



2019
Santa Cruz County
Healthcare Coalition



Public Health
Prevent. Promote. Protect.
Santa Cruz County

Emergency Operations Guide

HCC EOG

Santa Cruz County Operational Area

An Interactive Emergency Guide and Healthcare Coalition Directory

GUIDE (RED) | DIRECTORY (TEAL) | ROLES/RESPONSIBILITIES (BLACK) |
INITIAL RESPONSE LIST (BACK PAGE)

FOR OFFICIAL USE ONLY (FOUO) | CONFIDENTIAL | NOT FOR PUBLIC DISTRIBUTION - 1

COMMUNICABLE DISEASE REPORTING - URGENT

STEP 1:

To prevent the transmission of communicable diseases, it is urgent for healthcare facilities to report a "**CONFIRMED**" or "**SUSPECT**" case of any immediately reportable disease to the County of Santa Cruz Public Health Communicable Disease Unit:

Monday - Friday (8am - 5pm)

Phone: (831) 454 - 4114 Fax: (831) 454 - 5049

After Hours/Weekends/Holidays via NETCOM

Phone: (831) 471 - 1170

Request that dispatch contact the Health Officer and request a call back.

STEP 2:

When called back, be prepared to provide **patient information**. HIPAA contains a clear exemption [45 CFR 164.512(b)(1)(i)] for the legally authorized reporting of disease to public health authorities and for public health surveillance, investigations, and interventions.

STEP 3:

For further details on reporting requirements and to obtain forms, please visit www.santacruzhealth.org and choose "**How to Report a Disease**" from the drop-down list.

IMMEDIATELY REPORTABLE DISEASES

This list is a subset of all reportable conditions. For a complete list and time lines for reporting, visit www.santacruzhealth.org

Anthrax*	Meningococcal Infections
ANY UNUSUAL DISEASE	Novel Virus (with pandemic potential)
Botulism*	OUTBREAKS of ANY DISEASE
Brucellosis*	Paralytic Shellfish Poisoning
Cholera	Plague*
Ciguatera Fish Poisoning	Rabies (human or animal)
Dengue	Scombroid Fish Poisoning
Diphtheria	SARS
Domoic Acid Poisoning	Shiga toxin (in feces)
<i>Escherichia coli</i> : shiga-toxin producing (STEC)*	Smallpox (Variola)*
Flavivirus Infection	Tularemia*
Hantavirus Infection	Viral Hemorrhagic Fevers*
Hemolytic Uremic Syndrome	Yellow Fever
Influenza (Novel Strains)	Zika Virus
Measles (Rubeola)	

*Bioterrorism Agents: Defined by the Center for Disease Control (CDC) as organisms that pose a risk to national security because they can be easily disseminated or transmitted from person to person; result in high mortality rates and have the potential for major public health impact; might cause public panic and social disruption; and require special action for public health preparedness.

COMMUNICABLE DISEASE REPORTING - URGENT - 2

COMMAND CENTER ACTIVATION NOTIFICATION

HEALTHCARE FACILITY NOTIFICATION

Notify the Medical Health Operational Area Coordinator (MHOAC):

- A. If your healthcare facility is experiencing an event that has the potential to impact your facility's ability to function and/or the healthcare delivery system
 - B. If your facility has activated its Emergency Command Center
-

CONTACT MHOAC via NETCOM: (831) 471-1170

Request that dispatch contact the Medical Health Operational Area Coordinator (MHOAC) and request a call back. Provide your name, facility name and a call back number.

When called back, be prepared to provide:

- 1. Description of event
 - 2. Status of your facility (open, closed, evacuating, etc.)
 - 3. Estimated duration of emergency
 - 4. Resources (equipment, personnel, etc.) that you need immediately
- Note:** Following notification, be prepared to complete a **Situation Status Form** and possibly a **Resource Request Form**. Forms available at santacruzhealth.org/champs. More information on under the Situation Status, Assistance Capacity, and Resource Request tab.
- An Initial Response List (IRL) is provided on the back of the guide to ensure thorough notification.

PUBLIC HEALTH MHOAC

MHOAC Notification Criteria: The Public Health Department may activate its Departmental Operations Center (DOC) and/or staff the Emergency Operations Center (EOC) Medical/Health Branch:

- 1. Coordinate/lead a public health event such as a disease outbreak or pandemic
 - 2. Conduct public health related activities during an EOC activation
 - 3. Coordinate support for healthcare partners experiencing an event with a medical/health impact
 - 4. Fulfill MHOAC functions
-

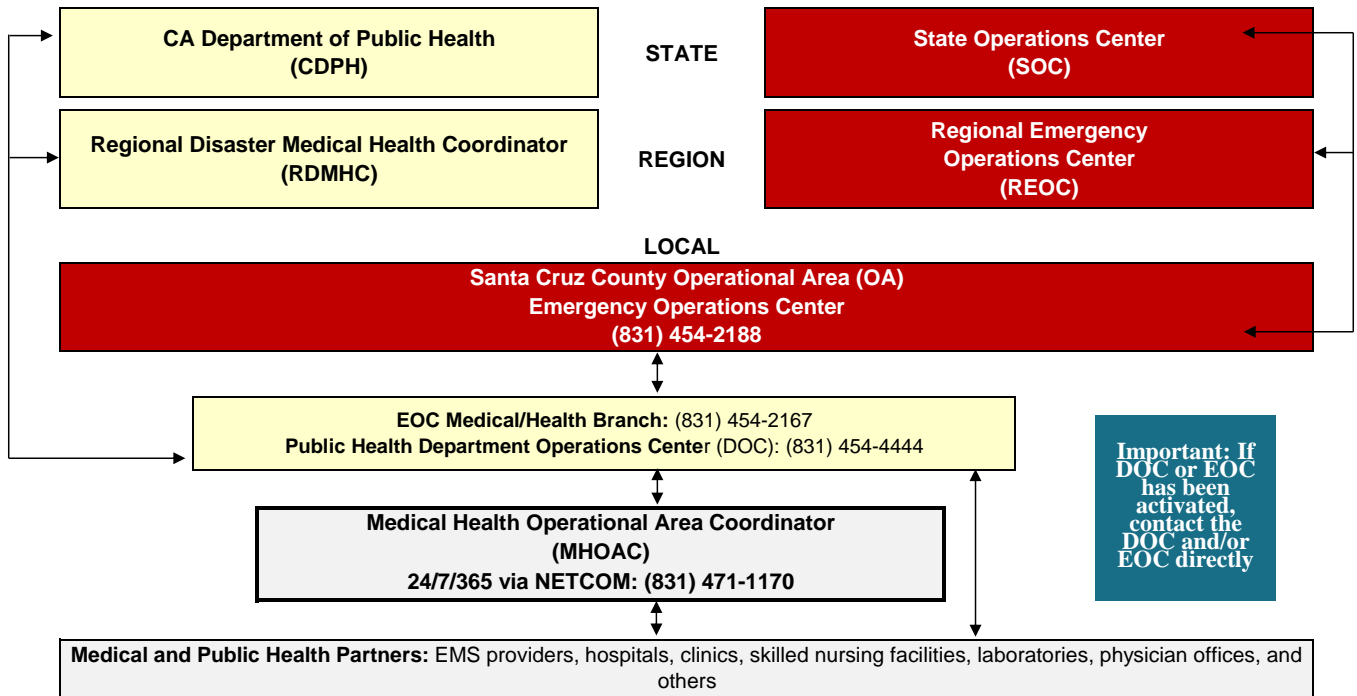
During an activation, your facility may be notified via the California Health Alert Network (CAHAN). The alert will provide contact information for the Public Health DOC or the EOC. Contact information provided in the alert may be different from the contact information provided below.

