



Assessment of a Staging Drill

Application to Field Exercise Planning

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PHRC Mission: Application of Field Exercises

Exercises test and may improve PHRC volunteers' preparedness to contribute to local public health emergency response.



Background: April 2004

Total # of professionals who had expressed interest in the PHRC

363

Total # of prospective volunteers who had attended an orientation session

110

Total # of prospective volunteers registered with the PHRC

136

**WELCOME
VOLUNTEERS!**



Staging

*A core component of initial
emergency response in
volunteer mobilization*

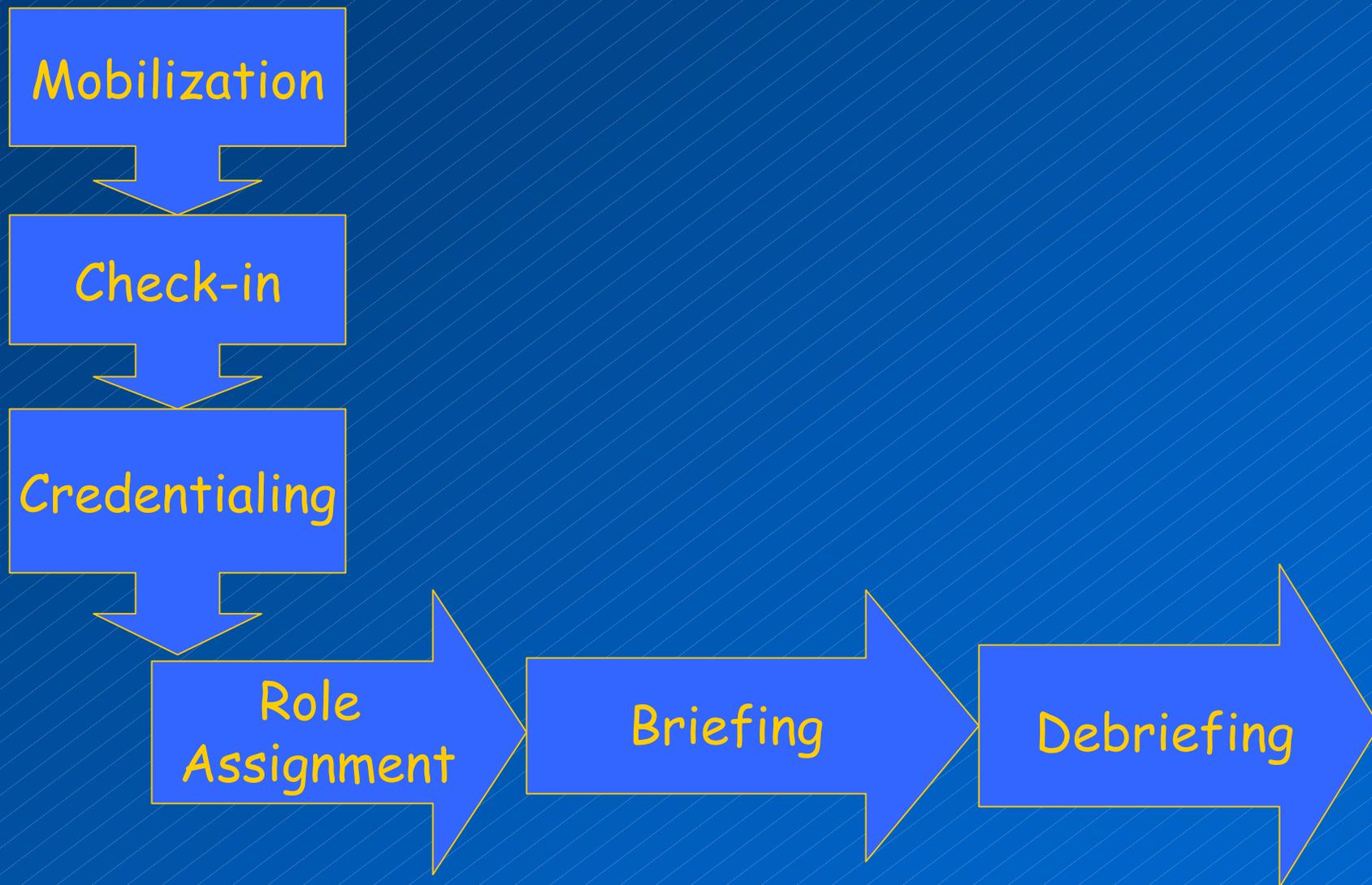
Incident Command System (ICS) / Staging & Deployment training

