
PFA Policies and Practices

PFA Policies and Practices:

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.

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

Organization	Goal	Objective	Training Policy
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: <ul style="list-style-type: none">• Client Caseworker (p10)• Disaster Action Team Captain (p8)• Service Associate (p11)• Disaster Mental Health (p11)• Disaster Health Services Coordinator (p12)• Mass Care/Feeding Team Supervisors (p13-14)• Staff wellness supervisor (p22)• Services to Armed Forces (caseworker, associate, mailing p 24-25)

General workforce development and training plans			
Organization	Goal	Objective	Training Policy
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)
Civil Air Patrol Strategic Plan Annex (2016) Page 10	Goal 5.2 Take care of our members	Objective 5.2.2. – Develop and include annual PFA training to all members which will create a climate of resiliency.	Provides annual in-person PFA training.
NACCHO – MRC Training Plan	Competency based training plan for volunteers	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.	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 .
Rensselaer County Department of Health (NYS)	Provide training plan for Medical Reserve Corps (MRC) Volunteers	Training plan outlines requirements to meet basic, introductory, core competency and cultural competency levels.	Tiered training plan - PFA required to reach core competency level (see Appendix 1, attached).
NYS Department of Homeland Security and Emergency Services New York State Homeland Security Strategy (2014-2016)	Enhance Citizen and Community Preparedness Capabilities	Objective 7.9: Enhance efforts to understand and mitigate the psychological impacts that emergencies have on both first responders and the general public (p29)	Target: Provide training to first responders and other officials on how to address and manage the psychological impacts of emergencies.
Training and exercise Plans			
Florida Department of Health Florida Public Health and Healthcare System Preparedness	Provide public health and healthcare with a statewide Multi-Year Training and Exercise Plan	Capability: Community and Healthcare System Preparedness	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 2, attached).

Requirements for Specific Roles (Job Action Sheets)			
Organization	Goal	Objectives	Role
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: <ul style="list-style-type: none"> • Client Caseworker (p10) • Disaster Action Team Captain (p8) • Service Associate (p11) • Disaster Mental Health (p11) • Disaster Health Services Coordinator (p12) • Mass Care/Feeding Team Supervisors (p13-14) • Staff wellness supervisor (p22) • Services to Armed Forces (p 24-25)
Hamilton County Public Health Nursing Service (NYS)	Prepare support staff to serve during public health disaster	Job Action Sheet outline required training for roles/positions	PFA training recommended for support staff (see Appendix 3, attached)
University of Minnesota and Hennepin County Medical Reserve Corps Family Assistance Center Training Toolkit	Provide Training Toolkit for MRCs	Document outlines description of roles in a Family Assistance Center and the training required to support those positions.	PFA is suggested training for following positions: <ul style="list-style-type: none"> • Ante mortem interview assistant (p 13) • Family Liaison (p 12) • Friends/Relative Briefer (p 11)
Sample letters for new hires/volunteers			
Organization	Goal	Objectives	Role
Alleghany County Department of Health (NYS)	A prepared public health workforce	Prepare all public health employees for public health disaster	All new hires required to take PFA. Information sent out in letter (see Appendix 4, attached)
Erie County Department of Health (NYS)	Goal is to provide PFA. Letter outlines training requirements for Specialized Medical Assistance Response Team volunteers.	Volunteers trained to Core Competencies and to provide PFA during the acute period following a disaster.	All SMART (Specialized Medical Assistance Response Team) volunteers are required to complete PFA training (see Appendix 5 , attached)
Rensselaer County Department of Health (NYS)	Welcome and introduction for MRC volunteers with training plan	Provide volunteers with training plan and resources for training	(see Appendix 1, attached).



Rensselaer County Department of Health

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 | NYS DOH 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 |
| 7. National Response Framework, An Introduction | IS-800.B | FEMA IS Website |

Level 4- Cultural Competency

1. Public Health Preparedness for At-Risk Populations and Functional and Access Needs
2. Cultural competency: The impact on Health Equality
3. National Standards for culturally and linguistically appropriate services in Health Care
4. Risk Communication
- 5.

Appendix 1

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/> 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.

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 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

