

Georgia Mountains Healthcare Coalition

Regional Active Shooter Tabletop Exercise

March 14, 2019

AFTER ACTION REPORT IMPROVEMENT PLAN

PUBLISHED: APRIL 2, 2019



Northeast Georgia Health System

Note: This After Action Report (with included Improvement Plan Appendix) aligns selected exercise objectives with preparedness doctrine to include the National Preparedness Goal and related frameworks and guidance.

Findings in this report are based upon observations of exercise facilitators and evaluators in addition to feedback provided by exercise participants.

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Handling Instructions

The title of this document is Georgia Mountains Healthcare Coalition Pandemic Flu Tabletop Exercise (TTX) After Action Report (AAR).

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|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|---------------------------|
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Exercise Overview

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| Exercise Name | Georgia Mountains Healthcare Coalition –Regional Active Shooter Tabletop Exercise |
| Exercise Date | March 14, 2018 |
| Scope | This discussion-based exercise focuses on Georgia Mountains Healthcare Coalition healthcare facilities' and community partners' ability to respond to a regional pandemic event. This will include reviewing local and regional response plans, as well as engaging in discussion to address potential gaps that may exist. |
| Mission Areas | Prevention, Protection, Mitigation, and Response |
| Core Capabilities | Cap 1: Foundation for Health Care and Medical Readiness Cap 2: Health Care and Medical Response Coordination Cap 3: Continuity of Health Care Service Delivery Cap 4: Medical Surge |
| Objectives | <ul style="list-style-type: none"> • The Georgia Mountains Healthcare Coalition will coordinate requests and maintain a common operating picture throughout an active shooter event in accordance with the Georgia Mountains Healthcare Coalition Coordination Plan. • The Georgia Mountains Healthcare Coalition will utilize available, interoperable communications systems and platforms to maintain situational awareness throughout a regional active shooter event in accordance with the Georgia Mountains Healthcare Coalition Coordination Plan. • The Georgia Mountains Healthcare Coalition members will request, mobilize, and demobilize regional and/or state assets during a medical surge/ active shooter response in accordance with regional plans and protocols. • The Georgia Mountains Healthcare Coalition healthcare facilities and response partners will coordinate the placement of and clinical care for a surge of patient/residents throughout the region during an active shooter event in accordance with applicable surge plans. |
| Threat or Hazard | Active Shooter in Medical Facility |
| Scenario | <p>A landscaping crew notices a red Ford Mustang approach the medical office building at an accelerated speed and park illegally in front of the building. A white male exits the vehicle dressed in blue jeans and a red flannel shirt. Upon exiting the car, he reaches into the backseat and pulls out a black backpack and is soon observed entering the medical office building through the front door. A front seat passenger appears to move over to the driver's seat after the backpack is retrieved.</p> <p>Shortly after the male enters the building, the landscaping crew hears loud screams and "popping noises" similar to gun shots coming from inside the medical office building. Several visitors and patients are then seen fleeing the building. After several minutes, the gunman exits the building and gets back in the red Pontiac Sunfire, which leaves the scene at a high rate of speed.</p> |
| Sponsors | Georgia Mountains Healthcare Coalition, Northeast Georgia Health System Regional Coordinating Hospital; Georgia Department of Public Health |
| Participating Organizations | 73 Participating Healthcare Organizations and Community Partners (<i>see page 6 for complete listing</i>) |

Exercise Planning and Participation

Exercise Planning Team (EPT)

Representatives of the following organizations participated in the Georgia Mountains Healthcare Coalition Tabletop Exercise planning process by attending scheduled regional exercise planning meetings:

- District 2 Public Health
- Northeast Georgia Health System

Participating Organizations

The following organizations were represented at the Georgia Mountains Healthcare Coalition Tabletop Exercise:

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> ▪ Ability Pediatric Therapy, LLC ▪ Acts Retirement Life Communities Lanier Village Estates ▪ Air Life Georgia ▪ American Red Cross ▪ Banks County Coroner ▪ Barrow County Emergency Services ▪ Barrow County EMA ▪ Bell Minor Home ▪ Braselton Endoscopy Center ▪ Brown Health and Rehabilitation ▪ Center for Spine and Pain Medicine ▪ Chatuge Regional Hospital ▪ Chatuge Regional Nursing Home ▪ Chelsey Park Health and Rehabilitation ▪ Clearview Behavioral Health ▪ Davita Braselton ▪ Davita Gainesville ▪ Davita Jesse Jewel Dialysis ▪ Dawson County Fire ▪ Ethica Health ▪ Fresenius Kidney Care ▪ Fresenius Kidney Care - Braselton ▪ Fresenius Kidney Care – Lake Lanier ▪ Gainesville Endoscopy Center ▪ Gainesville Fire Department ▪ Gateway Health and Rehab ▪ Georgia ARES ▪ Georgia Department of Public Health ▪ Georgia Department Public Health District 2 ▪ Georgia Department of Public Health District 3-2 ▪ Georgia Department of Public Health District 5-1 ▪ Georgia Department of Public Health District 10 ▪ Georgia Emergency Management Agency /Homeland Security ▪ Georgia Health Care Association ▪ Georgia Mountains Healthcare Coalition ▪ Georgia Mountains Health Services, Inc ▪ Gold City Health and Rehab ▪ Habersham Medical Center | <ul style="list-style-type: none"> ▪ Hall County 911/EOC ▪ Hall County ARES ▪ Hall County EMA ▪ Hall County Fire Services ▪ Hall County Sheriff's Department ▪ Hospice of NGMC ▪ Jackson ARES ▪ Kindred Hospice, Gainesville ▪ Lumpkin County EMA ▪ Medlink Georgia – Inc. ▪ Mountain View Health and Rehab ▪ New Horizons Lanier Park ▪ New Horizons Limestone ▪ Northeast Georgia Medical Center - Barrow ▪ Northeast Georgia Medical Center - Braselton ▪ Northeast Georgia Medical Center – Gainesville ▪ Northeast Georgia Medical Center – Laurelwood ▪ Pruitt Health - The Oaks Limestone ▪ PruittHealth Home Health - Gainesville ▪ PruittHealth-Toccoa ▪ Regency Southern Care Hospice ▪ St. Mary's Health Care System ▪ Specialty Orthopaedics Surgery Center ▪ Specialty Spine and Pain ▪ Stephens County Hospital ▪ SunCrest Home Health ▪ The Gables at Cobb Village Assisted Living ▪ The Oaks Scenic View ▪ Towns County ARES ▪ Towns County EMA ▪ Tugaloo Home Health ▪ Union County Emergency Management Agency ▪ Union County Nursing Home ▪ Union General Hospital ▪ University of North Georgia ▪ UNG, Police Department ▪ US Renal Care ▪ White County Emergency Management ▪ WillowBrooke Court at Lanier Village Estates |
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Number of Attendees**Number of Attendees**

Facilitators.....10
Logistics/Support.....3
Participants.....104

TOTAL: 117 attendees

Tabletop Exercise Planning and Preparation

In preparation for the exercise, the following meetings were held:

| | |
|-------------------|----------------------------------------------------------------------------------------------------------|
| February 13, 2019 | Tabletop Exercise Concepts & Objectives (TTX C&O) & Tabletop Exercise Initial Planning Meeting (TTX IPM) |
| February 20, 2019 | Tabletop Exercise Midterm Planning Meeting (TTX MPM) |
| March 12, 2019 | Tabletop Exercise Final Planning Meeting (TTX FPM) |

Executive Summary

The Georgia Mountains Healthcare Coalition Active Shooter Tabletop Exercise was held on March 14, 2019 at the Lanier Technical College Ramsey Conference Center in Gainesville, Georgia. The 117 participants included representatives from many coalition healthcare facilities, local community response partners, and state and regional support agencies. The Georgia Mountains Healthcare Coalition tabletop exercise focused on the coalition's ability to respond to an active shooter at a medical facility and subsequent surge scenario affecting healthcare facilities and their partners across the region. Tabletop participants were seated with county partners in order to facilitate discussion of both local and regional plans. The exercise sought to identify gaps in capabilities that currently exist in both local response plans and the Georgia Mountains Healthcare Coalition's Communication Coordination Plan.

The following areas were recognized as major strengths of the Georgia Mountains Healthcare Coalition healthcare coalition during the exercise:

- ❖ Most represented facilities and agencies noted having **Emergency Operations Plans (EOPs)** available and were familiar with the triggers for plan activation and implementation.
- ❖ Most represented facilities have **existing Memoranda of Understanding (MOUs)** with other agencies, including private corporations, to help procure additional supplies during an event.
- ❖ All participating groups were very **cognizant of their specific vulnerabilities** at each respective agency.
- ❖ Most facilities have **many forms of redundant communications** available for emergencies.
- ❖ Most participating facilities **monitor data from multiple information sources**.

The primary identified regional opportunities for improvement were as follows:

- ❖ Though a regional communications coordination plan has now been drafted, some coalition members remain **unclear on their specific roles** within the plan and how regional coordination would be achieved during a widespread event.
- ❖ **Everbridge and GHA911 WebEOC** were not widely used across the region and many partners are unfamiliar with the platforms.
- ❖ Many facilities are **not aware of the resources available to the Georgia Mountains Healthcare Coalition Unified Coalition** during a disaster/emergency.

Regional Analysis of Core Capabilities

Aligning exercise objectives and core capabilities provides a consistent taxonomy for evaluation that transcends individual exercises to support preparedness reporting and trend analysis. Table 1 includes the exercise objectives, aligned core capabilities, and performance ratings for each core capability as observed during the exercise and determined by the evaluation team.

Summary of Core Capability Performance

| Objective | Core Capability | Discussed with No Gaps Identified (N) | Discussed with Some Gaps Identified (S) | Discussed with Major Gaps Identified (M) | Unable to be Discussed (U) |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|---------------------------------------|-----------------------------------------|------------------------------------------|----------------------------|
| 1. The Georgia Mountains Healthcare Coalition will coordinate requests and maintain a common operating picture throughout an active shooter event in accordance with the Georgia Mountains Healthcare Coalition Communications Coordination Plan. | Health Care and Medical Readiness | | S | | |
| 2. The Georgia Mountains Healthcare Coalition will utilize available, interoperable communications systems and platforms to maintain situational awareness throughout a regional active shooter event in accordance with the Georgia Mountains Healthcare Coalition Communications Coordination Plan. | Health Care and Medical Response Coordination | | S | | |
| 3. The Georgia Mountains Healthcare Coalition members will request, mobilize, and demobilize regional and/or state assets during a medical surge/ active shooter response in accordance with regional plans and protocols. | Continuity of Health Care Service Delivery | | S | | |
| 4. Georgia Mountains Healthcare Coalition healthcare facilities and response partners will coordinate the placement of and clinical care for a surge of patient/residents throughout the region during an active shooter event in accordance with applicable surge plans. | Medical Surge | | S | | |

Ratings Definitions:

- **Discussed with No Gaps Identified (N):** The targets and critical tasks associated with the capability were discussed in a manner that fully addressed the objective(s) without identifying any operational gaps in current policies, plans, and protocols. Existing policies, plans, and protocols are effective and are not perceived to need additional updates at this time. Staff members are fully trained and understand the existing protocols.
- **Discussed with Some Gaps Identified (S):** The targets and critical tasks associated with the capability were discussed in a manner that addressed the objective(s). While plans are currently in place, some operational gaps were identified. Plans need to be expanded and/or altered to better address identified gaps. Additional training and education on existing plans may also be required.
- **Discussed with Major Gaps Identified (M):** The targets and critical tasks associated with the capability were discussed in a manner that addressed the objective(s). It was recognized that major operational gaps are present. Needed plans, policies, and protocols may not exist. Current plans are not coordinated with coalition partners and will be difficult to effectively operationalize during a regional response. Training and education on any new plans or protocols will be required.
- **Unable to Discuss (U):** The targets and critical tasks associated with the capability were not discussed in a way which allows for evaluation of the identified objective(s).

Analysis of Exercise Objectives

The following sections provide an overview of the performance related to each exercise objective and associated core capability, highlighting strengths and areas for improvement.

OBJECTIVE 1: The Georgia Mountains Healthcare Coalition will **coordinate requests and maintain a common operating picture** throughout an active shooter event in accordance with the Georgia Mountains Healthcare Coalition Communications Coordination Plan.

CORE CAPABILITY: FOUNDATION FOR HEALTH CARE AND MEDICAL READINESS

Strengths

The full/partial capability level can be attributed to the following strengths:

- ✓ All Georgia Mountains Healthcare Coalition (Region B) members noted that they have extremely strong relationships with other emergency preparedness and response partners within their respective communities and throughout the region. Members of the coalition know one another by name and are comfortable interacting with each other during both planning and real-world events. The commitment of coalition members to emergency preparedness is one of the region's greatest assets.
- ✓ Most coalition members agreed that law enforcement would likely take the lead role in the coordination of public messaging during an active shooter response.
- ✓ Most local communities and healthcare facilities have active shooter response plans. While triggers for such plans vary based upon the specific locations, most agree that these triggers are known to healthcare staff and response partners.
- ✓ Most Georgia Mountains Healthcare Coalition (Region B) members have access to and know how to use the GHA911 WebEOC event logs.
- ✓ Some healthcare facilities and local communities have resources caches that would be available for use during an emergency. It is, however, recognized that most of these caches would only be able to support the initial response and that additional support from neighboring counties, the region, or the state may be required.

Areas for Improvement

The following areas require improvement to achieve the full capability level:

- *Education on Regional Communications Coordination Plan:* Though a regional communications coordination plan has now been disseminated, some coalition members remain unclear on their specific roles within the plan and how region-wide coordination would be achieved during a widespread, extended event.
 - It is recommended that education and training be conducted regarding the regional communications coordination plan. It is critical that each member of the coalition have input into the regional plan and that each organization have a working knowledge of the regional plan.
 - It is further recommended that discussion and operations-based exercises be conducted following the determination of plan triggers to address operational gaps that may manifest.

