

In the event of a Disaster or Emergency that requires additional staff or resources:

CONTACT THE STAFF CALL-OUT CENTRE:

RESTON (204) 877-3925

OR

SANDY LAKE (204) 585-2107

If you are unable to reach either facility contact the EMS On-Call Supervisor by FleetNet.

For facilities without FleetNet contact your closest FleetNet equipped facility to call the EMS On-Call Supervisor for you.

Be prepared to provide the following information:

1. Name of community you are in.
2. Name & Type of the facility.
3. Identify staff resources needed:
 - Which departments?
 - How many staff are needed?
4. Identify the active disaster code.
5. The facility phone number.

STAFF CALL-OUT QUICK REFERENCE

Any staff member may receive a Staff Call-Out request, simply by answering the phone. All requests for assistance are to be made a priority and dealt with promptly. Only staff trained in ERMS will be able to initiate the Staff Call-Out campaign so be sure to obtain the following information.

Receiving the Staff Call-Out Request:

(Document on S4-Staff Call-Out Center Check Sheet)

Obtain the following information from the caller:

1. The name of the community they are in.
2. The name & type of the facility.
3. Staff resources needed:
 - Which departments are needed?
 - How many staff are needed?
4. What disaster code has been activated?
5. What is the facility phone number?

*If you are not trained in ERMS, **immediately** provide this information to either a nurse or the business office clerk if available.

ERMS Quick Procedure:

- On the computer screen **click** the icon 'ARHA Notification System'
- Enter** your 'User ID'. (This will be your employee ID number)
- Enter** Password (This will be your employee ID number)
- Click** 'Log in'
- Click** 'Messenger' (orange box, top centre) and **click** 'Send Message'
- Choose** Notification Type – 'Contact All'
- Click** 'ARHA' and select the community from the drop down list and **click** it
- Select message recipients:
 - For a campaign requiring ALL STAFF, **click** on community and **click** the green '+' symbol, then **click** 'Next'
 - OR**
 - To select specific staff, **click** the department and choose your staff discipline. **Click** the green '+' after each selection.
 - **It is MANDATORY that you select 'Area Manager & Site Coordinators' with every campaign.**
 - **Click** 'Next' when you have selected all of the required staff.
- Confirm the recipient list, **choose** 'Next' if correct, or 'Back' to make changes to whom you want to receive the message and then **click** 'Next' to continue.
- Type** in the message to be sent:

"This is not a drill. There is a Code _____ at _____."

Input Code
Facility
- Click** '[Preview Audio Message](#)' to listen to your message for confirmation.
- Go to the grey box at the bottom of the page to choose the message sender, **Select** the blank box and enter '**ARHA Call Center**'
- Click** 'Next', and then **click** 'Send' to initiate the campaign

ERMS QUICK REFERENCE

Contact EMS On-Call Supervisor:

* Ensure that you speak to actual staff and do NOT leave a voice mail when requesting notification be made to the EMS On-Call Supervisor.

- Reston phones Virden HC at 748-1230 to have staff forward the information to the EMS On-Call Supervisor. Instruct Virden to phone you back when this task is completed.
- Sandy Lake phones Erickson HC at 636-7777 to have staff forward the information to the EMS On-Call Supervisor. Instruct Erickson to phone you back when this task is completed.

ERMS Reports and Follow-up:

Now that you have initiated the campaign you will need to track staff response and report back to the requesting facility. Follow these steps:

- Click** '[Message Delivery Status Report](#)'
- The report will identify in real time how many staff have responded.
- The back ground color of the names matches the status of the campaign, Queued, Active, Completed Unreachable or Cancelled.
- After 15 minutes or everyone has responded (the lesser timeframe), **phone back** to the requesting facility to inform them how many staff are responding.
- Click** the 'PDF' icon (top right) to print off your summary report.
- If you need to stop the campaign before everyone has responded then **Click** 'Messenger' (orange box, top centre) and **click** 'Stop Campaign'. **Click** the tick box next to your campaign and **click** 'Save'
- Click** 'Log Out' to log out of the ERMS system.

Documentation:

- Complete the Post Event Form-P2 as follows:
 - Facility/Program Location: *indicate your facility*
 - Section A – Nature of Event: *Choose Other print Staff Call-Out*
Brief Description: *Identify who the call out was for and which disaster code was activated*
 - Section D – Event Duration: *Complete* lines 1 – 3
 - Section E – Event Recovery: *Complete* line 8 if there were any concerns with the procedure or ERMS application.
 - Section F – Print name and Date completed.
- Fax the completed Post Event Form-P2 and the ERMS Summary Report to EPC at (204) 759-3127. Give original copies to the business office.

