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ANNEX 8 ESF-8 - HEALTH AND MEDICAL SERVICES

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ANNEX 8

ESF-8- HEALTH AND MEDICAL SERVICES

PRIMARY: Department of Health and Environmental Control

SUPPORT: Governor's Office, Office of Veterans' Affairs; SC National Guard; Department of Labor, Licensing and Regulation, Division of Professional and Occupational Licensing and Division of Fire and Life Safety; SC Law Enforcement Division; Department of Disabilities and Special Needs; Department of Mental Health; Vocational Rehabilitation Department; Department of Education, Office of Transportation; Department of Alcohol and Other Drug Abuse Services; SC Department of Corrections; Department of Social Services; Department of Transportation; SC Morticians Association; SC Funeral Directors Association; SC Coroners Association; SC Hospital Association; SC Medical Association; SC Pharmacy Association; American Red Cross; SC Baptist Association

I. INTRODUCTION

State assistance under this function consists of health and medical service resources (including transportation) temporarily realigned from established programs having coordination or direct service capability for the following:

A. Medical Care

1. Emergency medical services (including field operations and first responders)
2. Medical and dental care for affected populations
3. Doctors, nurses, technicians, pharmaceuticals, supplies, equipment, hospitals, clinics, planning and operation of licensed facilities, and services.

B. Public Health And Sanitation

1. Services, equipment, and staffing essential to protect the public from communicable diseases and contamination of food and water supplies
2. Development and monitoring of health information; inspection and control of sanitation measures
3. Vector disease and epidemic control
4. Immunization
5. Laboratory testing.

C. Behavioral Health

1. Crisis counseling and psychological first aid

2. Professional personnel, services, and facilities to relieve mental health and/or substance abuse problems caused or aggravated by a disaster or its aftermath.
- D. Deceased Identification and Mortuary Services. Identification, registration, certification and disposition of human remains.

II. PURPOSE

- A. Ensure emergency provision of the State's governmental resources for health and medical care
- B. Facilitate and/or coordinate the provision of private resources for health and medical care for disaster victims
- C. Supplement and support disrupted or overburdened local medical service personnel and facilities
- D. Ensure continued provision of safe food and water supplies
- E. Perform deceased identification and mortuary services operations
- F. Relieve personal suffering and trauma with recognition of Special Medical Needs populations and vulnerable populations and the unique services they may require.

III. CONCEPT OF OPERATIONS

- A. DHEC is responsible for the coordination of all ESF-8 administrative, management, planning, training, preparedness/mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-8 SOP.
- B. ESF-8 supporting agencies will assist DHEC in the planning and execution of the above.
- C. ESF-8 personnel will train on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-8 planning and response operations.
- D. ESF-8 will coordinate with all supporting and other appropriate departments/agencies and organizations to ensure operational readiness in time of emergency.
- E. ESF-8 personnel will be familiar with the National Response Framework for ESF-8 and the corresponding Annex with Federal counterpart concepts, actions and responsibilities. This familiarization will include but not be limited to the organization, structure, functions and responsibilities of the Incident Management Assistance Teams (IMAT) and the Joint Field Office (JFO).

- F. In coordination with and in support of the Counties, ESF-8 will assess the situation (both pre- and post-event), and in coordination with local Emergency Management officials, develop strategies to respond to the emergency.
- G. ESF-8 will manage assistance in the following areas:
 - 1. Medical Care
 - a. Provide or coordinate emergency support for medical and dental care for affected populations.
 - b. Identify and coordinate the deployment of doctors, nurses, technicians and pharmacists.
 - c. Maintain inventory lists of pharmaceuticals, supplies, equipment, licensed ambulance services, and hospitals.
 - d. Stage medical assets and deploy as needed to affected areas.
 - e. Assist with the coordination of patient relocation and establishment of emergency medical care centers.
 - f. Coordinate the opening of and provide the management and staffing of Special Medical Needs (SMN) Shelters. DHEC will coordinate with State and local officials, and will determine which SMN Shelters open and in what order.
 - 2. Public Health and Sanitation
 - a. Coordinate the services, equipment, and staffing essential to protect the public from communicable diseases and contamination of food and water supplies.
 - b. Develop and monitor the populations' health status, and inspection and control of sanitation measures.
 - c. Coordinate surveillance.
 - d. Coordinate disease investigations and epidemic control.
 - e. Coordinate immunization.
 - f. Coordinate laboratory testing.
 - g. Develop incident-specific public health messaging.