- Additionally, members of the coalition stated that they are still unclear on what events should trigger the creation of a GHA911 WebEOC event log. This should be addressed in future coalition meetings, discussions and triggers for this may require expansion.
- Understanding the Role of the Healthcare Coalition: Some coalition partners expressed a lack of understanding when considering the role of the healthcare coalition in an active shooter response.
 - It is recommended that the coalition executive team utilize upcoming planning meetings and regional events to educate all members on the roles the coalition may play during an regional response.
- Coordination of Healthcare Emergencies with Local EMAs: While relationships seemed strong at the local level, there may be a lack of comprehensive understanding of what should and should not be coordinated through local EMA in terms of a healthcare disaster of this nature. This would be true especially when comparing one healthcare discipline vs. another since they are at varying levels of emergency preparedness understanding or activity.
 - It is recommended that all healthcare facilities contact the local EMA to discuss specific roles and responsibilities during a community emergency. This should cover what resources the EMA could be able to assist in procuring and how situational awareness will be maintained between agencies. It should be noted that specific EMA roles and involvement may vary based upon the specific event and support provided through existing healthcare networks.

OBJECTIVE 2: The Georgia Mountains Healthcare Coalition **will utilize available, interoperable communications systems and platforms** to maintain situational awareness throughout a regional active shooter event in accordance with the Georgia Mountains Healthcare Coalition Communications Coordination Plan.

CORE CAPABILITY: HEALTH CARE AND MEDICAL RESPONSE COORDINATION

Strengths

The full/partial capability level can be attributed to the following strengths:

- ✓ All Georgia Mountains Healthcare Coalition (Region B) members noted that there are multiple, redundant communications platforms through which notifications are received.
- ✓ Most Georgia Mountains Healthcare Coalition (Region B) healthcare facilities and community partners have access to a great number of redundant communications systems. These include: landline telephones, cell phones, email, UHF/VFH radios, 800MHz radios, two-way radios, (EVERBRIDGE) mass notifications, GHA911 WebEOC event logs, overhead paging systems, runners, amateur radios, etc.
- ✓ Some Georgia Mountains Healthcare Coalition (Region B) members have amateur radio capabilities at their respective facility(s). There is a strong network of amateur radio operators within the region and it was noted that ARES volunteers are willing to assist during real-world events and planned exercises.

Areas for Improvement

The following areas require improvement to achieve the full capability level:

- *Use of GHA911 WebEOC and EVERBRIDGE:* Some coalition members within the coalition were unfamiliar with the GHA911 WebEOC and EVERBRIDGE systems. The GHA911 WebEOC event logs can be accessed via the secure portion of the www.gha911.org website and may be used to monitor ongoing events and maintain situational awareness during exercises and real world emergencies. EVERBRIDGE is a mass notifications platform that can be used daily and during emergencies. Messages can be distributed via phone, email, text, etc. with the option of prepopulating contact lists for rapid dissemination of information to healthcare staff, as needed.
 - It is recommended that healthcare facilities and community partners who are unfamiliar with these systems reach out to the Georgia Mountains Healthcare Coalition (Region B) RCH, their respective Healthcare Facilitator, or Georgia Hospital Association representatives for additional information.
 - New users can request an electronic account via the GHA911 homepage (www.gha911.org). The Georgia Hospital Association also offers free webinars and in-person training courses for each system. A quick start guide for the GHA911 event logs can also be found in the appendices of this document.
- *Reliance upon Emails for Coalition Notifications:* It was noted by many coalition members that there is a heavy reliance upon email messaging as the primary means for coalition notification. While email messaging is important, sending important notifications via multiple modalities will promote redundancy and ensure messages are received by coalition members.
 - It is recommended that coalition messaging be conducted through multiple modalities to ensure that email messages are not being missed and that other communications platforms are available, should the internet be unavailable.
 - It is further recommended that the coalition executive team maintain a comprehensive coalition contact list within the EVERBRIDGE mass messaging system. This will allow for messages to easily be distributed via email, text message, and voice message during a disaster.
- *WebEOC Posting Protocols:* It is important that coalition members refer to the Coordination/Communications Plan that identifies the naming matrixes for Regional Event Logs as well as the Essential Elements of Information that needs to be shared.
 - It is recommended that the Georgia Mountains Healthcare Coalition (Region B) discuss and draft a protocol for use when replying to other members' postings during an event. This could include noting the time stamp of the original posting and/or posters' name(s) or copying the entire thread into the message body so that both the original comment and reply appear together.
- *Public Messaging Coordination:* Most coalition members agree that coordinating messages during an event is critical and that establishing a Joint Information Center could be of use in most communities. While there is general informal agreement on information flow among coalition members, few counties have established formal plans to create a JIC or, if included in plans, have truly operationalized this function during a drill or real world event. Additionally, some healthcare facilities do not have their own in-house PIO available, so coordination is required to ensure that their respective clients/patient/residents receive needed information.
 - It is further recommended that the Georgia Mountains Healthcare Coalition (Region B) look into providing additional public information training within the region and share training available opportunities with coalition partners throughout the year.

OBJECTIVE 3: The Georgia Mountains Healthcare Coalition members will **request, mobilize, and demobilize regional and/or state assets** during a medical surge/ active shooter response in accordance with regional plans and protocols.

CORE CAPABILITY: CONTINUITY OF HEALTH CARE SERVICE DELIVERY

Strengths

The full/partial capability level can be attributed to the following strengths:

- ✓ Most Georgia Mountains Healthcare Coalition (Region B) members expressed that mental health responders would be critical when addressing an active shooter.
- ✓ Some healthcare organizations noted that they have a seat at their respective county EOC and are included in county emergency management planning.
- ✓ Most healthcare organizations have independent surge plans and are knowledgeable of the steps needed to make room for a large influx of patients. While some smaller facilities do not have surge-specific plans, these organizations noted that there are ways they can support larger facilities through increased staff support or decompression of current census.
- ✓ Some coalition members noted that there are extremely strong relationships between local healthcare facilities and EMS providers. These groups understand each other's capabilities are prepared to support one another during a surge event.
- ✓ There is strong public safety/ first responder involvement in the Georgia Mountains Healthcare Coalition (Region B) exercise program. Having these healthcare support partners involved is important as they will play a critical role during a disaster.

Areas for Improvement

The following areas require improvement to achieve the full capability level:

- Procuring Additional Active Shooter Training: While all healthcare organizations noted that they have conducted some level of Active Shooter Training, most recognized that the due to staff turnover they need to reeducate. Most of these partners also expressed concern that courses are not readily available and that the coalition should focus on funding upcoming trainings.
 - It is recommended that coalition members work together to procure training and classes for a variety of responders to determine what regional gaps are greatest. Course needs and priorities should be communicated up to members of the coalition executive team so that the group can maintain situational awareness and have an understanding of overall regional preparedness.
- Coordination of PPE with Local Fire/Law Enforcement Personnel: Most members of the Georgia Mountains Healthcare Coalition (Region B) Coalition noted that local fire departments and law enforcement agencies maintain only minimal PPE for staff and that some of these agencies have not been included when considering additional PPE needs and responder concerns.
 - Healthcare facilities and EMS services are encouraged to reach out to leaders within these local agencies to assist with answering questions concerning. It may be beneficial to procure some additional PPE kits which could be made available to local fire departments/law enforcement agencies during an active shooter trainings.

- The Georgia Mountains Healthcare Coalition (Region B) should ensure that local fire departments and law enforcement agencies receive needed information and updates concerning active shooter training and tactics. Including these partners in coalition contact/distribution lists will ensure that all response partners are knowledgeable of current threats and needed PPE.
- *Need for Local Alternate Care Site Plans:* Some coalition members indicated that current plans for alternate care site/ triage locations are informal and/or insufficient to handle relocate services should disruption of normal business due to an active shooting in a medical facility.
 - It is recommended that staff members at each healthcare facility evaluate their respective plans to ensure that alternate care sites are included. Partnering with local clinics and/or pharmacies could be critical. Plans for alternate care sites should include provisions for possible resource and/or staffing needs.
- *Augmenting Healthcare Staffing Levels:* Many coalition members noted that staffing would be a primary concern during post an active shooter event. Many healthcare workers are employed by multiple healthcare facilities, EMS services, etc. throughout the region. This can create complications during a disaster when all organizations are seeking to augment staff and calling in all personnel.
 - It is recommended that organizations utilize existing relationships with volunteer and student organizations to recruit possible disaster volunteers. While it is unlikely such volunteers would assist in a clinical capacity, these individuals could reduce the staff workload in other areas to free up additional staff members.
 - It is further recommended that healthcare agencies consider utilizing volunteers in the SERV-GA system. Upon arrival at the requesting facility, volunteers could be assigned various roles based on identified skill sets and verification of licensure via the State Emergency Registry of Volunteers of Georgia (SERVGA). SERVGA is a component of the national Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VP) system.

OBJECTIVE 4: Georgia Mountains Healthcare Coalition healthcare facilities and response partners will **coordinate the placement of and clinical care for a surge of patient/residents throughout the region** during an active shooter event in accordance with applicable surge plans.

CORE CAPABILITY: MEDICAL SURGE

Strengths

The full/partial capability level can be attributed to the following strengths:

- ✓ Most healthcare facilities have provided additional and/or refresher training to staff members that may have the need for critical incident stress debriefing. Many coalition individuals participated in grant funded CISM classes for Region B over the last year.
- ✓ Some facilities have small supply caches or stockpiles for use during an active shooter event. Staff members expressed general confidence that these stockpiles would be enough to support facilities through the first wave of a patients who survived the active shooting but would be problematic for the volumes of patients that would present for treatment.

Areas for Improvement

The following areas require improvement to achieve the full capability level:

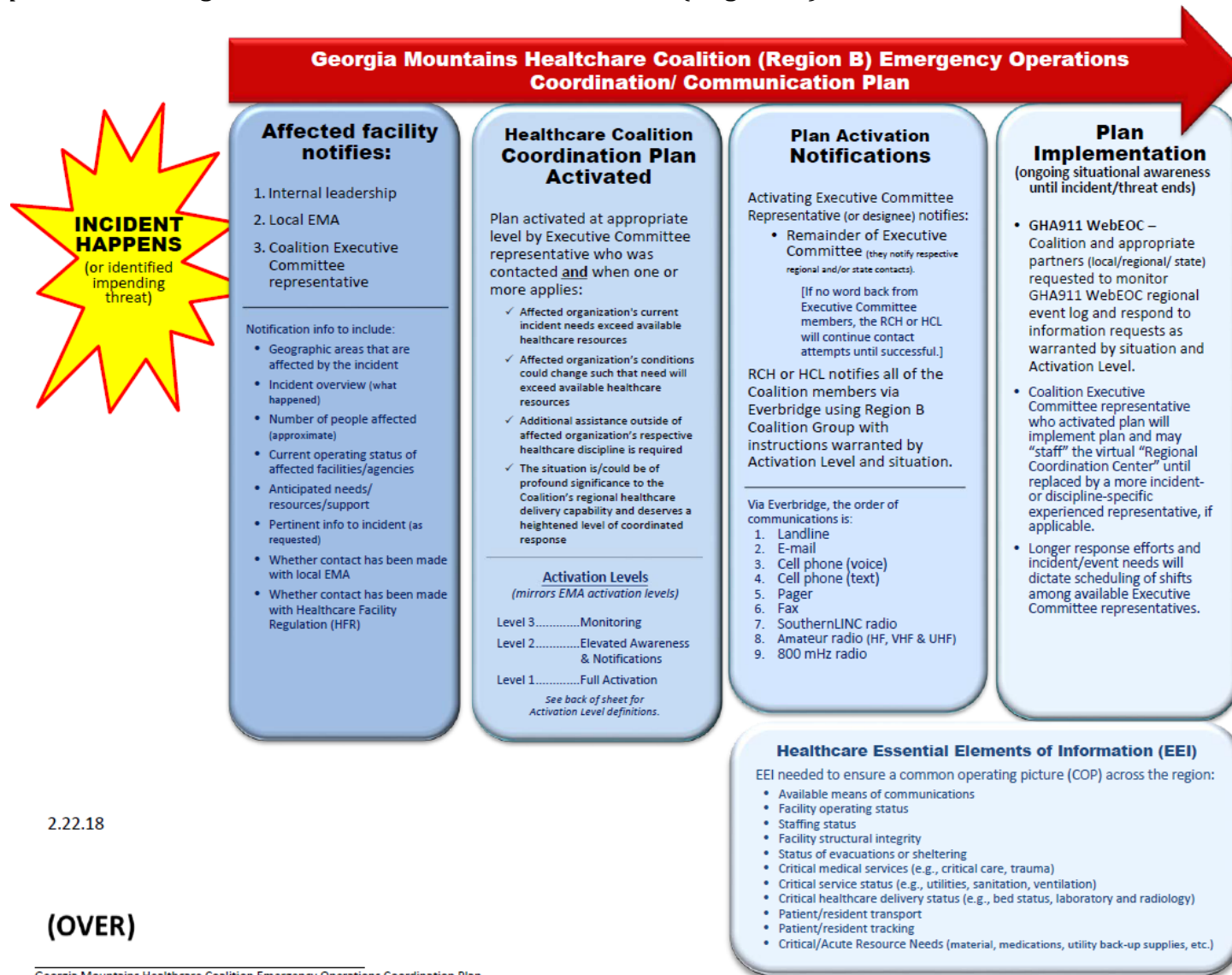
- **Updating Regional Surge Plan:** The Region has a Surge plan, but it requires updating to act as a regional response plan. In order to validate stated procedures, a number of actions would be required. Also, some smaller healthcare facilities do not have independent plans and were unsure as to what extent they were included in existing regional plans.
 - It is recommended that the Georgia Mountains Healthcare Coalition (Region B) review the plan to determine how to best revise it to reflect a coalition response.
 - In order to update the plan, the coalition must ensure all parts of plans are still viable, systems referenced are still in use, and that the facilities covered within the plan are comprehensive and reflect the current healthcare community.
 - Training on an updated regional plan would be needed to ensure that coalition members are knowledgeable of their respective roles and responsibilities during an active shooter response.

