

### About the Community Health Institute/JSI

The Community Health Institute (CHI) is committed to improving the health and quality of life of people and communities in Northern New England. The CHI works with public and private organizations to strengthen the health care and public health systems, with the goal of assuring the community conditions necessary to support people in their pursuit of healthy lives.

The CHI was established in 1995 by JSI Research and Training Institute, Inc. in partnership with the NH Department of Health and Human Services and the Robert Wood Johnson Foundation. For more information about the CHI, visit [www.nhchi.org](http://www.nhchi.org).

### Technical Assistance and Training for the Public Health Networks

The NH Department of Health and Human Services (DHHS), Division of Public Health Services (DPHS) contracts with the CHI to provide technical assistance and training to NH's 15 Public Health Networks as they work to build regional public health emergency response capacity. CHI staff assists regional planning groups develop public health emergency plans and procedures and works with regional coordinators to develop and implement workplans, write grants, plan effective meetings, recruit Medical Reserve Corps (MRC) volunteers, and devise solutions to identified areas for improvement. CHI develops, implements, and evaluates Homeland Security Exercise Evaluation Program (HSEEP)-compliant exercises to test regional plans. CHI develops and implements training programs that are based on adult learning principles, providing experiential learning that builds on participant baseline knowledge, makes efficient use of participants' time, and provides tangible skills as outputs. These training programs target regional public health emergency response professionals and volunteers.

### Available Technical Assistance Services

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| <ul style="list-style-type: none"> <li><input type="checkbox"/> Group facilitation and meeting planning</li> <li><input type="checkbox"/> Regional plan development and review</li> <li><input type="checkbox"/> Regional plan template development</li> <li><input type="checkbox"/> Public health exercise planning and evaluation</li> <li><input type="checkbox"/> Improvement plan development</li> <li><input type="checkbox"/> Grant writing</li> <li><input type="checkbox"/> PHN Coordinator orientation</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Community outreach</li> <li><input type="checkbox"/> Medical Reserve Corps development</li> <li><input type="checkbox"/> Health communication materials development</li> <li><input type="checkbox"/> Performance Management System maintenance</li> <li><input type="checkbox"/> Listserv maintenance for planning partners</li> <li><input type="checkbox"/> Materials acquisition (as needed)</li> </ul> |
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### Available Training Programs

#### Trainings offered by CHI:

- ☐ Continuity of Operations (COOP) Training for municipalities, community organizations, schools, healthcare agencies, and agencies serving functional needs populations
- ☐ Case Investigation Workshop
- ☐ Disaster Strikes. Social Media Responds.
- ☐ Public Information Officer (PIO) Training

#### Train-the-Trainers (TTTs) offered by CHI:

- ☐ Neighborhood Emergency Health Center (NEHC) Just-in-Time (JIT) TTT
- ☐ Alternate Care Site (ACS) JIT TTT (*under development*)
- ☐ Multi-Agency Coordination Entity (MACE) JIT TTT
- ☐ Point of Dispensing (POD) JIT TTT
- ☐ Family Emergency Preparedness TTT

#### Online trainings developed by CHI:

- ☐ PHN Coordinator Orientation
- ☐ HIPAA Online Training (*under development*)

#### Training material templates for regional use:

- ☐ Medical Reserve Corps Orientation
- ☐ NEHC, ACS, MACE, and POD JIT Trainings
- ☐ Family Emergency Preparedness Training

#### Scenarios and Exercise templates for regional use:

- ☐ Isolation and Quarantine Workshop
- ☐ Joint Information Systems Workshop
- ☐ Food Borne Illness Scenario
- ☐ MACE Workshop
- ☐ Pandemic Influenza Scenario- Mass Vaccination
- ☐ Pandemic Influenza Scenario- Medical Surge

CHI's Team			
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## Introduction

The Continuity of Operations (COOP) Planning Training is a three-and-a-half hour workshop for those interested in developing plans to ensure ability to maintain operations during and after an emergency. The COOP training can be customized for different audiences, including municipalities, community organizations, schools, healthcare agencies, and agencies serving functional needs populations. This training addresses the following Public Health Preparedness and Response Core Competencies: Contribute expertise to the development of emergency plans; Participate in improving the organization's capacities. It is aligned with Capability 1, Functions 3 and 4; Capability 2, Function 1 of the CDC's *National Standards for State and Local Planning*.

