



# Florida Department of Health Responder Management Standard Operating Guidelines

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## **Section I: Purpose**

These standard operating guidelines describe the systems and processes used during a state activation of state-managed personnel resources by the Florida Department of Health (DOH) in support of a state or local incident. While the guide is written primarily for DOH personnel and contractors, it may be expanded to include other health and medical responders under the operational control of Emergency Support Function 8 – Public Health and Medical (ESF-8) during incident response activities. Emergency management and incident response refer to the broad spectrum of activities and entities providing effective and efficient operations, coordination, and support. Incident management, by distinction, includes directing specific incident operations; acquiring, coordinating, and delivering resources to incident sites; and sharing information about the incident with appropriate parties. Taken together, these elements of command and management are the most visible aspects of incident management, typically executed with a sense of urgency.

## **Section II: Situation and Assumptions**

Most incidents are managed locally and are typically handled by local personnel and emergency management personnel within a single jurisdiction. In other instances, incidents that begin with a single jurisdictional response may rapidly expand to multi-disciplinary, multi-jurisdictional levels requiring significant additional resources and operational support. This guide, using the Incident Command System (ICS), provides a flexible core mechanism for coordinated and collaborative incident response, whether for incidents where additional resources are required or are provided from different entities outside the jurisdiction, or for complex incidents with national implications. Effective cross-jurisdictional coordination using established procedures is critical in these situations.

## **Section III: Organization and Assignment of Responsibilities**

- A. **Bureau of Preparedness and Response (BPR)** – The BPR is the Department’s organizational unit that oversees all matters related to emergency management, mitigation, response and recovery when they involve state assistance or in response to emergency situations that exceed the capacity of local operations. The BPR is under the overall direction of the Department’s Emergency Coordination Officer (ECO). The BPR provides strategic direction, oversight, and coordination of the Public Health and Medical Appendix to the State Comprehensive Emergency Management Plan (CEMP) and the Department’s Public Health and Medical Emergency Operations Plan (EOP) and supports both routine maintenance and continuous refinement of the plans and their components. This includes regular consultation with state and federal agencies, county health departments and other stakeholders. The BPR’s Responder Management Unit is tasked with coordination, identification, recruitment, registration, credentialing and mobilization of responders for State ESF-8 emergency response activities.
- B. **Incident Management Team (IMT)** - During an activation of the State Emergency Response Team and/or during a significant public health incident, the Department activates an IMT to coordinate response activities across the Department. The Logistics Section of the IMT is responsible for the mobilization of personnel to fill missions. The Planning Section is responsible for tracking and demobilization of responders. The Finance and Administration Section is responsible for acquiring goods and services during an incident, tracking incident related costs, assisting responders with travel

arrangements and purchasing card issues, and assisting with any other finance questions that might arise.

- C. **DOH Staffing Points of Contact** - Staffing Points of Contact from organizational units (e.g. County Health Departments (CHD), Children's Medical Services (CMS), central office, partner organization(s)) are Everbridge Group Managers. The Staffing Points of Contact (SPOCs) are familiar with the knowledge, skills, and abilities of personnel in their unit. SPOCs can determine the employee's availability and will contact the employee once a decision has been made to deploy the employee for a mission.
- D. **External Team Liaisons** – Designated points of contact from organizations that have agreements with the DOH to assist with emergency response, such as International Medical Corps, Florida Emergency Mortuary Operations Response System (FEMORs), Florida Fire Chiefs, and pre-identified contractual vendors, that can identify, activate and mobilize personnel within their organization to assist the department. These liaisons use their own internal processes for mobilization of personnel.
- E. **Supervisors** - Supervisors play an important role in the deployment phase. When DOH employees are recruited for deployment they must receive their supervisor's approval prior to deployment. Approval may depend upon the impact on the employee's regular job for the period of deployment. It is also the responsibility of the supervisor to determine if the employee is capable of being assigned for deployment duties, taking into consideration medical work restrictions, disciplinary record, or necessary work accommodations.
- F. **Responders** – Responders are expected to abide by all deployment procedures, have a personal preparedness plan, maintain fitness for duty, and be prepared for 72 hours in the field with minimal support.

#### **Section IV: Credentialing and Standards**

- A. **National Standards and Credentials** - DOH utilizes the guidance provided by the National Incident Management System (NIMS) for incident response in the areas of resource management, command and coordination, and, communication and information management. The ICS of NIMS is utilized by DOH during incident response to manage its organizational structures and processes.

Under the resource management concepts of NIMS, Florida has established multiple state-specific typed assets. The Florida Division of Emergency Management (DEM) coordinates state-specific resource typing and credentialing and is also the official point of contact with the NIMS National Integration Center (NIC) and for the implementation of the National Qualification System. As part of the larger state typing and credentialing infrastructure, DOH is responsible for coordination, development, and maintenance of public health and health care teams, and responders.

