

Refresher Training: Keep Your Staff Fresh

J.J. Justis, Local Health Emergency Supervisor
Eastern Shore Health District

What is Refresher Training?

Reinforces existing knowledge and skills previously taught

- Refreshes memory
- Ensures knowledge is up to date

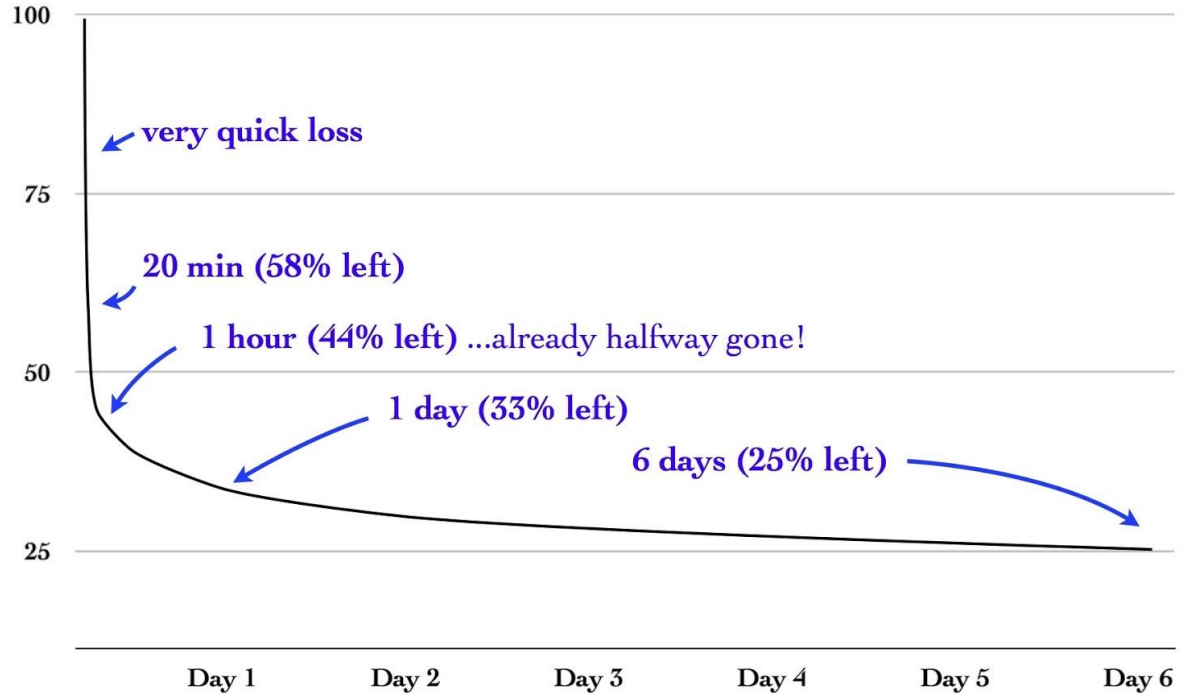
Repetition embeds more complex organizational procedures and processes



Importance of Refresher Training

Ebbinghaus' Forgetting Curve

(How much of something do we forget each day?)



Importance of Refresher Training

Refresher training ensures employees are:

- Following company best practices
- Adhering to important procedures



Benefits of Refresher Training?