Reporting Forms:

- Post Event Form-P2
- ERMS Campaign Summary Report (print PDF from ERMS website)

ASSINIBOINE REGIONAL HEALTH AUTHORITY

QUICK REFERENCE DIRECTORY

FACILITY	Phone #	Fax #
Baldur Health Centre	535-2373	535-2116
Birtle Health Centre	842-3317	842-3375
Boissevain Health Centre	534-2451	534-6487
West View Lodge	534-2455	534-6633
Carberry Health Centre	834-2144	834-3333
Cartwright		
Davidson Health Centre	529-2483	529-2562
Deloraine Health Centre	747-2745	747-2160
Bren Del Win Lodge	747-1826	747-2284
Elkhorn		
Elkwood Manor	845-2575	845-2371
Erickson Health Centre	636-7777	636-2471
Glenboro Health Centre	827-2438	827-2199
Hamiota Health Centre	764-2412	764-2049
Hartney Health Centre	858-2054	858-2303
Killarney Tri Lake Health Centre	523-3210	523-8948
Melita Health Centre	522-8197	522-3161

FACILITY	Phone #	Fax #
Minnedosa Health Centre	867-2701	867-2239
Minnedosa Personal Care Home	867-2569	867-5145
Neepawa Health Centre	476-2394	476-5007
East View Lodge	476-2383	476-3645
Reston Health Centre	877-3925	877-3998
Rivers Health Centre	328-5321	328-7130
Rosborn Health Centre	859-2413	859-2526
Russell Health Centre	773-2125	773-2232
Personal Care Home	773-3117	773-2232
Sandy Lake Personal Care Home	585-2107	585-5352
Shoal Lake-Strathclair Health Centre	759-2336	759-2230
Souris Health Centre	483-2121	483-2310
Treherne Tiger Hill Health Centre	723-2133	723-2869
Virden Health Centre	748-1230	748-2053
Sherwood Nursing Home	748-1546	748-2822
Westman Nursing Home	748-4335	748-3432
Wawanesa Health Centre	824-2335	824-2148

OCS STAFF CALL-OUT QUICK REFERENCE

Only staff trained in ERMS will be able to initiate the Staff Call-Out campaign so be sure to obtain the following information.

Receiving the Staff Call-Out Request:

Obtain the following information from the caller:

1. The name of the community they are in.
2. The name & type of the facility.
3. Staff resources needed:
 - Which departments are needed?
 - How many staff are needed?
4. What disaster code has been activated?
5. What is the facility phone number?

* Note: If the facility is unable or can not determine which or how many staff they need for their call out then do a Contact All campaign and notify all staff for that facility.

ERMS Quick Procedure:

- On the computer screen **click** the icon 'ARHA Notification System'
- Enter** your 'User ID'. (This will be your employee ID number)
- Enter** Password (This will be your employee ID number)
- Click** 'Log in'
- Click** 'Messenger' (orange box, top centre) and **click** 'Send Message'
- Choose** Notification Type – 'Contact All'
- Click** 'ARHA' and select the community from the drop down list and **click** it
- Select message recipients:
 - For an ALL STAFF campaign, **click** on community and **click** the green '+' symbol, then **click** 'Next'

OR

 - To select specific staff, **click** the department and choose your staff discipline. **Click** the green '+' after each selection.
 - **It is MANDATORY that you select 'Area Manager & Site Coordinators' with every campaign.**
 - **Click** 'Next' when you have selected all of the required staff.
- Confirm the recipient list, **choose** 'Next' if correct, or 'Back' to make changes to whom you want to receive the message and then **click** 'Next' to continue.
- Type** in the message to be sent:

"This is not a drill. There is a Code _____ at _____."