April 3, 2004

- 1) **ICS:** instruction on organizational structure used in public health emergency response
- 2) **Staging & Deployment:** instruction on process & volunteer roles for upcoming staging drill exercise



April 24, 2004: Staging Drill



Staging Drill Objectives

To test compliance with Standard Operating Procedures in:

- 1) Telecommunications between Exercise Team and volunteers
- 2) Coordination of comprehensive response activities
- 3) Establishment of staging area within a limited timeframe

Staging Drill Objectives

To test compliance with Standard Operating Procedures in:

4) Ability to check in volunteers at staging area

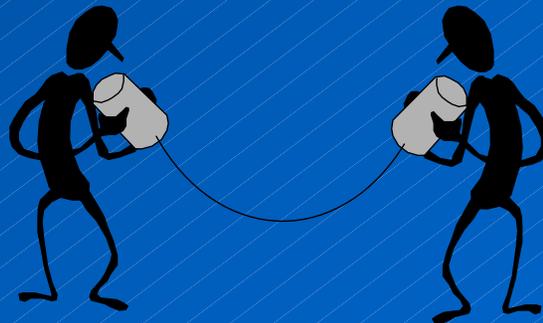
5) Exercise team ability to conduct rapid situational assessment

6) Ability to conduct onsite volunteer credentialing

Telecommunications

Objective: To test Exercise Team's ability to contact registered PHRC volunteers

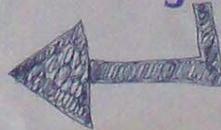
- Phone, email, pager used to contact registered volunteers between 8AM and 10AM on morning of drill
- Volunteers instructed to report to staging area if they had not heard from exercise team by 10 AM



Check-In
Waiting Area



Briefing Area



Staging Area

- **Check-in:** registration and distribution of photo IDs and volunteer assignments
- **Credentialing:** driver's license cross-referenced with licensure information in volunteer database
- **Briefing:** detailed review of emergency situation and volunteer roles at assignment site

Post-Exercise

● Debriefing / “Hotwash”

- Facilitated dialogue for volunteers to submit feedback on exercise experience
- Relation to actual disaster discussed

● Check-out:

- Photo IDs returned to Exercise Team
- Volunteer evaluation forms completed
- Disassembly of staging area set-up

Exercise Evaluation

Evaluation Tools:

- Evaluator checklist
- Volunteer tally of instructional demonstration
- Written volunteer experience evaluations
- Written volunteer preparedness perceptions
- Documentation of debriefing feedback