Appendix A: Improvement Plan Worksheet

| Core Capability | Issue/Area for Improvement | Corrective Action | Capability Element | Primary Responsible Organization | Start Date | Completion Date |
|---------------------------------------------------------|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------|--------------|-----------------|
| Foundations for Healthcare and Medical Readiness | Train and Prepare the Healthcare and Medical Workforce | a. Conduct education and training on Regional Communications Coordination Plan. | Training | Coalition Executive Team | May 22, 2019 | |
| | | b. Conduct operations-based exercises following the determination of plan triggers to address operational gaps that may manifest | Exercise | Coalition Executive Team | May 22, 2019 | |
| | | c. Provide education on what triggers the creation of a GHA911 WebEOC event log. | Training | Coalition Executive Team | May 22, 2019 | |
| | Ensure Preparedness is Sustainable | a. Ensure its members understand the Role of the Healthcare Coalition b. Utilize upcoming planning meetings and regional events to educate all members on the roles the coalition may play during an extended regional response. | Training | Coalition Executive Team | May 22, 2019 | |
| | Develop a Health Care Coalition Preparedness Plan | a. Healthcare facilities should contact the local EMA to discuss specific roles and responsibilities during a community healthcare emergency. - This should cover what resources the EMA could be able to assist in procuring and how situational awareness will be maintained between agencies. | Planning | Coalition Executive Team | May 22, 2019 | |
| Health Care and Medical Response Coordination | Utilize All Available Communications Systems and Platforms | a. Assist Healthcare facilities and community partners who are unfamiliar with GHA911 WebEOC and Everbridge with additional information and training -New users can request an electronic account via (www.gha911.org). -The Georgia Hospital Association also offers free webinars and in-person training courses for each system. - A quick start guide for the GHA911 event logs can also be found in the appendices of this document. | Training | Coalition Executive Team | May 22, 2019 | |
| | | b. Coalition messaging should be conducted through multiple modalities to ensure that email messages are not being missed and that other communications platforms are available, should the internet be unavailable. | Planning | Coalition Executive Team | May 22, 2019 | |
| | Develop and Coordinate Healthcare Organization and Healthcare Coalition Response Plans | a. Work with regional healthcare facilities/ community partners to obtain accurate emergency contact information for each, especially public safety and county EM. b. Add Coalition contact information to Everbridge and test regularly | Planning | Coalition Executive Team | May 22, 2019 | |

| Core Capability | Issue/Area for Improvement | Corrective Action | Capability Element | Primary Responsible Organization | Start Date | Completion Date |
|---------------------------------------------------|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------|--------------|-----------------|
| | Coordinate Response Strategy, Resources, and Communications | a. Complete a resource coordination plan that includes information on request and distribution of resources. This plan should be transparent in its identification of how resource needs will be assessed and what, if any, priority will be given. | Planning | Coalition Executive Team | May 22, 2019 | |
| | | b. Formalize mobilization and demobilization plans and resource request protocols for use by coalition members - Education on plan and protocol to coalition members | Planning | Coalition Executive Team | May 22, 2019 | |
| | | c. Establish a JIC and exercise it; Provide PIO Training to representatives across the region. | Training | Coalition Executive Team | May 22, 2019 | |
| | | d. Ensure that local fire and law enforcement agencies receive needed information and updates concerning active shooter response | Planning | Coalition Executive Team | May 22, 2019 | |
| | | e. Educate on what elements are most appropriate for inclusion in a regional event log. Integrate GHA911 WebEOC training into upcoming coalition meetings - specifically EEI list and updated posting protocols -Discuss and draft a protocol for use when replying to other members' postings during a WebEOC Event | Training | Coalition Executive Team | May 22, 2019 | |
| Continuity of Health Care Service Delivery | Maintain access to non-personnel resources during an emergency | a. Conduct an extensive inventory of regional assets and assemble a database that allows users to know who controls which regional assets, whether they are currently available, and who to contact to request use of a resource. | Planning | Coalition Executive Team | May 22, 2019 | |
| | Plan for and Coordinate Health Care Evacuation and Relocation | a. Members at each healthcare facility should evaluate their respective plans to ensure that alternate care sites are included. Plans for alternate care sites should include provisions for possible resource and/or staffing needs. | Planning | Coalition Executive Team | May 22, 2019 | |
| | Protect Responders' Safety and Health | a. Coalition members should work together to loosely inventory PPE supply levels to determine what regional gaps are greatest. Additional resources may be made available through realignment. | Equipment | Coalition Executive Team | May 22, 2019 | |
| | | b. Coordinate PPE with Local Fire/Law Enforcement Personnel by reaching out to leaders within Local Fire/Law Enforcement and answering questions concerning PPE | Equipment | Coalition Executive Team | May 22, 2019 | |
| | Plan for Continuity of Operations | a. Utilize existing relationships with volunteer and student organizations to recruit possible disaster volunteers. b. Healthcare agencies should consider utilizing volunteers | Planning | Coalition Executive Team | May 22, 2019 | |

| Core Capability | Issue/Area for Improvement | Corrective Action | Capability Element | Primary Responsible Organization | Start Date | Completion Date |
|----------------------|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------|--------------|-----------------|
| | | in the SERV-GA system | | | | |
| Medical Surge | Plan for a Medical Surge | a. Update Regional Surge Plan to act as a regional response plan and determine how to best revise it to reflect a coalition response -In order to update the plan, the coalition must ensure all parts of plans are still viable, systems referenced are still in use, and that the facilities covered within the plan are comprehensive and reflect the current healthcare community. | Planning | Coalition Executive Team | May 22, 2019 | |
| | | b. Train on an updated regional plan to ensure that coalition members are knowledgeable of their respective roles and responsibilities during an active shooter response | Training | Coalition Executive Team | May 22, 2019 | |
| | | c. Incorporate Medical Surge into the Health Care Coalition Response Plan; to include EMS organizations, the HCC, and its members | Planning | Coalition Executive Team | May 22, 2019 | |
| | Provide Pediatric Care Coordination during a Medical Surge Response | a. Distribute appropriate CHOA contact information and flyer. | Planning | Coalition Executive Team | May 22, 2019 | |
| | | b. Work with CHOA to make a checklist of needed information for pediatric transfer call (based on transfer center questions). | Planning | Coalition Executive Team | May 22, 2019 | |

Appendix B: Georgia Mountains Healthcare Coalition (Region B) Communications Coordination Plan

2.22.18

(OVER)

Georgia Mountains Healthcare Coalition Emergency Operations Coordination Plan

GEORGIA MOUNTAINS HEALTHCARE COALITION EMERGENCY OPERATIONS COORDINATION PLAN

Activation Levels

Level 3 Activation – Monitoring

Considered business as usual/normal duty activity where no incidents or threats are affecting facilities in the Region. Coalition members are practicing basic situational awareness, and any notifications or actions that need to be made will be communicated by the RCH to state-level agencies and Coalition partners as part of their everyday responsibilities.

Level 2 Activation – Elevated Awareness & Notifications

Considered a phase of heightened awareness due to a perceived or pending threat to the Region. The level of communication among Coalition members will increase in order to maintain a higher level of situational awareness. Coalition members should review plans and check resources/supplies as a response to this level of activation.

Level 2 Activation will consist of the following sequence of notifications:

1. The facility/organization who learns of pending threat will alert their organization leadership and staff, in accordance with their internal protocols.
2. Facility will notify county EMA Director of incident/threat.
3. Facility will notify designated Coalition Executive Committee representative
 - Notified Coalition Executive Committee representative (or designee) will notify:
 - Other Coalition Executive Committee representatives who will notify:
 - appropriate regional-/state-level partners
 - All Coalition members, as appropriate, who will notify:
 - Internal leadership and community partners, as appropriate
4. Executive Committee representative who activated Coordination Plan (or designee) may activate Regional Command Center and start a GHA911/WebEOC event log *for the Region* (named: Georgia Mountains Region [incident] [start date of incident; xx-xx-xx]).

Level 1 – Full Activation of Coalition

Activation will occur when a facility or multiple facilities in Region have been or will be affected by an incident/threat, and may need assistance and/or resources.

Level 1 Activation will consist of the following sequence of events:

1. Facility will follow their emergency operations plan, and alert their organization leadership and staff of incident/threat.
2. Facility will notify their county EMA Director of incident/threat.
3. Facility will notify designated Coalition Executive Committee representative.
 - Notified Coalition Executive Committee representative will contact other Coalition Executive Committee representatives
 - Coalition Executive Committee representatives will notify appropriate regional-/state-level partners
 - Notified Coalition Executive Committee representative (or designee) will notify all Coalition members
 - Coalition partners will notify their internal leadership and community partners as appropriate
4. Involved facility(ies) will follow their internal protocols and plans to manage the event.
5. Involved facilities will start a GHA911/WebEOC Event log for the event *for their facility*.
6. Executive Committee representative who activated Coordination Plan (or designee) will activate Regional Command Center and start a GHA911/WebEOC event log *for the Region* (named: Georgia Mountains Region [incident] [start date of incident; xx-xx-xx]).
7. Depending on the scope and severity of the event, the RCH may consider the handoff of RCH duties to another region.

Georgia Mountains Healthcare Coalition Emergency Operations Coordination Plan

Coalition Members' Executive Committee Representative

| HEALTHCARE DISCIPLINES | CONTACT | HEALTHCARE COALITION EXECUTIVE COMMITTEE REPRESENTATIVE |
|-------------------------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Hospitals • Other healthcare disciplines (not represented below) | ➡ | Northeast Georgia Health System Matthew Crumpton 770-219-1823 (office) 678-630-5955 (cell) |
| <ul style="list-style-type: none"> • Public Health | ➡ | DPH District Emergency Coordinator Mark Palen, District 2 Public Health 770-531-4505 (office) 678-928-1337 (cell) |
| <ul style="list-style-type: none"> • Public Health | ➡ | DPH Healthcare Liaison Donna Sue Campbell, District 2 Public Health 770-535-6989 (office) 770-851-3089 (cell) |
| <ul style="list-style-type: none"> • Local Emergency Management Agencies | ➡ | Emergency Management Agency (EMA) |
| <ul style="list-style-type: none"> • Nursing Homes | ➡ | Nursing Home (NH) Kerry Smith, NGHS Lanier Park 770-219-8315 (office) |
| <ul style="list-style-type: none"> • Emergency Medical Services | ➡ | Emergency Medical Services (EMS) Scott Masters, NGHS EMS 770-550-6365 (office) |
| <u>My Organization's Healthcare Coalition Contact:</u> | | |

Communications with Regional/State Partners

| COALITION EXECUTIVE LEADERSHIP REPRESENTATIVE | NOTIFIES THE FOLLOWING |
|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Regional Coordinating Hospital (RCH) | <ul style="list-style-type: none"> • GHA Emergency Preparedness Director (notifies other RCHs) • GPH Healthcare Preparedness Program Director |
| DPH District Emergency Coordinator (or designee) | <ul style="list-style-type: none"> • District Health Director • State on-call duty officer (855-377-4374) |
| DPH Healthcare Liaison | <ul style="list-style-type: none"> • Others as warranted |
| Emergency Management Agency (EMA) | <ul style="list-style-type: none"> • GEMA On-Call Field Coordinator • GEMA |
| Nursing Home (NH) Council Coordinator | <ul style="list-style-type: none"> • Georgia Mountains Region Nursing Home Administrators • Georgia Health Care Association (GHCA) • Neighboring Nursing Home Council Coordinator |
| Federally Qualified Community Health Center (Other Healthcare Provider Representative) | <ul style="list-style-type: none"> • Others as warranted |
| Emergency Medical Services (EMS) | <ul style="list-style-type: none"> • Regional EMS Program Director, State Deputy Director of EMS, Director of EMS, EMS Directors in Georgia Mountains Region, EMS agencies in affected region and/or neighboring regions |

NOTE: Media will only be notified by Incident Commander of affected facility/scene.

Appendix C: Georgia Mountains Healthcare Coalition (Region B) Executive Committee Contacts

RCH - Matthew Crumpton
Emergency Preparedness Manager
Coalition Coordinator
Northeast Georgia Health System
(o): 770/219-1823
(c): 678/630-5955
matthew.crumpton@nghs.com

EMA - Casey Ramsey
Hall County EMA
Captain of Special Operations
Department Safety Officer
Hall County Fire Services
(o) 770-503-3215
(c) 770-519-2418
cramsey@hallcounty.org

LTC - Kerry Smith
Executive Director of Long Term Care
New Horizons Lanier Park
(o) 770-219-8315
(c) 678-773-5229
kerry.smith@nghs.com

DPH HCL - Donna Sue Campbell
Emergency Preparedness Healthcare Liaison
Coalition Facilitator
District 2 Public Health
(o) 770-535-6989
(c) 770-851-3089
DonnaSue.Campbell@dph.ga.gov

DPH EC – Mark Palen
District 2 Public Health
(o) 770-531-4505
(c) 678-928-1337
Mark.Palen@dph.ga.gov

EMA – Diedra Moore
Banks County EMA / E-911
(o) 706-677-3163
(c) 706-658-5120
dmoore@co.banks.ga.us

LTC-Pamela Desrochers
Manager of Long Term Care
New Horizons Limestone
(o) 770-219-8683
(c) 706-769-0670
Pamela.Desrochers@nghs.com

Hospital - Cecil Solaguren
Environment of Care Director
Union General Hospital
(706) 994-3619
cecilsolaguren@uniongeneral.org

