

Central CT Health District
Mass Dispensing Area #28
Berlin, Newington, Rocky Hill & Wethersfield

Emergency Preparedness Newsletter



SPRING 2007



Welcome to our SPRING edition! We hope that winter was good to all.

We hope to improve our readiness with ongoing involvement of volunteers. We realize that most volunteers are usually the busiest people. So we are trying to provide you with some basic training that would help you not only in an emergency but at almost any time.



STOP BY OUR OFFICE – MEET OUR STAFF

Wethersfield Town Hall-505 Silas Deane Highway

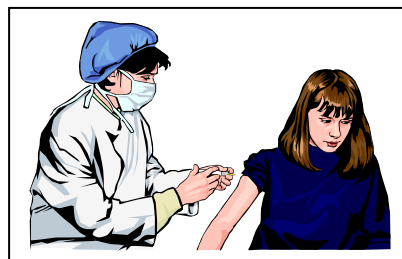
- **Suggest you call before coming 721-2816 or -2818**
- **Have your picture taken for your Emergency ID**
- **Get to know us and us you**
- **Let's talk about your role(s) during a Public Health emergency**

FEATURED AREA: TRAINING



Interested in learning how to administer
Smallpox Vaccine?

CALL JUDYE 721-2826
to schedule





WORKING WITH PEOPLE WITH SPECIAL NEEDS



In a public health emergency, all staff and volunteers would need to know how to interact effectively with individuals with special needs. The National Organization on Disability has provided simple guidelines, called “Disability Etiquette”. Using these guidelines will be an easy way to assure that those with special needs will understand what is being asked of them and allow them to respond in a safe, timely and appropriate way. The guidelines also assure that we will provide the guidance and information they need to make decisions based on what they can and cannot do.

TERMINOLOGY TIPS

- Say “person with a disability or hearing problem” – not “disabled or deaf person”
- Avoid outdated terms like “handicapped”, “crippled”
- Avoid jargon like “physically challenged”
- Refer to “wheelchair user” – not “wheelchair bound”
- Avoid negative terms like “victim”

REMEMBER: NOT ALL DISABILITIES ARE APPARENT

- Listen for “strange” requests
- Watch for fatigue
- Watch for signs that he/she is having difficulty understanding, functioning

GENERAL GUIDELINES FOR DISABILITY AWARENESS

- Remember: This is a person – not a disability Always speak directly to the person
- Always face the person
- Introduce self as you would with anyone and before touching
- Offer assistance before doing anything for them
- Be cognizant of SAFETY FIRST
- Respect personal space – ask permission
- Make sure the person has what is needed to function
- Ask if they need and/or have anyone to assist
- Ask how you can best help
- Be patient
- Provide a private/quiet/calm environment
- Offer a guide to assist through process
- Offer to read or write information
- SERVICE ANIMALS STAY WITH PERSON AT ALL TIMES. DO NOT FEED OR PET OR INTERFERE WITH THE ANIMAL WITHOUT OWNER’S PERMISSION. NO PROOF IS REQUIRED THAT ANIMAL IS SPECIFICALLY TRAINED. MUST BE ON A LEASH BUT NOT MUZZLED.

PEOPLE WHO HAVE MOBILITY IMPAIRMENTS/USE WHEELCHAIRS

- Ask BEFORE you push/pull wheelchair or open doors
- Keep ramps and doors clear of obstructions/Floors dry
- Interact at their level if possible – SIT or stand at slight distance
- Have clipboards available
- Send by most accessible route
- Know accessible restrooms
- Encourage to rest on chairs/benches
- OFFER assistance to reach, grasp, lift, open doors etc.