IMPORTANT: Once the EOC and/or DOC have been activated, contact the EOC or DOC directly (do not call NETCOM)

Medical Health Branch at EOC: (831) 454-2167
Public Health DOC: (831) 454-4444

COMMUNICATION FLOW DURING EMERGENCY SYSTEM ACTIVATION

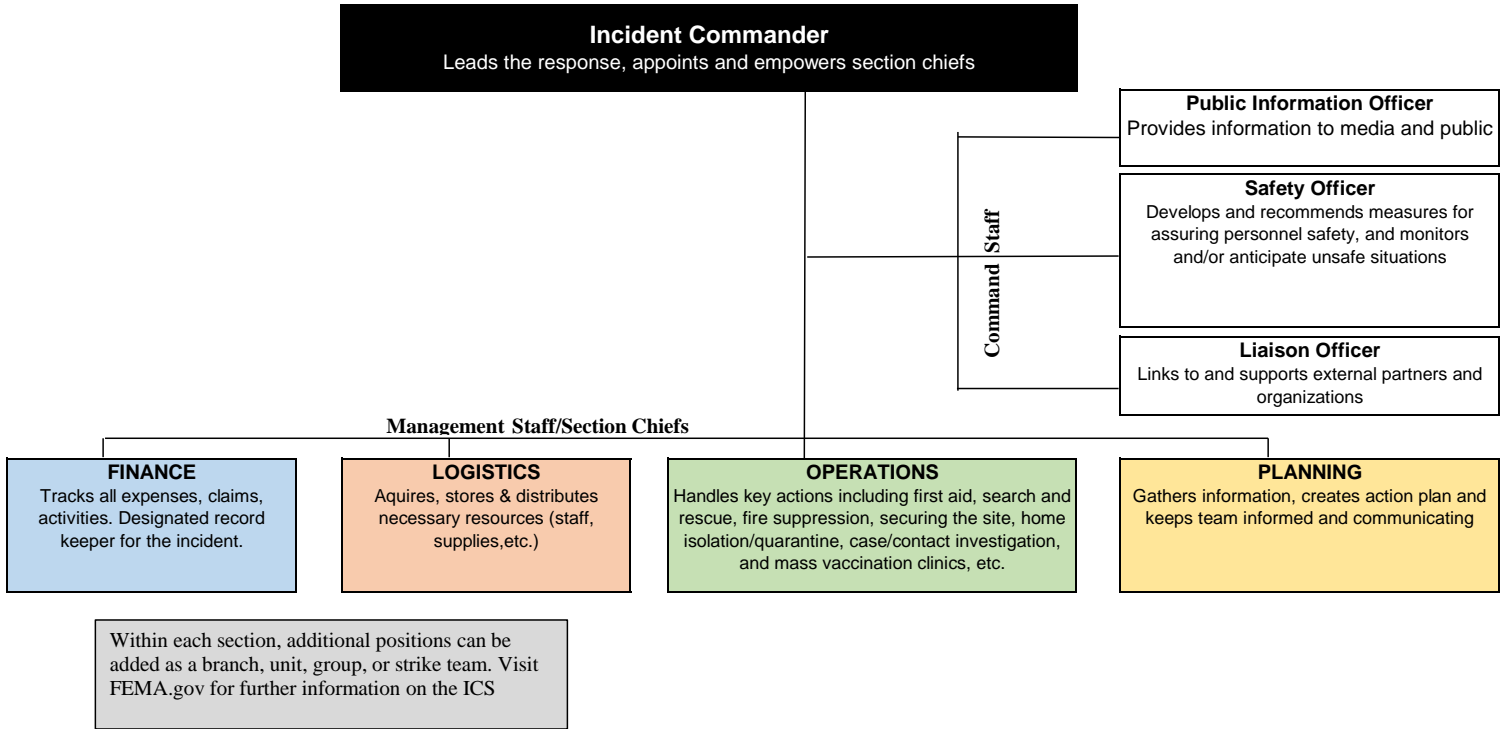
Emergency system activation occurs when Departmental Operations Centers and/or Emergency Operations Centers are activated.



COMMUNICATION FLOW DURING EMERGENCY SYSTEM ACTIVATION - 4

INCIDENT COMMAND SYSTEM

The Incident Command System (ICS) is an organization structure used for the command, control, and coordination of emergency response. Hospital Command Centers, Departmental Operations Centers and Emergency Operations Centers utilize ICS.



SITUATION STATUS REPORT, RESOURCE REQUEST, ASSISTANCE CAPACITY

Situation Status (SitStat) Reports	Resource Requests
<p>Sharing your facility's situational information as soon as possible and throughout an incident is important to help develop a common operating picture.</p> <p>The Medical Health Operational Area Coordinator (MHOAC) is the point of contact for information related to the health and medical impact of an unusual event or emergency. It is important that affected healthcare facilities complete a Situation Status Report and submit it to the MHOAC. The MHOAC will incorporate your situation status into a more comprehensive situation report to share with the Region and the State.</p> <hr/> <p><u>Report and submit a SitStat every two hours, unless otherwise noted by MHOAC.</u></p>	<p>During an emergency, healthcare facilities may need, or be able to share, medical and health resources (e.g., medical equipment and supplies, medical transportation, or health care personnel/volunteers).</p> <p>The MHOAC is the ordering point for medical and health resources that cannot be obtained through the usual channels.</p> <p>Prior to requesting resources, healthcare facilities should be prepared to address/confirm the following:</p> <ol style="list-style-type: none">1) Is the resource need immediate and significant?2) Has the supply of the requested resource been exhausted or is exhaustion imminent?3) Is the resource or an acceptable alternative available from the internal and/or corporate supply chain, and/or other commercial vendors?4) Have relevant payment /reimbursement issues been addressed? <hr/> <p>Resource Allocation Process: If the resource being requested is in limited supply, the MHOAC may convene a meeting (teleconference, video conference, or in-person) to determine resource allocation based on urgency and facility type.</p>
<p>Assistance Capacity Reports</p> <p>The purpose of reporting Assistance Capacity is to identify which, if any, health care facilities are able to provide surge relief in the event that hospitals are stressed by a surge of high acuity patients due to a unanticipated event. Healthcare facilities may assist with decompression by providing care to patients whose healthcare needs are less acute.</p> <hr/> <p><u>When requested, complete and return Assistance Capacity form to the MHOAC.</u></p>	

Forms are available at:
santacruzcounty.org/CHAMPS

** Use Adobe Acrobat to fill out the forms. Other programs may not save data or support the Email Now function that is located on each form.**

E-mail or Fax:
E-mail: Hsadoc@santacruzcounty.us or Fax: (831) 454-5068

Upon receipt of your request and/or report, the DOC will send you a confirmation. If you do not receive confirmation within 15 minutes, please call DOC at (831) 454-4444.