3. Behavioral Health

Manage psychological first aid, crisis counseling and mental health assistance under the direction of the Department of Health and Environmental Control, and the Department of Mental Health, and in coordination with:

- Department of Alcohol and Other Drug Abuse Services
- Vocational Rehabilitation Department
- Department of Disabilities and Special Needs
- American Red Cross
- Local clergy
- SC Baptist Association
- Other private resources

4. Deceased Identification and Mortuary Services

- a. Provide assistance at the request of the county government (The county coroner has overall responsibility for care, identification, and disposition of human remains within their jurisdiction).
- b. Contact authoritative organizations, local government entities and county health officials to assess the magnitude of need, determine appropriate location for mortuary and temporary facilities and specify equipment or materials deemed necessary.
- c. Coordinate security issues with ESF-13 (Law Enforcement).
- d. Ensure the procurement of supplies and equipment (e.g. refrigeration units, body bags, stretchers, embalming supplies, transportation), as required to maintain appropriate condition of the deceased until proper identification, notification and disposition can be determined.
- e. Coordinate the use of existing morgues and forensic personnel with State personnel and with dental/medical school personnel, as necessary.
- f. In the event a deceased victim has no surviving family or next-of-kin, coordinate through the appropriate County Coroner for a dignified burial provided by the local government with jurisdictional responsibility.
- g. The SC Office of Veterans Affairs will provide burial assistance to families of deceased veterans.

- h. SC Funeral Directors Association and SC Morticians Association will assist with family counseling.
- H. ESF-8 will coordinate with Federal ESF-8 to obtain federal assistance as required. However, under current SC ESF responsibilities, selected Federal ESF-8 responsibilities are not the responsibility of State ESF-8. For example, veterinary medical support is managed State ESF-17 (Animal and Agricultural Emergency Response).

IV. ESF ACTIONS

The emergency operations necessary for the performance of this function include but are not limited to:

A. Preparedness

1. General

- a. Develop mutual support relationships with professional associations and other private services and volunteer organizations that may assist during an emergency or disaster including special medical needs population and vulnerable populations' service agencies and advocacy groups.
- b. Participate in State exercises and conduct, at least annually, an ESF-8 exercise to validate this Annex and supporting SOPs.
- c. Ensure ESF-8 personnel integrate NIMS principles in all planning. ESF personnel must complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.
- d. Ensure procedures are in place to document costs for any potential reimbursement.
- e. Support the Emergency Management Assistance Compact (EMAC) by ensuring ESF personnel are trained on EMAC responsibilities and by pre-identifying resources that may be allocated to support other states.
- f. Provide an ESF-8 representative to the Recovery Task Force.

2. Medical Care

- a. Coordinate the provision of emergency medical and dental care for the affected population.
- b. Identify and coordinate the deployment of doctors, nurses, technicians and other medical personnel to disaster areas.

- c. Maintain inventory lists of medical supplies, equipment, licensed ambulance services, hospitals, and other licensed health care facilities.
 - d. Plan for establishment of staging areas for medical personnel, equipment, and supplies.
 - e. Develop and maintain plans to implement Strategic National Stockpile (SNS)/medical countermeasures operations in South Carolina. See Appendix 5 (SC Mass Casualty Plan) to the SCEOP.
 - f. When traditional health care facilities are not available, plan for establishment of alternate care sites.
 - g. Develop protocols and maintain liaison with elements of the National Disaster Medical System (NDMS), to include Federal Coordinating Centers (FCC) in South Carolina, Disaster Medical Assistance Teams (DMAT), the National Pharmacy Response Teams (NPRT), the National Nurse Response Teams (NNRT), and the National Veterinary Response Teams (NVRT).
 - h. Assist in the organization of a SC disaster medical capability, which can be deployed to a disaster area on short notice and provide emergency medical care in either a fixed facility or field environment.
 - i. Plan for requesting federal medical assistance teams and coordinate for their support while operating in South Carolina.
 - j. Ensure licensed health care facilities (e.g. - hospitals, nursing homes, youth and adult medical care facilities) develop evacuation plans and procedures. Encourage licensed health care facilities to develop patient reduction and relocation plans and procedures.
 - k. Identify agencies, organizations, and individuals capable of providing support services or assistance such as the South Carolina Hospital Association, and the South Carolina Medical Association.
3. Public Health and Sanitation
- a. Develop procedures to protect the public from communicable diseases and contamination of food, water, and drug supplies (including veterinary drugs).
 - b. Develop procedures to monitor the public's health status.
 - c. Develop emergency sanitation inspection procedures and protocols to control unsanitary conditions related to food and wastewater.

