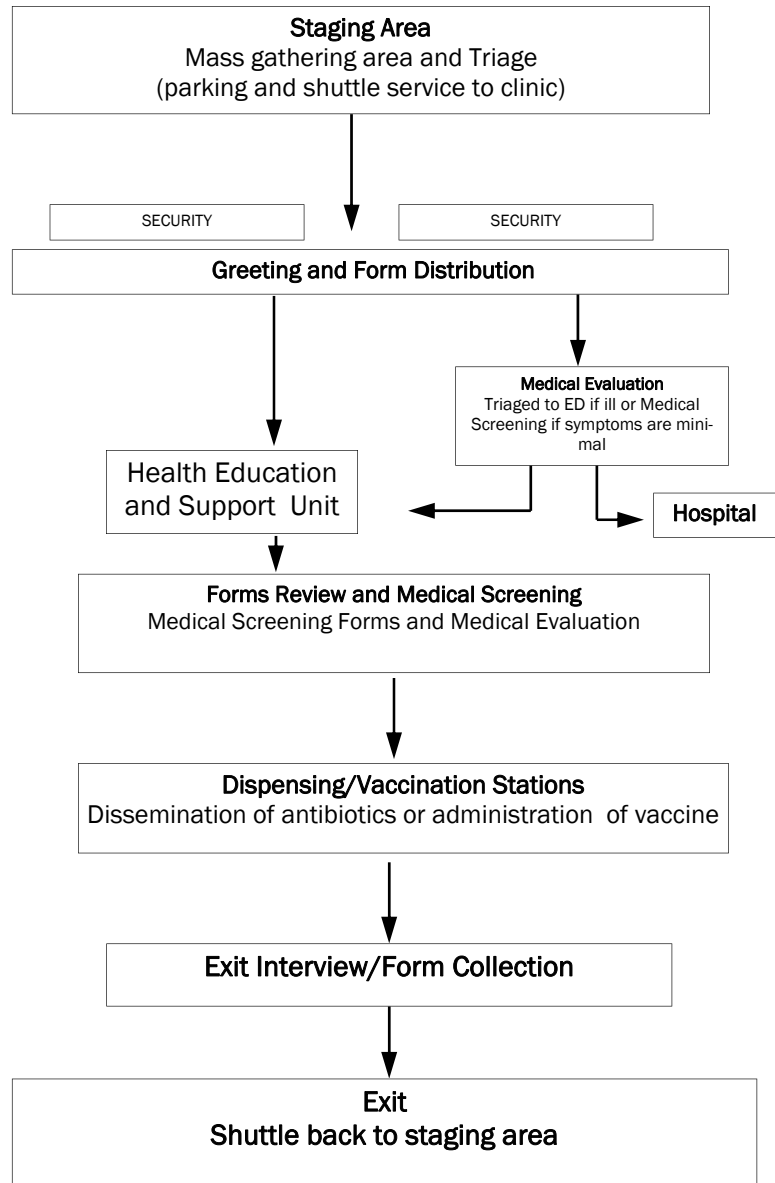
### DISPENSING / VACCINATION STATIONS

Residents will be directed to an open dispensing/vaccination station. Once a person has received their medications or has been vaccinated, he or she will leave the area and proceed to the Exit Review Station.

### EXIT INTERVIEW

Personnel will answer any final questions about the medications, follow-up care, symptoms or any other concerns.

## Clinic Flow



## Call for Duty

Your *call to respond* will only come after the Connecticut Department of Public Health Commissioner has declared a “state of emergency” and that mass smallpox vaccinations or medications are necessary to protect the public. The Eastern Highlands Health District Director of Health, who has been directly charged with setting up and operating a mass dispensing or vaccination clinic, will then begin the “chain of calls” necessary for reaching every person who has made a commitment to serve in a public health emergency.