Reduced mistakes

Increased
employee
confidence

Increased
efficiency

Achieving
compliance

Helping to identify
training needs and
skills gaps

Promoting
excellence

Fostering a culture
of continuous
learning

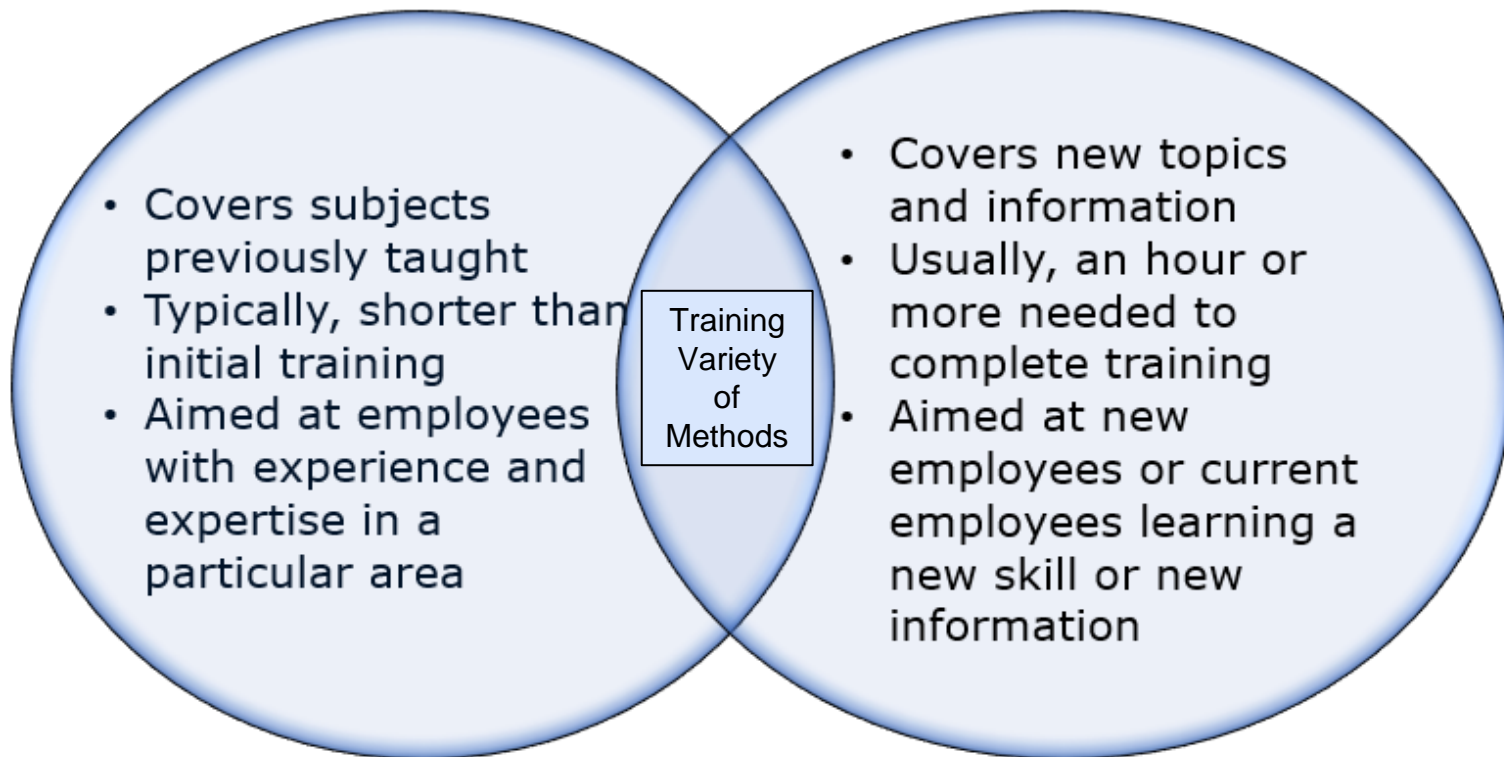
Creating parity in
employee
knowledge

Keeping
employees safe in
the workplace

Increased
employee
retention

Increased
awareness of new
products, trends,
and marketplace
information

Refresher vs. Traditional



Types of Refresher Training

Microlearning

- Short, targeted teaching systems
- Fits busy schedules
- Think YouTube
- Increases efficiency of the learning process by up to 17%
- Can be accessed anytime, anywhere
- Can be revisited frequently



Microlearning Courses Available

- [VDH: Your Duties in a Chemical Incident TRAIN ID 1111239](#) (3 Mins.)
- [VDH: Your Duties in a Biological Incident TRAIN ID 1111238](#) (3 Mins.)
- [VDH: OEP What is Your Role in a Nuclear/Radiological Incident TRAIN ID 1110857](#) (5 Mins.)
- VDH: OEP Micro Course: What is a Public Health Emergency TRAIN ID 1113965 (4 Mins.)
- VDH: OEP Micro Course: VDH's Role in an Emergency TRAIN ID 1113966 (4 Mins.)
- VDH: OEP Micro Course: How to Respond to an Emergency TRAIN ID 1113967 (3 Mins.)
- VDH: OEP Micro Course: Personal Preparedness TRAIN ID 1113968 (7 Mins.)
- VDH: OEP Micro Course: Emergency Response Structure TRAIN ID 1113969 (5 Mins.)

Types of Refresher Training

In-person learning

- Employees face-to-face with instructors
- More formal
- Fewer distractions
- May feel more engaged



Types of Refresher Training

Virtual

- Digital learning environments
- Can be synchronous or asynchronous
- Can improve learning outcomes
- Employees face-to-face with instructors
- Multiple delivery methods



Archived Lunch and Learns Available

- [VDH: OEP Needlestick Prevention TRAIN ID 1101015](#) (41 Mins.)
- [VDH: EP&R Lunch and Learn Chemical Response TRAIN ID 1110164](#) (34 Mins.)
- [VDH: EP&R Lunch and Learn Biological Diseases TRAIN ID 1108173](#) (32 Mins.)
- [VDH: EP&R Lunch and Learn Worksite Safety TRAIN ID 1108756](#) (27 Mins.)
- [VDH: EP&R Lunch and Learn De-Escalation Strategies TRAIN ID 1111958](#) (27 Mins.)
- [VDH: EP&R Lunch and Learn Respiratory Protection in the Workplace TRAIN ID 1108591](#)
(29 Mins.)
- [VDH: EP&R Lunch and Learn Nuclear/Radiological Incidents TRAIN ID 1108037](#) (37 Mins.)
- [VDH: EP&R Lunch and Learn VDH: Division Shellfish Safety and Waterborne Hazards Control TRAIN ID 1112492](#) (30 Mins.)