- d. Develop procedures for identification of disease and epidemic control.
 - e. Develop emergency immunization procedures.
 - f. Identify laboratory testing facilities.
4. Behavioral Health
- a. Develop procedures for rapidly providing assistance to affected individuals families and responders to include organizing and training rapidly deployable crisis counseling and other behavioral health teams.
 - b. Develop support relationships with government agencies, professional associations, private services, and volunteer organizations to provide behavioral health and substance abuse assistance during and after disasters.
5. Deceased Identification and Mortuary Services
- a. Develop plans for location, identification, registration, certification, removal and disposition of the deceased.
 - b. Establish a system for collecting and disseminating information regarding victims and have the operational capability to deliver the information in a field environment in coordination with ESF-15 (Public Information).
 - c. Develop protocols and maintain liaison with Disaster Mortuary Operational Readiness Teams (DMORT) of the National Disaster Medical System (NDMS).
 - d. Identify agencies, organizations, and individuals capable of providing support services for deceased identification including South Carolina Funeral Directors Disaster Committee, SC Morticians Association, and South Carolina Coroners Association.
 - e. Maintain a description of capabilities and procedures for alert, assembly and deployment of state mortuary assistance assets.
- B. Response
1. General
- a. Coordinate information releases to the public with the public information officer in ESF-15 (Public Information).
 - b. Coordinate with federal agencies as required.

- c. Through all phases of emergency management, maintain records of expenditures and resources used for possible later reimbursement.
 - d. Identify and provide a liaison officer for each EMAC request, to facilitate arrival and onward movement of EMAC support at appropriate staging area.
2. Medical Care
- a. Coordinate the delivery of health and medical.
 - b. Arrange for the provision of medical personnel, equipment, pharmaceuticals, and supplies.
 - c. Assist the coordination of patient evacuation and relocation.
 - d. Implement SNS/medical countermeasures operations, as needed.
 - e. Arrange for National Disaster Medical System (NDMS) services, to include patient evacuation assistance, Disaster Medical Assistance Teams (DMAT), National Pharmacy Response Teams (NPRT), National Nurse Response Teams (NNRT), and the National Veterinary Response Teams (NVRT), as needed.
 - f. In conjunction with SC Hospital Association and other appropriate organizations, identify hospital and nursing home vacancies statewide.
 - g. Assist with hazardous materials response.
3. Public Health and Sanitation
- a. Manage the public health and sanitation services.
 - b. Determine need for health surveillance programs throughout the state.
 - c. Issue Public Health notices for clean up on private property.
4. Behavioral Health
- Provide psychological first aid and other behavioral health services to affected individuals, families, communities, and responders.
5. Deceased Identification and Mortuary Services.
- a. Initiate the notification of teams for deceased identification.
 - b. Retain victim identification records.

- c. Coordinate Disaster Mortuary Operational Response Team (DMORT) services.
 - d. Coordinate State assistance for next-of-kin notification.
- C. Recovery
- 1. General
 - a. Anticipate and plan for arrival of, and coordination with, Federal ESF-8 personnel in the SEOC and the Joint Field Office (JFO).
 - b. Support long-term recovery priorities as identified by the Long-Term Recovery Committee and the Recovery Task Force.
 - 2. Medical Care
 - a. Assist with restoration of essential health and medical care systems.
 - b. Assist with restoration of permanent medical facilities to operational status.
 - c. Assist with restoration of pharmacy services to operational status.
 - d. Support emergency medical services and medical care infrastructure until local system is self-supporting.
 - e. Assist with emergency pharmacy and laboratory services.
 - 3. Public Health and Sanitation
 - a. Maintain environmental and epidemiological surveillance.
 - b. Continue long-term emergency environmental activities.
 - 4. Behavioral Health
 - Provide mental health, crisis counseling services to include substance abuse assistance to affected individuals, families, communities and responders.
 - 5. Deceased Identification and Mortuary Services
 - a. Continue the operations necessary for the identification, registration, certification, and disposition of the deceased and their personal effects.
 - b. Receive the required death reports throughout the incident.

c. Provide a final fatality report.