- B. **Background Screening** - In accordance with DOH Policy DOHP 60-5 Background Screening, a level 2 background screen is conducted at the time of hire and when contractual agreements for personnel services are established. During a state of emergency or public health emergency, the State Surgeon General can suspend the requirements of DOHP 60-5 for the purposes of preparing for, responding to, and mitigating any effect of the emergency. When the policy is suspended, external

personnel can be utilized without completing a background check for the purposes of emergency response.

- C. **Licensure/Certification Verification** - All responders performing a clinical duty that requires a medical certification or license must have their license verified to ensure it is active and clear before a deployment. DOH is responsible for licensure verification for all medical professionals. The process is automatically completed each week through the Everbridge system and by utilizing information obtained through the DOH Division of Medical Quality Assurance (MQA). Veterinary professionals are verified through the Department of Business and Professional Regulation (DBPR) Licensee Search website. Unverified personnel are subject to just-in-time verification.
- D. **Scope of Practice, Protocols, Reciprocity, and Medical Control and Direction** - Each state defines and regulates the scope of practice for medical personnel within its borders. It is anticipated that medical responders from various other states may be deployed to disasters (either in Florida or when assisting another state). Health care professionals should operate within their scope of practice and/or protocols from the state in which they are licensed.

## **Section V: Supervision and Chain of Command**

- A. **Unity of Command** - The Unity of Command concept is fundamental to ICS. Everyone participating in an incident response reports to only one supervisor. This eliminates the potential for individuals to receive conflicting orders from a variety of supervisors, thus increasing accountability, preventing freelancing, improving the flow of information, helping with the coordination of operational efforts, and enhancing operational safety.
- B. **First Line Supervision** - Emergency Response Team (ERT) members will be assigned to a single supervisor. Usually, this supervisor will be a Team Leader or other designated supervisor. The supervisor manages, coordinates, and directs the actions of their team or subordinates based on directions from operational leadership. The first line supervisor must maintain all appropriate records while ensuring the logistical needs of all assigned personnel are met during the period of the assignment.

## **Section VI: Readiness for Deployment**

- A. **Registration** - The Florida Health Alert Network (FLHAN) Alerting and Notification System (Everbridge) contains contact information for rapid 24/7/365 notification of members. Everbridge is also used to send quarterly test notifications, ad hoc, or no-notice test notifications, and periodically request registered members confirm and update their contact information.

An Everbridge Group Manager is designated for each DOH organizational unit (CHD, CMS, central office bureaus and divisions), and partner agencies.

The Group Manager registers contacts (DOH employees, employees of ESF-8 partner agencies, etc.) to receive notifications, alerts, activation/responder orders, and other response related information. Contacts update their Member Portal profile with current contact information. Group Managers are key during blue skies (normal day-to-day activities) to ensure accurate responder registration in the Everbridge system.

The responsibilities of a Group Manager during blue skies include:

- Maintaining the list of contacts (add, delete, and update);
- Updating/maintaining responder information (Emergency Duty Group (EDG), team affiliations, occupations, skills and Emergency Duty Level Assignments); and
- Creating and sending Everbridge notifications to their members.

The BPR Responder Management Unit compiles a monthly Deployable Resources Capability Summary Report to provide situational awareness for DOH leadership. The document information is obtained via Everbridge and the Resource and Systems Management Unit within the BPR.

**B. Personal Preparedness** - One of the most common factors affecting an employee's willingness to report for an incident assignment is personal and family preparedness and safety. Responders are expected to have personal preparedness plans for their families, loved ones and pets. These plans should help the employee transition into the incident management structure without undue concern for the safety of their families, loved ones and pets. This should allow the responder to focus on the task at hand while activated or deployed. Assistance with family, pet, or business planning can be found at: <https://www.floridadisaster.org/family-plan/> or <http://www.ready.gov/>.

**C. Fitness for Duty** - Responders must be in good health and physically able to perform their assigned response role. Prior to deployment, responders will be required to complete an Emergency Duty Assessment to evaluate if they are physically and psychologically prepared for the potential rigors of deployment. This self-assessment must be completed by the employee and submitted to their supervisor. Employees designated for deployment should ensure a thorough review of the Emergency Duty Assessment has been completed and discuss any concerns and/or issues with their supervisor before obtaining approval or denial of suitability for deployment. The decision of the suitability of an employee for deployment is made in concert with the employee, the employee's supervisor, and may include the local health officer or division director. The following considerations should be included when making this decision:

- Emergency duty assessments ensure responders are physically able to work in conditions which may pose additional risk or more physical demands than the routine work settings of public health employees.
- Responders designated for deployment should complete the emergency duty assessment and review it with their supervisor prior to deployment.
- Employees unable to meet the emergency duty assessment considerations may still be activated as a part of the response by performing duties within the scope of their normal work setting.
- A responder's role or duty may be within the scope of their normal work conditions.

**D. Personal 72-hour Go-Kit** – Unless otherwise indicated by DOH, all responders will be required to carry their own equipment and supplies to be self-sufficient for 72 hours. The following is a suggested list of personal items that each individual ERT member should include as part of their deployment. These items are for emergency responders, not patients or victims.