HEALTHCARE SURGE GUIDE

Per the California Public Health and Medical Emergency Operations Manual, the local health officer or the MHOAC may use color-coded descriptors to designate the status of the health care system in the local jurisdiction or Operational Area. Health care surge status represents the condition of the health care delivery system on a continuum from normal daily operations to a significant health care surge. There are five levels of local surge:

	Triggers	Assistance Required	Activation	Proclamations Declarations	Standard of Care
Green	Normal Operations	Normal Operations	Normal Operations	Normal Operations	Normal Operations
Yellow	Staffed bed capacity exceeded.	HCF does not require assistance from the MHOAC.	Activation of Healthcare Incident Command Center (HICC)	Regulatory Accrediting Agency Waiver	Normal Standard of Care.
Orange	Staffed bed capacity exceeded. HCF health care assets and/or resources are depleted.	HCFs request assistance from the MHOAC Tracking patients, supplies, resources from clinics, public health, long-term care, MRC, etc.)	<ul style="list-style-type: none"> Activation of HICC Public Health Department Ops Center (DOC) Emergency Ops Center (EOC) 	A Local Emergency may be proclaimed.	Standard of Care may be slightly modified.
Red	<p>Staffed bed capacity exceeded.</p> <p>OA health care assets and/or resources are depleted.</p>	<p><i>OA requests assistance from the region/state and/or federal government.</i></p> <p><i>Alternative Care Site cache, mobile field hospitals, national pharmaceutical stockpile, and/or strike teams.</i></p>	<ul style="list-style-type: none"> Activation of HICC, DOC, EOC Regional Disaster Medical Health Specialist (RDMHC/S) Regional Emergency Operations Center (REOC) Medical and Health Coord. Center (MHCC) State Emergency Ops Center (SOC) 	A Local Emergency may be proclaimed. Governor may declare a State Emergency. President may declare a National Emergency	Crisis Standards of Care may be in effect. Medical staff practicing outside of experience. Population focus of care.
Black	Staffed bed capacity exceeded. OA health care assets and/or resources are significantly depleted.	<i>OA requests significant assistance from the region/state and/or federal government.</i>	REFER TO ABOVE	REFER TO ABOVE	REFER TO ABOVE

MHOAC FUNCTIONS

The MHOAC Program is responsible for planning and facilitating the strategic deployment of necessary emergency medical and health resources by coordinating resources within and outside of the OA and coordinating information among health care entities through situation reporting as necessary.

Additionally, the Health and Safety Code (1797.153) directs that a MHOAC program shall:

- Recommend to the operational area coordinator of the Office of Emergency Services (OES) a medical and health disaster plan for the provision of medical and health mutual aid within the OA;
- Include preparedness, response, recovery and mitigation functions consistent with the State Emergency Plan, as established under Sections 8559 and 8560 of the Government Code;
- And, at a minimum, develop a medical and health disaster plan, policy and procedures with its partners that include all of the following 17 functions, as listed below:

MHOAC Functions	LEMSA	Public Health	Environmental Health	Behavioral Health
1. Assessment of immediate medical needs	+	+	+	+
2. Coordination of disaster medical and health resources	+	+	+	+
3. Coordination of patient distribution and medical evaluations	+			
4. Coordination with inpatient and emergency care providers	+			
5. Coordination of out-of-hospital medical care providers	+	+		
6. Coordination and integration with fire agency’s personnel, resources and emergency fire pre-hospital medical services	+			
7. Coordination of providers of non-fire based, pre-hospital emergency medical services	+			
8. Coordination of the establishment of temporary field treatment sites	+			
9. Health surveillance and epidemiological analyses of community health status		+		
10. Assurance of food safety		+		
11. Management of exposure to hazardous agents	+		+	
12. Provision or coordination of Behavioral Health services			+	
13. Provision of medical and health public information and protective action recommendations	+	+		+
14. Provision or coordination of vector control services		+	+	+
15. Assurance of drinking water safety		+	+	
16. Assurance of the safe management of liquid, solid, and hazardous waste			+	
17. Investigation and control of communicable diseases		+		

ARES HUB SITES

During an event in which standard communication systems are down, Amateur Radio Emergency Service (ARES) operators will automatically deploy to the medical and health partner sites listed in the table on the bottom of this tab.

Deploying Runners to Medical and Health ARES Hubs:

Sites without ARES operators may deploy Runners from their site to an ARES Hub to bring critical information to transmit to the Medical Health Operational Area Coordinator (MHOAC).

It is recommended that prefilled Go-Bags are prepared ahead of time. It is recommended to send two Runners from each site so one can stay to receive responses, and one can report back to the organization to confirm transmission of the communication.

Runner Items Required for Deployment:

- Work badge and/or picture identification
- Written message to the MHOAC from your facility's Incident Commander/leadership (as needed)
- The following reporting forms:
 - Situation Status
 - Resource Request(s), as needed
 - Assistance Capacity, as needed
 - List of any equipment, supply, or staff resources your site could offer to assist

Runner Deployment Instructions

- 1) Go to closest ARES Hub
- 2) Ask to be taken to Security or ARES Operator
- 3) Plan to stay long enough to get confirmation of receipt and any response for resource requests
- 4) Plan to return to follow up on communication

ARES Operators will maintain a log of Runners' names, arrival time, organization, and time of ARES transmissions, time of confirmation of transmissions, and Runner departure time.

ARES Hubs at Medical Health Partner Sites

ARES Hub Site	Location	Communication with Onsite Staff	During Business Hours Building Access	After Hours Building Access
County Emergency Operations Center (EOC)	5200 Soquel Ave Santa Cruz, Building C, 2nd Floor	Ask for the EOC	Enter the main lobby of the building and ask for the EOC.	Ring doorbell outside main entrance to the building and await instructions
Public Health Department Operations Center (DOC)	1080 Emeline Ave Santa Cruz, Second Floor DOC Conference Room	Ask for the DOC	Enter the first floor and ask any staff the DOC (located on the second floor)	Ask any security or staff member for the DOC
Dominican Hospital	1555 Soquel Drive Santa Cruz (Command Center location may change)	Ask for Security. Then ask Security for the Command Center or ARES Operator	Ask for Security	Ask for Security
Sutter Maternity and Surgery Center	2900 Chanticleer Ave Santa Cruz (Command Center location may change)	Ask for Security. Then ask Security for the Command Center or ARES Operator	Ask for Security	Ask for Security
Watsonville Hospital	75 Nielson Street Watsonville (Command Center location may change)	Ask for Security. Then ask Security for the Command Center or ARES Operator	Ask for Security	Ask for Security

DISASTER RECOVERY ASSISTANCE

In the event of a disaster, the recovery process begins as soon as the response effort begins. "It is critical that entities track and monitor potentially eligible expenses so that when and if funding becomes available, the entity is in a position to maximize reimbursement and other forms of assistance as part of the recovery process."¹

The ability to track and monitor potentially eligible expenses is the key to maximizing recovery efforts. In order to do so, all disaster-related costs should be separated from regular expenses.

Eligible Expense Requirements:

- Required as the direct result of the declared emergency or major disaster;
- Located within the designated disaster area, except for sheltering, evacuation activities, and mobilization center, which may be located outside the designated disaster area; and
- The legal responsibility of the eligible applicant at the time of the disaster.

The chart below is a general guideline on how to categorize expenses:

Labor Costs

- Regular employee labor hours, by individual, rates of pay, duty assignment and work locations
- Temporary hires, by individual, hours of work, and rates of pay
- Breakdown of fringe benefits for regular employees and temporary hires, including regular and overtime rates

Equipment, Supplies, and Contract Costs

- Equipment used for eligible disaster recovery work, hours of use, applicable equipment rates charged (local or government cost code), location of work, and name of supervisor
- Services contracted for and/or purchased for use on eligible work, location of work purchase orders, costs, and invoices to support the costs
- Lists of equipment damaged and costs to repair or replace
- The contractual scope of work should be included to document the specifics of the work and services provided

Other Supporting Records

- Copy of declaration/proclamation
- Mutual aid and assistance agreements in effect
- Insurance adjustments and settlements, and other documents and records related to project worksheets
- Photographs of work sites, before and after, labeled with location and date
- Labor policies in effect at time of disaster
- Volunteer labor documentation, for each volunteer, a record of hours worked, location, description of work performed, and equivalent information for equipment and materials
- Source documentation such as cancelled checks, copies of paid bills, payroll sheets, time and attendance records, etc.
- All other documents or costs associated with the disaster

1. For in-depth guidance, please review the Disaster Financial Assistance section in the California Public Health and Medical Emergency Operations Manual: [CDPH Public Health and Medical EOM](#)

