



## After Hours 24/7 Contact Procedure

<b>Original Effective Date:</b> 7/20/2017	<b>Review / Revision Date:</b> 8/3/2017	<b>TLCHD Procedure:</b> 2017.08.008
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**Maintenance Steward:** Epidemiology Supervisor      History:  New  Revised  Archived

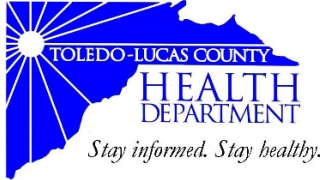
**Organizational Scope:**  
 Full Agency  Administration  Community Services  Environmental Health  Health Services

**Frequency of Review:**  
 Annually  Biennially  5 Years  As Needed  Other:

**Location:**  
 S-Drive: S: → Users → Common → Policies & Procedures  
 Website: [www.lucascountyhealth.com/employee-login/](http://www.lucascountyhealth.com/employee-login/)  
 Hardcopy: Environmental Health and Community Services Director's Office  
 Archived Version(s):

### Requisite Signatures

- |                                     |   |                         |
|-------------------------------------|---|-------------------------|
| <input checked="" type="checkbox"/> | <u>Ed Gorman M.D.</u><br>Medical Director                                   | <u>8-7-17</u><br>Date   |
| <input checked="" type="checkbox"/> | <u>[Signature]</u><br>Health Commissioner                                   | <u>08-08-17</u><br>Date |
| <input checked="" type="checkbox"/> | <u>[Signature]</u><br>Director of Environmental Health & Community Services | <u>8-4-2017</u><br>Date |
| <input checked="" type="checkbox"/> | <u>Kelly Burkholder-Allen</u><br>Director of Health Services                | <u>8-4-17</u><br>Date   |
| <input checked="" type="checkbox"/> | <u>[Signature]</u><br>Director of Administrative Services                   | <u>8-4-2017</u><br>Date |
| <input checked="" type="checkbox"/> | <u>[Signature]</u><br>Director of Health Policy and Promotion               | <u>8-7-17</u><br>Date   |
| <input checked="" type="checkbox"/> | <u>[Signature]</u><br>Director of Human Resources                           | <u>8-7-17</u><br>Date   |



## After Hours 24/7 Contact Procedure

### I. Policy

It is the policy of the Toledo-Lucas County Health Department (TLCHD) to adhere to all state, federal, and local statutes governing the management and case investigation of individual communicable disease cases and outbreaks within Lucas County.

### II. Scope

This procedure/process applies to any/all class A reportable diseases that occur within Lucas County, Ohio.

### III. Purpose

This procedure/process establishes guidelines for after hours contact for infectious disease investigations. Per the Ohio Administrative Code (OAC) 3701-3-06, diseases specified as Class A (defined in paragraph (A) of rule 3701-3-02 of the administrative code) shall be reported by telephone immediately after the existence of such case or suspect case is known to the Board of Health.

### IV. Background

Per OAC, TLCHD is required to have capacity to receive Class A diseases 24/7/365. The Public Health Emergency Preparedness (PHEP) Grant also states that TLCHD must successfully pass the ODH 24/7 After Hours drills to test the ability of the health department to receive and respond to an emergency within 1 hour; and with contact by the Medical Director, Director of Nursing, or person qualified to serve in place of the Medical Director within 2 hours.

### V. Procedure

#### A. After Hours Staffing

- A. All supervisory staff in Community Services and Environmental Health have been issued cell phones for the purpose of communications both during business hours and after business hours
- B. A listing of current supervisory staff available to respond to after hours calls will be maintained by the supervisor of Epidemiology
  - a. This listing will be reviewed, at a minimum, quarterly at Supervisors' meeting for accuracy.
  - b. Any changes to the listing will be e-mailed to the contact managing Engage Toledo response line within the City of Toledo.
- C. All supervisory staff responsible for receiving and responding to calls after hours will be provided with a copy of:
  - a. This SOP
  - b. All Class A Infectious Disease SOPs

- c. A contact listing of key personnel for TLCHD
- d. A contact listing for all staff within TLCHD
- D. Compensation for time worked after hours for supervisory staff (non-bargaining unit) will be eligible for flex time, compensatory time, or overtime

**B. Biological/Chemical Threats**

- A. When a call is received from Engage Toledo, staff should take down as much information as possible regarding the incident including:
  - a. Location
  - b. Contact information (if available) of individual calling Engage Toledo
  - c. Agents (chemical or biological) implicated
  - d. Approximate number of individuals impacted
  - e. Any other pertinent information
- B. If the above information is unavailable, the individual receiving the initial call from Engage Toledo should contact the individual that contacted Engage Toledo for additional details
- C. Information about the situation should be immediately relayed on to the Director of Environmental Health and Community Services, the Health Commissioner, and when pertinent, the Medical Director.
- D. If staffing support is needed for disaster response, contact should be made to the supervisor of the Disaster Preparedness Coordinator
- E. Depending on the nature of the incident, if staff need to be called out after hours, all union call out protocols should be followed

**C. Building Issues (including Fire Alarms)**

- A. When a call is received from Engage Toledo, staff should take down as much information as possible regarding the incident including:
  - a. Location (Western or Downtown)
  - b. Contact information (if available) of individual calling Engage Toledo
  - c. Issue Reported
  - d. Any other pertinent information
- B. Information about the situation should be immediately relayed on to the Director of Health Promotion and Policy Development and the Health Commissioner

