



## **DISASTER PREPARATION AND RECOVERY**

### **Self-Triage**

An interactive health education and risk communications program called "self-triage" allows individuals to assess their health risks in light of events such as hurricane evacuation, a terrorist attack or disease outbreak. The user simply follows computer prompted questions. When the interview is complete, the system suggests actions to be taken, focusing on four key decisions: Should I go? When should I go? Where should I go? How should I go?

A goal of self-triage is to mitigate greatly increased demand on medical resources in a disaster situation by leveraging the power of the internet to provide education, training and risk communications to people to make systematic use of medical resources.

Self-triage can be adapted for use by any health or emergency response agency. If it were used at health departments statewide during a pandemic flu, reduced staffing of telephones alone would save an estimated \$3 million. For more information, please contact Harper Simpson at the Collier County Health Department (239) 732-2685 or email [Harper\\_Simpson@doh.state.fl.us](mailto:Harper_Simpson@doh.state.fl.us). 2006-DOH-024

### **Resource Management Matrix**

A resource management matrix coordinated and managed human resources, personnel, communication equipment, and even portable toilets, as well as law enforcement, to help address the needs of ravaged counties of Southern Mississippi in the wake of Hurricane Katrina. This system can be used in future disasters to carefully track and place needed resources. For more information, please contact Jay Etheridge at (407) 540-3801 or email [jayetheridge@fdle.state.fl.us](mailto:jayetheridge@fdle.state.fl.us). 2006-FDLE-023

### **Special Needs Disaster Planning**

Disaster planning for children with special health care needs and their families is a collaborative effort of Department of Health Children's Medical Services staff in Broward County who work with parents/caregivers, primary care providers, emergency operations, hospitals and school districts. The planning process, and specifically the integration of pediatrics into the special needs shelter, can be replicated in other communities to support children with special health care needs and their families during a disaster. For more information, please contact Mary Hooshmand at (954) 713-3117 or email [Mary\\_Hooshmand@doh.state.fl.us](mailto:Mary_Hooshmand@doh.state.fl.us). 2006-DOH-077

### **Special Care Unit**

A Children's Medical Services hurricane response team in West Palm Beach managed and staffed a section of a special care unit for children who are dependent on electricity for support of medical equipment that provides oxygen, suctioning, continuous pump feedings and tracheotomies. Based on experiences of communities that do not have dedicated pediatric components in their special needs shelters, the ability to shelter children with special health care needs during a hurricane prevents hospitalizations that occur post-storm because of the impacts of flooding or loss of power on fragile populations. For more information, please contact Shelley Greif at (561) 682-0177 ext. 4043 or email [Shelley\\_Greif@doh.state.fl.us](mailto:Shelley_Greif@doh.state.fl.us). 2006-DOH-077

### **Rapid Needs Assessment System**

After Hurricane Katrina ravaged the coast of Mississippi, the unique needs of elders who remained became increasingly clear. The Federal Administration on Aging asked Florida's Department of Elder Affairs for assistance. The department's response team used skills learned during the 2004 hurricanes to assist and train our neighbors in need. For more information, please contact Tom Reimers at (850) 414-2000 or email [reimerst@elderaffairs.org](mailto:reimerst@elderaffairs.org). 2006-DEA-001

## **DISASTER PREPARATION AND RECOVERY (cont.)**

### **Hurricane Preparation Plan**

A hurricane preparation plan for a state hospital that addresses providing shelter, deployment, set up for an incident command center and risk communications can be obtained through Cory Dolling at the A.G. Holley Hospital in Lantana, (561) 540-3336 or email [cory\\_dolling@doh.state.fl.us](mailto:cory_dolling@doh.state.fl.us). 2006-DOH-064

### **Emergency Communications**

Information technology can build special networks to support essential communications in the aftermath of hurricanes, accidents or acts of terrorism. Following Hurricane Wilma, accessing and re-allocating roadway fiber optic strands resulted in networking two Department of Transportation districts together via a dedicated VLAN (virtual local area network). This makeshift arrangement provided users in two buildings in Ft. Lauderdale with full access to all information technology needed at this critical time to support the recovery effort. For more information, please contact Gayle Malone at (954) 777-4123 or email [gayle.malone@dot.state.fl.us](mailto:gayle.malone@dot.state.fl.us). 2006-DOT-048