DISASTER COMMUNICATIONS SYSTEM

Position	Phone	Mobile	Fax	Email
Amateur Radio Emergency Service (ARES)				
Purpose	Provide radio communications via amateur radio frequencies to public agencies for periods of local, regional, or national civil emergencies or disasters. *NOTE: Please include your name, title, phone number, requesting agency name, incident type, location, and access information.			
EOC ARES Contact	(831) 454-2193			EOC017@santacruzcounty.us
Cap Pennell	(831) 429-1290	(831) 331-7113		Cap@cruzio.com
Bob Wobart	(831) 426-5699	(831)588-1956		k6xx@cruzio.com
CAHAN				
Purpose	State of California's web-based information and communications system for distribution of health alerts, prevention guidelines, and coordination of disease investigation. CAHAN allows for the sharing of information and data in emergencies that involve multiple operational areas. *NOTE: All designated HCC Partners should obtain an active CAHAN account.			
Santa Cruz County CAHAN Coordinator: Kathleen Conley	(831) 454-4438	(831) 400-2348		Kathleen.Conley@santacruzcounty.us
Santa Cruz County CAHAN Backup: Courtney Kilgore	(831) 454-4664			Courtney.Kilgore@santacruzcounty.us
Santa Cruz County CAHAN Backup: Elvira Limones	(831) 454-4819			Elvira.Limones@santacruzcounty.us
Sutter Hospital HAN Coordinator: Nicole Wallace	(831) 477-2395			WallacNM@sutterhealth.org
Watsonville Hospital HAN Coordinator: Maria Fernandez	(831) 768-6206			Maria_Fernandez@watsonvillehospital.com
Joint Information System (JIS)				
Purpose	Provides a mechanism for Public Information Officers representing various local agencies to organize, integrate, and coordinate information to ensure timely, accurate, accessible, and consistent messaging to the media and public. JIS is activated by the EOC Public Information Officer.			
EOC PIO Contact	(831) 454-2281			EOC007@santacruzcounty.us
County of Santa Cruz PIO: Jason Hoppin	(831) 454-3401	(831) 359-7190		Jason.Hoppin@santacruzcounty.us
ReddiNet				
Purpose	Facilitates information exchange among local/regional hospitals, EMS, paramedics, law enforcement and other healthcare system professionals over a reliable and secure network.			
<p>In the Event of an Emergency:</p> <ol style="list-style-type: none"> 1. Access ReddiNet via Chrome, Firefox, or Mobile App (ReddiNet.net) 2. Immediately Enter Facility Census & Bed Capacity/HAvBed <p>AND/OR to Response to a Large Event</p> <ol style="list-style-type: none"> 3. Check "Messages" from MHOAC and respond accordingly 4. Check "MCI" to see if there is an incident listed and respond accordingly 				
ReddiNet Real-Time Assistance & Training	(800) 440-7808			support@reddinet.net

QUICK LINKS

[Mobile App](#) [Website](#)

Directory - COMMAND CENTERS

Numbers below are **ONLY** staffed during emergency activations

SYSTEMS UP				SYSTEMS DOWN	
Normal communication systems ARE working				Normal communication systems NOT working	
Position	Phone	Fax	E-mail	REDUNDANT	REDUNDANT #
EOC - County of Santa Cruz Emergency Operations Center					
EOC Director	(831) 454-2180	(831) 454-2365	Eoc001@santacruzcounty.us	ERT Mobile*	(831) 212-5590
EOC Director Backup	(831) 454-2188		Eoc002@santacruzcounty.us	ERT Mobile*	(831) 212-5607
Med/Health Branch	(831) 454-2167		Eoc010@santacruzcounty.us	Satellite Phone* (1)	8861-214-11144
EOC PIO	(831) 454-2281		Eoc007@santacruzcounty.us	Satellite Phone* (2)	8816-524-03998 (warmline)
DOC - Public Health Departmental Operations Center					
PH DOC	(831) 454-4444	(831) 454-5068	Hsadoc@santacruzcounty.us	ERT Mobile*	831 212-5345
Alternate	(831) 454-4444	(831) 454-4488		ERT Mobile*	831 212-5084
PH DOC PIO	(831) 566-4370		Hsadoc.pio@santacruzcounty.us	Satellite Phone*	8816 214 51447
Dominican Hospital					
Command Center	831 462-7772	831 462-7606	DH-IncidentCommand@dignityhealth.org	ERT Mobile*	831 212-5272
Incident Commander	831 462-7331	(Incident Commander)		ERT Mobile*	831 212-5348
Operations	831 462-7332	(Operations)		Satellite Phone*	8816 3251 3725
Planning	831 462-7333	(Planning)			
Logistics	831 462-7334	(Logistics)			
PIO	831 462-7335	(Public Info. Officer)			
Sutter Maternity & Surgery Center					
Command Center	(831) 477-2215	831 477-2211	SMSC-IncidentCommand@sutterhealth.org	ERT Mobile*	831 212-5275
Vocera After Hours	(831) 458-4800		Request "Nursing Supervisor"	ERT Mobile*	831 212-5304
Backup After Hours	(831) 588-0942		Call only if Vocera line is unanswered	Satellite Phone*	8816 5145 2972
Operations Go-ERT	(831) 212-5603*			Satellite Phone*	8816 5145 2973
Planning Go-ERT	(831) 212-5476*			HearNet	
Logistics Go-ERT	(831) 212-5291*			Landline (analog)	831 477-0251
PIO Go-ERT	(831) 212-5625*				
Safety Officer Go-ERT	(831) 212-5486*				
Liaison Officer Go-ERT	(831) 212-5304*			Landline (analog)	831 462-0287
Watsonville Community Hospital					
Command Center	(831) 763-6461	(831) 763-6075		ERT Mobile*	831 212-5568
Main & 24/7 Line	(831) 724-5217	(831) 761-5669		ERT Mobile*	831 212-5389
				ERT Mobile*	(831) 212-5425
				Satellite Phone*	8816 234 79600
				Satellite Phone*	8817 514 05887

*Satellite and mobile phones should be charged regularly and turned on during an emergency or exercise

