

Western MA Health and Medical Coordinating Coalition (HMCC) Duty Officer Quick Reference Guide

Why a Regional Duty Officer?

Duty Officers are the first point of contact for HMCC stakeholders as an incident presents or evolves. The DPH OPEM (Department of Public Health's Office of Preparedness and Emergency Management) and HMCC Duty Officers are available 24/7. Duty Officers work with all HMCC members to provide situational awareness, support development of a common operating picture, and facilitate resource sharing.

What will the Duty Officer Do?

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 the Steering Committee 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 the Steering Committee to decide upon recommended courses of action by the HMCC. The HMCC Duty Officer will notify the OPEM Duty Officer based on the nature/needs of the incident.

When Do I Use the State (OPEM) Duty Officer, and When Do I Use the Region 1 (HMCC) Duty Officer?

OPEM and HMCC Duty Officers work together based on the overall situation in the region and the state. **Specific incidents and events may result in incident-specific reporting streams as requested to best manage the situation.**

The following are scenarios wherein the state MUST be notified - if the HMCC Duty Officer was first called, they would help report to the OPEM Duty Officer as needed:

- Whenever a hospital goes Code Black
- Any event that could/would expose a large population to a CBRNE event generating casualties or worried well
- Any severe incident involving a bus, airplane, train, etc., where the incident involves fatalities and/or more than four patients are transported to a hospital
- Any bridge, tunnel or structural collapse
- Any event that could create large-scale media attention that is public health related
- Any call that activates or requests Chempack or MCI trailers
- Any event where there are ambulance or fire task force mobilizations
- Any evacuation of a hospital, long-term care, or other healthcare facility
- Any level two (2) or higher hazmat response
- Any resource or other request that cannot be fulfilled by the region

How to Contact the HMCC Duty Officer:

Answering Service: (413) 773-1502

Email: hmcc@frcog.org

Call the Answering Service when: additional support is needed to address an incident or further threat is pending.

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

When Calling the Answering Service:

The number provided will connect you to a live person working for an answering service.

You will be asked a series of questions, following our Region 1 HMCC Initial Incident Report Form.

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

Stay by the phone number provided to the answering 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.

As much as possible, when calling the Duty Officer, know what you are asking for!

If you're unsure and just think it is best to call and report an issue, that is fine. The Duty Officer will help you work it out! But if you know you have a need or goal from the communication, help the Duty Officer understand the specific nature of your call and request.

When E-mailing the HMCC Duty Officer:

Emails sent to hmcc@frcog.org will be forwarded to the Duty Officer, but will not wake them in the middle of the night!

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 will receive a reply/confirmation within a reasonable timeframe.

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

If you are in doubt: Call!
(413) 773-1502 ❖ hmcc@frcog.org