- |                |                                  |
|----------------|----------------------------------|
| • Safety boots | • Bedding (sleeping bag, pillow) |
| • Sunglasses   | • Toiletries / Sundries          |

- Climate appropriate clothing
- Uniforms
- Rain gear
- Undergarments
- Hat
- Individual personal maintenance medications
- Aspirin, Tylenol, or Ibuprofen
- Waterproof matches
- 12 hr. light sticks
- Flashlight (wind-up power or extra batteries)
- Portable AM/FM radio with NOAA weather freq.
- Cell phone with charger
- 2-way radio with chargers (optional)
- Portable GPS (optional)
- Toilet paper
- Non-perishable food items for self (protein bars, canned fruit, high caloric bars, etc.)
- Cash in the form of small bills
- Drinking Water – 1 gal. per person per day for two days is recommended
- Water purification tablets or household chlorine bleach and medicine dropper
- Driver's license or state-issued ID card
- EMS credentials (state, national, CPR, ACLS certification cards)
- Company/Agency ID badge
- ERT – FEMA ID badge
- Insect repellent
- Large duffel bag
- Hearing protection
- Hand sanitizer or anti-bacterial wipes
- Work gloves
- Swiss Army-style knife with tools, etc.
- Compass with whistle
- Map of disaster area
- Sunscreen

Responders should be healthy enough to function under austere field conditions (possibly no showers, housing in tents, portable toilets, extreme weather conditions and long periods of standing). Disaster responders must make provisions for their personal health care plans concerning prescription or routine medications. There is a possibility that pharmacy services may not be available. Bring adequate supplies of maintenance medications and assure that the medications can withstand being stored in temperature extremes.

- E. **Financial Preparedness** - As stated in the DOH Emergency Duty Policy DOHP 310-2-18, all DOH employees designated as Emergency Duty Group (EDG) 1 Responders should have a state issued purchasing card with a credit limit of at least \$1. In the event of a deployment, responders should contact their local business manager or the State ESF-8 Finance Section to have their card limits increased and put into emergency status for the duration of the deployment. Purchasing card training can be found on TRAIN: <https://www.train.org/florida/home> ID-1057283, FDOH Purchasing Card Training for New Card Holders.

When a DOH employee or an OPS employee does not have a purchasing card the Staffing Unit Leader will provide responder information to the State ESF-8 Finance Section so that travel arrangements (lodging, rental vehicle, etc.) can be made ahead of time whenever possible. If the responder does not have a purchasing card, the responder must pay for expenses out-of-pocket and submit paperwork for reimbursement per DOH policies. Every effort will be made to expedite the responder's reimbursement.



## **Section VII: Mission Assignments to Support State and Local Response**

The State ESF-8 Staffing Unit will activate personnel to meet mission assignments, incident objectives and/or forecasted resource needs for an incident. Through the State ESF-8 IMT, the Logistics Section will be tasked with mobilization of personnel for the response. Once there is an anticipated need for responders, the State ESF-8 Staffing Unit will contact the SPOC and or External Team Liaisons to begin the recruitment process. The process is broken down into the following steps:

- Availability Request
- Stand-by
- Activate and Deploy
- Responders Enroute
- On-Scene
- Demobilization
- Rehabilitation

**A. Availability Request** - Availability requests are sent in anticipation of resource needs, often in advance of an actual mission request. For example, State ESF-8 may forecast a need for staff to support Special Needs Shelters days before any actual shelters are open. This is conducted to expediate the mobilization process once actual missions are received.

The State ESF-8 Staffing Unit contacts the SPOC and External Team Liaisons to determine availability of qualified personnel for deployment within coming days. Requests for availability should contain as much pertinent information as possible (specific address, anticipated time resources are needed to arrive and begin operations, how many are needed, assignment, estimated deployment duration, etc.). Availability request may be conducted by email and/or telephone.

Once the SPOC and External Team Liaisons have been contacted to determine availability of their personnel they should:

- Request and receive availability information from their responder pool.
- Advise the available responders to prepare for possible deployment.
- Submit the list of qualified employees to the State ESF-8 Staffing Unit for review.

Ideally this process should be completed within one operational period or less.

**B. Stand-By** - During this step a mission request for resources is expected or imminent. Personnel and teams who were identified during the availability request phase are tentatively assigned to the anticipated mission and placed on standby.

During this step:

- Responders should be packed and prepared for a deployment.

- State ESF-8 will be communicating with responders, SPOCs, and External Team Liaisons with as many details as possible about the mission assignment for coordinated planning.
- In some circumstances personnel on stand-by will be mobilized to a staging area to await a specific mission assignment.

**C. Activate and Deploy** - When a specific request or assignment is identified requiring responders, a mission is created. The mission authorizes assignment of personnel to complete the required tasks. No DOH employee or external personnel should be deployed without a completed Responder Order and travel authorization, as it is critical for both response accountability and financial reimbursement reasons. The mission shall be updated to “In Progress” in the mission management system by the State ESF-8 Mission Unit.