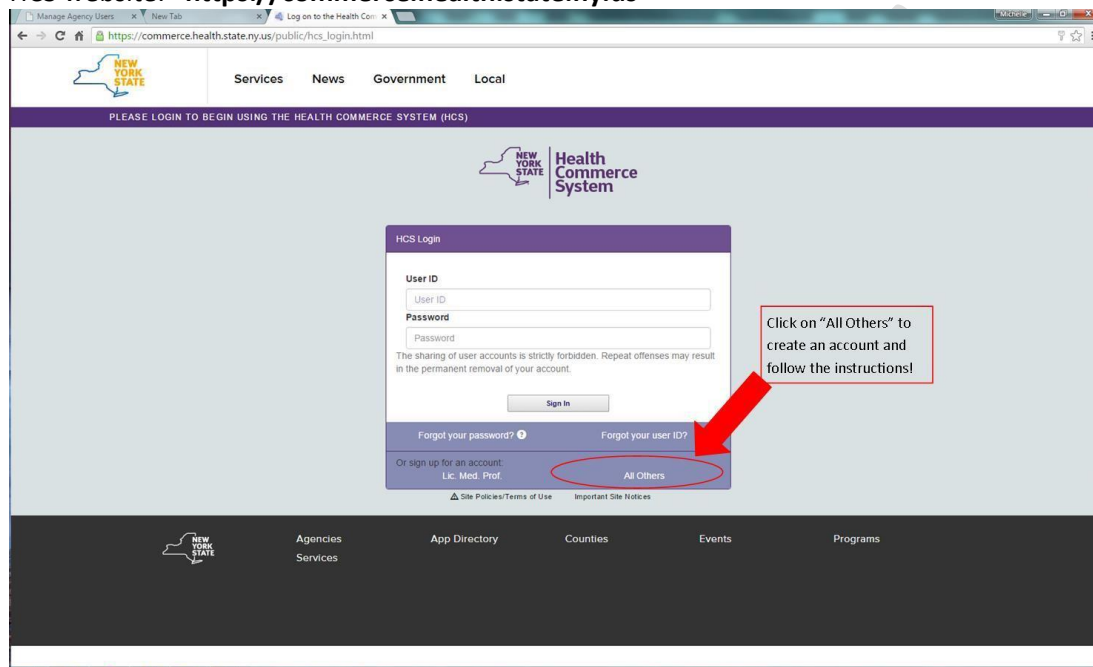
Appendix 3

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>



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>

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
and 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

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



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>
<http://www.training.fema.gov/EMIWeb/IS/is700a.asp> http://pfa.naccho.org/pfa/pfa_start.html
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

EXERCISE EVALUATION GUIDE

<i>Exercise Name:</i> “Hurricane Jones”: Florida Statewide Hurricane Exercise <i>Exercise Date:</i> May 19-22, 2014	<i>Organization/Jurisdiction:</i> Florida Crisis Consortium—State ESF-8	<i>Venue:</i> Legends Special Needs Shelter, Jacksonville, Florida
Response		
<i>Exercise Objective:</i> Objective 1: Demonstrate the ability to conduct a DBH Global Assessment in an impacted county		
<i>Core Capability:</i> 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] <i>Critical Task:</i> Report to Legends Special Needs Shelter <i>Critical Task:</i> Complete DBH Global Assessment Form <i>Critical Task:</i> 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 <i>Critical Task:</i> Identify developing DBH needs among SpNS clients <i>Critical Task:</i> Identify developing DBH needs among SpNS staff <i>Critical Task:</i> 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 <i>Critical Task:</i> Report initial global assessment findings to SpNS Team Leader <i>Critical Task:</i> Report global assessment information to FCC and State ESF-8 Plans <i>Critical Task:</i> Respond to other information requests as needed <i>Critical Task:</i> Report demobilization plan and status Source(s): ESF-8 Disaster Behavioral Health Standard Operating Guidelines-2013 Draft		

Appendix 2

Rev. April 2013 [PROTECTIVE MARKING, AS APPROPRIATE]

EXERCISE EVALUATION GUIDE

<i>Exercise Name:</i> Infectious disease outbreak <i>Exercise Date:</i>	<i>Organization/Jurisdiction:</i>	<i>Venue:</i> [Insert venue name]
Response		
<i>Exercise Objective:</i> Coordinate public health, medical, and mental health/behavioral health system recovery operations for infectious disease outbreak with population, some of which are quarantined.		
<i>Core Capability:</i> 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 <i>Critical Task:</i> Health status monitored per agency protocol <i>Critical Task:</i> Action taken to re-evaluate need for higher level medical care <i>Critical Task:</i> Self-monitoring guidance issued, if appropriate <i>Critical Task:</i> 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 <i>Critical Task:</i> Provide non-intrusive pragmatic care (focused on listening to affected persons, but not forcing them to talk) <i>Critical Task:</i> Basic needs assessed and met to a reasonable extent (medication, essential supplies, equipment, etc.) <i>Critical Task:</i> Basic information about common reactions to stress and trauma provided <i>Critical Task:</i> Connect individuals with social supports (phone, Facetime, Skype) Source(s): [
Organizational Capability Target 3: Facilitate referrals of individuals needing additional be <i>Critical Task:</i> Differentiate between stress reactions and mental illness to provide appropriate care and support <i>Critical Task:</i> Coordinate DMH needs with DMH Liaison/Team leader Source(s): [Insert name of plan, policy, procedure, or reference]		

Appendix 2

Rev. September 2015 - NPG v2 [PROTECTIVE MARKING, AS APPROPRIATE]

Organizational Capability Target	Associated Critical Tasks	Observation Notes and Explanation of Rating	Target Rating
[Insert Organizational Capability Target 1 from page 1]	<ul style="list-style-type: none"> [Insert Organizational Capability Target 1 Critical Tasks from page 1] 		
[Insert Organizational Capability Target 2 from page 1]	<ul style="list-style-type: none"> [Insert Organizational Capability Target 2 Critical Tasks from page 1] 		
[Insert Organizational Capability Target 3 from page 1]	<ul style="list-style-type: none"> [Insert Organizational Capability Target 3 Critical Tasks from page 1] 		
Final Core Capability Rating			

Evaluator Name _____ Evaluator _____

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

Ratings Definitions

Performed without Challenges (P)	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.
Performed with Some Challenges (S)	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.
Performed with Major Challenges (M)	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.
Unable to be Performed (U)	The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s).