Input Code Facility
- Click** '[Preview Audio Message](#)' to listen to your message for confirmation.
- Go to the grey box at the bottom of the page to choose the message sender, **Select** the blank box and enter 'ARHA Call Center'
- Click** 'Next', and then **click** 'Send' to initiate the campaign

ERMS QUICK REFERENCE - OCS

ERMS Reports and Follow-up:

Now that you have initiated the campaign you will need to track staff response and report back to the requesting facility. Follow these steps:

- Click** '[Message Delivery Status Report](#)' (underlined blue print)
- The report will identify in real time how many staff have responded.
- The back ground color of the names matches the status of the campaign, Queued, Active, Completed Unreachable or Cancelled.
- After 15 minutes or everyone has responded (the lesser timeframe), **phone back** to the requesting facility to inform them how many staff are responding.
- Click** the 'PDF' icon (top right) to print off your summary report.
- If you need to stop the campaign before everyone has responded then **Click** 'Messenger' (orange box, top centre) and **click** 'Stop Campaign'. **Click** the tick box next to your campaign and **click** 'Save'
- Click** 'Log Out' to log out of the ERMS system.

Documentation:

- Complete the Post Event Form-P2 as follows:
 - Facility/Program Location: *indicate your facility*
 - Section A – Nature of Event: *Choose Other print Staff Call-Out*
Brief Description: *Identify who the call out was for and which disaster code was activated*
 - Section D – Event Duration: *Complete* lines 1 – 3
 - Section E – Event Recovery: *Complete* line 8 if there were any concerns with the procedure or ERMS application.
 - Section F – Print name and Date completed.
- Fax the completed Post Event Form-P2 and the ERMS Summary Report to EPC at (204) 759-3127.

Reporting Forms:

- Post Event Form-P2
- ERMS Campaign Summary Report (print PDF from ERMS website)

Program/Staff Notification Quick Reference

Staff Selection and Messaging:

- On the computer screen **click** the icon 'ARHA Notification System'
- Enter** your 'User ID'. (This will be your employee ID number)
- Enter** Password (This will be your employee ID number)
- Click** 'Log in'
- Click** 'Messenger' (orange box, top centre) and **click** 'Send Message'
- Choose** Notification Type – 'Contact All' (calls all staff at the same time)
- Click** 'ARHA' and then **click** 'ARHA Regional Groups' and then **click** the program or group from the drop down list.
- Select message recipients:
 - If you are doing a Call-out for a disaster code, it is **MANDATORY** to select 'Area Manager & Site Coordinator' with the campaign staff.
 - For an ALL STAFF campaign, **click** on community and **click** the green '+' symbol, then **click** 'Next'
- OR**
- To select staff, **click** the department and choose your staff discipline. **Click** the green '+' after each selection. **Click** 'Next' when you have selected all of the required staff.
- Confirm the recipient list, **choose** 'Next' if correct, or 'Back' to make changes to whom you want to receive the message and then **click** 'Next' to continue.
- Type** in the message to be sent: e.g. "The meeting is cancelled."
- Click** '[Preview Audio Message](#)' to listen to your message for confirmation.
- Go to the grey box at the bottom of the page to choose the message sender, either, leave it as your name or **Select** the blank box and enter 'ARHA Call Center'
- Click** 'Next', and then **click** 'Send' to initiate the campaign

ERMS Reports and Follow-up:

Now that you have initiated the campaign you will need to track staff response. Follow these steps:

- Click** '[Message Delivery Status Report](#)'
- The report will identify in real time how many staff have responded.
- The back ground color of the names matches the status of the campaign, Queued, Active, Completed Unreachable or Cancelled.
- Watch the screen until staff have confirmed receipt of the message. If a member does not respond, you may have to call them directly.
- Click** the 'PDF' icon (top right) to print off your summary report.
- If you need to stop the campaign before everyone has responded then **Click** 'Messenger' (orange box, top centre) and **click** 'Stop Campaign'. **Click** the tick box next to your campaign and **click** 'Save'
- Click** 'Log Out' to log out of the ERMS system when you are done.

ERMS QUICK REFERENCE – Program/Staff Notification

Documentation:

- Complete the Post Event Form-P2 as follows:
 - Facility/Program Location: *indicate your facility*
 - Section A – Nature of Event: *Choose Other print Staff Call-Out*
Brief Description: *Identify who the call out was for and which disaster code was activated*
 - Section D – Event Duration: *Complete* lines 1 – 3
 - Section E – Event Recovery: *Complete* line 8 if there were any concerns with the procedure or ERMS application.
 - Section F – Print name and Date completed.
- Fax the completed Post Event Form-P2 and the ERMS Summary Report to EPC at (204) 759-3127.

Reporting Forms:

- Post Event Form-P2
- ERMS Campaign Summary Report (print PDF from ERMS website)

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 .