At this point, the State ESF-8 Staffing Unit completes the following activities:

- Determine the exact qualifications of responders needed for the mission assignment.
- Select qualified responders from the pool of available personnel or recruit additional personnel using the steps from the previous phase. During this step the State ESF-8 Staffing Unit will be working directly with pre-identified responders.
- Request that the State ESF-8 Finance Section complete a blanket Authorization to Incur Travel and coordinate with the Finance Section and individual responders to secure travel and lodging arrangements.
- Create and distribute Responder Orders and supporting documents that assign specific personnel to the mission and provide the details of the deployment. See Attachment 1 for a sample Responder Order.
- Name teams as needed. See Attachment 2 for the Team Naming Convention.
- Notify SPOC that the mission is filled.
- Notify employees that were not selected for the current mission that other mission requests may be forthcoming.

Once these activities are complete, the responsibility of coordination and support for the responder transitions from the Staffing Unit to the Resource Unit.

**D. Responders Enroute** - During this phase, personnel activated or deployed for a mission are actively moving toward the assigned location. The mission will be marked as “Enroute” in the mission management system by the State ESF-8 Resource Unit.

Teams and/or team members should check in (See Attachment 3 for Responder Check-in Instructions) with the State ESF-8 Resource Unit at the following intervals:

- Upon departure from home base
- Every 4 hours while enroute
- Immediately upon any accident, breakdown, or significant delay
- Upon arrival at destination

Air travel - Responders traveling by air are reminded that all applicable rules concerning conduct (see the Conduct Section) remain in effect throughout a deployment. The same rules for the public concerning what may be carried on planes apply for responders. Responders that are flying are encouraged to be familiar with the required documentation

and prohibited items, so they can be processed through airport checkpoints quickly and without incident.

Automobile travel - When deploying by vehicle from home base or from a pre-designated location, responders shall notify the State ESF-8 Resource Unit (850 545-0223) of their departure. Responders should give periodic progress updates every four (4) hours with status and location. If any problems are encountered along the way, contact the State ESF-8 Resource Unit immediately. Vehicles shall not be driven faster than the legal, safe speed for the current road, weather, and traffic conditions. All DOH policies and procedures related to travel remain in force during the entire deployment.

All breakdowns while traveling should be reported to the State ESF-8 Resource Unit immediately. If you are driving in a convoy and one unit breaks down, it is not necessary for all the other vehicles to stay with that unit. Other vehicles should continue to the destination once the disabled unit is secured.

**E. On-Scene** - Once responders have arrived at their assigned locations they are considered "on-scene". The mission will be marked as "On Scene" in the mission management system by the State ESF-8 Resource Unit. During this phase, the responder is working the operational assignment of the mission.

1. Safety

During all stages of deployment, responder safety and accountability are top priorities.

- No responder shall be required to perform emergency duties that are unsafe or are known to cause injury or illness.
- Responders will conduct self-assessments of their general health before, during, and after emergency duty by completing the Emergency Duty Assessment form.
- DOH will assess the risks to the responders based on the occupational setting and specific emergency duty role in a plausible scenario for the incident or event before the responder starts the assignment.
- Responders will be notified of the known risks of emergency duty and informed of protective actions or interventions that can be taken to mitigate those risks.
- DOH will provide access to vaccinations, prophylaxis, personal protective equipment (PPE) and/or just-in-time training to the responder as necessary to mitigate known risks during emergency duty. Responder immunizations will be addressed in accordance with IOP 340-17 Vaccine Eligibility and should already have been addressed at the CHD level if the responder is a pre-designated EDG 1 responder as designated by the Emergency Duty Group Policy.
- Safety liaisons monitor responder safety and health incident reports from the field and make recommendations to the Operations Section Chief or Safety Officer on a course of action to mitigate future incidents.
- Responders should coordinate with safety liaisons in the field for incident reporting.
- Responders designated to work in field-based settings must meet emergency duty assessment considerations. Exceptions may apply if the emergency duties in a field-based setting are within the scope of the responder's normal work conditions.
- All assets will be available around-the-clock for response operations; however, responders must not be fatigued to the extent that their safety, the safety of others, or the mission is compromised.

The very nature of a disaster deployment means that an incident has happened or may happen that warrants action to protect life, property, or the environment. The disaster

area may contain certain hazards that are not found in routine daily operations. These hazards include and are not limited to:

- Inclement or rapidly changing weather conditions
- Night-time or limited visibility operations
- Austere living conditions
- Poor road conditions
- Debris
- Flooding
- Power outages, downed power lines
- Extended operational shifts with limited rest breaks
- High-stress environments
- Increased exposure to communicable diseases

DOH has safety measures to assist in preventing accidents (Safety and Loss Prevention DOH 250-16-18 or local procedures). If any responder or volunteer sustains a work-related injury, DOH encourages staff to seek medical treatment and to process related forms, reports, etc., in the most expeditious and effective manner, so the responder/volunteer can return to work as quickly as medically feasible. Refer to the Workers' Compensation and Disability Leave with Pay Policy DOHP 60-26-14.

