

Emergency Preparedness FAQs
CMS Regulated Entities

Washington County
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- What is emergency management?
 - A professional field that focuses on increasing readiness for major emergencies and disasters.
 - All counties in Oregon are required to have an emergency management agency and a designated emergency manager. Although not required by law, many cities and special districts also have emergency management agencies and emergency managers.
 - Emergency managers may be full time dedicated staff or be responsible for emergency management as a collateral responsibility.
 - Emergency managers are responsible for developing plans for emergency operations, hazard mitigation, recovery, and continuity of operations. They are also responsible for maintaining emergency operations centers (EOCs).
 - Emergency managers train EOC staff on their emergency roles and organize agency and interagency disaster exercises.
 - Most emergency managers in Washington County are not first responders and do not respond to incidents in the field. There are exceptions, however, where serving as the emergency manager is a collateral responsibility of a fire or law enforcement officer or public works manger/supervisor.
 - Emergency managers typically don't have direct access to or responsibility for resources that support on-scene response. Some do, however, have access to trained community volunteers (e.g., Community Emergency Response Teams (CERT)) that may assist with incident response.

- Who is my emergency manager?
 - A list of county emergency managers in Oregon can be found on the Oregon Office of Emergency Management website here: http://www.oregon.gov/oem/Documents/locals_list.pdf. The list also

- includes emergency management contact information for the state's larger cities.
- For special districts and other cities, check agency websites or contact the county emergency manager(s) in the counties where your clients are located.
- What is public health emergency preparedness?
- A professional field responsible for preparing plans for large scale public health emergencies, for identifying the role of public health in other types of emergencies, and for contributing to the development of agency hazard mitigation, recovery and continuity of operations plans.
 - Public health emergency preparedness coordinators are also responsible for preparing public health organizations for large scale public health emergencies.
 - Public health emergency preparedness coordinators work for or with the local public health authority.
 - Some Oregon counties have full time dedicated public health preparedness coordinators. Others have part time or collateral duty coordinators. In some cases, particularly in rural counties, a single coordinator may serve multiple counties.
 - Public health emergency preparedness coordinators train public health staff on their emergency roles and participate in the organization and conduct of agency and interagency disaster exercises.
 - Public health emergency preparedness coordinators typically don't have direct access to or responsibility for resources that support on-scene response. Most do, however, have access to trained community volunteers (e.g., Medical Reserve Corps (MRC)) that may assist with incident response.
- Who is my public health emergency preparedness coordinator?
- Contact the local public health department/agency in the counties where your clients are located to identify your public health emergency preparedness coordinator(s).
- What is a healthcare coalition?
- There are many types of healthcare coalitions in Oregon and across the country. For purposes of healthcare system emergency

preparedness, Oregon has established seven healthcare preparedness regions and fostered the development of organizations or coalitions in each region to facilitate preparedness activities.

- Healthcare preparedness coalitions in Oregon seek to develop working partnerships between local hospitals, EMS providers, and public health and emergency management officials; to promote surge capacity enhancement through assessments, planning, training, and exercises; and to improve emergency response through effective communication, coordination, situational awareness, and resource management.

➤ Is there a healthcare coalition in my area?

- The Northwest Health Preparedness Organization (NW HPO) is the healthcare coalition serving the six counties of northwest Oregon (i.e., Multnomah, Washington, Clackamas, Columbia, Clatsop, and Tillamook). It also coordinates closely with Clark County, Washington, and the healthcare coalition serving southwest Washington.
- The NW HPO coordinates planning efforts to ensure the region is prepared to respond to large-scale health emergencies. It's comprised of hospitals and health systems, local and state public health, county emergency management, emergency medical services, medical societies, safety net clinics, and behavioral health organizations.
- The NW HPO is staffed and coordinated through the Multnomah County Health Department. Additional information about the coalition can be found here: <https://multco.us/public-health-preparedness/regional-healthcare-preparedness>.

➤ What role can/does the coalition play in helping with my preparedness?

- The NW HPO works most closely with the region's hospitals and hospital systems to prepare for large-scale emergencies. However, it lacks sufficient staffing to provide direct outreach and support to all of the CMS-regulated healthcare entities.
- The NW HPO also works closely with county public health agencies and county emergency managers to ensure the healthcare sector is appropriately and adequately integrated into county and regional emergency response plans.

- With whom should I coordinate my pre-incident planning efforts (e.g., communications plans, emergency response plans, training, community exercises, etc.)?
 - This can be a bit complicated and revolves around where your facilities and clients are located.
 - If your clients are housed or receive services in a single facility, coordinate with the city emergency manager if the facility is in a city or with the county emergency manager if the facility is in an unincorporated area.
 - If your clients are located in multiple cities and/or counties, whether residing in facilities or living independently, coordinate with the county emergency managers for the counties in which your clients reside/are housed. The county emergency managers can then help in coordinating plans with the respective cities.

- What services/support can emergency managers provide?
 - They can review the non-medical portions of your emergency and communications plans to ensure they're compatible with local emergency response plans and systems.
 - They can identify and connect you with service providers and other community contacts.
 - They can identify training opportunities of potential benefit to healthcare facility staff.
 - They can identify community emergency/disaster exercises in which healthcare facilities could participate.