[VISIT The OEP Lunch and Learn Webpage at vdh.virginia.gov/emergency-preparedness/training-education/oep-lunch-and-learn-sessions](http://vdh.virginia.gov/emergency-preparedness/training-education/oep-lunch-and-learn-sessions)

YouTube Videos Available

- [Preparing for Animals in a Disaster](#) (28 Mins.)
- [Stress Management: Developing Work Life Balance](#) (34 Mins.)
- [Disasters and Food Safety](#) (38 Mins.)
- [Handling Dry Ice](#) (9 Mins.)

Types of Refresher Training

Hands-on training

- Employees doing something
- Effective because employees get practice with guidance
- Requires equipment
- Requires a bit more planning
- Limits the size of the class



Types of Refresher Training

Job aid

- One or two-page guides
- Can be used as a stand-alone or coupled with any of the presentation methods
- Employees can reference whenever they desire



Learner Experience

1

Encourage
active learning

2

Include large
visuals and
colors

3

Include
materials that
employees can
refer back to

4

Make your
training
accessible

5

Trim your
training down

Other Resources

- [VISIT the OEP webpage at vdh.virginia.gov/emergency-preparedness/](https://vdh.virginia.gov/emergency-preparedness/)
- Quarterly OEP Newsletter
- Contact any of the following to help with any training needs:
 - Regina Hutchinson (Instructional Designer)
 - Donald Moore (CBRN, HAN)
 - James Sclater (ICS, Mass Dispensing)
 - Adreania Toliver (Active Shooter, CBERS, MRC)
 - Aaron Kesecker (Exercise Training and Tabletops)

Slides 2-16 provided by Regina Hutchinson, VDH Instructional Designer

Real World Refresher Training

Eastern Shore Health District uses a mixture of trainings to enhance knowledge and skills

- Job Aids/Quick Reference Guides
- Microlearning
- Annual Roles in Emergencies course – district specific
- Annual Dispensing Exercise/JITT training
- HAN/Tornado/Earthquake drills

Job Action Sheet

Closed POD - EXIT REVIEW

QUALIFICATIONS:

- Required training.
- Required vaccine/prophylaxis.

REPORT TO: POD Manager

JOB ACTIONS:

- Answer any final questions.
- Collect participant forms for date entry
- Provide instructions and phone number for follow up

SHIFT CHECKLIST:

- ☐ Report to POD Manager.
- ☐ Sign personnel checklist.
- ☐ Wear badge at all times.
- ☐ Answer any final questions and remind participant to keep and follow all instructions received.
- ☐ Collect participant forms for Data Entry.
- ☐ Report to oncoming Exit Review personnel.
- ☐ Sign off/report to POD Manager.

Job Aid/Quick Reference Guide

Quick, easy to understand, refer to it at any time

- Job Action Sheets for emergency position
- Quick reference guides for safety

HOW TO USE A FIRE EXTINGUISHER

The acronym **P-A-S-S** is used to describe the four-step process in operating a fire extinguisher.

- **Pull:** Pull the safety pin on the extinguisher.
- **Aim:** Aim the hose of the extinguisher at the base of the fire.
- **Squeeze:** Squeeze the handle to discharge the material.
- **Sweep:** Sweep the hose across the base of the fire from side to side.

Quick Reference Guide



Microlearning

QUICK Nuclear/Rad training



Justis, Jennifer (VDH) <jj.justis@vdh.virginia.gov>

To ESHD (VDH)



Reply



Reply All



Forward



Mon 7/10/2023 10:37 AM

During the 2023 Training Needs Assessment, several people responded that they needed more training on their role in a nuclear or radiological incident. Below is a quick training that will assist you in knowing your role and learning more about radiological and nuclear hazards. **This is a QUICK training! Only a 5 minute 28 second video that will boost your knowledge.**

VDH: OEP What is Your Role in a Nuclear/Radiological Incident?

TRAIN COURSE # 1110857

What is Your Role in a Nuclear/Radiological Incident? provides a brief overview that explores the types of radiation/nuclear hazards, the effects of radiation/nuclear exposure, the public health function after a radiation/nuclear event, and your duties/roles as a public health worker in such a public health emergency.

Learning Objectives

1. Identify the types of radiation/nuclear hazards
2. Explain the effects of radiation/nuclear exposure
3. Explain the public health function after a public health emergency involving radiation or nuclear incident.
4. Describe your role/duties in a radiological/nuclear event

Thanks!

District Specific Roles in Emergencies Course

- Usually held in person at an All-Hands Staff Day once a year
- Course was sent out as a PowerPoint with a 28-question test during COVID response
- Specific to Eastern Shore Health District (ESHD)
- Tailored each year to target areas identified as gaps in training needs assessment
- Thorough review for veteran staff
- Important material for staff new to ESHD

ESHD Roles in Emergencies Course



Eastern Shore Health District 2023

Roles in Emergencies and Emergency Preparedness Update



ESHD Roles in Emergencies Course - Responsibility



As an employee of the Eastern Shore Health District (ESHD), one of the most important components of your work is the ability to respond quickly and effectively to any public health emergency.

ESHD Roles in Emergencies Course - Objectives



During the course you will learn:

- ✓ **What the health department is responsible for during an emergency.**
- ✓ **How the health department is structured during an emergency.**
- ✓ **How you will be contacted during an emergency.**
- ✓ **How you will know your role during an emergency.**
- ✓ **How to plan for you and your family during an emergency.**

ESHD Roles in Emergencies Course – WHY???