Appendix D: Georgia Mountains Healthcare Coalition (Region B) Facility Bed Counts

| REGION B | FACILITY TYPE | # LICENSED BEDS | CURRENT CENSUS |
|----------------------------------------------|---------------|-----------------|----------------|
| BANKS | | | |
| TOTAL | | | |
| BARROW (Region E) | | | |
| Barrow Regional Medical Center | Hospital | 56 | |
| Winder Health Care & Rehab Center | Nursing Home | 163 | |
| TOTAL | | | |
| DAWSON | | | |
| TOTAL | | | |
| HABERSHAM | | | |
| Habersham County Medical Center | Hospital | 53 | |
| Habersham Home | Nursing Home | 84 | |
| The Oaks Scenic View Skilled Nursing | Nursing Home | 148 | |
| TOTAL | | | |
| HALL | | | |
| Willowbrooke Court At Lanier Village Estates | Nursing Home | 64 | |
| New Horizons Limestone | Nursing Home | 134 | |
| The Oaks- Limestone | Nursing Home | 104 | |
| Willowwood Nursing Center | Nursing Home | 100 | |
| The Bell Minor Home | Nursing Home | 104 | |
| Northeast Georgia Medical Center | Hospital | 557 | |
| NGHS Braselton | Hospital | 100 | |
| New Horizons Lanier Park | Nursing Home | 118 | |
| TOTAL | | | |
| LUMPKIN | | | |
| Chestatee Regional Hospital | Hospital | 49 | |
| Chelsey Park Health and Rehabilitation | Nursing Home | 60 | |
| Gold City Health and Rehab | Nursing Home | 102 | |
| TOTAL | | | |
| RABUN | | | |
| Mountain Lakes Medical Center | Hospital | 25 | |
| Mountain View Health Care | Nursing Home | 113 | |
| TOTAL | | | |
| STEPHENS | | | |
| Stephens County Hospital | Hospital | 96 | |
| Pruitt Health - Toccoa | Nursing Home | 181 | |
| TOTAL | | | |
| TOWNS | | | |
| Chatuge Regional Hospital | Hospital | 24 | |
| Chatuge Regional Nursing Home | Nursing Home | 112 | |
| TOTAL | | | |
| UNION | | | |
| Union General Hospital | Hospital | 45 | |
| Union County Nursing Home | Nursing Home | 150 | |
| TOTAL | | | |
| WHITE | | | |
| Friendship Health and Rehab | Nursing Home | 89 | |
| Gateway Health and Rehab | Nursing Home | 60 | |
| TOTAL | | | |

Appendix E: GHA911 WebEOC Event Log – TTX

[Special Event] - 2019 Georgia Mountains Healthcare Coalition Tabletop - March 14

| Comment | Entered By | Organization | Entry Date |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------------------------------|-------------------------|
| <p>This is only an exercise - Coalition Coordinator is monitor the situation of possible active shooter at a medical facility.</p> <p>Matthew Crumpton</p> <p>678-630-5955</p> <p>This is only an exercise.</p> | Matthew Crumpton | Northeast Georgia Medical Center-RCH | Mar 14, 2019 at 9:36 AM |
| <p>This is only an exercise.</p> <p>Scenario Update: March 14, 2019; 0900 Hours It is a pleasant spring day just before lunchtime with temperatures approaching 76F. A landscaping crew notices a red Ford Mustang approach the medical office building at an accelerated speed and park illegally in front of the building. A white male exits the vehicle dressed in blue jeans and a red flannel shirt. Upon exiting the car, he reaches into the backseat and pulls out a black backpack and is soon observed entering the medical office building through the front door. A front seat passenger appears to move over to the driver's seat after the backpack is retrieved.</p> <p>Shortly after the male enters the building, the landscaping crew hears loud screams and "popping noises" similar to gun shots coming from inside the medical office building. Several visitors and patients are then seen fleeing the building. After several minutes, the gunman exits the building and gets back in the red Ford Mustang, which leaves the scene at a high rate of speed.</p> <p>Matthew Crumpton</p> <p>678-630-5955</p> <p>This is only an exercise.</p> | Matthew Crumpton | Northeast Georgia Medical Center-RCH | Mar 14, 2019 at 9:39 AM |
| <p>This is only an exercise.</p> <p>Healthcare Essential Elements of Information (EEI)</p> <p>EEI needed to ensure a common operating picture (COP) across the region:</p> <p>? Available means of communications</p> <p>? Facility operating status</p> <p>? Staffing status</p> <p>? Facility structural integrity</p> | Matthew Crumpton | Northeast Georgia Medical Center-RCH | Mar 14, 2019 at 9:50 AM |

| Comment | Entered By | Organization | Entry Date |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------------------------|--------------------------|
| <p>? Status of evacuations or sheltering</p> <p>? Critical medical services (e.g., critical care, trauma)</p> <p>? Critical service status (e.g., utilities, sanitation, ventilation)</p> <p>? Critical healthcare delivery status (e.g., bed status, laboratory and radiology)</p> <p>? Patient/resident transport</p> <p>? Patient/resident tracking</p> <p>? Critical/Acute Resource Needs (material, medications, utility back-up supplies, etc.)</p> <p>Matthew Crumpton</p> <p>678-630-5955</p> <p>This is only an exercise.</p> | | | |
| <p>Exercise Exercise Exercise</p> <p>District 2 PH and GA Mtns Healthcare Coalition are participating in Active Shooter TTX.</p> <p>Monitoring WebEOC boards, communications</p> <p>Donna Sue Campbell, HCF</p> <p>cell 770-535-6989</p> | Donna Sue Campbell | Public Health District 2 (Gainesville) | Mar 14, 2019 at 9:52 AM |
| <p>Exercise</p> <p>Ethica Health is monitoring situations for all affected Ethica managed Nursing Facilities near the incident location.</p> | Kevin Chamlee | Ethica Health and Retirement Communities | Mar 14, 2019 at 9:57 AM |
| <p>Exercise: The Gables is monitoring the active shooter situation. Facility is currently on lockdown and sheltering in place. All residents, staff and visitors are accounted for.</p> | Joyce Bryant | The Gables at Cobb Village | Mar 14, 2019 at 10:00 AM |
| <p>Bed Count UCNH 125</p> <p>CRNH 105 UGH 34</p> <p>Chatuge 10</p> | Cecil Solaguren | Union General | Mar 14, 2019 at 10:03 AM |
| <p>The Gables bed count has been updated.</p> | Joyce Bryant | The Gables at Cobb Village | Mar 14, 2019 at 10:05 AM |
| <p>The Gables has 45 occupied beds and 3 available beds, male or female.</p> | Joyce Bryant | The Gables at Cobb Village | Mar 14, 2019 at 10:06 AM |

| Comment | Entered By | Organization | Entry Date |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------------------------|--------------------------|
| Exercise Exercise Exercise Brown Health and Rehabilitation is locked down and sheltering in place. Local law enforcement has been notified, EMA notified and Healthcare Coalition Coordinator have been contacted. All non wounded associates, patients and visitors have been moved to a secure area at this time. | Billie Hollingsworth | Brown Health and Rehabilitation | Mar 14, 2019 at 10:06 AM |
| Active shooter live event at UGH Security and Community Partners Responding. Coalition has been notified. | Cecil Solaguren | Union General | Mar 14, 2019 at 10:07 AM |
| Stephens County is monitoring situation. SCH has updated bed count in GHA911. Pruitt health is also standing by. | Faye Taylor | Stephens County Hospital | Mar 14, 2019 at 10:09 AM |
| WillowBrooke Court continues in lockdown. Updated bed Count in GHA911. Tamey Stith 404-275-0072 | Tamey Stith | Willowbrooke Court at Lanier Village Estates | Mar 14, 2019 at 10:10 AM |
| Exercise Exercise Exercise Posting for Terry Head, Maintenance Director at Chelsey Park Health and Rehabilitation, Dahlonega, GA Chelsey Park Health and Rehabilitation is locked down and sheltering in place. Local law enforcement has been notified, EMA notified and Healthcare Coalition Coordinator have been contacted. All non wounded associates, patients and visitors have been moved to a secure area at this time. | Kevin Chamlee | Ethica Health and Retirement Communities | Mar 14, 2019 at 10:12 AM |
| Exercise Exercise Exercise Brown Health and Rehabilitation has updated bed availability. 97 current patients in house 1 Female bed available 1 Male bed available and 1 Non Gender Private Room available | Billie Hollingsworth | Brown Health and Rehabilitation | Mar 14, 2019 at 10:12 AM |
| This is only an Exercise. Scenario Update: March 14, 2019; 0908 Hours Local law enforcement officials arrive on scene within five minutes of the first 911 call from an employee cell phone inside the building. Police quickly enter the medical office building in and confirm that the popping noises were indeed gun shots as they have encountered several wounded or dead patients and staff members on the floor. They begin a systematic search of the building for the intruder and call for the county bomb squad to respond on location as they have found a black backpack near the elevator on the 3rd floor that appears suspicious and could contain an improvised explosive device. The landscaping crew remains outside at the Incident Command Post to give the police officers more information about the intruder. | Matthew Crumpton | Northeast Georgia Medical Center-RCH | Mar 14, 2019 at 10:14 AM |

| Comment | Entered By | Organization | Entry Date |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------------------------|--------------------------|
| <p>This is only an Exercise.</p> <p>Matthew Crumpton</p> <p>678-630-5955</p> | | | |
| GHCA is aware of the event and monitoring (exercise) | Kevin Johnson | Georgia Health Care Association | Mar 14, 2019 at 10:18 AM |
| Hall County ARES is monitoring the situation. | Ron Harris | Amateur Radio Emergency Service (ARES) | Mar 14, 2019 at 10:20 AM |
| <p>Exercise</p> <p>Chelsey Park has updated bed availability. 55 staff onsite, no injuries, etc. at this time.</p> <p>All means of communication available</p> <p>Sheltering in place</p> | Terry Head | Chelsey Park Health and Rehab | Mar 14, 2019 at 10:22 AM |
| <p>Exercise Exercise Exercise</p> <p>Brown Health and Rehabilitation currently has 53 associates in the facility.</p> | Billie Hollingsworth | Brown Health and Rehabilitation | Mar 14, 2019 at 10:22 AM |
| <p>Update on numbers of staff UGH 80</p> <p>UGNH 40, Chatuge Hospital 35, CRNH 45</p> | Cecil Solaguren | Union General | Mar 14, 2019 at 10:22 AM |
| This is an exercise. All staff members accounted for and safe. No injuries. Rita Southworth 678-646-9149 | Rita Southworth | PruittHealth Home Health - Gainesville | Mar 14, 2019 at 10:24 AM |
| <p>Stephens County hospital reports modes of communication as landlines, cells, WebEOC,, plain language overhead page, mobile radios.</p> <p>Currently on lockdown status.</p> <p>Staffing at adequate levels.</p> <p>Structural integrity intact.</p> <p>No evacuations.</p> <p>All critical services in operation.</p> <p>Security in place monitoring all patients/visitors requesting entry into building.</p> | Faye Taylor | Stephens County Hospital | Mar 14, 2019 at 10:25 AM |
| <p>WillowBrooke Court updated bed status:</p> <p>64 beds</p> | Tamey Stith | Willowbrooke Court at Lanier Village Estates | Mar 14, 2019 at 10:26 AM |

| Comment | Entered By | Organization | Entry Date |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------------------------------------|--------------------------|
| Current Census: 59 | | | |
| 2 male beds open | | | |
| 3 non-specific beds open | | | |
| Security and local LE have responded to location and are in process of establishing joint incident command. | Cecil Solaguren | Union General | Mar 14, 2019 at 10:33 AM |
| This is only an Exercise. | Matthew Crumpton | Northeast Georgia Medical Center-RCH | Mar 14, 2019 at 10:33 AM |
| Scenario Update: March 14, 2019; 920 Hours | | | |
| Local news agencies pick up the chatter from law enforcement agencies on police scanners and begin to broadcast news of the incident "LIVE". Initial reports indicate that an NGPG Administrator and a physician have been shot and killed. Emergency Medical Service ambulances have been dispatched and begin to arrive on location at the incident staging area. Several staff members run from the rear of the medical office building shouting that the man is no longer in the building and has shot and killed several staff members. The staff members along with the landscaping crew are providing information about the shooter to law enforcement personnel. Staff members state the shooter was the husband of a patient that recently died due to complications of colon cancer. | | | |
| Meanwhile, first responder teams enter the medical office building, and begin evacuation of the building and triaging victims. Law enforcement begins a multi county manhunt for the red Ford Mustang. | | | |
| Matthew Crumpton | | | |
| 678-630-5955 | | | |
| This is only an exercise. | | | |
| The Gables is fully staffed with 15 staff members onsite at this time and through Everbridge notification support staff is on standby if needed. | Joyce Bryant | The Gables at Cobb Village | Mar 14, 2019 at 10:35 AM |
| The Gables has no critical resource at this time but will continue to monitor and update as needed. | Joyce Bryant | The Gables at Cobb Village | Mar 14, 2019 at 10:37 AM |
| No critical resource needs at this time. | Joyce Bryant | The Gables at Cobb Village | Mar 14, 2019 at 10:38 AM |
| Exercise Exercise Exercise | Billie Hollingsworth | Brown Health and Rehabilitation | Mar 14, 2019 at 10:39 AM |
| Brown Health and Rehabilitation currently has the following communication devices...Landline, cell phone, Everbridge, internal radios, and Southern Linc Radio. | | | |
| Exercise Exercise Exercise | Terry Head | Chelsey Park Health and Rehab | Mar 14, 2019 at 10:44 AM |






