

**CDC Public Response Service
American Social Health Association**

Public Health Emergency Event Procedures

The CDC Public Response Service is designed to respond quickly to public health emergency events. To facilitate the service's response to a public health emergency event, the following procedures will be initiated at the earliest opportunity during a public health emergency to ensure that the American public or affected segments of the public can obtain the most up-to-date and timely information and other support.

CDC Action:

CDC staff will alert CDC Public Response Service operations staff at the earliest opportunity during a public health emergency event. CDC staff will provide basic description of the event and any additional information/response that may be appropriate for the general public.

CDC Public Response Service operations staff contact information:

Staff/Contact	Contact Information	Notes
Glenn Wise, Director	Cell phone/ pager: 919-801-8942	Available 24 hours/day, seven days/week to Judy Gantt, Vicki Freimuth and other designated CDC personnel
	Office phone: 919-361-8445	Office hours: Monday – Friday, 10:00 AM – 6:00 PM. Primary contact during normal business hours
	E-mail: glewis@ashastd.org	Routinely checks e-mail remotely
On-call Supervisor	Cell phone: 919-280-6758 Pager: 919-983-0662	Primarily for internal emergency event handling, but can be contacted by Judy Gantt, Vick Freimuth or other designated CDC personnel if the director doesn't answer or respond within 5 minutes and service is closed.
CDC Public Response Service	Telephone: 888-246-2675 (English) 888-246-2857 (Spanish) 866-874-2646 (TTY)	Primary contact for other CDC personnel. CDC staff person should announce the need to discuss an emergency public health event. Call will be transferred to a HCS2 (shift leader) who will assess the action to be taken and contact to be made.

ASHA Action:

Following the report of a public health emergency event, ASHA operations staff will initiate the procedures outlined below. The assessment procedures will be conducted by the ASHA staff person contacted by CDC regardless of who is contacted.

Emergency Event Assessment:

Assessment Item	Examples
1. Name and contact information for CDC staff person making report	Judy Gantt; 404-639-0831
2. Date and time of call	March 1, 2001; 7:00 AM
3. Description of the event	Smallpox case in Seattle, Washington
4. Anticipated impact on call volume	High, Medium, Low
5. Format for release of CDC Public Response Service contact information	CDC press release
6. Key Facts/Talking Points	[Should include key points that CDC wishes ASHA staff to share with public, including current threat to public health, action CDC is taking, next steps for exposed public, and next steps for concerned but not exposed public.]
7. Next steps	[Should include next steps CDC staff will take to share additional information and referrals applicable to the event with ASHA staff. Examples include "Judy will e-mail document with additional information to Kathy Ford or supervisor on-call by 10:00AM."

Emergency Event Response During Normal Hours of Operation:

When the CDC Public Response Service is open and an operations staff person is available, the person contacted by CDC regarding a public health emergency event will refer management of the response to an available operations staff person (i.e., supervisor or director).

The operations staff person will initiate the following procedures:

1. Announce event to other operations staff, including director and information/research coordinator.
2. If the report was not originated by Judy Gantt or someone in the CDC's Office of the Director, the operations staff person or the director will notify Judy Gantt of the report.
3. Facilitate or work with information/research coordinator to announce the event to HCS staff, including items #2 through #7 of the emergency event assessment.
4. As necessary, work with HCS2 staff to ensure adequate staffing levels to respond to anticipated call volume.
5. Work with information/research coordinator to ensure follow-up with CDC for additional information on event, including follow-up on item #7 of the emergency event assessment.
6. Make report of emergency event response to the director. Copy the report to the senior directors of Consumer Health Network Services, human resources, and information technology.

Emergency Event Response Outside of Normal Hours of Operation:

When the CDC Public Response Service is closed or an operations staff person is not immediately available, the person contacted by CDC regarding a public health emergency event will refer management of the response to the supervisor who is on call. The ASHA staff person contacted about the event will call the supervisor cell phone and provide that supervisor with the information collected in the emergency event assessment.

The supervisor will come on-site to handle or will facilitate from off-site if possible the following procedures:

1. Based on discussions with the director, the on-call supervisor will determine the need to open the service outside of normal hours of operation.
2. If there is an immediate need to open the service:
 - The supervisor will contact and work with operations staff to arrange to have staff report on-site to open the service.
 - The supervisor will contact and work with on-call IT staff to change the telephone messaging to open the service.
 - The supervisor will contact the NSTDAH operations desk to alert them to CDC Public Response Service staff accessing the building.
3. If not already accomplished, the supervisor will announce event to other operations staff, including director and information/research coordinator.
4. If the report was not originated by Judy Gantt or someone in the CDC's Office of the Director, the operations staff person or the director will notify Judy Gantt of the report.
5. Facilitate or work with information/research coordinator to announce the event to HCS staff, including items #2 through #7 of the emergency event assessment.
6. As necessary, work with HCS2 staff to ensure adequate staffing levels to respond to anticipated call volume.
7. Work with information/research coordinator to ensure follow-up with CDC for additional information on event, including follow-up on item #7 of the emergency event assessment.
8. Make report of emergency event response to the director. Copy the report to the senior directors of Consumer Health Network Services, human resources, and information technology.