Directory - Infection Control & Labs

Position	Phone	Mobile	Fax	Email
Infection Control - Hospitals				
Community Hospital of the Monterey Peninsula (CHOMP): Shonna Avant	(831) 625-4554		(831) 625-4877	Shonna.Avant@CHOMP.org
Dominican Santa Cruz Hospital Infection Control: Ronda Hatcher	(831) 625-4553		(831) 462-7734	Rhatcher@DignityHealth.org
Dominican Santa Cruz Hospital Infection Control: Luisa Kelly	(831) 462-7661			Luisa.Kelly@DignityHealth.org
Lucile Packard - Infection Control	(650) 497-8447			
Natividad Medical Center Infection Control: Andrew Massengill	(831) 755-4093			Massengillar@natividad.com
St. Louise Regional Hospital - Medical Records	(408) 848-8615			
Standford Hospital - Infection Control Director: Sasha Madison	(650) 725-1106		(650) 498-2138	
SCPH Infectious/Communicable Disease: Amy Meza	(831) 454-4882			Amy.Meza@santacruzcounty.us
Sutter Infection Control Inpatient : Diane Baskett	(831) 477-2268	(831) 706-0728	(831) 477-2232	BasketD@sutterhealth.org
Sutter Infection Control Outpatient : Linda Oster	(408) 589-9710			OsterJ@sutterhealth.org
Watsonville Community Hospital Case Management	(831) 731-5665		(831) 763-6098	
Watsonville Community Hospital Quality Infection Control	(831) 763-6040	(831) 763-6014 (IP Office)	(831) 763-6414	
Watsonville Community Hospital Laboratory Director: Tomaida Colley, RN, CIC	(831) 763-6014 (IP Office)		(831) 763-6414	Tomaida_Colley@WatsonvilleHospital.com
Infection Control - Providers				
California Forensic Medical Group (CFMG) Santa Cruz County: Sarah Hewett	(831) 454-7894			Sarah.Hewett@santacruzcounty.us
Palo Alto Medical Foundation Infection Control: Paula Stanfield	(831) 479-6667	(831) 227-3259		Stanfip@sutterhealth.org
UCSC Student Health Center Nurse Practitioner: Beth Hyde	(831) 459-2398	(831) 459-3952	(831) 459-3546	Ehyde@UCSC.edu
UCSC Student Health Center Medical Director: Drew Malloy	(831) 459-1740			EdMalloy@UCSC.edu
UCSC Student Health Center CLS Lab Supervisor: Saralee McCormick	(831) 459-2492	(831) 421-2752	(831) 459-3659	Shmccorm@UCSC.edu
Infection Control - Labs				
County of Santa Clara Public Health Department Lab Director: Patricia Dadone	(408) 885-4272	(408) 885-4200 (After Hours)	(408) 882-4275	Patricia.Dadone@phd.sscgov.org
Palo Alto Medical Foundation Lab Manager: Renee Hargreaves	(831) 458-5506	(831) 462-7180	(831) 458-5844	Hargrer@sutterhealth.org
Santa Cruz Dominican Lab CLS Microbiologist Lead: Eric Van Houten	(831) 462-7714	(831) 462-7714	(831) 462-7687	Eric.Vanhouten@DignityHealth.org
Watsonville Community Hospital Laboratory Director: Heinrich Bui	(831) 763-6486	(503) 329-3129	(831) 763-6089	Heinrik_Bui@watsonvillehospital.com

Directory - LAW ENFORCEMENT & COMMUNITY PARTNERS

Position	Phone	Mobile	Fax	Email
City & State Law Enforcement Agencies				
California Highway Patrol	(800) 835-5247	(831) 662-0511		
Capitola Police Department	(831) 475-4242			
Capitola Police Department (Non-Emergency Dispatch)	(831) 474-1141			
Santa Cruz County Sheriff's Office	(831) 454-7600			
Santa Cruz County Sheriff's Office (Non Emergency Dispatch)	(831) 471-1121			
Santa Cruz County Sheriff's Office Media / Public Information Officer	(831) 454-7617			
Santa Cruz County Coroner's Office	(831) 454-7790			
City of Santa Cruz Police Department	(831) 420-5800			
Scotts Valley Police Department	(831) 440-5670			
UC Santa Cruz Police Department	(831) 459-2231 Ext. 1			
Watsonville Police Department (24 hour service)	(831) 471-1170			
Watsonville Police Department (Non-Emergency - Police Officer Needed)	(831) 471-1151			
Watsonville Police Department (Administration)	(831) 768-3300			
Fire Agencies				
CALFire Main Number	(831) 335-5353			
Aptos – La Selva Fire Protection District	(831) 685-6690			
Ben Lomond Fire Protection District	(831) 336-5495			
Boulder Creek Fire Protection District	(831) 338-7222			
Branciforte Fire Protection District	(831) 423-8856			
Central Fire Protection District	(831) 479-6842			
City of Santa Cruz Fire Department	(831) 420-5280			
Felton Fire Protection District	(831) 335-4422			
Pajaro Valley Fire Protection District	(831) 722-6188			
Scotts Valley Fire Protection District	(831) 438-0211			
UCSC Fire Office of Emergency Services	(831) 459-2343			
Watsonville Fire Department	(831) 471-1170 (Dispatch)	(831) 768-3205 (Station #1)	(831) 768-3220 (Station #2)	
Zayante Fire Protection District	(831) 335-5100			
Santa Cruz County Road Information				
County of Santa Cruz Public Works Road Closures Information	(831) 477-3999			www.sccroadclosure.org
2-1-1 Santa Cruz				
Santa Cruz County United Way	211	(800) 273-6222		www.unitedwaysc.org
American Medical Response				
Main Line	(831) 432-7030			AMR.santacruz@AMR.net
Director of Operations: Chris Jones	(831) 212-5297		(831) 432-2038	Chris.Jones@AMR.net
American Red Cross				
Main Dispatch Number	(831) 462-2881	(866) 272-2237		
Disaster Manager: Patsy Gasca	(831) 600-4902	(831) 419-3872		Patsy.Gasca@redcross.org
Disaster Program Specialist: Helen Cosentino	(831) 600-4914	(831) 247-6585		Helen.Cosentino2@redcross.org

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Directory - HOSPITALS & SURGERY CENTERS

Position	Phone	Mobile	Fax	Email
Dominican Hospital				
1555 Soquel Drive Santa Cruz, CA 95065				
Bed Capacity: 223				
Main Number	(831) 462-7700			
24/7 Public Safety	(831) 462-7715			
Chief Nurse Executive: Charlene Boyer	(831) 467-7651	(831) 247-4059		Charlene.Boyer@DignityHealth.org
Emergency Room Director: Eric Conrad	(831) 462-7641	(361) 944-2561		Eric.Conrad@DignityHealth.org
Emergency Room Manager: Babs Kingsley	(831) 462-7394	(755) 742-3673		Babs.Kingsley@DignityHealth.org
Prehospital Liaison Nurse: Paul Angelo	(831) 462-7642	(209) 985-5557		Paul.Angelo@DignityHealth.org
Public Information Officer: Felicity Simmons	(831) 462-7252	(650)-793-3614		Felicity.Simmons@DignityHealth.org
Public Information Officer: Claire Henry	(831) 462-7252	(831) 462-7864		Claire.Henry@DignityHealth.org
Sutter Maternity & Surgery Center				
2900 Chanticleer Avenue Santa Cruz, CA 95065				
Bed Capacity: 27				
Main Number (24/7)	(831) 477-2200	(831) 421-6376 Pager	(831) 477-2221	SMSC-IncidentCommand@sutterhealth.org
Disaster Preparedness Coordinator: Marian Crockett	(831) 477-2280			Crocketmr@PAMF.org
Chief Nurse Executive: Stephanie Kent	(831) 477-2226			KentSC@SutterHealth.org
Watsonville Community Hospital				
75 Nielson Street Watsonville, CA 95076				
Bed Capacity: 106				
Main Number	(831) 724-4741			
24/7 Emergency Room	(831) 724-5613		(831) 761-5669	
Recorded Trauma Phone	(831) 724-5217			
Chief Nurse: Dana Steffer	(831) 763-6009	(254) 592-7254		Dana_Steffe@watsonvillehospital.com
Director of Facilities/Materials: Matko Vranjes	(831) 763-6400	(408) 472-4734		Matko_Vranjes@watsonvillehospital.com
Director of Emergency Services: Brian Stevens		(937) 286-6113		brian_stevens@watsonvillehospital.com
Prehospital Liaison Nurse: Chris Johnston	(831) 763-6489	(831) 331-7108		chris_johnston@watsonvillehospital.com
Public Information Officer	(831) 763-6040			wchadmin@watsonvillehospital.com
Capitola Surgery Center				
2265 41st Avenue Capitola, CA 95010				
Assistant Clinical Director: Gail Hay	(831) 462-2252	(831) 809-4589	(831) 462-2288	ghay@mpscellc.org
Santa Cruz Surgery Center				
3003 Paul Sweet Road Santa Cruz, CA 95065				
Administrator: Melissa Sullivan	(831) 462-5512	(831) 251-2526		
Cypress Outpatient Surgical Center, Inc.				
1665 Dominican Way Suite 120 Santa Cruz, CA 95065				
Administrator: Lois Owens	(831) 476-6943		(831) 476-1473	lowens@pmgsc.com
Manager: Vadis Lake	(831) 476-6943	(909) 576-1337	(831) 476-1473	vlake@pmgsc.com
California Hospital Association				
Point of Contact	(916) 443-7401	(916) 552-7596		www.calhospital.org