**Why me? I don't
work in emergency
preparedness. This
is not my job.**

Employees in all programs and health districts could have roles in responding to public health-related emergencies.

Our success is dependent upon you having a clear understanding of the health department's role, structure, and your personal responsibilities during an emergency.

ALL ESHD employees are ESSENTIAL EMPLOYEES during a public health emergency!

ESHD Roles in Emergencies Course - Essential 2023 Training Needs Assessment Results

Do you consider yourself an essential employee during a
public health emergency?

2023 Emergency Preparedness and Response Training Needs Assessment			
Do you consider yourself essential personnel in a public health emergency?			
Answer Choice:	Responses		
Yes	91.11%	41	
No	6.67%	3	
Unsure	2.22%	1	
Answered		45	
Skipped		9	

This should be 100% YES
WE are public health and
WE are all essential employees during a public health emergency

ESHD Roles in Emergencies Course - Roles



Agency Roles

Many events that threaten the health or welfare of the community are public health emergencies. Some can be predicted, others can't. Some last a day or two, others last weeks. Some could affect only your health district, while others may affect the entire state or US. Some things are familiar to you, and some are not.

Hurricane SARS HazMat spill Smallpox
 Tornado Bird Flu Dirty Bomb Active Shooter
 Flood E. coli Anthrax West Nile Virus
 COVID-19

ESHD Roles in Emergencies Course – Roles



Agency Roles

The most important thing to note is that a lot of the things we do during an emergency are the same things we do every day, except we'd be doing them on a different scale or in a different location.



ESHD Roles in Emergencies Course - Roles



Agency Roles

Eastern Shore Health District is the primary agency responsible for **health and medical services** during an emergency on the Eastern Shore. These services include the following:

- ✓ Communicating with the public and partners
- ✓ Preventing disease
- ✓ Dispensing medicine and vaccines
- ✓ Providing support for shelters
- ✓ Coordinating resources for mass patient care
- ✓ Responding to radiological, nuclear, or chemical incidents
- ✓ Investigating deaths

ESHD Roles in Emergencies Course - Roles



Agency Roles

Dispensing medicine and vaccine

Eastern Shore Health District plays a vital role in dispensing these medications and supplies to members of the community who may have been exposed to a biological or chemical agent. To effectively handle large populations, ESHD has predetermined sites at the local community health centers, called Points of Dispensing (PODs) or Neighborhood Emergency Help Centers (NEHCs). These sites are where citizens can go to receive medicines or supplies.



All ESHD employees will work at these NEHCs/PODs.

ESHD Roles in Emergencies Course - Roles

2023 Training Needs Assessment

Results

Do you have **ANY** role in mass dispensing of antibiotics or vaccination? Methods of mass dispensing/vaccination include points of dispensing (PODs), drive-through delivery and home delivery, etc. (This includes both actually dispensing and administrative roles such as directing people, maintaining supplies, etc.)

Answer Choices	Responses	
Yes	72.00%	36
No	28.00%	14
Answered		50
Skipped		4

This should be 100% YES - WE are Public Health and WE all have a role in mass dispensing or mass vaccination. WE practice every year at a NEHC exercise or a real vaccination event!

ESHD Roles in Emergencies Course – Training Gaps



2023 Training Needs Assessment Results

If we experienced one of the following public health emergencies,
what is your ability to generally describe YOUR JOB'S duties and
responsibilities during each emergency?

Ability level	No	Low	Moderate	High
Natural disaster (flood/hurricane)	1	1	21	29
Infectious disease (COVID/H1N1)	2	3	17	30
Isolation and Quarantine	2	4	16	30
Nuclear/Radiological incident	6	11	15	20
Chemical incident (gas release)	5	12	17	18
Bioterrorism incident (anthrax)	5	9	15	23
Mass fatality (airplane crash)	7	9	14	22
Impacts continuity (cyber incident)	6	8	17	21
Community shelter (evacuation)	3	3	18	28

52 people answered
2 people skipped

ESHD Roles in Emergencies Course – Emergency Plan

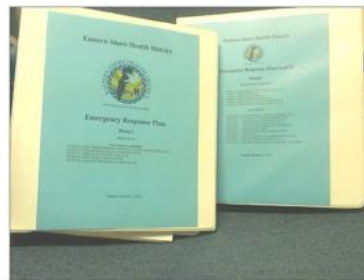


Emergency Plan

ESHD has an Emergency Response Plan tailored to our district and Accomack and Northampton Counties.

This hard copy of the plan can be found in the mail room area cabinet over the copier outside the Admin section in Accomack and on the Health bookshelf in the copier room in Northampton. The plan is sent out by email attachment annually to all staff.