D. Mitigation

1. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
2. Review, evaluate and comment on proposed State Hazard Mitigation Plan amendments upon initiation and within the review period.
3. Support requests and directives from the Governor and/or federal agencies concerning mitigation and/or re-development activities.
4. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

V. RESPONSIBILITIES

A. General. Agencies under ESF-8 will:

1. Train personnel on EMAC procedures to include identifying agency resources to sustain emergency operations; pre-scripting anticipated needs on specific EMAC messages; and listing agency resources available for interstate mutual aid missions.
2. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF-8 during periods of activation.

B. Department of Health and Environmental Control

1. Identify, train, and assign DHEC personnel to staff ESF-8.
2. Provide an Emergency Management Coordinator or Alternate in the SEOC, designated by the Director, who, on the behalf of, or in the Director's absence from the SEOC, shall act to meet the public's health needs.
3. Develop mutual support relationships with professional associations and other private services and volunteer organizations that may assist during emergencies or disasters including special medical needs and vulnerable populations' service agencies and advocacy groups.
4. Coordinate and direct the activation and deployment of DHEC and volunteer health/medical personnel, and DHEC supplies, and equipment.
5. Develop and conduct drills and exercises which test the medical and behavioral health response to disaster situations.

6. Ensure licensed health care facilities (e.g. hospitals, nursing homes, youth and adult medical care facilities) develop evacuation plans and procedures. Encourage licensed health care facilities to develop patient reduction, and relocation plans and procedures.
7. Establish and manage the medical care of the Special Medical Needs Shelters to include:
 - Reimbursing the facility for replacement of medical supplies (when necessary)
 - Ensuring sufficient nursing staff are available to open Special Medical Needs Shelters and approve admissions
 - Maintaining and ensuring confidentiality of medical records
 - Assisting sheltered individuals in making arrangements for essential medical equipment, as the situation allows (patients should bring medicine and equipment with them if possible)
 - Notifying ESF-6 (Mass Care) of any requirements for special medical diets
8. Coordinate waivers of rules and regulations regarding licensed health care facilities.
9. Maintain and provide a listing of licensed health care facilities including names of Administrators and 24-hour phone numbers, as appropriate.
10. Identify and provide bed capacity and availability status of all hospitals throughout the state.
11. In conjunction with SC Hospital Association, determine operational status of hospitals.
12. Coordinate nursing personnel, as available, to assist in shelters, tent cities, and public health clinics.
13. Provide staff and services for monitoring public health conditions.
14. Develop recommendations for the public to restrict consumption of water supplies in the event of contamination.
15. Implement isolation and quarantine procedures, as appropriate.
16. Coordinate deployment of volunteer doctors, nurses, behavioral health professionals, technicians and other medical personnel to disaster areas.
17. Maintain current inventory lists of medical supplies, pharmaceuticals, equipment, licensed ambulance services, hospitals, and other licensed health care facilities.

18. Develop protocols, maintain liaison with, and arrange for services of the National Disaster Medical System (NDMS), to include:
 - Federal Coordinating Centers (FCC) in South Carolina
 - Disaster Medical Assistance Teams (DMAT)
 - Disaster Mortuary Operational Response Teams (DMORT)
 - National Pharmacy Response Teams (NPRT)
 - National Nurse Response Teams (NNRT)
 - National Veterinary Response Teams (NVRT)
 19. Develop rapidly deployable behavioral health teams.
 20. Implement SNS and medical countermeasures operations as needed.
 21. Plan for the deployment of Federal Medical Stations in SC, as needed.
 22. Implement CHEMPACK operations as needed.
 23. Provide food inspectors to assist in the inspection of restaurants and provide technical advice to mass feeding sites.
- C. Governor's Office, Office of Veterans Affairs
1. Assist with deceased identification of veterans through medical and dental records and provide liaison to US Veterans Affairs, as required.
 2. Assist with burial arrangements for families of deceased veterans.
- D. South Carolina National Guard
1. Identify and provide a list of SC military medical resources to the DHEC Emergency Management Coordinator.
 2. Assist with patient evacuation (ground and air).
 3. Identify potential temporary non-refrigerated morgue facilities.
 4. Assist with security, equipment, facilities, and personnel to implement SNS and medical countermeasures operations.
- E. Department of Labor, Licensing and Regulation
1. Division of Professional and Occupational Licensing
 - a. Assist with temporary licensing of health care workers, including but not limited to behavioral health professionals.