| Comment | Entered By | Organization | Entry Date |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------------|--------------------------|
| Chelsey Park Health and Rehabilitation currently has the following communication devices...Landline, cell phone, Everbridge, internal radios, and Southern Linc Radio. | | | |
| WillowBrooke Court has several staff experiencing anxiety, shock over active shooter event. Need mental health resources to meet with staff, residents and visitors | Tamey Stith | Willowbrooke Court at Lanier Village Estates | Mar 14, 2019 at 10:45 AM |
| UGH Requires 5 RNs CRNH Requires 3RN, 4 CNAs, 2 EMS Units Chatuge Hospital 5 RNs 1 MD | Cecil Solaguren | Union General | Mar 14, 2019 at 10:45 AM |
| Exercise Ethica Health has been in communication with affected Ethica managed facilities. No injuries at this time. Facilities have requested mental health resources due to initial shock of the active shooter event. | Kevin Chamlee | Ethica Health and Retirement Communities | Mar 14, 2019 at 10:47 AM |
| This is only an exercise. Scenario Update: March 14, 2019; 1132 Hours Jefferson Police Department locate the red Ford Mustang on New Salem Church Rd and attempt to pull the suspect over. The suspect pulls over in the parking lot of the New Salem Baptist Church. As law enforcement attempts to apprehend the suspect, the individual shoots the passenger in the head and turns the gun on himself committing suicide. Matthew Crumpton 678-630-5955 This is only an Exercise. | Matthew Crumpton | Northeast Georgia Medical Center-RCH | Mar 14, 2019 at 11:00 AM |
| Exercise Ethica Health corporate team members are en-route to affected managed nursing centers to further evaluate situations, concerns and to determine if any external resources are needed. All media contact is directed to corporate Public Information Officer. | Kevin Chamlee | Ethica Health and Retirement Communities | Mar 14, 2019 at 11:06 AM |
| Mental Health Resources arrived at WBC along with facility Chaplains who are currently ministering to staff, residents and visitors. | Tamey Stith | Willowbrooke Court at Lanier Village Estates | Mar 14, 2019 at 11:07 AM |
| The Gables is working with corporate office to communicate with media about the status of the event and resident conditions. Support staff has been called in to help with residents and relieve staff that has been a part of the event. | Joyce Bryant | The Gables at Cobb Village | Mar 14, 2019 at 11:09 AM |

| Comment | Entered By | Organization | Entry Date |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------------------------|--------------------------|
| Local chaplains have been called in to help with residents and employees. EAP has also been contacted for assistance. | | | |
| Exercise Exercise Exercise Brown Health and Rehabilitation.has 23 Casualties and 10 Fatalities. Currently in need of first aid supplies for treatment, Mental Health and Emotional support. | Billie Hollingsworth | Brown Health and Rehabilitation | Mar 14, 2019 at 11:10 AM |
| Exercise Exercise Exercise Chelsey Park Health and Rehabilitation.has 23 Casualties and 10 Fatalities. Currently in need of first aid supplies for treatment, Mental Health and Emotional support. | Terry Head | Chelsey Park Health and Rehab | Mar 14, 2019 at 11:11 AM |
| Exercise Exercise Exercise Broad email has been sent out to all Region E Nursing Homes to give status at Brown Health and Rehabilitation and Chelsey Park Health and Rehabilitation and their needs. | Billie Hollingsworth | Brown Health and Rehabilitation | Mar 14, 2019 at 11:14 AM |
| Needed resources for both Brown Health and Rehabilitation and Chelsey Park Health and Rehabilitation are en-route. External help for nursing treatments, medical supplies and mental health resources from other Ethica managed facilities will be onsite soon. | Kevin Chamlee | Ethica Health and Retirement Communities | Mar 14, 2019 at 11:15 AM |
| Several Patients and Staff members have been killed Resources on scene at multiple facilities.. Buildings have been cleared of any active shooter presence. Media and visitor control is in place. PIO will make any communications that have been authorized by incident command. Adequate LE and medical resources are in place | Cecil Solaguren | Union General | Mar 14, 2019 at 11:26 AM |
| Exercise, Exercise, Exercise 23 casualties, 10 fatalities Additional staff called in, additional physicians called in, 3 helicopter services in route. hospital chaplains notified and in route to assist social services with managing families. Off campus family site setup at local church, statement to be released to media at 1pm at local library. Mutual aid in place with EMS. No supplies needed at this time. | Faye Taylor | Stephens County Hospital | Mar 14, 2019 at 11:32 AM |
| Exercise Exercise Exercise Ethica Health Field consultants, Mental Health and Chaplains have arrived for support. Region E Healthcare Coalition has dispatched medical supplies to the facility. | Billie Hollingsworth | Brown Health and Rehabilitation | Mar 14, 2019 at 11:33 AM |
| Physician office has been secured by local law enforcement. Toccoa Falls College notified and sending counselors to work with staff involved. | Faye Taylor | Stephens County Hospital | Mar 14, 2019 at 11:34 AM |
| Exercise Exercise Exercise | Terry Head | Chelsey Park Health and Rehab | Mar 14, 2019 at 11:36 AM |

| Comment | Entered By | Organization | Entry Date |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------|------------|
| Ethica Health Field consultants, Mental Health resources and Chaplains have arrived for support. Also, local sister Facilities staff members are onsite to help with identified needed areas. | | | |

DRAFT

Appendix F: Georgia Mountain Healthcare Coalition EverBridge Messages

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div>Status Method</div>  <ul style="list-style-type: none"> 77 - Confirmed 0 - Confirmed Late 0 - Unreachable 70 - Not Confirmed | <div>Details</div> <p>Notification Type: Standard Priority Greeting: No Recurring: No Sent From: Web Manager Portal Start: 2019-03-14 11:01:59 EDT End: 2019-03-14 13:01:59 EDT Sent by: Matthew Crumpton Sent to: 147 contacts Voice Recording: None Message Format: Text Escalation: No Group Calendar: No</p> <div>Message</div> <p>ACTION ITEM: All Coalition Members This is only an exercise. ACTION ITEM: All Coalition Members Update Coalition with report of Essential Elements of Information (EEI) via GHA 911. Notify executive team of critical resource needs/concerns. Matthew Crumpton 678-630-5955 This is only an exercise</p> |
| <div>Status Method</div>  <ul style="list-style-type: none"> 73 - Confirmed 0 - Confirmed Late 0 - Unreachable 74 - Not Confirmed | <div>Details</div> <p>Notification Type: Standard Priority Greeting: No Recurring: No Sent From: Web Manager Portal Start: 2019-03-14 10:35:26 EDT End: 2019-03-14 12:35:26 EDT Sent by: Matthew Crumpton Sent to: 147 contacts Voice Recording: None Message Format: Text Escalation: No Group Calendar: No</p> <div>Message</div> <p>ACTION ITEM: All Coalition Members This is only an exercise. ACTION ITEM: All Coalition Members Update Coalition with report of Essential Elements of Information (EEI) via GHA 911. Notify executive team of critical resource needs/concerns. Matthew Crumpton 678-630-5955 This is only an exercise</p> |
| <div>Status Method</div>  <ul style="list-style-type: none"> 67 - Confirmed 0 - Confirmed Late 0 - Unreachable 80 - Not Confirmed | <div>Details</div> <p>Notification Type: Standard Priority Greeting: No Recurring: No Sent From: Web Manager Portal Start: 2019-03-14 10:15:59 EDT End: 2019-03-14 12:15:59 EDT Sent by: Matthew Crumpton Sent to: 147 contacts Voice Recording: None Message Format: Text Escalation: No Group Calendar: No</p> <div>Message</div> <p>ACTION ITEM: All Healthcare Facilities This is only an exercise. ACTION ITEM: All Healthcare Facilities Log onto GHA 911 WebEOC - post update on staff numbers/status (reference Essential Elements of Information (EEI) identified in regional communications plan) Matthew Crumpton 678-630-5955 This is only an exercise</p> |
| <div>Status Method</div>  <ul style="list-style-type: none"> 78 - Confirmed 0 - Confirmed Late 0 - Unreachable 69 - Not Confirmed | <div>Details</div> <p>Notification Type: Standard Priority Greeting: No Recurring: No Sent From: Web Manager Portal Start: 2019-03-14 09:56:32 EDT End: 2019-03-14 11:56:32 EDT Sent by: Matthew Crumpton Sent to: 147 contacts Voice Recording: None Message Format: Text Escalation: No Group Calendar: No</p> <div>Message</div> <p>ACTION ITEM: Hospitals & Nursing Homes Update bed boards via GHA911.org This is only an exercise. ACTION ITEM: Hospitals & Nursing Homes Update bed boards via GHA911.org Matthew Crumpton 678-630-5955 This is only an exercise</p> |
| <div>Status Method</div>  <ul style="list-style-type: none"> 69 - Confirmed 0 - Confirmed Late 0 - Unreachable 58 - Not Confirmed | <div>Details</div> <p>Notification Type: Standard Priority Greeting: No Recurring: No Sent From: Web Manager Portal Start: 2019-03-14 09:22:33 EDT End: 2019-03-14 11:22:33 EDT Sent by: Matthew Crumpton Sent to: 147 contacts Voice Recording: None Message Format: Text Escalation: No Group Calendar: No</p> <div>Message</div> <p>"EXERCISE EXERCISE EXERCISE" WebEOC Event log Created "EXERCISE EXERCISE EXERCISE" A new WebEOC Incident named "Special Event" - 2019 Georgia Mountains Healthcare Coalition Tabletop - March 14" has been created for the Georgia Mountains Healthcare Coalition (Region B) Active Shooter Tabletop Exercise. Matthew Crumpton</p> |

Appendix G: Acronyms

| Acronym | Meaning |
|----------|-----------------------------------------------------------------------------|
| AAR | After Action Report |
| ARES | Amateur Radio Emergency Service |
| CHOA | Children's Healthcare of Atlanta |
| EEI | Essential Elements of Information |
| EMA | Emergency Management Agency |
| EMS | Emergency Medical Services |
| EOC | Emergency Operations Center |
| EOP | Emergency Operations Plan |
| EPD | Environmental Protection Division |
| EPT | Exercise Planning Team |
| ESAR-VHP | Emergency System for Advance Registration of Volunteer Health Professionals |
| ESF | Emergency Support Function |
| FSE | Full Scale Exercise |
| GAPHC | Georgia Association for Primary Health Care |
| GDBHDD | Georgia Department of Behavioral Health and Developmental Disabilities |
| GDPH | Georgia Department of Public Health |
| GEMA | Georgia Emergency Management Agency |
| GHA | Georgia Hospital Association |
| GHCA | Georgia Health Care Association |
| HCC | Healthcare Coalition Coordinator |
| HCF | Healthcare Coalition Facilitator |
| HICS | Hospital Incident Command System |
| HSEEP | Homeland Security Exercise Evaluation Program |
| HVA | Hazard Vulnerability Assessment |
| HVAC | Heating, Ventilation, and Air Conditioning |
| ICS | Incident Command System |
| ISC | Internal Surge Capacity |
| IT | Information Technology |
| JIC | Joint Information Center |
| LE | Law Enforcement |
| LEPC | Local Emergency Planning Committee |

| | |
|---------|---------------------------------------------------------|
| MOU | Memorandum of Understanding |
| MSEL | Master Scenario Event List |
| NIMS | National Incident Management System |
| PAPR | Powered Air Purifying Respirator |
| PIO | Public Information Officer |
| PPE | Personal Protective Equipment |
| RCH | Regional Coordinating Hospital |
| SERVGA | State Emergency Registry of Volunteers of Georgia |
| SitMan | Situation Manual |
| SME | Subject Matter Expert |
| TTX | Tabletop Exercise |
| UGA IDM | University of Georgia Institute for Disaster Management |

Appendix H: GHA911WebEOC Quick Guide

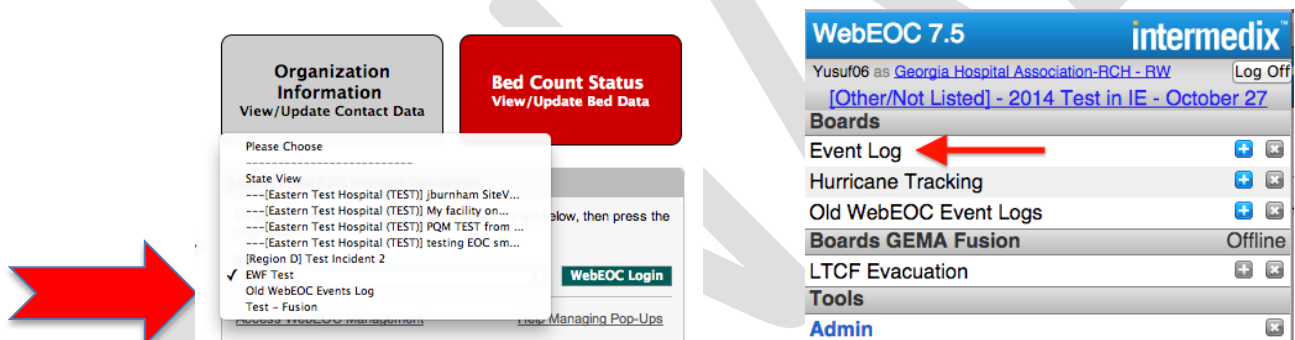
Accessing WebEOC and Posting to Event Logs

****You will need a GHA911 account to access WebEOC. If you do not have an account, please go to the GHA911 homepage and click the "Register Now" button on the right-hand side of the screen.****

- Use your username and password to log into GHA911.
- Locate box labeled "Login to WebEOC Incident Discussion" (directly below the "Organizational Information" and "Bed Count Status" buttons.)
- Use the drop-down menu to select the incident you'd like to log into.
- Click the green "WebEOC Login" button. (Note: It is important to make sure you log into the correct incident.)

After clicking the WebEOC login button, the control panel will appear in a new popup window.

- Click "Event Log" to enter the incident discussion.



After clicking the Event Log link in the previous step, the event log will open in another popup window.

To Post a New Comment:

- Click the "Add New Comment" button and the new comment data entry form will appear.
- Enter your comments and attach any files you'd like to attach.
- Click the "Save Comment" button.

The screenshot shows the 'Event Log' form. At the top, it says 'Event Log' and '- 2014 Test in IE - October 27'. Below this, there is a search bar and a 'Search' button. A red arrow points to the 'Add New Comment' button. The form also has a 'Print' button and a table with columns for 'Organization', 'Created By', and 'Attachment'.


The screenshot shows the 'New Comment' form. At the top, it says 'New Comment' and 'Add New Comment'. Below this, there is a 'Created By' field with the value 'Yusuf Demo'. The 'Date / Time' field shows '11/10/2014 00:30:1'. The 'Comments' field contains the text 'Eastern Test Hospital has adequate staffing and supplies at this time. Bed counts updated on status boards.' A red arrow points to the 'Add New Comment' button. Below the comments field, there is an 'Attachment' section with a 'Choose File' button and a 'Publish to' section with checkboxes for 'GEMA Statewide Significant Events' and 'Public Health Statewide Significant Events'. At the bottom, there are buttons for 'Save Comment', 'Cancel', and 'Spell Check'.