PEOPLE WHO ARE BLIND OR VISUALLY IMPAIRED

- GUIDE DOG and CANES
 - Walk on person's side opposite to guide dog or cane
 - Do not touch/move guide dog or canes
- Person should hold your arm
- Guide hand to object edges
- Give cues re: obstacles/hazards
- Leave near a landmark i.e. table
- Pace walking to match ability
- Use clock system to describe location of objects
- Use large print/white on black
- Minimize glare

PEOPLE WHO ARE DEAF OR HARD OF HEARING

- Make sure you have attention
- Speak with normal speed and tone– shouting distorts sound
- Try lower or higher voice pitch
- Hearing aid may/may not help
- Use American Sign Language
- Use signer if available
- Use gestures
- Rephrase, rather than repeat
- Minimize glare
- Do not chew gum/ cover mouth
- If possible, provide a TTY(TDD) (teletypewriter) – small printer or screen & acoustic couplers

PEOPLE WITH SPEECH DISABILITIES

- Give full attention
- Have environment as quiet as possible
- Do not finish sentences or interrupt
- Ask to repeat if do not understand
- Repeat what he/she has said to verify if heard he/she correctly
- Ask to write if possible

PEOPLE WITH COGNITIVE DISABILITIES

* MENTAL RETARDATION (Developmental Disability)

- Use clear, simple language or pictures at their level
- Break message to small parts
- Avoid baby talk & talking down
- Verify responses by repeating question in a different way
- Allow time to make decisions
- Remember: may need time to adjust to environment/routine

* LEARNING DISABILITIES

- Probably has average or above-average intelligence
- Reading disability - give verbal information or reading time
- Write message if verbal information gets "scrambled"
- Ask him/her how they can best understand message
- Reduce distractions

* TRAUMATIC (OR ACQUIRED) BRAIN INJURY

- Use similar techniques as for people with learning disabilities
- May not correctly interpret social cues. Behavior may be inappropriate as a result
- Be patient - may not follow instructions due to poor short-term memory or other problems

PEOPLE WITH MENTAL ILLNESS

- **Use approaches similar to cognitive illness**
- **Do not argue or try to change mind**

PEOPLE WITH MULTIPLE CHEMICAL SENSITIVITIES

- Ask type of sensitivities
- May have to triage and treat in separate area or outside building
- Limit contact with people and areas with perfume, smoke etc.
- Allow them to wear mask or respirator
- May have to minimize time they spend in building



Interested in More Free Training?
Register on: CONNECTICUT TRAIN
[See Instructions that Follow]



UPCOMING TRAINING OF INTEREST

- **DPH Summer 2007 Education and Training Course Catalog**
The DPH Summer 2007 Education and Training Course Catalog, a product published by the Workforce and Professional Development Section of the Connecticut Department of Public Health Planning Branch is now available for download. Visit the following link to download or open the document: [Online for printing.](#)
- **The Role of Pharmacists in Mass Dispensing and Vaccination for Public Health Emergencies**
This course focuses on the critical role pharmacist, interns and technicians will play at the community level. Local Health Departments will be operating Points of Dispensing (PODs) clinics to vaccinate or dispense antibiotics in response to a declared emergency. Online- ACPE Credit available-2 CEUs/CE

- **Overview of Pharmacists Roles in Chemical/Biological Public Health Emergencies**

This course will familiarize the pharmacy professional with events that could lead to a disaster; how the state and federal government has planned for these events and how the pharmacy professional might best serve their community in its response. Online-ACPE Credit available-2 CEUs/CE.

- **Fundamentals of Crisis and Emergency Risk Communications**

Provides an introduction to communication in a crisis and emergency risk situation – Hot Lines, phone banks & public contact. Dates & locations vary.

- **Smallpox Vaccination Train-the-Trainer**

Part A is online portion of a two part course designed to prepare licensed healthcare professionals who can administer vaccines. **Part B** is the live workshop that will be offered within individual MDAs. After completing both the online and hands-on sessions you will be

able to administer the smallpox vaccine within your Mass Dispensing Area.