The Bureau of State Employee Workers' Compensation Claims is responsible for the administration of all workers' compensations claims filed by state employees and volunteers who are injured on the job.

## 2. Accountability

Responders should be accounted for throughout the duration of a deployment. Check-in and check-out procedures will be followed as directed by State ESF-8 or an on scene supervisor when entering and leaving the area of operations. While deployed, it is imperative that each responder assures that their team leader knows their location while on and off any active shifts. To be located without delay, responders should keep team leaders updated as to their specific location, routes that they will utilize, and the specific location where they will be sleeping.

Just as it is important to be accountable for one's self during a deployment, it is important to be accountable for equipment and other assigned resources. Items such as two-way radios, wireless phones, Global Positioning System (GPS) navigation devices, or any other item assigned to an individual during a deployment is the property of the State of Florida. As such, these items must be returned as directed to the appropriate representative in good condition. Marking, defacing, damaging, writing or drawing upon assigned property (including equipment, vehicles and facilities) is not allowed. Use of materials or facilities for purposes not directly related to the deployment effort, including neglect, misuse or waste of materials, tools or equipment, inflicting damage to, or failure to properly safeguard or protect property is deemed as unprofessional conduct.

All responders should make every effort to report on-time and be ready for whatever task, work shift or mission they have been assigned. Failure to be punctual or prepared to work disrupts workflow and increases the workload of others and may result in disciplinary action.

## 3. Check-In Process

Teams/responders should check in with the State ESF-8 Resource Unit at the following intervals while on-scene:

- Upon arrival at destination
- Daily upon reporting for shift
- Immediately upon any check-in request from State ESF-8
- Immediately following notification of the team leader of any injury, accident, illness, or circumstance impacting the responder's ability to perform the operational assignment
- Upon arrival on-scene for any re-assignments in the field

Team leaders and single resource personnel should also check in with the designated on-scene point of contact or on scene supervisor.

See Attachment 3 for Responder Check-in Instructions.

#### 4. Shift Lengths

Typical shifts for responders in disaster situations are 12 hrs. to 24 hrs. Shift lengths longer than 12 hrs. must include rest periods. The shift lengths are usually based on work load (type of work and volume). The typical length of deployment is 14 days.

Shift lengths will be based on disaster criteria and environment. For example, shift lengths might vary when transferring patients from one facility to another versus transferring patients from the field to an emergency department or staging area; long distance versus local travel destinations. Weather conditions could also play a factor in shift lengths as well.

24-hour shifts carry the expectation that responders have time during the shift to rest but remain available for immediate response to an emergency. Regardless of the shift length, if any Safety Officers or Team Leader believes that a responder is fatigued to the point they cannot safely carry out a mission, the fatigued individual should be relieved from duty and replaced with a rested responder.

Responders should always remain safety conscious during a deployment. Any safety concerns should be routed through the responder's chain of command. All responders are instructed that if they feel their safety is in question, they should contact the local Safety Officer or Team Leader to discuss relative options to ensure their well-being. Any individual may intervene to prevent an unsafe or life-threatening act from occurring.

#### 5. Conduct

All responders are required to act in a lawful and professional manner at all times and should not reflect discredit upon their local agency, the DOH, or the State of Florida. State ESF-8 may remove any responder, subcontractor, or other employee from the deployment area for misconduct or security reasons.

Appropriate standards of conduct remain in effect throughout the entirety of a deployment. This includes while traveling to and from the deployment area, on shift as well as off shift.

The following actions are examples of prohibited activities:

- Theft or attempted theft
- Dishonesty

- Misappropriation of funds or of government property
- Destruction or unauthorized use of government equipment or property
- Use of language or an action that is inappropriate in the workplace whether racial, sexual or of a generally offensive nature
- Rude or discourteous behavior
- Falsification of documents
- Fighting, threatening, assaulting or abusing another individual
- Illegal activities such as fraud, kickbacks, or falsifying expense accounts
- Carrying, possessing, or using a firearm or any dangerous weapon
- Use, sale, possession, or functioning under the influence of alcohol or unlawful drugs
- Gambling
- Insubordination, including refusal to follow work directions or instructions
- Violation of safety rules/regulations
- Conducting an unapproved media interview

#### 6. Vehicle Operations

Driving Requirements: Emergency Vehicle Operations Course (EVOC), or Coaching the Emergency Vehicle Operator (CEVO), or Defensive Driving Course IV (DDC4), or equivalent and a valid driver's license is required for the operation of most emergency response vehicles.