******This plan should be reviewed by each employee on a regular basis.******

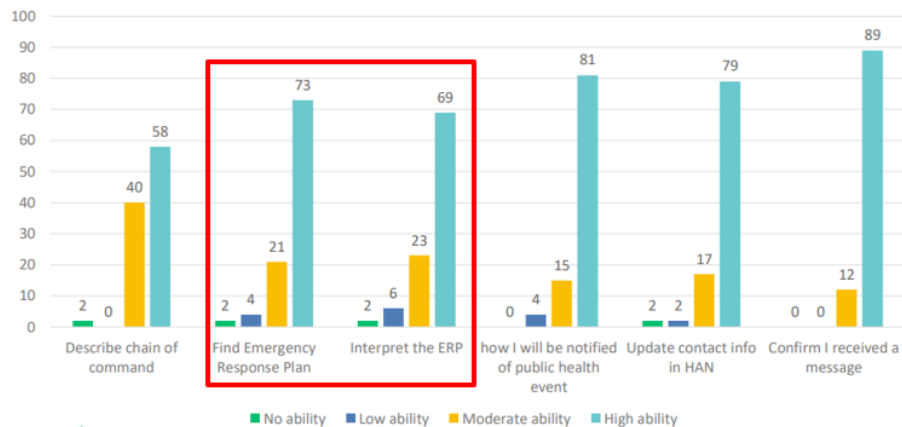


ESHD Roles in Emergencies Course – Emergency Plan



Emergency Plan

Q71: Indicate your ability to complete each task "I know..." Answered: 52 Skipped: 2



Powered by SurveyMonkey

**3 (6%)
people have
no or low
ability to
find the
Emergency
Response
Plan**

**4 (8%)
people have
no or low
ability to
interpret the
Emergency
Response
Plan**

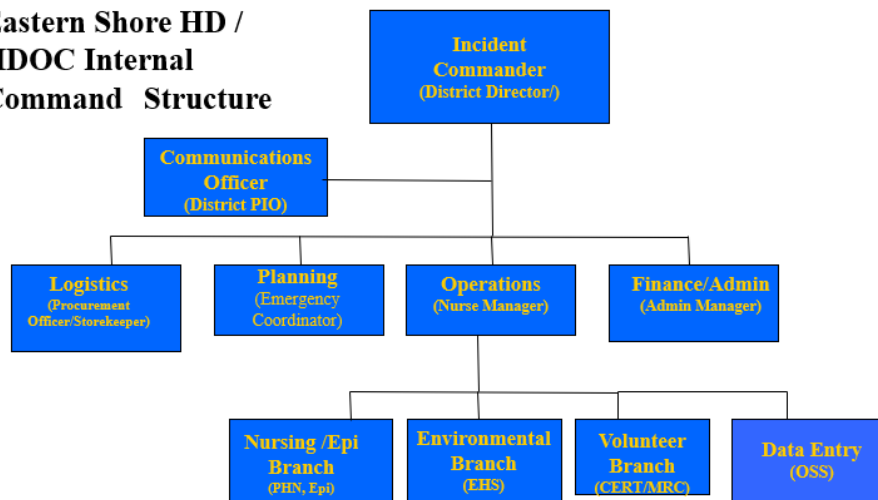
ESHD Roles in Emergencies Course – ICS



Emergency Plan

You may be working under a different organizational structure during an emergency, VDH follows a federally mandated framework called the Incident Command System (ICS).

Eastern Shore HD / HDOC Internal Command Structure



ESHD Roles in Emergencies Course – Succession



Emergency Plan

The Order of Succession and Delegation of Authority is stated in the ESHD Emergency Response Plan:

The Chain of Command for decision making in emergencies affecting the District is (in order) as listed below. The senior individual present will assume Command of response and recovery actions and will serve as District Incident Commander. The Incident Commander will be supported by the District Emergency Supervisor and the District Epidemiologist.

1. District Director
2. Administrative Manager
3. Emergency Supervisor
4. Nurse Manager
5. Environmental Health Manager
6. Nurse Supervisor
7. Environmental Health Supervisor
8. District Epidemiologist (EP&R)
9. Office Services Supervisor
10. Buyer/Property Management Specialist (Property Management Specialist)

ESHD Roles in Emergencies Course – ICS Courses



Emergency Plan

It is important to understand the chain of command in an emergency, including the person to whom you will report. For this reason, every ESHD employee is required to take two courses:

- IS 700.a (TRAIN course ID: 1016070)
- IS 100.b (TRAIN course ID: 1024627)

Supervisors are required to take additional ICS courses including:

- IS 200.b (TRAIN course ID: 1024638)
- ICS 300: Intermediate ICS – classroom training – 16 hours
- ICS 400: Advanced ICS – classroom training – 16 hours
- IS-800.b (TRAIN course ID: 1011882)

EOC personnel and PIOs are required to take additional courses including:

- IS-702.a – NIMS Public Information Systems (TRAIN ID: 1022919)
- IS-703 – NIMS Resource Management (TRAIN ID: 1020654)
- IS-242.b – Effective Communication (TRAIN ID: 1052535)

ESHD Roles in Emergencies Course – HAN



Emergency Plan

You will be instructed where and to whom to report as an emergency unfolds. This will be done through the Health Alert Network (HAN). Therefore, it is important that you keep your password current and login to the system frequently to update information. You need to change your password and update your profile every 90 days. The backup system would be through a telephone tree beginning with your supervisor. To the extent possible, you will report to your existing supervisor. However; depending on the event and your job assignment, you may receive instructions from another supervisor.