- How can I find out what our local hazards are?
 - Every county in Oregon is required to conduct a hazard analysis and update it every few years. The analyses may be available on county websites or can be obtained by contacting the respective county emergency managers.
 - Many cities in Oregon also conduct and maintain hazard analyses. These analyses may be available on city websites or can be obtained by contacting the respective city emergency managers.
 - The NW HPO has conducted its own regional hazard analysis. The analysis is available here: <https://rdpo.net/healthcare-system/>.

- All CMS regulated and JACHO accredited hospitals also conduct periodic hazard vulnerability analyses (HVAs). Local hospitals may share them with other CMS regulated facilities. Sample HVAs can also be found online.
- When an incident is occurring at or around my facility or a location or locations where my clients reside, with whom should I coordinate?
 - For life threatening/life safety issues, call 9-1-1.
 - For non-life threatening and property only emergencies, call:
 - Your service provider for power, gas, water, sewer, phone, and other utility emergencies;
 - The non-emergency number for your county (Note: each county has its own 24x7 number and the calls ring in the 9-1-1 center but are answered when a call taker is available); or
 - The emergency manager for the city or county in which the problem is occurring. Remember, however, that emergency managers generally don't have access to resources to respond to the incident.
- What is my county's non-emergency number?
 - Clackamas County – 503-655-8211
 - Columbia County – 503-397-1521
 - Multnomah County – 503-823-3333
 - Washington County – 503-629-0111
- What is an emergency operations center (EOC)?
 - An EOC is a location or facility from which an organization manages, supports, and coordinates its response to a major emergency or disaster. It may be a dedicated facility or serve other purposes on a day-to-day basis and only be set up when the situation warrants.
 - The degree to which an EOC manages, supports and coordinates activities depends on the size of the organization, the response resources it owns, and the scope and impact of the emergency.
 - EOCs may be referred to by other acronyms.
 - An ECC is an emergency coordination center. It's similar to an EOC but has more focus on coordination and support than operations.

- A DOC is a department operations center. It's typically a discipline-specific facility and takes greater responsibility for managing resources in the field.
 - A BEOC is a term used in the city of Portland. It means bureau emergency operations center and it functions in the same way as a DOC.
 - An AOC is an agency operations center. It refers to an emergency center operated by an Oregon state agency (e.g., the Oregon Health Authority AOC).
 - Importantly, none of these facilities are staffed until they are activated and they only activate and operate when the situation requires. When activated, they may operate on a 24x7 basis or for a portion of the day depending on the scale of the incident.
- Under what conditions would I coordinate with an emergency operations center (EOCs)?
- An EOC only activates when the management, support and/or coordination needs of an emergency require.
 - You will likely not know if an EOC has been activated unless you contact the emergency manager at the time an incident is occurring.
 - When an incident is occurring at or around your facility or a location or locations where your clients reside, you should first attempt to handle the situation as you would on a daily basis by calling 9-1-1 for public safety or your service provider for utilities.
 - If public safety or your utility providers are unable to address your problems/needs and you've otherwise exhausted the resources available to you, that's the time to contact the EOC. Recognize, however, that all requests for assistance will be prioritized based on need and responded to as resources allow.
 - Another time it would be appropriate to contact the EOC is if you have resources available to assist with the broader community response. This might be the case in a major medical or public health event where your facility, staff, equipment, and/or medical supplies may be needed. In these situations, it's likely emergency management or public health will reach out to you directly.
- What emergency operations center should I coordinate with?

- As with pre-event planning, this can be a bit complicated and revolves primarily around where your clients are located and, to a lesser degree, on the type of issue involved.
 - If your clients are housed in a single facility located in a city and the problem is at that facility, coordinate with the city EOC. If it's located in an unincorporated area, coordinate with the county EOC.
 - The same is true if you're dealing with a client or clients, all of whom are in a single city or single unincorporated county area. Contact the city or county EOC as appropriate.
 - If you have impacted facilities or clients in multiple cities and/or counties, you'll need to coordinate with the respective county EOCs. The county EOCs will coordinate their response efforts with the cities.
 - When coordinating with city EOCs, there may be times when you'll be requested or directed to talk directly with the county EOC. This will most likely occur when the issue at hand involves a service provided at the county level (e.g., public health, mental health, environmental health, medical examiner, animal services, etc.).

- How do I contact and coordinate with an emergency operations center?
 - The counties and many of the cities and special districts have at least a main EOC number that will be staffed whenever the EOC is activated. Some also have dedicated e-mail addresses that will be operational when the EOC is activated. In addition, county emergency managers may have an emergency communications directory listing of all of the EOCs within the county. Contact your city or county emergency manager(s), as appropriate, to obtain this information.
 - Communications outside of phone and e-mail become more challenging. The counties, many of the cities, and some special districts have amateur radio equipment and operators that will likely be operating when other communications methods fail. The frequencies and call signs utilized are available from your city or county emergency manager(s).