During a disaster response a large fleet of vehicles may be utilized. Given the risk of collisions or accidents while functioning in disaster conditions all personnel are reminded that all vehicles must be operated in a manner that provides for due regard and the safety of all persons and property. This includes:

- Basic defensive driving practices
- Safety belts & other restraint devices
- Backing & tight-quarters maneuvering
- Parking & securing the vehicle
- Emergency vehicle operation
- Use of emergency warning devices
- Post-collision guidelines

Regardless of circumstances or unit status, vehicles should never be driven faster than a safe speed for the current road, weather, and traffic conditions. Check the vehicle's fuel gauge frequently and make every effort to assure the fuel tank is "topped off" whenever possible. Remember that service stations may be closed during emergencies or may be unable to pump fuel during power outages. Monitor the local news for helpful information, weather conditions, and traffic reports. If long distance driving is involved, individuals will trade off driving as necessary (8-12 hours maximum) to assure the driver is alert and rested. If transport time is lengthy or the destination point is distant, arrangements will be made for the crews to have an adequate rest period before returning to their base of operations.

#### 7. Discrimination

Emergency planning, response, and recovery efforts should include persons who may be members of an at-risk or special needs population. These individuals may have a need for assistance in a certain area, such as medical care, transportation, maintaining

independence for daily living, supervision, or communication. Persons with special needs who are at risk in an emergency can include children, elderly persons, persons from diverse cultural origins, individuals with disabilities, individuals who are of limited English-speaking proficiency, persons who live in institutionalized settings or persons who do not have access to transportation, among others. Federal laws prohibit discrimination against individuals based on race, color, national origin, disability, or age. DOH policy also prohibits discrimination.

8. Uniform, Identification and Appearance

The identification and appearance of all personnel involved in a disaster response is an important concern. Whether interacting with government officials, other disaster response professionals or the public in a direct or indirect manner, it is essential that all team members project a professional image and are clearly identified. Wear DOH branded attire if possible and display badges and/or utilize assigned ICS vests.

9. Credentials

All personnel participating in a deployment shall be appropriately licensed or able to function at the skill level necessary for the assigned deployment. Medical personnel shall always keep copies of their credentials readily available during a deployment should they need to be verified.

10. Media Requests

Response activities may attract media attention and maintaining positive relationships with the news media is important. Responders will defer any media request to the designated public information officer. This includes any media request for information, photography, video, or other medium.

11. Social Media

Responders should not make social media posts that appear to be made on behalf of the DOH.

12. Expenditures/Reimbursement

Responders are responsible for submitting a Travel Authorization Request and Request for Travel Reimbursement via the normal goTravel processes. Personnel must provide all applicable receipts for expenses incurred during a deployment especially receipts associated with lodging, and travel expenses. Remember: an original supplier receipt showing company name, address, date of transaction, each item purchased, cost and form of payment must be obtained and retained for every expense submitted.

Emergency response personnel are expected to use good judgment before incurring any expense during a deployment and “do the right thing” if a situation arises that is not covered by policy. Contact the State ESF-8 Finance Section if questioning a potential expense. DOH assumes no obligation to reimburse responders for expenses NOT in compliance with policy or deemed unnecessary.

13. Timesheet.

Deployed personnel shall complete all timesheets showing actual hours worked using the People First charge object code for the incident and documented on the ICS 221 Checkout Form. The object code will be provided with the Responder Orders. It is also available from the ESF-8 Finance Section and is typically noted in the incident Situation Reports.

**F. Demobilization** - During this phase responders are being transitioned out of the mission assignment back to routine operations. Missions shall be marked as “Demobilizing” in WebEOC by the State ESF-8 Resource Unit.

1. Responders demobilize when their designated deployment period ends or the need for their services no longer exists.
2. Generally, demobilization priorities are as follows:
  - Personnel welfare (safety and rest)
  - Needs of the assisting/cooperating agencies
  - Costly assets
  - Out-of-state resources secured through the Emergency Management Assistance Compact (EMAC)
  - Federal government response resources
  - State government response resources
  - Local government response resources
  - Completion of assignment
3. Responders may be demobilized by either the local incident supervisor, the local incident Demobilization Unit or the State ESF-8 Demobilization Unit. In any case, the ICS 221 Demobilization Checkout Form should be completed by the demobilized resource(s).
4. Prior to demobilization, all deployed responders shall complete all actions required on the ICS 221 Demobilization Checkout Form and submit required paperwork to the State ESF-8 Logistics Staffing mailbox ([StateESF8.LogSTAFFING@flhealth.gov](mailto:StateESF8.LogSTAFFING@flhealth.gov))
5. Demobilized responders and teams should check out with their Incident Supervisor or Team Leader and return any assigned equipment. Team Leaders/Individual responders are to turn in any completed ICS Form 214 Activity Logs to the State ESF-8 Documentation Unit (Planning Section).
6. Prior to returning to their home base, demobilized responders should check out at the designated location for an evaluation and complete a Post Deployment Health Assessment; to include both health and behavioral health assessments.
7. Responders should submit a departure schedule to the State ESF-8 Resource Unit.
8. Responders must have an adequate rest period before being released to return to their home base. Any exceptions must be approved by the ECO or the local Incident Commander.
9. Teams may be subject to local check-out and demobilization process in addition to what is required by State ESF-8.