HAN link on VDH [internal](#) site



HAN

<https://member.everbridge.net/892807736721799/login>

804-864-7247 – Health Alert Network

Health Alert Network

This page is for updating contact information. If you need to perform Group Manager or Dispatcher tasks, you need to go [here](#).

A guide for registering a Contact account is located [here](#).

Need more help? Contact the administrator at han@vdh.virginia.gov.

Login to your account

Username [Forgot username](#)

Password [Forgot password](#)

☐ Keep me signed in (Uncheck if on a shared computer)

[Login](#)

ESHD Roles in Emergencies Course – HAN



Emergency Plan

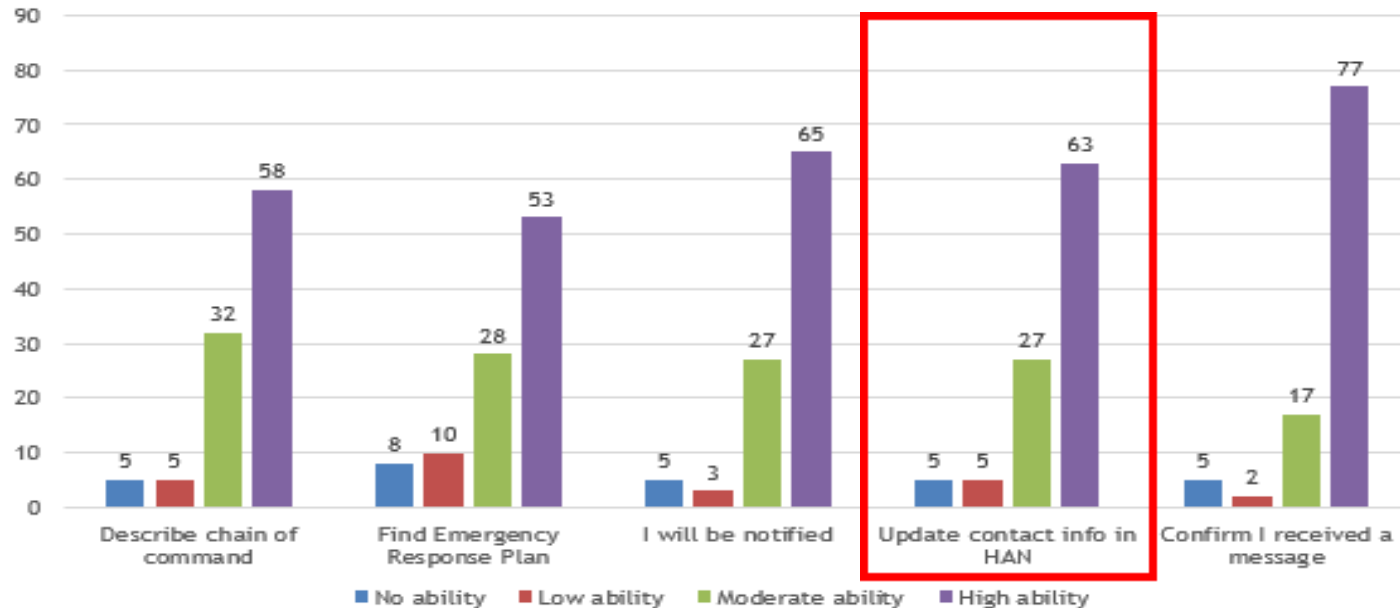
The Health Alert Network (HAN) is a system that is used statewide to contact you about an emergency. It is a web-based system that stores contact information for all VDH employees. When health directors need to notify employees of an event, they can enter a message and instantly send (via phone, web, e-mail) it to all employees.

A call-down list is used as a backup system. **Be sure to keep your contact information up-to-date in both HAN and in the call-down list maintained by the Emergency Supervisor and your direct Supervisor.**



ESHD Roles in Emergencies Course – HAN

“I know how...”



3 people (5%)
have a low
ability to
update contact
info in HAN

3 people (5%)
have no ability
to update info
in HAN

ESHD Roles in Emergencies Course – Roles



Your Role

Things will NOT be business as usual during an emergency. You may not be doing the things you usually do at your job. However; the basic skills you use every day are your foundation for emergency preparedness.



You will NOT be asked to do something beyond your capabilities. For example, a public health nurse who gives immunizations will be on the frontline of a smallpox clinic, vaccinating people against the virus. Administrative and support workers may be assigned to the registration tables at a POD/NEHC site.

ESHD Roles in Emergencies Course – Radios



Your Role

Radio communications may be used in an emergency. All ESHD employees need to be familiar with how to use walkie-talkie type radios.

- Speak clearly with the microphone about an inch away from your mouth
- Key the push to talk (PTT) button a couple seconds before speaking
- Use appropriate terminology – Position name to position you are trying to contact
- State your request concisely
- Unkey PTT button to allow for response
- Acknowledge response
- Use radio for necessary communications only



ESHD Roles in Emergencies Course – Media



Your Role

There are many media inquiries during emergency situations. Do not act as a spokesperson for ESHD unless you are authorized to do so.

