

ERMS Update October 2010

Improvements to Staff Notification in an Emergency Situation

The ARHA is piloting a new state-of-the-art electronic mass notification system as a means to improve speed of communication to frontline staff in an emergency situation. The Emergency Response Messenger System (**ERMS**) will be operational November 1, 2010. Currently staff training and testing of the system is underway. It is likely that every employee in the region will receive test notifications. Please indicate receipt of the message as indicated when and if you receive a test call.



Every Employee is an Important Part of ARHA ERMS

Every employee in the region is a part of the new ERMS. Through the recent update to QHR (ARHA Human Resources database) the most current phone and email contact information for every employee has been entered into the ERMS program database. Keeping your contact information current is your responsibility. If you change an address, phone number or other contact information you must complete a Payroll Advice Form and give it to your business office.

A Scenario of Activation...

'Anywhere PCH', a fictitious ARHA facility, needs to immediately evacuate...The incident commander directs a staff member to phone the ARHA Staff Call-Out Centre at Reston to get as many *'Anywhere PCH'* staff as quickly as possible to help evacuate. The call centre receives the request and quickly logs into the ERMS program, selects the relevant site, in this case *'Anywhere PCH'*, chooses *all staff* and enters the message for the *Code Green* evacuation and hits send.

The Message

Within seconds every employee from *'Anywhere PCH'* begins to receive messages through email or primary phone contact information.

Your phone rings and the call display reads **1-866-634-6308**. This is the ARHA ERMS phone number as initiated by the staff call out center. You quickly answer the phone and hear an automated computer message:



"This is the Assiniboine Regional Health Authority Emergency Notification system; there is a Code Green at 'Anywhere PCH'.

If you can respond, Press 1 now.

If you are unable to respond then Press 2 now."

The Response

Within a couple of minutes, dozens of staff that work at 'Anywhere PCH' have received the exact same message and have entered whether they can respond or not. The staff member at the Reston Call-Out Centre monitors the staff response in real time and after 5 minutes calls back to 'Anywhere PCH' to report that 75 employees are on their way, and asks, is this enough staff or should another call-out be made?

A summary of the call out is printed for documentation. 'Anywhere PCH' staff members quickly arrive to safely evacuate the facility and there are no injuries or lives lost. The speed and efficiency of the system and the ARHA staff recognizing what is required have quickly mitigated the situation.

What ERMS Means to Each Employee in the Region?



- The ARHA ERMS call center phone number is 1-866-634-6308. Please program this number into your cell or home phone with the name as ARHA ERMS so that you can identify when the ARHA Staff Call-Out Centre is calling you.
- Maintain your contact information. Changes to personal contact information must be completed on the Payroll Advice Form and submitted to your business office as soon as there any changes.
- Advise your family that if they answer the phone and it is the ARHA ERMS notification that if they do not know where you are to hang up the phone. If you have provided a secondary phone number, ERMS will dial that number in attempt to contact you. If you are not available, they may use the option to 'Press 2'.
- If you are able to respond to the facility, 'Press 1'. If you are not able to respond to the facility 'Press 2'. If you hang up, ERMS will call again until the Staff Call-Out Centre ends the phone campaign and tells ERMS to stop attempting to contact the staff.

The ERMS Factor

Having ERMS means that when a campaign is initiated for a staff call out, the same message gets to every notified employee **at the same time**. The consistency of the message and the speed of delivery means that we can respond in a manner never before possible. Real time tracking allows the Incident Commander to have an accurate response picture, and to base further action decisions on the staff response.

The flexibility of the system lets the staff call out center select the identified staff needed for the response. From a single employee, to even calling every employee in the region at the same time. Only a single employee at the Staff Call-Out Centre, Reston or Sandy Lake is required to do the ERMS notification. The intent of ERMS is for emergency notification only - **ERMS will not be used to find staff to come in for a work shift.**

Emergency Staff Call-Out Information

Remember, if you need to initiate an emergency staff call-out as part of disaster code:

- 1) Phone Reston at 1-204-877-3925 or if unavailable
Sandy Lake at 1-204-585-2107



- If unable to reach either Staff Call-Out Centre, contact the EMS On-Call Supervisor via FleetNet.



- 2) Identify yourself, your facility and community.
- 3) Identify the type of emergency, and staff required. The Staff Call-Out Centre needs to know the number and type of staff required for the response.
 - Providing this information will assist in a prompt response to get you the help you need quickly.

For further information about ERMS, please contact epc@arha.ca .

