

MARO MONTHLY

with Northwell Health's Crisis Management Team

ISSUE NO 2 | February - 2024 | Volume 2



HELLO!

Welcome to another month of Northwell Health Crisis Management Team's newsletter, where you can share, learn about, and explore emergency management topics! Each month we will highlight different topics in emergency preparedness and emergency management, as well as healthcare administration. We encourage you to review our upcoming course offerings and other relevant information!

As always, we look forward to sharing our resources, hearing your suggestions, and getting to know you at our trainings.

The February 2024 newsletter will be centered around *reliable communication platforms for health system emergency management!*

OUR MISSION

To lead the health system and community in an efficient and effective way before, during, and after emergency situations.

OUR VISION

Northwell's Crisis Management Incident Response Team is committed to providing the surrounding community with a high-quality learning environment, training resources, and promoting an environment of collaboration with our training partners.



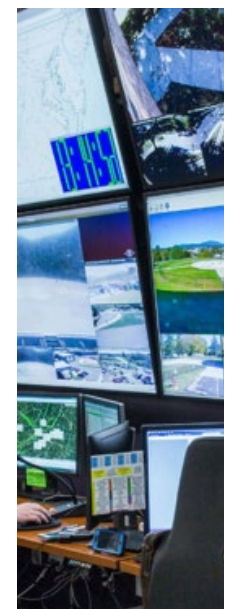
"Effective teamwork begins and ends with communication."



Scan Here to Register for our courses!



Emergency Information & Communication During Disaster Scenarios



During emergencies it is important for individuals, healthcare organizations, and government entities to maintain effective communications. Efficient communication platforms, emergency plans, and information delivery methods help maintain safety and preserve life and property during disaster scenarios. Key functions of emergency information have been defined as the following:

- Save lives and reduce injury.
- Protect property and the environment.
- Facilitate the tactical response.
- Seek public cooperation and instill confidence.

Overall, it is important for organizations to ensure effective communications by planning ahead, testing, and exercising plans to ensure preparedness during emergency situations. (FEMA, 2024)

Individual Communication Tactics During an Emergency

Communication during an emergency is key to maintaining the safety of the public and individuals working during an event. Overall, the way in which information is delivered and the way that information is explained can help ensure public safety, protect property, facilitate response efforts, elicit cooperation, instill public confidence, and help families reunite (FEMA, 2023). In addition to government entities and large corporations maintaining communication efforts, individuals can take steps to prepare for sustained communication and information sharing during an emergency. The Federal Emergency Management Agency, recommends the following tactics to help maintain communication efforts:

- Understand how power outages may affect landlines.
- When an emergency event is incoming, be sure to charge wireless phones, laptops, and other relevant communication devices.
- Monitor the news and emergency broadcasts.
- Develop a family communication plan.
- Keep emergency contact information on file.
- Inform designated emergency contact individuals of any relevant medical history.

Source: (FEMA, 2023)

FAMILY EMERGENCY COMMUNICATION PLAN

Tools to maintain effective communication during times of disaster

? What is a Family Emergency Communication Plan?

Family emergency communication plans allows families to store information related to how to find one another and communicate in the event of emergency.

What Information Should be Included in a Family Emergency Communication Plan?

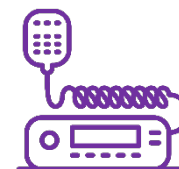
Family emergency communication plans should include the following information:

- Household information – Home Address, telephone number & residents within the household
- School, childcare, caregiver information – address, pick up plan, phone number
- Emergency meeting places – include locations within home-towns, outside of hometowns, etc.
- Additional important contact information- local police/fire/EMS department, doctor's office, hospital, pharmacy, medical insurance, veterinarian, etc.

Where Can We Find a Family Emergency Communication Plan

FEMA and Ready.gov drafted a fillable Family Emergency Communication Plan that we encourage you to utilize. Follow the link provided for more information: <https://www.ready.gov/sites/default/files/2020-03/family-emergency-communication-planning-document.pdf>

Interesting Fact:



“Communication should be embraced as an essential part of front-end decision making.”

Source: (FEMA 2024)



BEST PRACTICES FOR COMMUNICATIONS IN AN EMERGENCY

During an emergency, efficient and effective disaster response can be greatly affected by communication platforms and operations. To ensure communication best practices, the Federal Emergency Management Agency recommends the following:



Communication experts should be involved in the development of emergency management policies.



Pre-event communication planning helps identify potential threats or hazards, outlines risk reduction approaches, and recognizes the resources needed to implement them.



Build pre-crisis partnerships and stakeholders. This can aid in long-term sharing of communication resources and activities.



Consider how to best inform the public of information related to disasters. Be prepared to answer questions and be sure to listen to the public's concern during and after a disaster.

* Please note, this list is non-exhaustive.

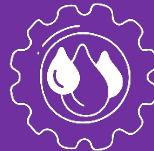
UPCOMING COURSES



Course: L-101

Date: 03/04/2024

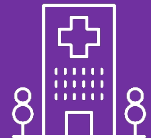
Location: Nassau- Register through the Crisis Management Website



Course: MGT-343

Date: 03/12/2024

Location: Nassau- Register through Northwell Crisis Management Website



Course: HICS Webinar

Date: 03/14/2024

Location: Webinar- Register through the Crisis Management Website

For the full list of upcoming courses visit the Crisis Management Website!

March 2024 MARO Monthly Topic:
Emergency Management Intervention & Impact
on Vulnerable Populations



Submit your questions for First Responder Health & Wellness by scanning the QR code!



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