All media inquiries must go through the Health Director / COO or the Public Information Officer (PIO). Jon Richardson, District Health Director, currently serves as the District PIO and J.J. Justis, Emergency Supervisor, and Allison Bradshaw, Population Health Manager, serve as the backup PIOs.

This is done to ensure a uniform message, to avoid media interference in the process, and to protect patient privacy.



ESHD Roles in Emergencies Course – Continuity



Your Role

Mission Essential Functions for ESHD

Mission Essential Function	Description	RTO
Promote and protect the health of all Eastern Shore citizens	Provide a variety of means for promoting/improving the health of citizens	<2 hours
Provide and support local emergency response services	Deliver readiness and response to public health emergencies within the Commonwealth	< 2 hours
Preserve essential services and regulatory requirements	Continue defined essential services and regulatory requirements	< 2 hours
Safeguard entrusted confidential, Personal History Information (PHI), and HIPAA-protected citizen data and information	Protect certain entrusted information and data	< 2 hours

ESHD Roles in Emergencies Course – Stress



Your Role

It is important that you take care of yourself during emergency events. This is especially important when the event lasts a week or more or involves severely stressful situations.

To help manage your stress, be sure to do the following:

- **Ask to limit on-duty work hours to no more than 12 hours per day**
- **Ask for work rotations from high stress to lower stress functions**
- **Drink plenty of water and eat healthy snacks such as fresh fruit, whole grain breads, and other high-energy foods**
- **Take frequent, brief breaks from the scene**
- **Talk about emotions to process what has been seen and done**
- **Pair up with a coworker to monitor the other's stress**
- **Stay in touch with family and friends.**

ESHD Roles in Emergencies Course – Documentation



Your Role

At any instant, you may be called upon to work during an emergency, it is very important that you take all required training and participate in exercises to practice your skills.

You must register for all your training through the TRAIN system. Required training will appear in your Training Plan on the system or you will receive an email with registration instructions.

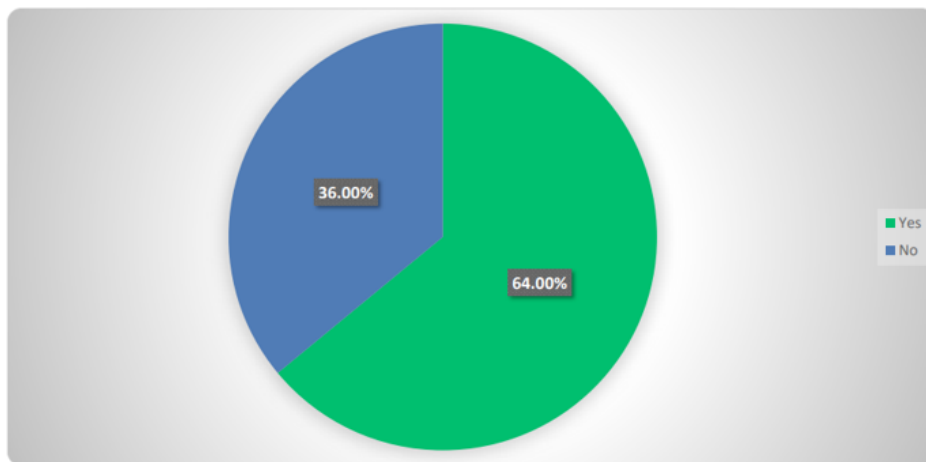
[DHRM Policy 5.05](#)



ESHD Roles in Emergencies Course – Preparation

2023 Training Needs Assessment Results

Have you prepared a family emergency kit (with medications, a 3-day supply of food and water, a flashlight, batteries, etc.)?



Yes – 29 (64%)

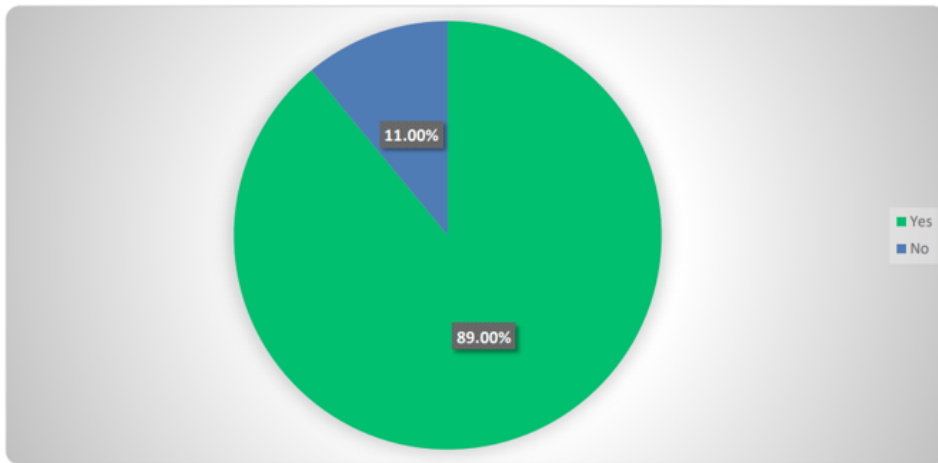
No – 16 (36%)

**This should be
100% YES
Make sure you
and your family
have an
emergency kit!**

ESHD Roles in Emergencies Course – Preparation

2023 Training Needs Assessment Results

Do you have a plan for who would take care of your family obligations in case you are called into work during an emergency?