All deployed responders will receive these documents from the State ESF-8 Demobilization Unit with their Responder Orders:



- ESF-8 Demobilization Checkout Form (ICS 221) personalized by the Demobilization Unit with individual and incident information. All required actions and paperwork will be noted on this form and its corresponding instruction sheet.
- ESF-8 Demobilization Forms Package: Individuals should print and complete all relevant forms and return completed forms to the State ESF-8 Demobilization Unit.

All deployed responders should review the Demobilization Plan and Demobilization Checkout Form and contact the State ESF-8 Demobilization Unit with any questions.

Teams/team members should check in with the State ESF-8 Resource Unit at the following intervals during demobilization:

- Departure from the incident scene
- Every four (4) hours while enroute home
- Immediately upon any accident, breakdown, or significant delay
- Upon safe arrival at home

See Attachment 3 for Check-in Instructions.

Driving home - When a responder arrives at their home base it is the responder's responsibility to report their arrival to the State ESF-8 Resource Unit. If for some reason they do not plan to return directly to their home, they must inform the Resource Unit at the time they check-out. Any responders that are traveling long distances and plan to stop for sleep/rest should inform the State ESF-8 Resource Unit. Lodging needs should be discussed with the team leader in advance of departing for home.

Accurate and timely documentation aids in the tracking and accountability of resources, provides information on the type and quantity of services delivered and creates a historical record that can be used to validate services rendered and improve future responses.

**G. Rehabilitation** - During the rehabilitation phase, the objective is to transition personnel back to their pre-deployment activities. This transition includes: getting the necessary rest, accessing behavioral health services and post-response health monitoring, if needed. State ESF-8 will provide resources and guidance regarding these activities but the rehabilitation process primarily occurs at the supervisor and employee level.

#### 1. Rest Periods

Following a deployment, it may be necessary to allow responders to rest before returning to regular work assignments. While DOH has no provision that would allow supervisors to authorize deployed responders paid time off, supervisors can allow them to flex out hours within the pay period or use comp time accrued during the deployment to take rest days.

The below "Rehab Time Guide" provides recommendations for supervisors to determine the duration of the rehab time based on the deployment period and hours worked. The Rehab Period is measured in hours and is defined as the period that starts once the person reaches their home base and is released from the mission and ends after a consecutive number of hours (Rehab Period) has lapsed.

### **REHAB TIME GUIDE**

Personnel mobilized, responded and were demobilized in-route. (0-12 hours)

Personnel mobilized, responded and arrived at staging or area without being assigned to work. (12-24 hours)

Personnel mobilized, responded and arrived in area where they worked one or more operational periods (12-48 hours)

## 2. Behavioral Health

Following a disaster, responders may experience feelings of stress or concern.

Examples include:

- Feeling preoccupied with the incident: feeling like you can't get it out of your mind
- Extreme worry and preoccupation about the safety of loved ones who may have been direct or indirect victims of a traumatic event
- Having trouble sleeping or experiencing nightmares about a traumatic event
- Feeling anxious or fearful
- Feeling unusually irritable or angry
- Feeling depressed or low, with unexpected crying bouts
- Feeling helpless, guilty, or unrealistically thinking that you should have done something to prevent this event from happening
- Feeling fearful to return to work
- Feeling the need to reassure family members about your day-to-day safety

Responders are encouraged to use the Employee Assistance Program for free resources to cope with post-deployment stress.

## 3. Long-Term Monitoring

Post incident tracking of responder health (injuries, illness, or communicable disease acquired during a response or training) is accomplished via:

- State ESF-8 Resource Unit surveys and follow-up;
- Local Incident Commander;
- Responder demobilization documents;
- Incident/disease specific monitoring and surveillance;
- Review of After-Action Assessments;
- Post Deployment Assessments

The DOH Division of Disease Control and Health Protection coordinates public health surveillance and will assist with communicable disease specific responder health recommendations and unidentified communicable disease responder health reporting.

## Attachment 1: Sample Responder Order

### Section 1: AUTHORIZING OFFICIAL

Incident Name:

Mission Number:

Date

 /  /   

Mission Authorized by:

Christie Luce, DOH Emergency Coord

People First Charge Code

### Section 2: REQUEST FOR ASSISTANCE/RESOURCES

Requesting Party Name:

Resource Category


Mission Description:

### Section 3: MISSION & DEPLOYMENT DETAILS

Deployment Start Date

 /  /   

Departure Time

 hrs 

Deployment Duration

 ▼

Reporting Location:

Deployment County:

Person to Report to Name:

Email

Alternate Phone Number

Mobile Phone Number

**Additional Deployment Directions & Clarifications:**

**Section 4: PERSONNEL / RESOURCES AUTHORIZED TO DEPLOY**

**Team Name / Identification Title**

**Team Leader Name**

**Responder Name:**

**Responder Role**

**Div / Office / CHD / Vendor Name**

**Cell Phone**

## Section 5: TRAVEL ARRANGEMENTS

### Lodging Expectations

Base or Responder Camp ▼

### Mode of Travel

### Travel Arrangement Details

### Travel Confirmation Documents

Choose File No file chosen

### Attach Travel Approved Authorization Form

Choose File No file chosen

## Section 7: ON-SCENE RESOURCES FOR RESPONDERS

Resource Unit Phone: 850-545-0223

<http://>

### Forms to be Used During Deployment:

[Activity Log \(ICS 214\)](#)

[Taking Care of You Tip Sheet](#)

[Deployment Form Information Sheet](#)

[Responder Field Safety Information Sheet](#)

### Incident Specific Attachment

Choose File No file chosen

### Additional Attachment

Choose File No file chosen

## Section 8: DEMOBILIZATION PLAN

**Planned Demob Date**

MM / DD / YYYY  

**Planned Demob Time**

HH : MM AM  

**Demobilization Forms to Be Completed:**

Demobilization Package

**Demobilization Approved by:**

**Demobilization Instructions**

**Additional Attachments**

No file chosen

## Section 9: STATE USE ONLY

**Current Status of Team**

**Total Estimated Team Cost**

**Procurement Method Needed**

**Attach Purchase Order**

No file chosen

## Attachment 2: Team Naming Convention

Each group of responders deployed as a team will be assigned a unique team name. This will allow for easier tracking of responders in the field. The State ESF-8 Staffing Unit will assign the team name when preparing the Responder Order. Each team name will be issued sequentially, without repetition of numerical digits within a category.

The first three letters in the naming convention represent the category of asset being deployed such as epidemiology teams, environmental health team, nursing team, or ambulance strike team (see box below).

Naming Code	Category
IMT	Emergency Operations Center or Incident Management Personnel
SpN	Special Needs Shelter Team
AST	Ambulance Strike Team
EH	Environmental Health Team
EPI	Epidemiology Teams
NRS	Nurse(s)

The first number indicates the primary source of the personnel comprising the team. Numbers represent the Regional Domestic Security Task Force (RDSTF) regions, central office, or external vendors. In some situations, teams may be comprised of responders from multiple regions, in this case the source of the team leader will be used to name the team.

1 to 7 = Corresponding RDSTF Region

8 = Central Office or State-level Personnel

9 = External Vendor

The last two numbers indicate the sequential number of teams within that category from that source. Example 01 is the first team, 02 is the second team, 03 is the third team.

Relief teams brought in to replace existing responders on the same mission get a new team name. Team names stay the same if the team is assigned to a different mission.

Example: **EPI101, EPI102**

### Attachment 3: Responder Check-in Instructions

Checking-in during deployment provides safety and accountability for responders and the IMT. It is important that responders check-in throughout deployment and specifically at the intervals indicated below until their safe return home. In most cases, check-in will be conducted electronically. State ESF-8 has selected the ReadyOP application to accomplish this task. A link like this: <https://fdoh.readyop.com/fs/4caY/496c>, will be included in the Responder Orders or may be received in a text message on your mobile phone. Clicking on the link will open the following form:

**ReadyOP** Powered By **ReadyOP**

### Responder Tracking Form

Use this link to report your status and current location for safety and accountability.

---

**Responder Name** **Team Name**

First  Last

Select the option that best reflects your current status.

I am standing-by for deployment.  
 I am en route to destination.  
 I have arrived on-scene.  
 I remain on-scene and operational.  
 I am demobilized and enroute home.  
 I have arrived home safely.

**Time** (Click the Clock Icon to Auto-Populate) **Date** (Click the Clock Icon to Auto-Populate)

HH : MM AM  MM / DD / YYYY

Select "Get Position" or "Enter Location"

or

**Notes**

1. Complete the form accurately. All information must be completed before submitting the form.
2. Enter your name and team name. The team name is on your Responder Order.
3. Select the option that most accurately reflects your status.
4. Clicking on the **Clock** icon will auto-populate the time and date.
5. Selecting "Get Position" will geocode your current position or you may enter your position manually. Be specific.
6. When all the information is entered, **Submit** the form. You will not get a confirmation notice.

In the event a responder is unable to receive or respond to the check-in message, the responder should call the StateESF-8 Resource Unit: 850-545-0223. If no one answers, leave a message with your name and a number where you can be reached.

If you are unable to make a call; check in with your Team Leader, your local Point of Contact, the CHD or the county emergency management office. Keep a hand-written record of your time.



Reporting Intervals:

- Departure from home base
- Every four (4) hours enroute to your destination
- Immediately upon any accident, breakdown, or significant delay
- Upon arrival at destination
- Daily upon reporting for shift
- Immediately upon any check-in request from State ESF-8
- Immediately following notification to Team Leader of any injury, accident, illness, or circumstance impacting the responder's ability to perform the operational assignment
- Upon arrival on-scene for any reassignments or relocations in the field
- Departure (demobilization) from your assigned location
- Every four (4) hours while enroute home
- Upon safe arrival at home