Exercise Team Evaluators

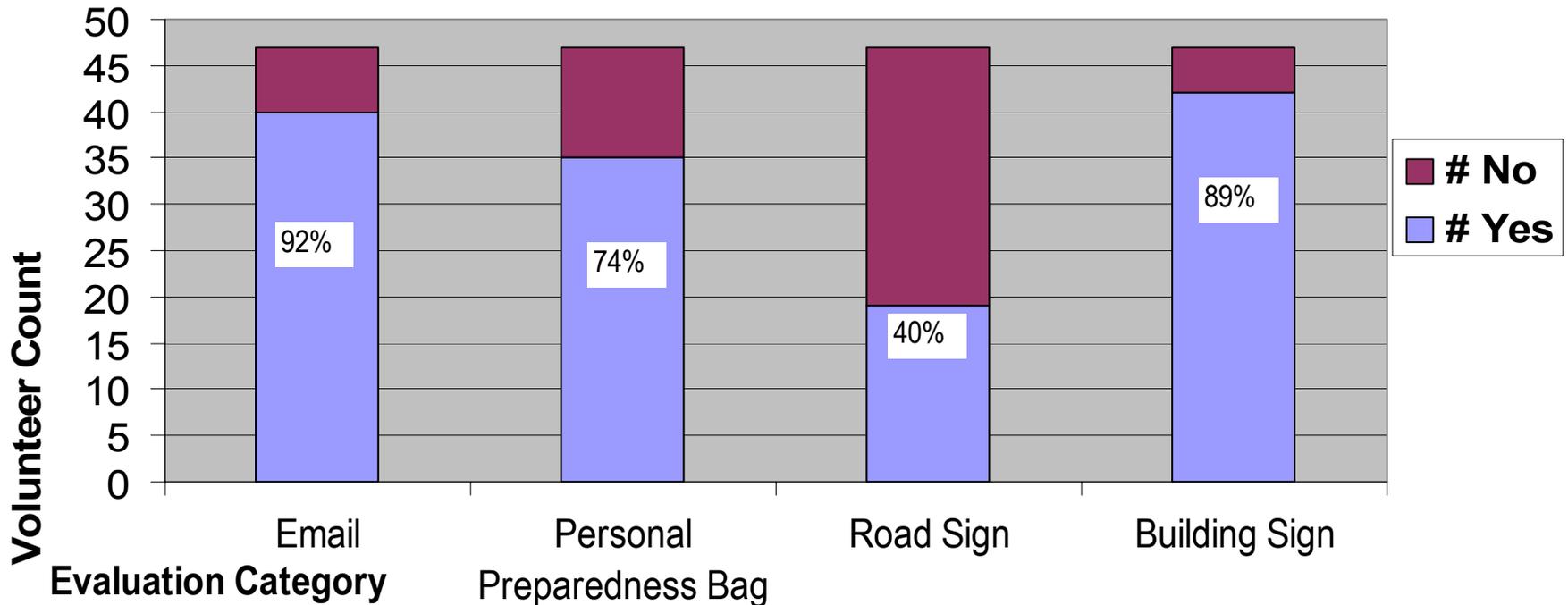
Task: Record observations on whether exercise team complies with actions supporting exercise objectives

Evaluator areas of focus:

- Communication of event
- Staging
- Volunteer response
- Check-in
- Credentialing

Evaluation

Evaluation of Volunteer Involvement



47 Volunteers at Staging Drill

40 of 47 (**92%**) received a notification email

35 of 47 (**74%**) brought their personal preparedness bag

19 of 47 (**40%**) saw road signs directed at the staging area and

42 of 47 (**89%**) saw signs indicating the staging area building

Volunteer Evaluations

Overall Volunteer Experience

Did exercise meet volunteer expectations and training needs?

Volunteer Preparedness Perception

“I feel prepared to respond...”

“I feel the PHRC is prepared to respond...”

“Hotwash”/Debriefing

- Post-drill analysis of Standard Operating Procedures
- Exercise Director facilitates dialogue with volunteers on drill conduct