**D. Disaster Response**

- A. When a call is received from Engage Toledo, staff should take down as much information as possible regarding the incident including:
  - a. Location
  - b. Contact information (if available) of individual calling Engage Toledo
  - c. Type of disaster
  - d. Approximate number of individuals impacted
  - e. Any other pertinent information
- B. If the above information is unavailable, the individual receiving the initial call from Engage Toledo should contact the individual that contacted Engage Toledo for additional details

- C. Information about the situation should be immediately relayed on to the Director of Environmental Health and Community Services, the Health Commissioner, and when pertinent, the Medical Director.
- D. If staffing support is needed for disaster response, contact should be made to the supervisor of the Disaster Preparedness Coordinator and then to the Disaster Preparedness Coordinator
- E. Depending on the nature of the incident, if staff need to be called out after hours, all union call out protocols should be followed

**E. Environmental Issues (Rodent, Nuisance, Sewage, Water, etc)**

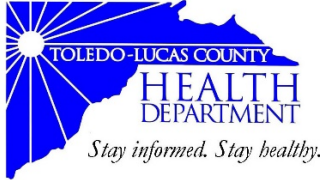
- A. When a call is received from Engage Toledo, staff should take down as much information as possible regarding the incident including:
  - a. Location
  - b. Contact information (if available) of individual calling Engage Toledo
  - c. Type of situation
  - d. Approximate number of individuals impacted
  - e. Any other pertinent information
- B. If the above information is unavailable, the individual receiving the initial call from Engage Toledo should contact the individual that contacted Engage Toledo for additional details
- C. Information about the situation should be immediately relayed on to the Director of Environmental Health and Community Services, the Health Commissioner, and when pertinent, the Medical Director.
- D. If staffing support is needed for disaster response, contact should be made to the supervisor of the Disaster Preparedness Coordinator and then to the Disaster Preparedness Coordinator
- E. Depending on the nature of the incident, if staff need to be called out after hours, all union call out protocols should be followed

**F. Fire Call-Outs**

TLCHD receives after hours calls from responding fire jurisdictions when fires in establishments that sell or prepare food occur. This section delineates the appropriate response to after hours calls from fire departments.

- A. Upon receipt of call, information to be requested by the call recipient:
  - a. Location/Establishment affected
  - b. Contact information for Fire Chief or first responder that contacted Engage Toledo
  - c. Description of damage (if available)
- B. See Process for After Hours Fire Call Outs (page 5)





## After Hours 24/7 Contact Procedure

### G. Infectious Diseases (Class A Diseases)

- A. When a call is received from Engage Toledo, staff should take down as much information as possible regarding the incident including:
  - a. Location
  - b. Contact information (if available) of individual calling Engage Toledo
  - c. Disease to be reported
  - d. Approximate number of individuals impacted
  - e. Medical facility individual(s) managing case
  - f. Any other pertinent information
- B. If the above information is unavailable, the individual receiving the initial call from Engage Toledo should contact the individual that contacted Engage Toledo for additional details
- C. Information about the situation should be immediately relayed on to the Supervisor of Epidemiology, the Director of Environmental Health and Community Services, the Health Commissioner, and the Medical Director.
- D. In the event of reporting of a Class A disease, ODH should be notified immediately by calling the after hours contact number (614) 995-5599
- E. Depending on the nature of the incident, if staff need to be called out after hours, all union call out protocols should be followed
- F. In the event that the concern could impact multiple health systems or facilities, Epidemiologist will send a mass notification to facilities' Infection Preventionists or contact them individually if the issue is of an urgent matter.

### H. ODH After Hours Drills

- A. When a call is received from Engage Toledo and it is indicated that ODH is conducting a drill or that the Medical Director needs to respond, the individual receiving the call should:
  - a. Obtain the phone number to return the call from ODH
  - b. Call the number to respond to ODH
  - c. Immediately contact the Medical Director via telephone and indicate that it is an ODH drill and that response is needed immediately. Provide the call back number for ODH
  - d. Verify within the hour that contact was made by the Medical Director to ODH
  - e. As soon as possible on the next business day, notify the Program Coordinator for the Public Health Emergency Preparedness Grant that a drill had occurred.

### I. Vaccine Alarms

- A. When a call is received, clinic staff that are designated to respond to vaccine alerts will follow appropriate responses depending upon the nature of the alarm. This is done to ensure that cold chain is maintained for all vaccines at Toledo-Lucas County Health Department.

## VI. Maintenance

### A. Review

- a. The Infectious Disease standard operating procedures are to be reviewed every other year or as needed to ensure compliance with both agency and accreditation standards.
- b. If guidance/recommendations from the Centers for Disease Control, Ohio Department of Health or law changes regarding this infectious disease, TLCHD will follow the most up-to-date guidance and adjust the SOP(s) as needed.

### B. Revision

- A. All changes made to this SOP are to be noted on the **Record of Change**. Substantial changes will require renewed signatures from all applicable parties. This includes changes to the intent, scope, procedures, or policy statement.
- B. Changes in style, format, grammar or minor error correction will not require renewed signatures but must be indicated on the Record of Change.

### C. Attachments

- A. Contact listings for After Hours calls will be maintained by the Epidemiology Supervisor and shared when changes are made to Engage Toledo. This listing can be found on S:CSRP\SOGs\After Hours SOG