Directory – CLINICS

Position	Phone	Mobile	Fax	Email
County Clinics North: Emeline Health Center 1080 Emeline Avenue Bldg. D Santa Cruz, CA 95060 Homeless Persons Health Project (HPHP) 115-A Coral Street Santa Cruz, CA 95060		County Clinic South: Watsonville Health Center (WHC) 1430 Freedom Boulevard Suite C & D Watsonville, CA 95076		
Chief of Clinics: Amy Peeler	(831) 454-4764	(831) 706-1851	(831)454-4488	amy.peeler@santacruzcounty.us
Senior Health Services Manager: Raquel Ramirez Ruiz	(831) 454-5492	(831) 291-8547	(831)454-4488	Raquel.Ruiz@santacruzcounty.us
Departmental Administrative Analyst: Jennifer Phan	(831) 454-4733	(831) 291-7771		Jennifer.Phan@santacruzcounty.us
Emeline Health Center	(831) 454-4100		(831) 454-4296	
Emeline Health Center Manager: David Pheng	(831) 454-4569	(831) 345-8836	(831) 454-4296	David.Pheng@santacruzcounty.us
Homeless Persons Health Project	(831) 454-2080		(831) 454-3424	
Homeless Persons Health Project Manager: Joey Crottogini	(831) 454-5188	(831) 359-0536	(831) 454-3424	Joey.Crottogini@santacruzcounty.us
Watsonville Health Center	(831) 763-8400		(831) 763-8237	
Watsonville Health Center Manager: Walter Espinoza	(831) 736-8157	(831) 227-9851	(831) 763-8237	Walter.Espinoza@santacruzcounty.us
Dientes Community Dental (DCD) Administration: 5300 Soquel Avenue Suite 103 Santa Cruz, CA 95062 DCD: Main Clinic 1830 Commercial Way Santa Cruz, CA 95065 DCD: Homeless Services Outreach Clinic 115A Coral Street Santa Cruz, CA 95060		DCD: Beach Flats Clinic 302 Riverside Avenue Santa Cruz, CA 95060 DCD: Watsonville 1430 Freedom Blvd. Suite C Watsonville, CA 95076		
Main Clinic	(831) 464-5409		(831) 464-5415	
24/7 Point of Contact & Operations Director: Ingrid Trejo		(831) 713-5926		itrejo@dientes.org
IT/Facilities Supervisor: Lori Chapel	(831) 464-5424	(831) 239-4810		Lori@dientes.org
Front Office Manager: Samantha Paz	(831) 621-2566	(831) 706-1001		Sammi@dientes.org
Watsonville Clinic	(831) 621-2560			
Homeless Services Outreach Clinic	(831) 458-6020			
Beach Flats Outreach Clinic	(831) 464-5411			
Kaiser Permanente Santa Cruz Medical Offices: 115 Locust Street Santa Cruz, CA 95060 Kaiser Permanente Scotts Valley Medical Offices 5615 Scotts Valley Drive Santa Cruz, CA 95066		Kaiser Permanente Watsonville Medical Offices 1931 Main Street Watsonville, CA 95076		
Santa Cruz Medical Offices	(831) 425-4100	(831) 425-4091 (Charge Nurse)	(831) 425-4104	
Scotts Valley Medical Offices	(831) 430-2700	(831) 430-2717 (Charge Nurse)	(831) 430-2710	
Watsonville Medical Offices	(831) 768-6600	(831) 768-6617 (Charge Nurse)	(831) 768-6610	
Assistant Nurse Manager: Lora Glasgow	(831) 430-2708	(408) 201-3852		Lora.Glasgow@kp.org
Safety Operations Leader: Theophilus Little		(408) 972-6110	(408) 972-7198	Theophilus.D.Little@kp.org
Service Unit Manager: Kelly Coelho		(408) 693-9232		Kelly.Coelho@kp.org

Directory - COUNTY

Position	Phone	Mobile	Fax	Email
Santa Cruz County Communicable Disease Unit				
Communicable Disease Unit	(831) 454-4114	(831) 471-1170 (After Hours)	(831) 454-5049	HSACD@santacruzcounty.us
Director of Nursing: Jennifer Herrera	(831) 454-4104			Jennifer.Herrera@santacruzcounty.us
Santa Cruz County Emergency Medical Services (EMS)				
Emergency Medical Services	(831) 454-4120	(831) 471-1170 (After Hours)	(831) 454-4488	
EMS Administrator/MHOAC: Brenda Brenner	(831) 454-4751	(831) 227-1231		Brenda.Brenner@santacruzcounty.us
Santa Cruz County Medical Reserve Corps (MRC)				
MRC Director & DHV Administrator: Kathleen Conley	(831) 454-4438	(831) 400-2348		Kathleen.Conley@santacruzcounty.us
MRC Coordinator & DHV Administrator: Courtney Kilgore	(831) 454-4664	(831) 588-2048		Courtney.Kilgore@santacruzcounty.us
DHV Administrator: Lora Bate	(831) 566-7880			Lorabate@sbcglobal.net
Santa Cruz County Public Health Emergency Preparedness				
Emergency Preparedness Manager: Kathleen Conley	(831) 454-4438	(831) 400-2348		Kathleen.Conley@santacruzcounty.us
Health Educator: Courtney Kilgore	(831) 454-4664	(831) 588-2048		Courtney.Kilgore@santacruzcounty.us
Public Information Officer: Corinne Hyland	(831) 454-7558	(831) 359-1470		Corinne.Hyland@santacruzcounty.us
Santa Cruz County Environmental Health				
Main Line	(831) 454-2022		(831) 454-3128	Env.Hlth@santacruzcounty.us
Hazardous Materials Team	*9-1-1	NETCOM at (831) 471-1170. Request that dispatch contact on-call Hazardous Materials Specialist or Environmental Health Specialist.	Request a call back and provide a call back phone number.	
Medical Health Operational Area Coordinator (MHOAC) Program				
MHOAC	NETCOM at (831) 471-1170. Request that dispatch contact MHOAC	Request a call back. Provide a call back phone number.		
Santa Cruz County Behavioral Health				
Behavioral Health	(831) 454-4170	(800) 952-2335 (After-Hours)	(831) 454-4663	
Senior Behavioral Health Program Manager: Pam Rogers-Wyman	(831) 454-5244	(831) 566-3606		Pam.Rogers-Wyman@santacruzcounty.us
Behavioral Health Manager: Stan Einhorn	(831) 454-4147	(831) 359-5842		Stan.Einhorn@santacruzcounty.us
Santa Cruz County Office of Emergency Services (OES)				
OES Administrator: Rosemary Anderson	(831) 454-2715	(831) 713-9318		Rosemary.Anderson@santacruzcounty.us
OES Duty Officer	NETCOM: (831) 417-1170 *Request that dispatch contact on-call Duty Officer. Provide a call back phone number.		(831) 454-2365	

