

November 7th and 8th

2018 Virtual Community-Based Exercise

You are invited to participate in the 2018 Northwest Wisconsin Healthcare Emergency Readiness Coalition's (NWWIHERC) **virtual** community-based Functional/Table Top exercise! This will allow you to have the benefit of a community wide exercise while staying "home" in your own organization.

The objectives for this exercises will assist you in meeting the testing requirements as outlined in the CMS Emergency Preparedness Ruling.

Helpful information as you prepare for this exercise:

1. Register for the exercise!!!

Please register your organization as a participant in the exercise. It is very important that you enter the phone number(s) of a point of contact within your organization. This person will be the one to receive the notification of the exercise (see # 6 below). Also, this person will receive the email link to the Adobe Connect virtual room the day before the exercise. (This is also included in #2 below). Register here: <https://www.surveymonkey.com/r/GRSPBXH>
Please register no later than October 31, 2018.

2. Test your ability to connect with Adobe Connect.

The exercise will be driven by the Controller (Aimee) through this on-line format. On November 8, at 0815, log into the Adobe Connect site, by simply clicking on the link provided to you on November 7th through your email. This link will be sent to the individuals who registered on behalf of your organization. <https://connect.wisconsin.gov/dhsdp1mem/>

Enter the Adobe Connect room as a Guest by identify your Organization's name. For example: Barb-Hearts of Gold.

You will have the ability to hear the Controller through your computer's speakers. It is recommended that you test your sound by going to "Meeting" on the top toolbar and then following the directions for the "Audio Setup Wizard".

If your computer has a speaker, you may receive microphone rights to speak during the exercise (the Controller will control microphone rights on their end). The "Chat" feature will be available to anyone logged into the Adobe Connect site.

3. Send an invitation to the leadership members of your organization to participate in the Exercise on November 8th from 0830-1100.

Reserve a room capable of holding this team which will make up your organization's Incident Command Team. It would be best if this room has the ability to project your computer screen so everyone can see the Situation Reports which will drive the exercise.

Plan to have Job Action sheets available for each leadership position. If you have Incident Command Team vests or other supplies, make them available for the exercise. If you need assistance identifying what job action sheets are needed, please let Aimee know as soon as possible.

Have copies of your policies available for the exercise. Particularly, you will want to have access to the following plans if you have them available.

- Communication Plan
- Shelter in Place Plan
- Evacuation Plan
- Medical Surge Plan

4. Identify a member of your staff to be an observer and evaluator.

This person is not given a role within the Incident Command Leadership of your organization, but simply takes notes of what they hear, what they observe, what went well and where there were challenges. A guideline/check list of what to be looking for during the exercise will be provided. This person is invaluable during the Hot Wash (see #8 below).

5. Review last year's After Action Report

If you participated in last year's Virtual Exercise, look up your organization's Improvement Plan in the After Action Report. How has your organization done in terms of making the improvements that were previously identified? Are there still actions that need to take place prior to November 8th?

If you did not participate in last year's Virtual Exercise, reviewing this document will give you an idea of what this exercise will be like. Note what areas of improvement were identified. The Executive Summary/Improvement Plan document is an example of what form you will complete after the exercise.

6. Be Flexible

One key element in Emergency Preparedness is the ability to be flexible and adapt to an ever-changing situation. During this exercise you may be asked to discuss your Evacuation Plan OR your Medical Surge Plan; in other words, you may need to think about how you would move patients or residents, or accept a number of patients or residents. The Controllers will have this predetermined, so be flexible when we get to that point in the exercise and play along! Again, we are NOT actually moving any patients or residents, however, you may be asked to make

phone calls to community partners to figure out if transportation would be available if needed. Always begin and end these phone calls with: **“THIS IS A DRILL...”** You are simply trying to gather information.

7. Test Your Communications Plan

On November 7th in the afternoon, you will receive a notification **by phone** that an exercise will be taking place on November 8th. This will be a test of the Healthcare Emergency Readiness Coalition’s Communication tool. You will receive instructions within the message on how to acknowledge receipt of the message. Please do so. This will allow us to determine the percentage of completion of our own communication plan.

Once you’ve received the notification from the Healthcare Coalition, YOU decide as an organization how you want to test your own communication plan.

- You may want to send out an electronic message to your onsite staff or staff who are not currently working or are off site.
- You may want to test how to communicate with home-based residents.
- You may want to test how to communicate with the next of kin of residents or clients.
- You may want to test your internal or external communication or both.

It is up to you as to how BIG or small this drill will be. But, test part of your communication plan.

Remember: Always start and end with **“This is a DRILL”**.

8. Finally: Prepare to conduct a “Hot Wash”.

At the end of the exercise on November 8th, you will be asked to identify 3 things that went well during the exercise and 3 things that could be improved upon. We will provide a form known as an “Improvement Plan” for you to complete with “things that could go better” along with strategies to make improvements. Aimee will collect these forms via email and will create an After Action Report for the exercise which will be available to all players in the exercise. This will serve as documentation of your participation in the Exercise.

As always, if you have any questions, please email Aimee at aimee.wollmanneseth@wisconsin.gov

Thank you!