"Hotwash" / Debriefing

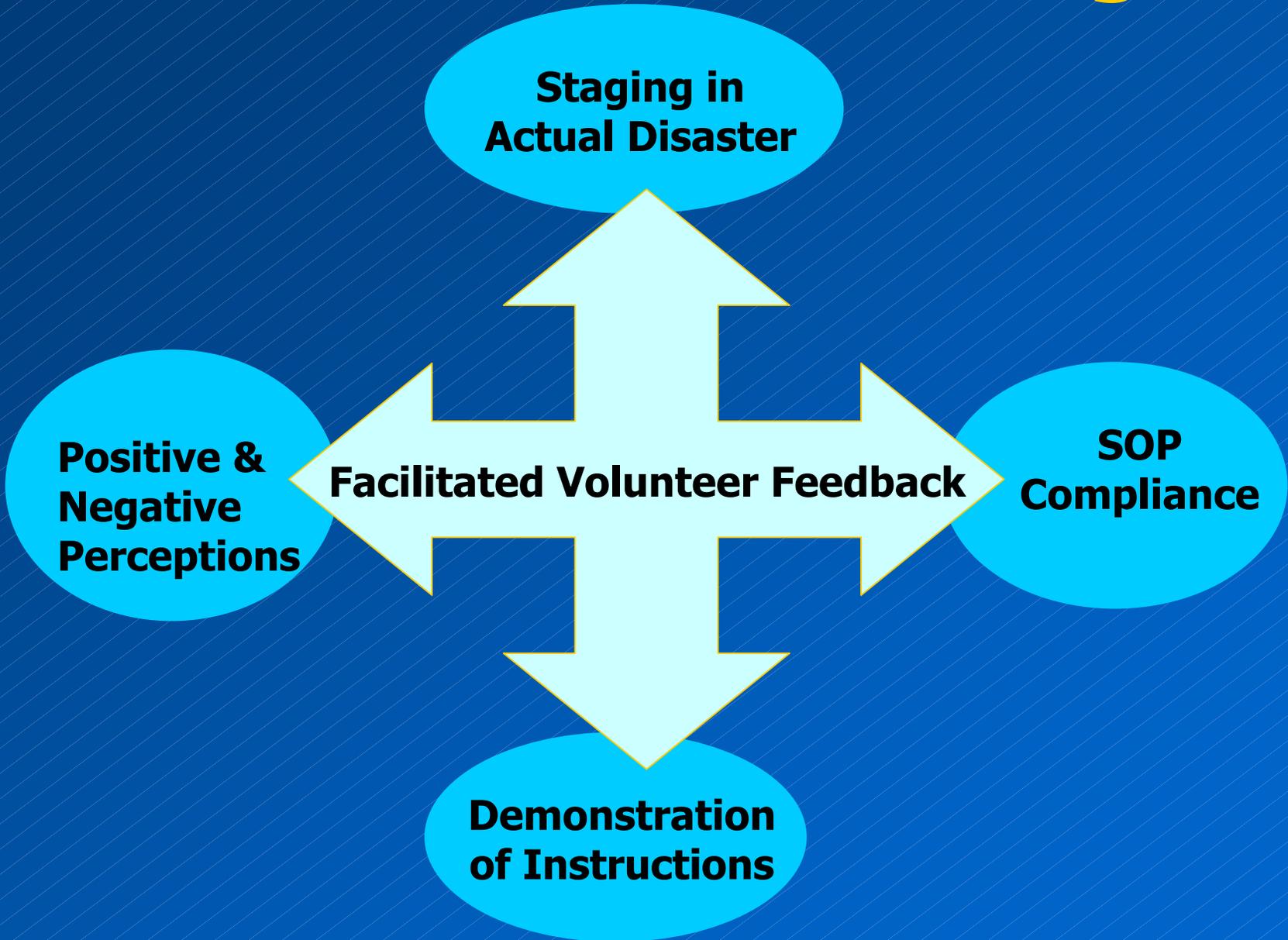
**Staging in
Actual Disaster**

**Positive &
Negative
Perceptions**

Facilitated Volunteer Feedback

**SOP
Compliance**

**Demonstration
of Instructions**



Staging in Actual Disaster



- PHRC volunteers DO NOT directly assist first responders
- Contact would be by phone, pager, email, television, and/or radio within **24 hours** of the incident
- Volunteers expected to mobilize within 24 hours when notified of incident

Best Practices: Model Actions

- Identify supply & equipment needs prior to exercise
- Develop clear exercise objectives
- Record observation of all actions related to exercise objectives

Best Practices: Model Actions

- **Appoint Exercise Team member to initiate volunteer notification**
- **Ensure phone contact with all volunteers**
- **Review supplies and equipment checklist before departing for staging area**
- **Set up staging area in time for volunteers to arrive**
- **Plan adequate debriefing time**

Best Practices: Lessons Learned

- Do not ask volunteers with photo IDs for further identification
- Synchronize time among Exercise Team members
- Ensure volunteer contact information is updated periodically (e.g. every 6 months)
- Provide all Exercise Team members with access to needed exercise materials

Best Practices: Lessons Learned

- Post clearly visible road and building signs at staging area
- Develop flow chart to effectively show staging area proceedings
- Develop check-in forms that are compatible with volunteer database
- Develop policy for minors present at exercises
- Count personal preparedness bags at all exercises

S.O.P. Compliance

Volunteer Mobilization



47 of 47 (100%)

Brought Personal Preparedness Bag



35 of 47 (74%)

Received Mobilization Email



40 of 47 (92%)

Saw Signs Indicating staging area building



42 of 47 (89%)

Check-in & Debriefing Completed in < 2 hours





Summary

&

Questions