Western MA Health & Medical Coordinating Coalition

W MA HMCC DUTY OFFICERS:

An introduction

Summer 2018

Response Coordination

Baseline Capacity:

The core of effective HMCC response coordination is to ensure a rapid means of shifting from non-emergency to emergency states.

HMCC staff will rotate shifts as on-call duty officers to ensure two functions are continuously in place:

1.) Rapidly receive information and notify HMCC members of an emergency.

The duty officer will work with other HMCC staff and HMCC leadership to identify if a potential or actual situation warrants a notification to HMCC members.

2.) Determine if additional HMCC actions are necessary.

Beyond notifications of potential or actual situations, the duty officer will work with both HMCC staff and leadership to decide upon recommended courses of action by the HMCC.

Response Coordination

HMCC response coordination is based on assumptions that:

- Decisions made by HMCC leadership during a response are recommendations.
- Member organizations maintain their decision-making sovereignty

Sample activities of HMCC response coordination include, but are not limited to, the following:

Provide situational awareness between member organizations and jurisdictional authorities by offering notification that an event is happening, and procuring/offering incident-related information that is not otherwise readily available.

Facilitate the coordination of response actions amongst member organizations, such as convening leaders to strategize and recommend common messaging.

Disseminate resource needs and help match organizations that request mutual aid or other assistance with organizations that can provide that assistance.

Duty Officer Tasks and Actions

Situational Awareness:

"The ability to identify, process, and comprehend the critical information about an incident – knowing what is going on around you , [requiring] continuous monitoring of relevant sources of information."

(National Response Framework)

- **Serve as the first point of contact** for HMCC members as an incident presents or evolves.
- **Log information** that provides situational awareness of an incident.
- **Gather HMCC leadership and other relevant subject matter experts** as a situation expands to identify HMCC coordination actions.
- **Collect and disseminate response actions** taken by HMCC members to ensure a common operating picture throughout the region.
- **Assist in resource requests** if necessary.

Contacting the Duty Officer

How to Contact the Duty Officer

The HMCC Duty Officer is available 24/7 via phone or email depending on the need and urgency of the issue being reported.

Phone: (413) 773-1502

Call for the HMCC Duty Officer when additional support is needed to address an incident, or further threat is possible.

Email: hmcc@frcog.org

Email the Duty Officer when no additional support is needed or no further threat is pending.

What to Expect

Based on your communication - be it phone or email - the HMCC Duty Officer will:

- Log the issue
- Determine if additional steps are necessary
- Convene HMCC leadership and subject matter experts as needed

When emailing the HMCC Duty Officer:

By its nature, email is a less urgent form of communication, and should not be used to communicate immediate needs unless you and the duty officer have spoken and are using email to forward documents, etc.

Emails sent to provide non-emergent situational awareness of incident updates will be replied to by the Duty Officer within a reasonable timeframe to confirm receipt and notify the sender of actions taken with the information.

What to Expect

Based on your communication - be it phone or email - the HMCC Duty Officer will:

- Log the issue
- Determine if additional steps are necessary
- Convene HMCC leadership and subject matter experts as needed

When calling for the HMCC Duty Officer:

The number provided for the Duty Officer will connect you to an answering service.

You will be asked to provide baseline information about the incident and callback information. This information will be immediately forwarded to the Duty Officer.

Expect a Duty Officer to return your call within 15 minutes.

Stay by the phone number you provided the service.

The Duty Officer might request that you garner further information.

You might be asked to get further information to assist the Duty Officer in making the determination of next steps.

H&MCC

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www.region1hmcc.org

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