### **Operations Safety and Security Program**

A program which utilizes multiple layers of measures for the safety and security of personnel at the Department of Business and Professional Regulation in emergency events can be adapted by other agencies via a training booklet and powerpoint presentation. For more information, please contact Bill Lemocks at (850) 487-9521 or email [Bill.Lemocks@dbpr.state.fl.us](mailto:Bill.Lemocks@dbpr.state.fl.us). 2006-DBPR-027

### **Road Ranger Service**

An emergency response contract for a private road ranger service patrol to monitor 300 miles of interstate highway in Northeast Florida was developed prior to the 2005 Hurricane season as a result of lessons learned during 2004 Hurricanes Charlie, Frances, Ivan and Jeanne. The contracts, which address issues such as fuel supply shortages and limited hotel availability, save an estimated \$10,000 per hurricane event. For more information, please contact Donna Danson at (904) 360-5463 or email [donna.danson@dot.state.fl.us](mailto:donna.danson@dot.state.fl.us). 2006-DOT-042

### **Mutual Aid Agreement**

A mutual aide agreement between the Okaloosa County Health Department and 12 municipal, county and private systems promotes development of common ordinances throughout the county and money saving purchasing, and expands inter-utility connection for emergency service provision of water. It is expected to save in excess of \$100,000 and provide improved service and protection for the community. For more information, please contact Doug Sims at (850) 689-7859 or email [Doug\\_Sims@doh.state.fl.us](mailto:Doug_Sims@doh.state.fl.us). 2006-DOH-018

### **Regional Alternate Dispute Resolution**

The 2004 hurricane season dramatically increased construction complaints against licensed contractors. Department of Business and Professional Regulation staff developed a system of intercepting complaints much earlier in the process and attempts to resolve them immediately. As a result, the number of successfully mediated cases (54 in FY 2004 versus 102 in FY 2005) was more than 25% of the mediations produced by all ten regions. For more information, please contact Peter Newman in Tallahassee at (850) 488-0737 or email [peter.newman@dbpr.state.fl.us](mailto:peter.newman@dbpr.state.fl.us). 2006-DBPR-019

### **Protection from Unlicensed Individuals**

A statewide outreach campaign to protect Floridians from the hazards of unlicensed contractors, particularly relating to hurricane preparedness and recovery, may be adaptable to other state programs. For more information, please contact Mark Reddinger at (850) 922-5420 or email [mark.reddinger@dbpr.state.fl.us](mailto:mark.reddinger@dbpr.state.fl.us). 2006-DBPR-016

## **DISASTER PREPARATION AND RECOVERY (cont.)**

### **Processing Food Stamp Applications**

Mailing applications to all food stamp households in two northwest Florida counties that could potentially qualify for additional benefits enabled Department of Children and Families staff to expedite services following Hurricane Dennis.

A file used to identify those approved for benefits was automatically uploaded to the FLORIDA computer system to issue the additional benefits. For more information, please contact Cindy Keil at (850) 410-3291 or email [cindy\\_keil@dcf.state.fl.us](mailto:cindy_keil@dcf.state.fl.us). 2006-DCF-112

### **Updating of Purchasing Card User Records**

A procedure that updates hundreds of purchasing card records within minutes with no data entry errors can be adapted and implemented by state agencies to increase credit limits of key staff during hurricanes and other emergencies. For more information, please contact Lynn Hart at (850) 410-3602 or email [Hart.Lynn@mail.dc.state.fl.us](mailto:Hart.Lynn@mail.dc.state.fl.us), or Rhonda Vause at (850) 410-3615 or email [Vause.Rhonda@mail.dc.state.fl.us](mailto:Vause.Rhonda@mail.dc.state.fl.us). 2006-DOC-007

**For a list of adaptable achievements in the field of Disaster Preparation and Recovery from the 2003-2005 awards competitions, please click [here](#).**