Your call will come from a variety of avenues, including phone, email and fax. Eastern Highlands Health District has created a master database with volunteer contact information to facilitate this process. Periodically, the health district will be contacting you to ensure that our records are up to date. We ask that you send us any changes you make in phone, fax or address.

**SEND ANY CHANGES IN YOUR CONTACT INFORMATION TO:**

ATTN: Lucinda H. Hogarty  
 4. S. Eagleville Rd.  
 Mansfield, CT 06268  
 hogartylh@mansfieldct.org  
 Fax: 860-429-3321  
 Phone: 429-3378

## Responding to the Call

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When you receive your call, you will be given specific instructions on what you are needed for and where to report. Again, this call will come from someone from Eastern Highlands Health District.

### Likely Scenario:

If it is time to begin setting up the clinic or POD, you will be asked to check in at your assigned clinic site. Parking will be available for you onsite and you will need to present your identification.

### Clinic Site

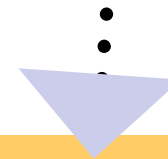
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The site for the Eastern Highlands Health District Mass Dispensing Clinic is E.O. Smith High School in Storrs.

## Contingency Planning

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We value your commitment to serve in a time of a public health emergency. As history demonstrates, events happen without warning and with very little time to respond, thus the importance of planning. We would like to encourage you to begin thinking about how you will likely respond in the event. Specifically, think about some of the following issues and begin planning for the possibility that you may be called at any time to respond.



### Situations to Consider:

- Childcare / Elderly Care
- Pet Care
- Home Security
- Transportation
- Family Communications

## Clinic or POD security

Local police are part of the mass vaccination team providing security during a mass vaccination / dispensing event. Police will have the unique responsibility of securing the clinic site and providing crowd control. A separate security plan has been developed by a team from each local police department for the clinic site.

## Staging Areas

To help control crowd flow to and from the clinic site, residents will be transported to the clinic via buses that will pick up at different staging areas at the UConn parking lots or town-identified staging areas. Below are the identified staging areas for each town:

Town	Designated UConn Parking Lot / Staging Areas	Overflow Lot
Andover, Bolton, Columbia, Coventry	Depot Campus / Lot 1	Goodwin Elementary
Chaplin, Mansfield, Scotland	Lot 1 / Lot S	Mansfield Middle School
Ashford, Tolland, Willington	Lot W	Mansfield Bus Garage

## Clinic Expectations

### What Can I Expect Once I Arrive at the Staff Processing Station for the Clinic?

Upon arriving at the staff processing station, you proceed to Staff / Volunteer Check-In, where you will be directed to your station. You will be given all the necessary instructions and materials to perform your role. You will also receive a schedule of breaks / meals / rest times.

### Will I be Vaccinated or Provided with Medications?

Yes. In fact, the first day of the clinic will be devoted to vaccinating or providing medications to all clinic volunteers.

### Will my family be vaccinated?

Yes. You may bring your immediate family (those living in your household) with you on the first day of the clinic to receive appropriate medications. Please keep in mind that during a mass vaccination, everyone will be vaccinated.

## Clinic Personnel

There are numerous roles and responsibilities already identified as necessary to successfully run a clinic and meet our goal of vaccinating or prophylaxing the entire population served by the Eastern Highlands Health District mass dispensing area.

Each role has been clearly defined with formal job descriptions created to help ensure key responsibilities are met.

As with any undertaking of such magnitude and importance, leadership roles have also been identified and filled. Those serving in these roles will have responsibility for specific pieces of the clinic operation.

On the next page you will see an example of a typical organization chart of clinic roles.

### What is my Role?

You will receive a detailed job description (called a Job Action Sheet or JAS) for the role that you have volunteered to serve. Our goal is to have trainings and drills to help familiarize you with your specific responsibilities and cross train where appropriate. The same training will occur the day you report to the clinic.

CLINIC ORGANIZATION CHART  
General Layout for Antibiotic or Vaccine Dispensing Clinic (Last Updated on September 26, 2005)