- **Strategic National Stockpile (SNS): Guidance and Overview Course**

Course is comprised of 23 minute online video and post test. Overview of Strategic National Stockpile (SNS). Is for all public health, healthcare workers, and MDA volunteers.

- **ICS100 Incident Command System and 700 National Incident Management System** –multiple dates & locations or FEMA online

- **IS-700 NIMS**–multiple dates/locations or FEMA online

- **IS 800 National Response Plan (NRP), An Introduction**- multiple dates & locations or FEMA online

- **Public Health Emergency Preparedness 101**

Public Health Emergency Preparedness 101 is now open to **all state and local public health professionals**. Online.



WATCH www.ct.train.org FOR CCHD (MDA 228) TRAINING ANNOUNCEMENTS

CONNECTICUT TRAIN

First responders, town employees and CCHD volunteers are eligible to register. You may take any course unless it is restricted or priority has been given to particular disciplines. Courses may be site, distance learning, or web-based. Search for courses. Create a personal online transcript. Provide and/or read feedback on courses. Sign up for emails about new courses. The Training Finder Real-Time Affiliate Integrated Network, or TRAIN, is the nation’s premier learning resource for those who protect the public’s health. TRAIN is a project of the Public Health Foundation with funding from The Robert Wood Johnson Foundation, participating states and CDC. TRAIN is accessed through <http://www.ct.train.org/>. It is managed by CT DPH. SEE NEXT PAGE



How to Register: <http://ct.train.org/>

1. Select “**Create Account**” on “**Left**” button
2. Read “TRAIN” Policies – Click “I agree to etc.” box then “**Next**” button
3. **Fill-in** required fields – Click “**Next**” button
4. Click on **down arrow** next to “**Select Agency**”
5. Select “**Smallpox Preparedness & Response**” from the menu
6. Click on **down arrow** next to “Select Smallpox Preparedness & Response”
7. Select “**Mass Vaccination Areas**” from the menu
8. Click on the **down arrow** next to “Select Mass Vaccination Areas”

9. Select “28”-“CCHD” from the menu. Click on “Next”
10. Select two(2) roles, then scroll to the bottom of the screen and then select “Volunteer” as your third(3) in “Professional Roles” and click “Next”
11. Click on “Official Public Health Agencies” box and select “Local” from the menu as one of your three (3) “Work Settings” and click on the “Next”
12. Selecting Demographic information is optional
13. Click on the “Next” button to complete your registration**

****Once you have registered,**
go back to [Http://ct.train.org](http://ct.train.org) to select your training:

1. **Type** in your “Login Name” and “Password”
2. **Click** on the “Course Search” button
3. **Click** on “Browse My State Only” that is in the menu on the left side of the screen and select your course or review the upcoming courses listed on the center or right side of the screen.

Questions about or problems using the site?
Contact Christopher Stan at
Christopher.stan@po.state.us or
860-509-7133
or
Contact Judy 721-2816

EMERGENCY PLANNING ACTIVITIES

This grant year is winding down and will end on August 30th. During the year, much has been happening. Updating of all plans has been ongoing and will continue. The general Public Health Emergency Response Plan, the Mass Vaccination and Medication Dispensing Plan, and disease related response updates such as anthrax, smallpox and pandemic flu have been reviewed and revised. We have worked with the four town Emergency Directors to determine the best way to communicate. Special radios have been purchased. Supplies continue to be purchased for the Newington Point of Dispensing Clinic. Training of staff and volunteers continues in several areas including such topics as safety, incident command systems, epidemiology, risk communication, pan flu, infection control, hazardous materials, smallpox vaccination and many more.



Volunteers

We still need more volunteers since some volunteers are no longer able to participate due to moving, illness or other commitments.

Contact anytime: Judy Torpey, Emergency Preparedness Coordinator



721-2816



judy.torpey@wethersfieldct.com

See www.ccthd.org for CCHD services, health, emergency preparedness, links to other sites and upcoming events.