Your comment will then appear in the event log. Comments from other users will show up in real time as they are posted. To

download an attached file. Just click on the file icon in the attachment column.

To Find a Comment:

As the incident goes on, the event log will get longer. If you need to find information regarding a specific topic, you can enter part of the comment, facility name, or the user in the search field, then click the "Search" button. This will filter the comments down to only those that meet the search criteria.

| Date | Event | Comments | Organization | Created By | Attachment |
|------------------------|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------------|--------------|-------------------------------------------------------------------------------------|
| 11/10/2014 at 12:42 am | [Other/Not Listed] - 2014 Test in IE - October 27 | Thanks! | Eastern Test Hospital (TEST) | Yusuf Demo | |
| 11/10/2014 at 12:42 am | [Other/Not Listed] - 2014 Test in IE - October 27 | Got it. Thanks! | Eastern Test Hospital (TEST) | Yusuf Demo | |
| 11/10/2014 at 12:40 am | [Other/Not Listed] - 2014 Test in IE - October 27 | Please see attached file with instructions on how to manage popups. | Georgia Hospital Association-RCH | Yusuf Rahman |  |
| 11/10/2014 at 12:38 am | [Other/Not Listed] - 2014 Test in IE - October 27 | Thanks for posting an update Eastern Test Hospital. | Georgia Hospital Association-RCH | Yusuf Rahman | |
| 11/10/2014 at 12:32 am | [Other/Not Listed] - 2014 Test in IE - | Eastern Test Hospital has adequate staffing and supplies at this time. Bed counts updated on status boards. | Eastern Test Hospital (TEST) | Yusuf Demo | |


Page 1 of 1 Disable Refresh intermedix

filter the list of

text based column for search, Created by

pop

Search Reset

| Comments | Organization | Search Filter | | | |
|------------------------|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------|---------------------------------------------------------------------------------------|
| | | Enter text in the field below to filter the list of comments. The search will check each text based column for a match (Comments, Organization, Created by and Attachment). | | | |
| | | <input type="text"/> | | | |
| | | Search Reset | | | |
| Date | Event | Comments | Organization | Created By | Attachment |
| 11/10/2014 at 12:40 am | [Other/Not Listed] - 2014 Test in IE - October 27 | Please see attached file with instructions on how to manage popups. | Georgia Hospital Association-RCH | Yusuf Rahman |  |


To Print an Event Log:

You may also print an event log so that you can have a hard copy to take with you. Just click the print button to get a standard print dialog box.

Print

Total: 1 page

Cancel Save

Destination  Save as PDF

Change...

Pages ☒ All

☐ e.g. 1-5, 8, 11-13

Paper size Letter

Layout ☒ Portrait

☐ Landscape

11/10/2014 Event Log Display


Event Log

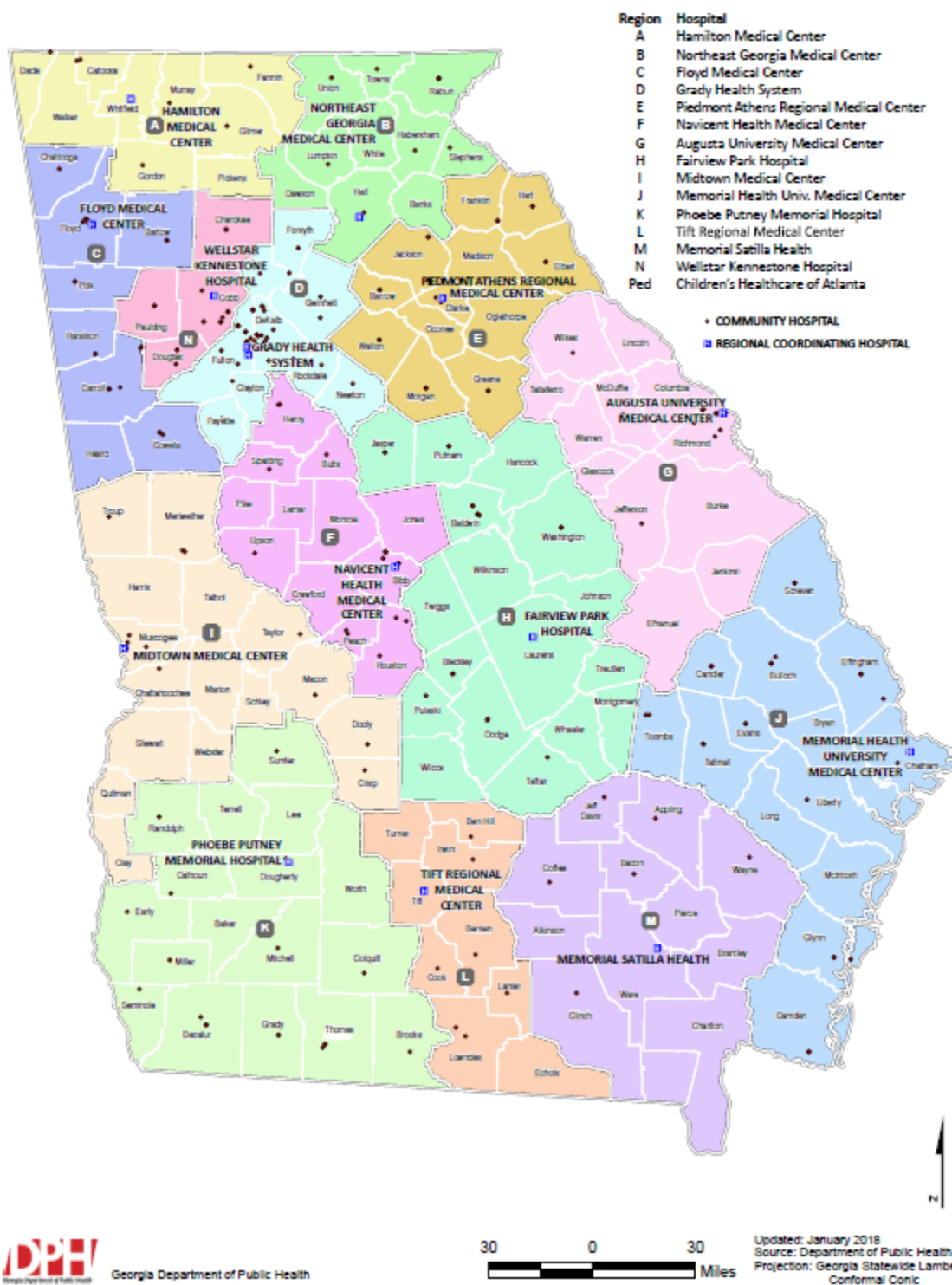
Incident: [Other/Not Listed] - 2014 Test in IE - October 27 Add New Comment Print

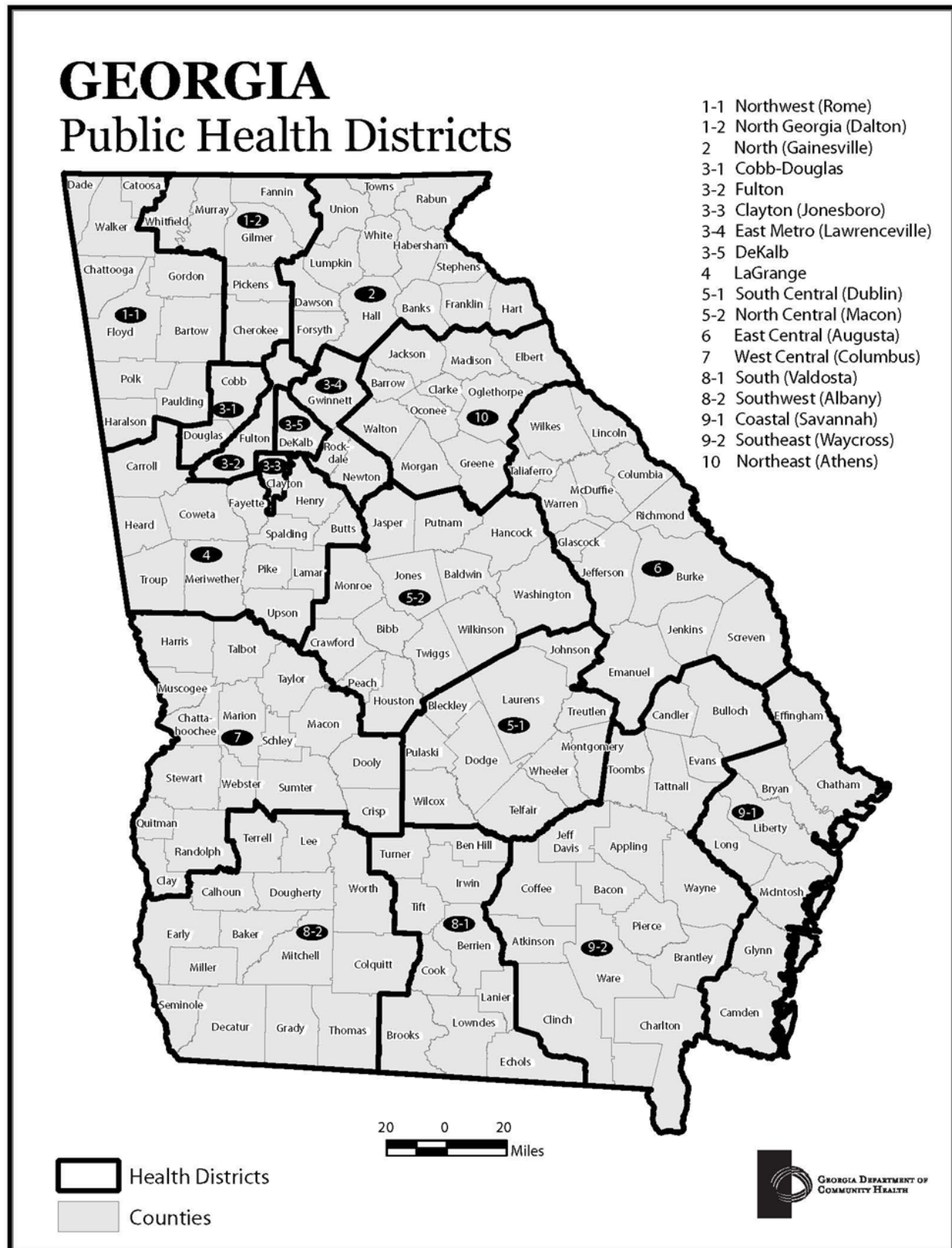
Search Filter

Enter text in the field below to filter the list of comments. The search will check each text based column for a match (Comments, Organization, Created by and Attachment).