Directory – CLINICS

Position	Phone	Mobile	Fax	Email
Palo Alto Medical Foundation 2025 Soquel Avenue Santa Cruz, CA 95062				
24/7 Administrator On Call	(831) 661-1307		(831) 423-4515	
Safety Specialist: Cassandra Ramirez	(650) 691-6198		(650) 248-1368	Ramirec8@PAMF.org
Palo Alto Medical Foundation: Urgent Care Sites		<i>Scotts Valley</i> 4663 Scotts Valley Drive Scotts Valley, CA 95066 <i>Watsonville</i> 550 S. Green Valley Road Watsonville, CA 95076		
<i>Mission Street</i> 1301 Mission Street Santa Cruz, CA 95060 <i>Soquel Avenue</i> 2025 Soquel Avenue Santa Cruz, CA 95062				
Service Line Director, Urgent Care: Trish L. Burgin	(831) 905-4079			
Mission Street Urgent Care	(831) 458-6310			
Soquel Avenue Urgent Care* open 24/7	(831) 458-5537			
Scotts Valley Urgent Care	(831) 458-6335			
Watsonville Urgent Care	(831) 458-5860			
Salud Para La Gente (SPLG): Administration: 195 Aviation Way, Suite 200 Watsonville, CA 95076		SPLG: Clinica del Valle del Pajaro (at Watsonville Hospital) 45 Nielson Street Watsonville, CA 95076		
SPLG: Main Clinic 204 East Beach Street Watsonville, CA 95076				
Administration Office	(831) 728-8250			
Chief of Clinics: Anita Aguirre	(831) 728-8250	(831) 359-6513		aaguirre@splg.org
Director of Facilities & Safety: Dan Sedenquist	(831) 728-8250 x1005	(831) 818-0412		Dsedenquist@splg.org
Chief Executive Officer: Dori Rose Inda	(831) 728-8250 x1006	(831) 588-4405		Droseinda@splg.org
Santa Cruz Community Health Centers:		East Cliff		
Locust 250 Locust Street Santa Cruz, CA 95060		21507 East Cliff Drive Santa Cruz, CA 95062		
Clinic	(831) 427-3500		(831) 457-2486	Emergency@schealthcenters.org
24/7 Point of Contact & Operations Director: Pam Conelly	(831) 247-1896			Pconelly@schealthcenters.org
Safety & Compliance Associate: Storey La Monteague (interim)	(831) 427-3500 x116			slamontagne@schealthcenters.org
Clinical Operations Manager: Stephanie MacWhorter	(831) 427-3500 x223	(831) 600-6457		SMacWhorter@schealthcenters.org
Facilities Manager: Erik Haston	(831) 427-3500	(831) 359-5753		ehaston@schealthcenters.org
University of California Santa Cruz – Student Health Services 1156 McLaughlin Dr. University of California Santa Cruz, CA 95064				
Clinic	(831) 459-2211		(831) 459-3546	healthcenter@ucsc.edu
Ancillary Services Director: Diane Lamotte, RPh	(831) 459-1407	(831) 332-7129	(831) 459-3564	dmlamott@ucsc.edu
Medical Director: Drew Malloy, MD	(831) 459-1740	(831) 600-5242	(831) 459-3564	edmalloy@ucsc.edu
Director of Counseling and Psychological Services (CAPS): Gary Dunn, PhD	(831) 459-1943	(252) 412-3075	(831) 459-3546	gmdunn@ucsc.edu
Analog Phones	(831) 459-1220 (Floor 1)	(831) 459-4884 (Floor 2)	(831) 459-2744 (Lab)	
Cabrillo College: Health Services 6500 Soquel Drive, Room 912 Aptos, CA 95003				
Director: Kate Dowling	(831) 479-6435	(831) 239-7577	(831) 477-5364	Kadowlin@cabrillo.edu
Back-up: Marcella Meier	(831) 477-5623			Mamerier@cabrillo.edu

Directory - LONG TERM CARE FACILITIES

Position	Phone	Mobile	Fax
Hearts and Hands			
2990 Soquel Ave Santa Cruz, CA 95062			Bed Capacity: 140
Administrator: Donna Donihi	(831) 479-9000	(650) 703-9835	(831) 462-4800
Maintenance & Operations Director: Ryan Franco		(831) 332-9637	
Pacific Coast Manor			
1935 Wharf Road Capitola, CA 95010			Bed Capacity: 99
Facility	(831) 476-0770		(831) 476-0737
Administrator: Marise Goetzl		(831) 247-5363	
Administrator Backup: Marnie Coleman	(831) 776-0797		
Director of Nursing: Angie Brouse		(831) 227-7807	
Staff Development Coordinator: Jenny Davis		(831) 428-3526	
Santa Cruz Post Acute			
1115 Capitola Road Santa Cruz, CA 95062			Bed Capacity: 145
Facility	(831) 475-4055		(831) 462-9812
Executive Director: Rusty Greiner	(831) 475-4055 x207	(949) 233-5702	
Staff Development Director: Marichel Polhen	(831) 475-4055 x220		
Valley Convalescent Hospital			
919 Freedom Blvd Watsonville, CA 95076			Bed Capacity: 59
Administrator: Rob Ditlevsen	(831) 722-3581		(831) 722-8090
Watsonville Nursing Center + Post Acute Center			
525/535 Auto Center Drive Watsonville, CA 95076			Bed Capacity: 87/9
Administrator: Jerry Hunter	(831) 724-7507 x214	(408) 710-8556	
Hospice of Santa Cruz County			
940 Disc Drive Scotts Valley, CA 95066			
Facility	(831) 430-3000		(831) 430-9267
Operations/Facilities Manager: Paul McDonald	(831) 430-3067	(831) 419-7388	
Director of Quality and Clinical Education: Katherine Nakao	(831) 430-3027	(831) 227-6483	
Senior IT Director: Lisa Flores	(831) 430-3059	(559) 972-3288	
Chief Clinical Officer: Gloria Reed	(831) 430-3092	(515) 979-4146	
Dominican Home Health			
2045 40th Avenue Suite A Capitola, CA 95010			
Facility	(831) 465-7988		(831) 465-7996
Nurse Manager: Therese Briend	(831) 465-7992	(831) 588-3095	
Quality Improvement Coordinator: Sandy Heely (until 10/30)	(831) 465-7919	(310) 918-3224	
Telecare Santa Cruz Psychiatric Health Facility			
2250 Soquel Avenue Santa Cruz, CA 95062			
Facility	(831) 600-2801		(831) 600-2820
Administrator: Cindy Robins	(831) 600-2801	(831) 713-6973	
Facilities Operations: Mark Kik	(831) 600-2801	(831) 346-7386	
Facilities Director: Cameron Coltharp	(501) 337-7950	(510) 717-2107	

Email

Admin1@heartshands.us

Pmiers03@yahoo.com

www.pacificcoastmanor.com

Mgoetzel@covenantcare.com

mcoleman@covenantcare.com

adilloughery@covenantcare.com

jdavis@covenantcare.com

Rusty.Greiner@santacruzpa.com

Marichel.Polhen@santacruzpa.com

Rob@valleyheights.com

3
gerald.hunter@watsonvillepac.com

(831) 763-7929 Analog

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ROLES & RESPONSIBILITIES

The role and responsibilities of HCC Partners in Natural Disasters and Pandemic Outbreak according to the Hazard Vulnerability Assessment.

Acute Event
Natural Disaster: Earthquake, Flood, Wildfire
Human Caused: Terrorist Attack, Mass Causality Incident

Emerging Events
Pandemic (Influenza) or Other Infectious Disease Outbreak

ROLE: SUPPORT

Public Health

- A. Assess and monitor the healthcare delivery status within Operational Area (OA) and provide necessary notifications to the region and state
- B. Coordinate Medical/Health resources within county
- C. Coordinate development and dissemination of health information, alerts, advisories, and press releases
- D. Manage public health activities (e.g. monitoring shelters for illness, taking an active role in implementing infection control measures, etc.)

