




MULTNOMAH COUNTY OREGON

HEALTH DEPARTMENT ADMINISTRATIVE GUIDELINES

SECTION: Emergency Management	NUMBER: EMG 03.01
CHAPTER: Notification	PREVIOUS NUMBER: N/A
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TITLE: Notification Database Protocol & Procedures	LAST REVIEW DATE: 03/03
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	PAGE 1 OF 4

Applies to: All Health Department Employees

Attachments: None

POLICY STATEMENT:

The Emergency Management Notification System Database (EMNS) facilitates the collection, update, and dissemination of employee contact information for use in case of a disaster or emergency. The EMNS enables Health Department managers to contact staff, and assign them to appropriate activities in response to an emergency event. The EMNS can be used in limited events (e.g., confined to a specific Health Department site), or in community-wide emergencies (e.g., a flood or earthquake). Inclement weather is an event appropriate for the use of the EMNS.

Database Confidentiality:

Violation of this policy may warrant discipline. Per Health Department policy 510.1 employee records are the property of MCHD.

1. The EMNS is a collection of employee records.
2. Current laws and rules require MCHD to keep employee records secured and the information in the records confidential.
3. The information in the EMNS is confidential, and for use by Health Department managers and designated staff in response to emergencies. Information contained in this system must NOT be used for other purposes; such use is strictly prohibited. The EMNS shall NOT be accessible to non-MCHD employees or other unauthorized individuals. Managers and staff shall NOT access the EMNS except as needed in the course and scope of their duties in responding to emergencies.

Database Use:

Health Department divisions and their programs are responsible to create and maintain an Emergency Call Down List for their division. Each division will have designated personnel responsible for the collection, maintenance, and dissemination of that division's Call Down List. These lists will be maintained and distributed via the EMNS. Health Department personnel (including permanent, on-call, and contract employees; volunteers; students; interns; residents) shall observe the following guidelines when using the database:

EMNS DATABASE PROCEDURES:

A. Record Management and Administration

- 1) EMNS database and associated information must remain in MCHD facilities except when:
 - a. Being transferred between Health Department facilities
 - b. Being used in response to an emergency
 - c. Needed for designated managers to contact staff after business hours
- 2) Copies of the EMNS shall not be released. In addition, any staff working with the EMNS will abide by the following requirements:
 - a. Staff will not access, disclose, or discuss employee information contained within the EMNS except as needed in the course and scope of their duties in support of emergency preparedness and response
 - b. Staff will not discuss specific employee information contained in the EMNS in public areas
 - c. Staff will not allow employee information contained in the EMNS to be exposed to viewing or handling by unauthorized personnel
 - d. Staff can use the email system to send information as long as the email is to other Health Department units. In addition, emails can only be sent to staff with call down responsibilities
- 3) EMNS records shall be secured and locked when not in use.
- 4) EMNS records shall not be left unattended in any area.

B. Use

The EMNS and documents produced by the EMNS are intended to be used for emergency related purposes, and include the following:

- 1) Maintenance of Call Down List data
- 2) Inclement weather emergencies
- 3) Any local or regional emergency that requires the participation/response of the Multnomah County Health Department

C. New Employees

- 1) Managers must ensure that new employees complete a "Personal Information Form" on the date of hire for submission to Human Resources. Employees must provide the following information on that form:
 - a. Name.
 - b. SAP ID #
 - c. Address
 - d. Home Phone or best contact number
 - e. Emergency Contact
 - f. job class
- 2) Managers must collect the following supplemental data and provide that information to their divisional designee for Emergency Management purposes:

- a. Languages spoken if other than English
- b. Clinical licensure (MD, RN, MSW, other professional licenses)
- c. Clinical specialty if employee is a licensed clinician
- d. Alternate site for reporting to work
- e. CPR certification
- f. Incident Command System Training
- g. Home email address and alternate telephone and cell phone numbers
- h. Ham Radio Call Sign, if the employee operates a Ham Radio

D. Employee Transfer

- 1) Managers should fill out all required SAP paperwork and submit to HR.
- 2) The manager of the unit from which the employee is transferring must contact their division maintainer to update their unit's call down list.

E. Employees with Protected Information

- 1) Managers are not required to provide contact information for employees who fear discovery due to personal circumstances. Please notify the Infrastructure and Facilities Manager for removal of the employee's information from the database.
- 2) Managers must ensure that if they have employees removed from the notification database that they do not assign call down responsibilities to that employee.
- 3) Managers are required to independently track, and update employee contact information such that they can contact employees with protected information as needed.

F. Call List Maintenance by Divisions

- 1) Divisions and their programs/work units must maintain their call lists on a monthly basis. It is the responsibility of the program managers to notify their divisional maintainer when employee EMNS data changes. Such notification must be provided at the time the changes occur. Once the maintainer has made the appropriate changes, it is the maintainer's responsibility to distribute the updated list to the program manager.
- 2) Documents produced by the EMNS should be treated as confidential at all times. These documents, including hard copies and electronic copies, should be stored in a secure location that is only accessible to those performing emergency management related duties.
- 3) All documents produced by the EMNS should be disposed of in an appropriate fashion. Hard copy documents should be placed in secure shredder bins.
- 4) All Divisions will conduct a test of their Call Down Lists on a yearly basis. Such tests may consist of a paper exercise or a "live" call down. When conducting a live exercise it is important to communicate the fact that this is an exercise not an actual emergency.

G. Distribution and Use of Call Lists

- 1) Call Down Lists must be given to all managers & staff responsible for contacting others in the case of an emergency (including inclement weather).
- 2) Managers & staff responsible for contacting others must have a hard copy available to them during non-work hours.

- 3) Managers & staff responsible for contacting others will do so when instructed to by their supervisor or other authorized individual in accordance with Health Department policy.

H. Other Manager & Supervisor Responsibilities

Managers and supervisors are expected to have working knowledge of other department policies relevant to the administration of the department's emergency plans:

- 1) Emergency Management Plan(s)
- 2) Incident Command System
- 3) Succession Plan
- 4) Business Continuity Plan

Last review date: March 2003