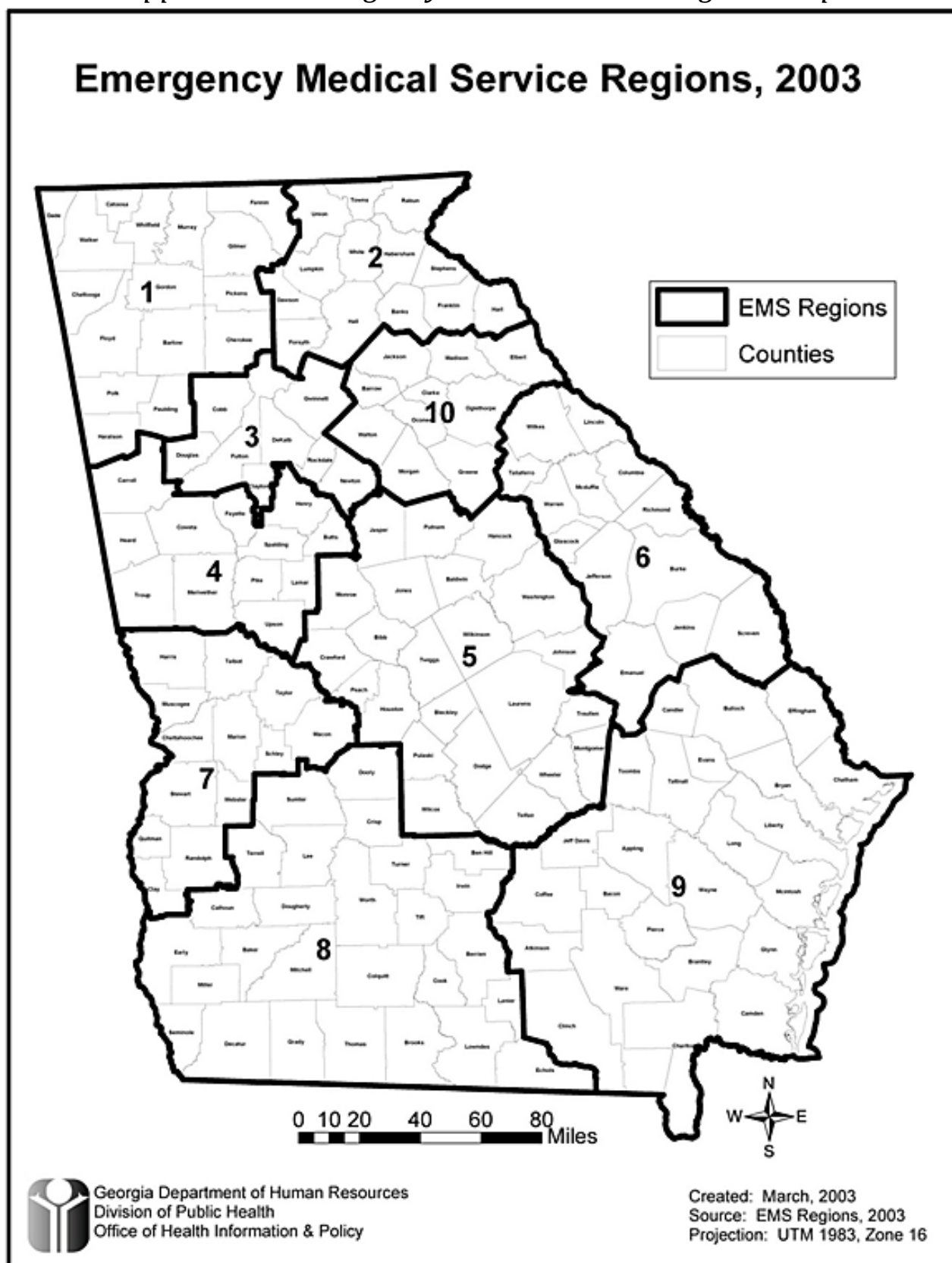
 Search Reset

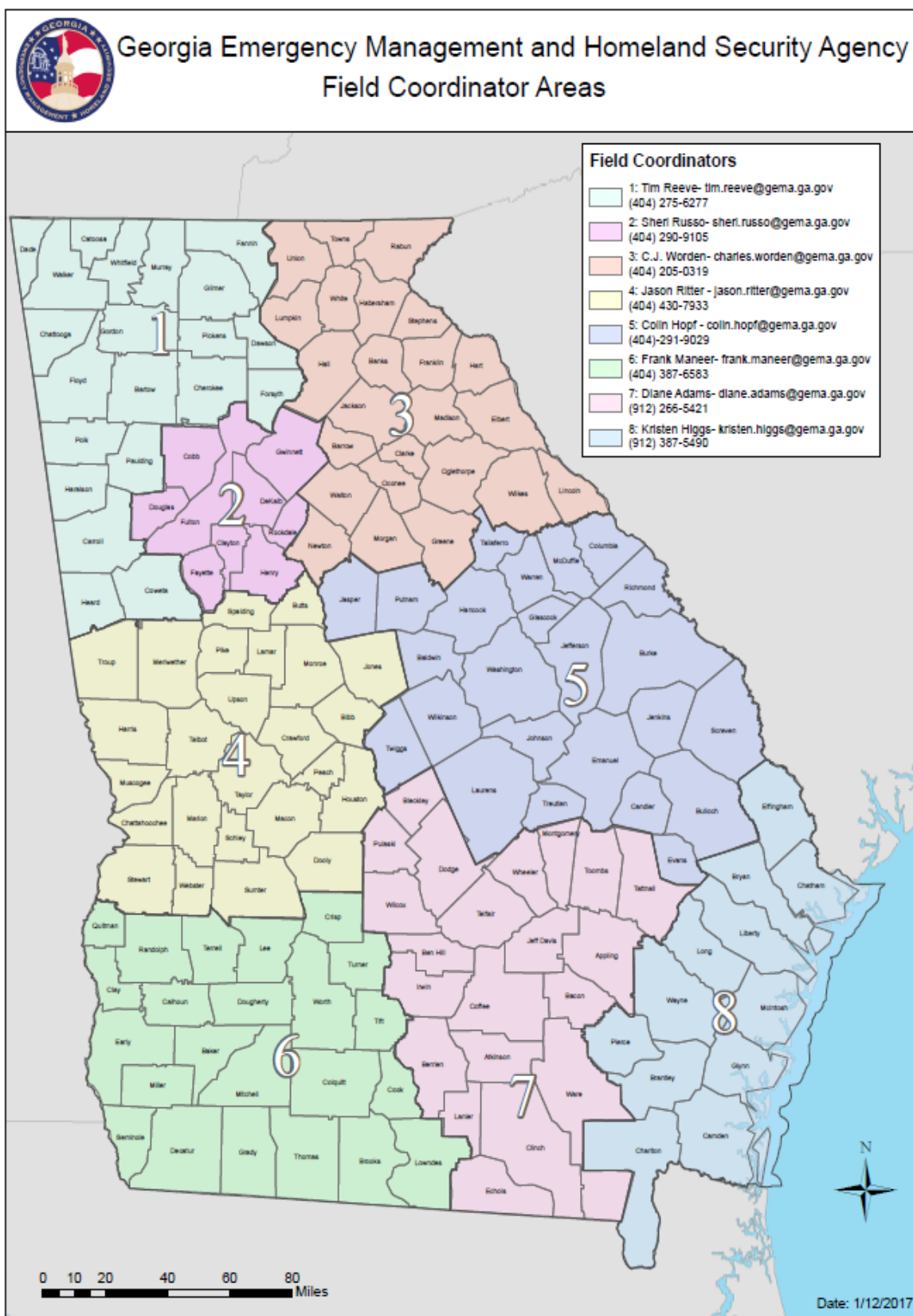
| Date | Event | Comments | Organization | Created By | Attachment |
|------------------------|---------------------------------------------------|---------------------------------------------------------------------|----------------------------------|--------------|---------------------------------------------------------------------------------------|
| 11/10/2014 at 12:42 am | [Other/Not Listed] - 2014 Test in IE - October 27 | Thanks! | Eastern Test Hospital (TEST) | Yusuf Demo | |
| 11/10/2014 at 12:42 am | [Other/Not Listed] - 2014 Test in IE - October 27 | Got it. Thanks! | Eastern Test Hospital (TEST) | Yusuf Demo | |
| 11/10/2014 at 12:40 am | [Other/Not Listed] - 2014 Test in IE - October 27 | Please see attached file with instructions on how to manage popups. | Georgia Hospital Association-RCH | Yusuf Rahman |  |
| 11/10/2014 at 12:38 am | [Other/Not Listed] - 2014 Test in IE - October 27 | Thanks for posting an update Eastern Test Hospital. | Georgia Hospital Association-RCH | Yusuf Rahman | |

*Appendix I: Regional Coordinating Hospital Area Map***Healthcare Coalitions**

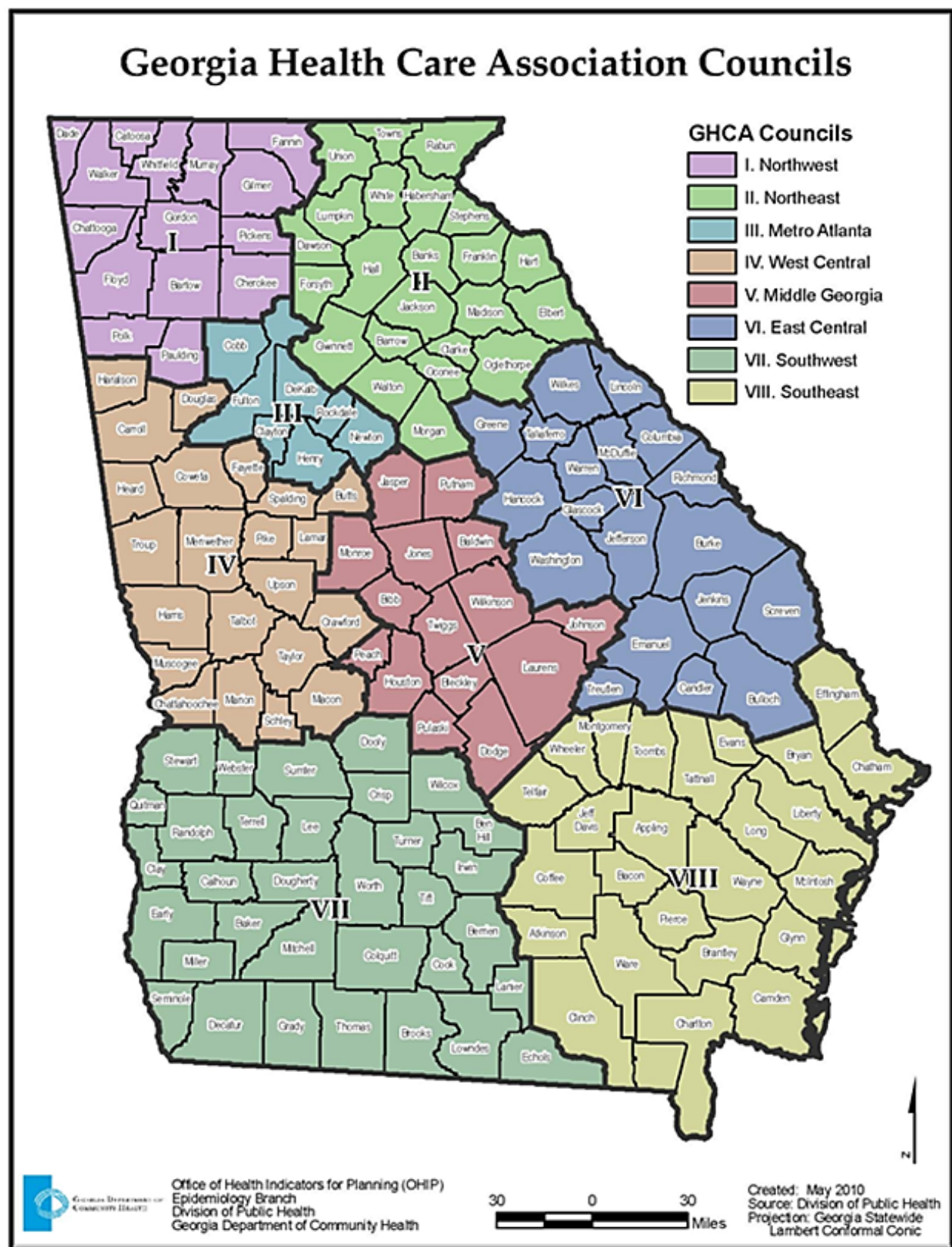
Appendix J: Public Health Districts Map

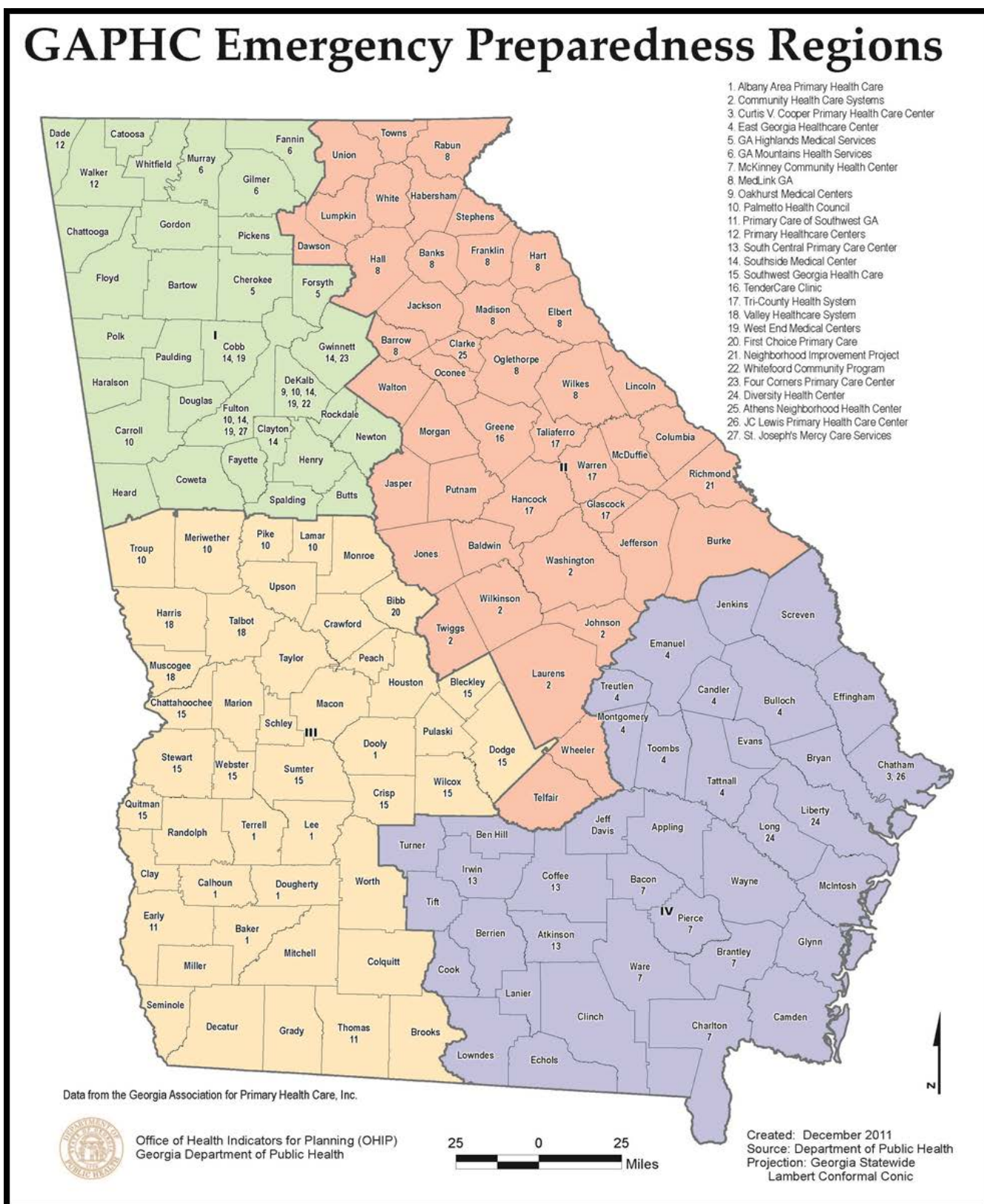
Appendix K: Emergency Medical Service Regions Map