ROLE: LEAD

Public Health

- A - C (in left column)
- D. Manage public health event and develop Incident Action Plan
- E. Convene planning meeting/briefing with healthcare partners
- F. Operations:
 - i. Surveillance, disease investigation, data analysis, development of hypotheses, and control measures
 - ii. RSS – receive, ship and store medical supplies
 - iii. Point of Dispensing Sites (PODS)
 - iv. Alternate Care Sites (ACS)
 - v. Just In Time Training (JITT)

ROLE: SUPPORT

Emergency Medical Services (EMS)

- A. Establish and maintain communications with Medical Health Operational Area Coordinator (MHOAC)
- B. Rescue & Extrication
- C. Field Treatment Sites
- D. Medical transport

ROLE: SUPPORT

EMS

- A. Establish and maintain communications with MHOAC
- B. Assess & report staff availability (EMTs, paramedics, & fire fighters)
- C. Medical transport

ROLE: SUPPORT

Healthcare Facilities (Hospitals, Clinics, Skilled Nursing Facilities, Long-Term Care Facilities)

- A. Report situation status to Public Health/MHOAC (including bed/exam room availability, resource need and availability of resources [staff & stuff] that can be shared or pooled via ReddiNet)
- B. Establish/maintain communications with:
 - i. Public Health, ii. Local healthcare partners, iii. Corporate/sister facilities, iv. Licensing & Certification (CDPH) & Others
- C. Send a representative to County briefings

ROLE: SUPPORT

Skilled Nursing Facilities/Long-Term Care Facilities

- A - C above and maintain safe care for residents (supplies, staff, power, sanitation, security)

Skilled Nursing Facilities/Long-Term Care Facilities

- A - C above and isolation to prevent spread of disease, vaccinate patients and staff, implement basic infection control measures, activate Visitor Plan, activate Employee Sick Plan (education of staff), & manage mass casualties

Clinics

- A - C above and first aid/triage, information center for community

Clinics

- A - C above and provide triage/screening, segregation of well vs. sick, self-care/education, outreach, vaccine dispensing sites

ROLE: SUPPORT

Partners / Volunteer Organizations

- A. Report situation status to Public Health/MHOAC (including availability of resources [staff & materials] and resource requests)
- B. Establish and maintain communications
- C. Send a representative to briefings

Disaster Volunteer Opportunities

The Medical Reserve Corps is a national network of local volunteers engaging communities to strengthen public health, reduce vulnerability, build resilience, and improve preparedness, response and recovery capabilities. **Santa Cruz County MRC Unit welcomes medical and non-medical volunteers. Visit: www.santacruzhealth.org/MRC for more information.**

RESPONSIBILITIES

RESPONSIBILITIES

RESPONSIBILITIES

RESPONSIBILITIES



ACRONYMS

<p>A AAR/IP After-Action Report/Improvement Plan</p> <p>ACS Alternate Care Sites</p> <p>ARC American Red Cross</p> <p>C CAHAN California Health Alert Network</p> <p>CBRNE Chemical, Biological, Radiological, Nuclear, Explosive</p> <p>CERT Community Emerg. Response Team</p> <p>CBO Community Based Organization</p> <p>CD Communicable Disease</p> <p>CDC Centers for Disease Control</p> <p>CDPH CA Department of Public Health</p> <p>CDU Communicable Disease Unit</p> <p>CHA California Hospital Association</p> <p>CHEMPACK Antidotes to nerve agents</p> <p>COOP Continuity of Operations Plan</p> <p>D DHV Disaster Healthcare Volunteers</p> <p>DOC Departmental Operations Center</p> <p>E ED Emergency Department</p> <p>EMS Emergency Medical Services</p> <p>EMSA Emergency Medical Services Authority</p> <p>EOC Emergency Operations Center</p> <p>EP Emergency Preparedness</p> <p>F FEMA Federal Emergency Management Agency</p> <p>FTS Field Treatment Site</p> <p>H HAvBED Hospital Available Beds for Emergencies and Disasters</p> <p>HEPC Healthcare Emergency Preparedness Coalition</p> <p>HICC Hospital Incident Command Center</p> <p>HICS Hospital Incident Command System</p> <p>HPP Hospital Preparedness Program</p> <p>HSA Health Services Agency</p> <p>HSEEP Homeland Security Exercise and Evaluation Program</p>	<p>I IAP Incident Action Plan</p> <p>IC Incident Command or Incident Commander</p> <p>ICS Incident Command System</p> <p>ILI Influenza-like-illness</p> <p>J JIC Joint Information Center</p> <p>JIS Joint Information System</p> <p>JITT Just-In-Time Training</p> <p>L LEMSA Local Emergency Medical Services Agency</p> <p>LHD Local Health Department</p> <p>M MAC Multi-Agency Coordination</p> <p>Med/Health Medical/Health</p> <p>MHOAC Medical Health Operational Area Coord.</p> <p>MRC Medical Reserve Corps</p> <p>MSEL Master Sequence of Events List</p> <p>N NIMS National Incident Management System</p> <p>O OA Operational Area</p> <p>OES Office of Emergency Services</p> <p>P PIO Public Information Officer</p> <p>POD Point of Dispensing</p> <p>PPE Personal Protective Equipment</p> <p>R REOC Regional Emergency Operations Center</p> <p>RDMHC/S Regional Disaster Medical Health Coordinator/Specialist</p> <p>RIMS Response Info. Management System</p> <p>S SEMS Standardized Emergency Management</p> <p>SNS Strategic National Stockpile</p> <p>SOC State Operations Center</p> <p>SWE State-Wide Exercise</p> <p>T TTX Table Top Exercise</p>
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Revised January 2019

Initial Response List (IRL)

Acute Event:

Natural Disaster: Earthquake, Flood, Wildfire
Human Caused: Terrorist Attack, Mass Causality

Emerging Event:

Pandemic (Influenza)
Other Emerging Infectious Disease

IMPORTANT: The purpose of the IRL is to be used a quick guide. For complete actions, review full information inside the EOG and facility specific emergency plans.

HEALTHCARE FACILITY IRL: ACUTE	
ACTION:	Item Completed?
Activate your facility acute emergency response plan(s) as needed.	✓
<u>Immediate Notification:</u> contact MHOAC via NETCOM If PH DOC or EOC is activated, your facility will be notified via CAHAN. Please call EOC and DOC directly.	
Contact Facility Public Information Officer to contain media outlets (create consistent messaging for staff, patients, etc.)	
Contact Facility Staff (as needed, via facility specific outlets)	
Update ReddiNet and other various disaster communication systems (as prompted)	
Obtain ICS Forms for proper documentation of incident via HCC website/FEMA.	
Submit a Situation Status Report (as needed/requested)	
Submit Resource Request Form to MHOAC (as needed/requested) *NOTE: different form for personnel and supplies*	
Submit Assistance Capacity Forms to MHOAC (as needed/requested)	
Continue to monitor event and respond as requested (via CAHAN)	

HEALTHCARE FACILITY IRL: EMERGING	
In the event an emergency is slow emerging, follow the above steps as requested by the MHOAC. Additional notification and assistance may be needed. Please be aware that emerging events can escalate into a surge.	
ACTION:	Item Completed?
State Licensing and Certification at (916) 552-8700 and/or OSHPD at (916) 326-3600	
Neighborhood healthcare facility partners	
Local government, city, and community partners	
Anticipate need of additional resources (personnel, supplies, medication, etc.)	
Begin recovery process via documentation of expenditures	

MHOAC via NETCOM: (831) 471-1170 *check MHOAC Tab for detailed instructions*
PH DOC: (831) 454-4444 | EOC Medical Health Branch: (831) 454-2167
Disaster Reporting Forms Available at HCC Website: santacruzhealth.org/CHAMPS
Submit Forms: HSADOC@santacruzcounty.us | Fax: (831) 454-5068/4488