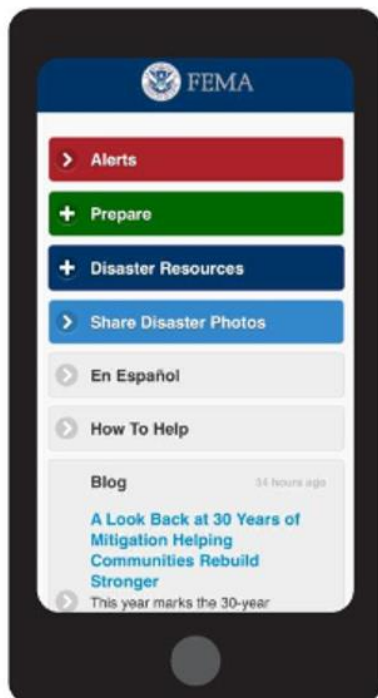
Yes – 40 (89%)
No – 5 (11%)

**This should be
100% YES
Make sure you
and your family
have plan!**

ESHD Roles in Emergencies Course – Preparation



FEMA Mobile App



Receive **real-time alerts** from the National Weather Service for up to five locations nationwide.



Learn **emergency safety tips** for over 20 types of disasters, including earthquakes, fires, hurricanes, tornadoes and more.



Locate open **emergency shelters** in your area and find **disaster recovery centers** where you can talk to FEMA in person.



Available on the
App Store



ANDROID APP ON
Google play

ESHD Roles in Emergencies Course – Active Threat

Active threat events are addressed

- RUN
- HIDE
- FIGHT



ESHD Roles in Emergencies Course – Exercises

Upcoming exercises and events for the year

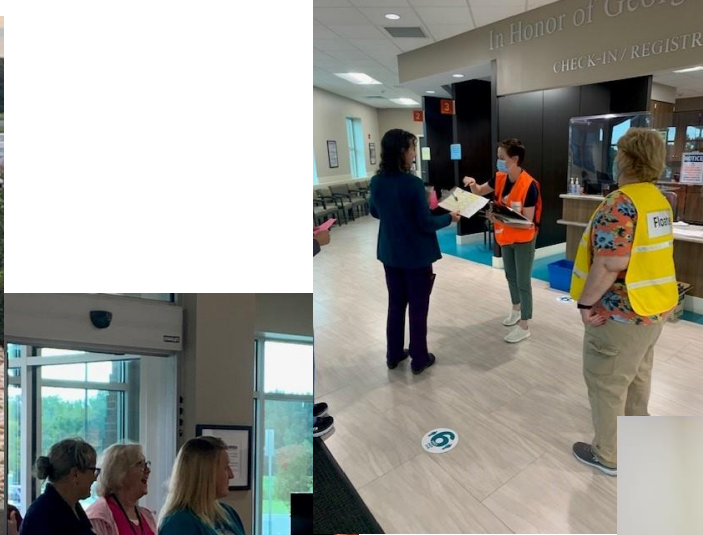
- **Neighborhood Emergency Help Center/NEHC Dispensing Exercise – September 20th @ 8:30 AM – noon – Eastville Community Health Center**
- **Earthquake Drill – October 19th @ 10:19 am**
- **Tornado Drill – March 2024**

Annual Dispensing Exercise - Training

Prepares staff and partners in mass dispensing operations

- Facility diagrams/walkthrus
- Staff and partners play a role, but also play a patient to understand the entire flow and process
- Job Action Sheets for all positions (also located in vest pockets)
- Radio Training
- Shift change with just-in-time training for second shift
- Real life staffing issues identified and exercised

Annual Dispensing Exercise - Photos



Annual Drills – HAN, Earthquake and Tornado

Prepares staff in notification/alerting and safety procedures

- HAN alerts sent after hours quarterly – Staff must respond within 2 hours to alert with available or not available
- Not available responses are addressed by Emergency Supervisor with the staff member's direct supervisor
- Earthquake drill conducted every October
- Earthquake safety information sent out to all staff via email and placed on desk a few days prior to drill date (Drop, Cover, Hold On)
- Tornado drill conducted every March
- Tornado safety information sent out to all staff via email and placed on desk a few days prior to drill date (Safe areas of buildings)

Summary

“By failing to prepare, you are preparing to fail.” – Benjamin Franklin

Emergencies can range from inconvenient to devastating. By planning in advance and having a well-trained workforce, we hope to minimize the impact of public health emergencies on our community. Be sure to do your part by being informed about potential public health emergencies and the appropriate response. Taking these simple steps can make a big difference in ensuring the safety and well-being of you and your loved ones and our community!

Contact

J.J. Justis

Local Health Emergency Supervisor

Eastern Shore Health District

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Break