- b. Provide lists of medical personnel including but not limited to doctors, nurses, and pharmacists.
- c. Coordinate waivers of rules and regulations regarding licensed health care workers.

2. Division of Fire and Life Safety

Identify potential temporary morgue facilities at the SC Fire Academy.

F. SC Law Enforcement Division

1. Provide assistance for the collection or rapid transportation of samples for analysis.
2. Provide technical assistance, equipment, laboratory, and body location documentation services for deceased identification and mortuary services.
3. Provide chaplains to assist County Coroners, as requested, for death notification services and crisis intervention services, primarily for Law Enforcement Agencies within the State.
4. Assist with security to implement SNS/medical countermeasure operations.

G. Department of Disabilities and Special Needs

1. Provide dental, nursing, and other disabilities and special needs personnel as available.
2. Provide accessible transportation assets, as available.

H. Department of Mental Health

1. Identify, train, and assign DMH personnel to staff ESF-8.
2. In coordination with DHEC, manage disaster mental health assistance support within ESF-8.
3. Provide crisis and behavioral health counselors to facilitate response and recovery.
4. Provide nurses and other medical professionals as available.
5. Provide medical facilities, as available.
6. Identify resources to secure medication, as needed.

- I. Vocational Rehabilitation Department
 - 1. Provide crisis counseling personnel to facilitate recovery.
 - 2. Provide accessible transportation assets.
 - 3. Provide warehouse space for temporary storage of medical supplies.
 - 4. Provide temporary alcohol and drug treatment bed space.

- J. Department of Education, Office of Transportation
 - Provide ambulatory and non-ambulatory transportation for health and medical services as outlined in Annex 1-Transportation.

- K. Department of Alcohol and Other Drug Abuse Services
 - Provide behavioral health counseling personnel.

- L. Department of Corrections
 - Provide refrigerated trucks in support of mortuary operations.

- M. SC Morticians Association, SC Funeral Directors Association, & SC Coroners Association
 - Provide mortuary services including personnel, supplies, equipment, transportation, and obtaining information from the families of deceased.

- N. SC Hospital Association
 - 1. Assist with identification of hospital bed information.
 - 2. Assist with determining operational status of hospitals.
 - 3. Assist in facilitating communications with hospitals.

- O. SC Medical Association
 - Assist with acquisition of physicians for emergency operations.

- P. SC Pharmacy Association
 - 1. Assist with acquisition of pharmacists for emergency operations.
 - 2. Assist with acquisition and distribution of pharmaceuticals for emergency operations.
 - 3. Coordinate appropriate storage of pharmaceuticals.
 - 4. Assist with alerts to community pharmacies.

- Q. American Red Cross
1. Provide disaster health services personnel, as available.
 2. Provide disaster mental health personnel, as available.
 3. Manage the mental health response during an aviation disaster.
- R. Department of Social Services
1. Assist in the coordination of local support to SMN Shelter operations.
 2. Coordinate through ESF-6 (Mass Care) for provision of meals to SMN Shelters.
- S. SC Baptist Association
1. Assist in the coordination of local support to special medical needs shelter operations.
 2. Provide psychological first aid and behavioral health services to affected individuals, families, communities, and responders.
 3. Provide support for feeding operations in special medical needs shelters, as requested.

VI. FEDERAL ASSISTANCE

- A. This Annex is supported by the National Response Framework for ESF-8 (Public Health and Medical Services).
- B. The US Department of Health and Human Services (HHS) is responsible for directing ESF-8 operations.
- C. Federal ESF-8 representatives will deploy with the Incident Management Assistance Team (IMAT) to the SEOC or other designated location.
- D. Federal health and medical assistance provided by Federal ESF-8 includes:
- Assessment of Public Health and Medical Needs
 - Health Surveillance
 - Medical Care Personnel
 - Health/Medical/Veterinary Equipment and Supplies
 - Patient Evacuation
 - Patient Care
 - Safety and Security of Human Drugs, Biologics, Medical Devices, and Veterinary Drugs

- Blood and Blood Products
- Food Safety and Security
- Agriculture Safety and Security
- Mass Fatality Management, Victim Identification, and Decontamination of Remains
- All Hazard Public Health and Medical Consultation, Technical Assistance, and Support
- Behavioral Health Care
- Public Health and Medical Information
- Vector Control
- Potable Water and Wastewater and Solid Waste Disposal
- Victim Identification and Mortuary Services
- Veterinary Medical Support