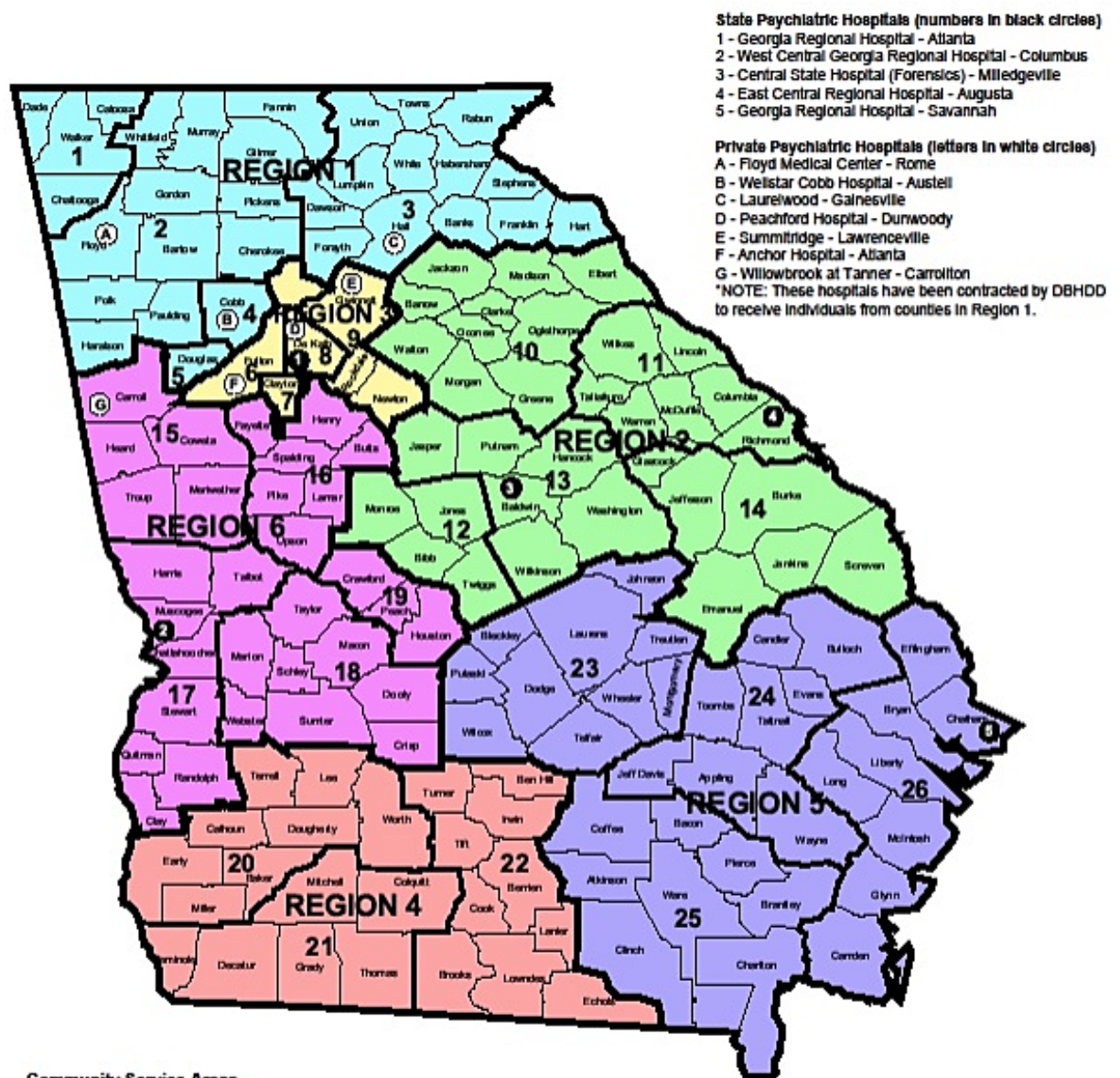


Appendix L: GEMA Regions Map

Appendix M: Georgia Health Care Association Council Map (Nursing Homes)



Appendix N: GAPHC Community Health Centers Map

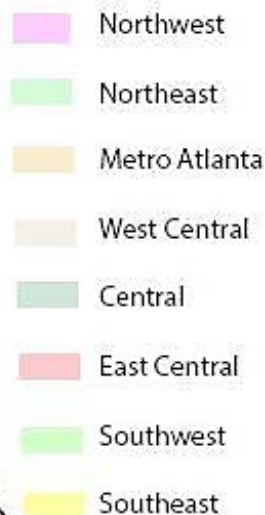
*Appendix O: GDBHDD Regional Map***Georgia Department of Behavioral Health and Developmental Disabilities
State Psychiatric Hospitals, Private Hospitals (Contracted)
and Community Service Areas****Community Service Areas**

- | | | |
|---------------------------------------------|---------------------------------------------------------------|------------------------------------------------------|
| 1 - Lookout Mountain Community Services | 10 - Advantage Behavioral Health Systems | 19 - Phoenix Center Behavioral Health Services |
| 2 - Highland Rivers Community Service Board | 11 - CSB of East Central Georgia (Serenity Behavioral Health) | 20 - Albany Area Community Service Board |
| 3 - Avita Community Partners | 12 - RiverEdge Behavioral Health Center | 21 - Georgia Pines Community MH/MRSA Services |
| 4 - Cobb Community Service Board | 13 - Oconee Community Service Board | 22 - Behavioral Health Services of South Georgia |
| 5 - Douglas Community Service Board | 14 - Ogeechee Behavioral Health Services | 23 - Community Service Board of Middle Georgia |
| 6 - Fulton County MHDDAD | 15 - Pathways Center for Behavioral & Developmental Growth | 24 - Piedmont Area Community Service Board |
| 7 - Clayton Community Service Board | 16 - McIntosh Trail Community Service Board | 25 - Unison Behavioral Health (formerly Satilla CSB) |
| 8 - DeKalb Community Service Board | 17 - New Horizons Community Service Board | 26 - Gateway Community Service Board |
| 9 - View Point Health (formerly GRN CSB) | 18 - Middle Flint Behavioral Healthcare | |

*NOTE: Numbered Service Areas are for identification purposes only.

DBHDD Office of Decision Support & Information Management (Updated: 06/17/2014)

Georgia Amateur Radio Emergency Service Districts



Appendix Q: Government Emergency Telecommunications Service (GETS) Fact Sheet



Homeland Security

Office of Emergency Communications

May 2013

Government Emergency Telecommunications Service

The Government Emergency Telecommunications Service (GETS) is a capability offered by the Department of Homeland Security's Office of Emergency Communications (OEC). Developed in response to a growing need for priority communications for select users, GETS enhances call completion for select wireline (landline) users when abnormal call volumes exist. Assigned on a case-by-case basis, GETS access is extended to only those Federal, State, local, tribal and select private sector users who support national security and emergency preparedness (NS/EP) activities. During times of network congestion, GETS users are granted priority communications by dialing the universal access number (710-627-GETS) using common telephone equipment and entering a personal identification number. Once authenticated, GETS calls will receive priority over regular calls; however, GETS calls do not preempt calls in progress or deny the general public's use of the telephone network. GETS is in a constant state of readiness.

WHO USES GETS?

Access to the GETS program is restricted to those users with NS/EP roles, traditionally those with command and control functions critical to management of, and response to, national security and emergency situations, particularly during the first 24 to 72 hours following an event. GETS supports critical Continuity of Government and Continuity of Operations efforts; Federal, State, local, territorial, and tribal emergency preparedness and response communications; non-military executive branch communications systems; critical infrastructure protection networks; and non-military communications networks.

During Hurricanes Irene, Isaac, and Sandy, over 99 percent of calls made via GETS were successfully completed.

WHY SHOULD YOU ENROLL?

GETS users rely on landline communications services to perform critical functions, including those areas related to leadership, safety, maintenance of law and order, finance, and public health. Acts of terrorism, including cyber attacks, natural disasters, power outages, cable cuts, and software problems can cripple the telephone services of an entire region. Congestion alone can prevent access to circuits. The NS/EP community needs the ability to increase the likelihood their calls will go through in times of crisis. GETS users have historically experienced call completion rates at or above 90 percent during actual emergencies.

WHAT ELSE SHOULD YOU KNOW?

- GETS is available nationwide and can also be accessed from international locations.
- GETS can be accessed through the Defense Switched Network, FTS2001/Network, the Diplomatic Telecommunications Service, and the Federal Emergency Management Agency Switched Network.
- GETS calls may be placed from cellular and satellite phones.
- GETS calls over cellular networks are most effective when used in conjunction with the Wireless Priority Service, a similar service managed by OEC that offers authorized users priority treatment on the wireless networks.
- GETS access is restricted to individuals with NS/EP responsibilities. Traditionally, users must meet those responsibilities outlined in Executive Order 13618, Assignment of National Security and Emergency Preparedness Communications Functions.
- There is no charge to enroll in GETS or to make calls to the familiarization line.

FOR ADDITIONAL INFORMATION

Please contact the DHS Priority Telecommunications Service Center at 866-627-2255 or 703-676- 2255, via email at GETS@HQ.DHS.GOV, or visit www.dhs.gov/gets

Version 5/13

Appendix R: Wireless Priority Service (WPS) Fact Sheet



**Homeland
Security**

Office of Emergency Communications

May 2015

WIRELESS PRIORITY SERVICE

Congestion on wireless (cellular) networks caused by natural and/or man-made disasters can affect emergency response capabilities by limiting call completion for public safety and national security and emergency preparedness (NS/EP) personnel. The Wireless Priority Service (WPS), offered by the Department of Homeland Security Office of Emergency Communications (OEC), was developed to address the growing need for priority communications for select cellular users. WPS enhances call completion for select users when excessive call volumes exist. OEC offers WPS access to eligible federal, state, local, tribal, and select private sector users supporting NS/EP activities. During times of network congestion, WPS users receive priority calling to the desired destination number from an authorized user's cell phone.

WHO IS ELIGIBLE FOR WPS?

Enrollment in the WPS program is reserved for select users who support public safety and NS/EP activities, traditionally those with command and control functions that are critical to management of, and response to, national security and emergency situations, particularly during the first 24 to 72 hours following an incident. WPS supports critical Continuity of Government and Continuity of Operations; federal, state, local, territorial, and tribal (FSLTT) emergency preparedness and response communications; non-military executive branch communications networks and systems; and critical infrastructure protection networks.

In the wake of the April 2013 Boston Marathon, response and recovery calls made through WPS received a 93 percent call completion rate.

WHY SHOULD YOU ENROLL?

WPS users rely on cellular communications to perform critical functions, including those areas related to leadership, safety, maintenance of law and order, finance, and public health. Acts of terrorism, such as cyber-attacks, natural disasters, power outages, and software problems, can cripple the telephone services of an entire region.

Congestion alone can prevent access to circuits. WPS can be extremely beneficial during an emergency in which the public telecommunications networks are degraded by congestion or damage to the infrastructure. NS/EP personnel enrolled in WPS have a greater chance of call completion on an operational cellular network than those without the service.

WHAT ELSE SHOULD YOU KNOW?

- WPS is complementary to, and can be most effective, when used in conjunction with the Government Emergency Telecommunications Service (GETS). GETS is the landline priority service offered and managed by OEC and has the same eligibility requirements as WPS.
- WPS is available in all nationwide networks and some regional networks including: AT&T, C Spire, Cellcom, GCI, SouthernLINC, Sprint, T-Mobile, U.S. Cellular and Verizon Wireless.
- WPS is an add-on feature to existing commercial wireless services; no special phones are required.

- Users can apply for WPS through OEC.
- WPS users are responsible for any service provider charges for activation, service, and per-minute usage associated with WPS. Wireless carriers can charge a one-time activation fee of up to \$10.00, a monthly access charge of no more than \$4.50, and a maximum of \$0.75 per minute for WPS calls.
- OEC is responsible for WPS infrastructure enhancements and the day-to-day management of WPS.
- WPS operates in a constant state of readiness.
- To invoke WPS, enter * 272 and destination number on a WPS-enabled phone.
- OEC recommends including WPS in operational plans and communications exercising.

FOR ADDITIONAL INFORMATION

Please contact the DHS Priority Telecommunications Service Center at 866-627-2255 or 703-676-2255, via email at

WPS@DHS.GOV, or visit WWW.DHS.GOV/WPS.

Version 5/15

Appendix S: Role of Specialty Coordinating Hospital

Children's Healthcare of Atlanta (CHOA) has contracted with the Georgia Hospital Association (GHA) to act as the Specialty Coordinating Hospital (SCH) for pediatrics with the state of Georgia. In the event of a disaster, CHOA will assist facilities and regions with pediatric patient needs. **CHOA Transfer Center can facilitate the acceptance of pediatric patients.**

If the scope of the event exceeds the resources of CHOA, we will work with those facilities within Georgia that have pediatric inpatient capabilities for patient placement. CHOA's is also a signatory to the Southeastern Regional Pediatric Disaster Network and is in contact with numerous pediatric hospitals across the Southeast (Tennessee, North Carolina, South Carolina, Florida, Kentucky, Alabama, and Mississippi). This organization has a memorandum of understanding to support each other in the event of a disaster involving pediatrics.



For assistance with pediatric patient placement, please call the
Children's Healthcare of Atlanta Transfer Center
404-785-7778 or 1-888-785-7778

Additional responsibilities of the Specialty Coordinating Hospital (SCH)

Children's Healthcare of Atlanta will:

- Provide **technical assistance** for hospitals in the development of plans and exercises as well as during real world emergencies upon request.
- Assistance may include providing additional staffing, sharing expertise and distribution of specialty care supplies and equipment through **mutual aid** during a disaster or evacuation.
- Participate in **regional drills** to offer pediatric expertise and to encourage pediatric patients to be included in drill casualties to better prepare for world events

If you need more information on Children's role as the SCH for pediatrics, please contact Karen Hill at 404-785-6503.

Children's Healthcare of Atlanta Overview

- CHOA is comprised of three (3) separate hospitals: Egleston, Scottish Rite and Hughes Spaulding.
 - **Egleston** is the only designated Level 1 Pediatric Trauma Center in the state.
 - **Scottish Rite** is the only designated Level 2 Pediatric Trauma Center in the state.
 - **Hughes Spaulding** has Pediatric Emergency Department and pediatric general care capabilities.
- Between the 3 campuses, CHOA has over 500 licensed pediatric beds!
- Currently this includes 58 pediatric intensive care beds combined in 2 PICU's, Neonatal Intensive Care Units (NICU) a Cardiac Intensive Care Unit (CICU) and Technology Dependent Unit (TDICU). Egleston has ECMO capabilities as well.
- CHOA has all pediatric sub-specialties and will accept pediatric patients in transfer when beds are available.

CHOA can assist with the transport of patients. CHOA can provide ground transportation with up to 7 ambulances and 1 helicopter. CHOA can also assist with fixed wing transport.

Additional CHOA Contacts

Trauma intake line for EMS:

404-785-5082 or
State HEAR or
MED Channel 2 or 3

Children's Transport

404-785-6540 or
1-800-325-6540