## Training Goal

Assist participants in development of a COOP Plan through identifying the essential functions and critical resources of the organization; provide participants with a roadmap for completing the COOP Plan for their organization.

## Training Objectives

After completing this training, participants will be able to:

- ☐ Identify the essential elements of any COOP plan
- ☐ Identify organizational essential functions and critical systems and resources to perform these functions
- ☐ Manage a COOP development process in their organization using the materials and checklists provided
- ☐ Develop a Plan of Action to strengthen their organization's ability to withstand and recover from an emergency

## Intended Audience

The COOP training can be customized for different audiences, including municipalities, community organizations, schools, healthcare agencies, and agencies serving functional needs populations. The training is targeted to staff and staff teams with management and oversight responsibility for distinct business units within an organization (examples depending on the type of organization might include administration, human resources, business office, information technology, customer service or client care, manufacturing, maintenance/facilities management).

## Method of Delivery

This workshop utilizes couples didactic presentation with small group work and large group discussion to expose participants to key COOP concepts while familiarizing them with the course-recommended tools and processes for developing a COOP Plan for their organizations. The training program starts participants down the COOP planning path using small group team exercises to help participants identify the essential functions and critical resources for their organizations. Participants are provided with COOP planning templates in electronic form for future use.

## Trainers

The trainers conducting the COOP Training are staff of the Community Health Institute (CHI). The CHI is committed to improving the health and quality of life of people and communities in Northern New England. We provide consulting services to community-based organizations, regional collaborations, and statewide organizations to develop integrated community-based health and public health infrastructures, with an emphasis on sustainable health care and public health services for all NH residents. For more information about the CHI, visit [www.nhchi.org](http://www.nhchi.org).

## Required Equipment

- ☐ Laptop with PowerPoint, Projector, Screen
- ☐ Flipchart and markers

## Next Steps

If you are interested in hosting this training for your region, contact Lori Walter at 573-3306 or [lwalter@jsi.com](mailto:lwalter@jsi.com). Regions are encouraged to jointly host this training, as space and refreshments must be provided by the PHNs. Attendance is limited to 25 participants per training.

## Introduction

The Case Investigation Workshop is a two-hour, scenario-based workshop designed to familiarize participants with case investigation procedures used by public health officials to identify and respond to disease outbreaks. This training addresses the following Public Health Preparedness and Response Core Competency: Collect data according to protocol. It is aligned with Capability 13, Function 2 of the CDC's *National Standards for State and Local Planning*.

## Training Goal

The goal of this training program is to familiarize participants with the case investigation procedures used by public health officials to identify and respond to disease outbreaks.

## Training Objectives

After completing this training, participants will be able to:

- ☐ Understand the case investigation process used by public health officials to identify and control outbreaks of infectious disease.
- ☐ Gain familiarity with the principles and tools used in case investigation
- ☐ Work to improve future collaboration between public health and local partners in the region

## Intended Audience

This workshop is designed for regional planning partners interested in case investigation procedures, and those who may have a role in case investigations in public health emergencies.

## Method of Delivery

This workshop uses scenario-based role play combined with large group discussion to illustrate the principles and processes used in communicable disease case investigation. Participants will have the opportunity to play the role of a public health investigator, a case, or a contact and to participate in a facilitated large group discussion to develop an outbreak diagram and a proposed strategy for containing the outbreak.

## Trainers

The trainers conducting the Case Investigation Workshop are staff of the Community Health Institute (CHI). The CHI is committed to improving the health and quality of life of people and communities in Northern New England. We provide consulting services to community-based organizations, regional collaborations, and statewide organizations to develop integrated community-based health and public health infrastructures, with an emphasis on sustainable health care and public health services for all NH residents. For more information about the CHI, visit [www.nhchi.org](http://www.nhchi.org).

## Required Equipment

- ☐ Laptop with PowerPoint, Projector, Screen
- ☐ Flipchart and markers

## Next Steps

If you are interested in hosting this training for your region, contact Lori Walter at 573-3306 or [lwalter@jsi.com](mailto:lwalter@jsi.com). Regions are encouraged to jointly host this training, as space and refreshments must be provided by the PHNs. Attendance is limited to 25 participants per training.

### Introduction

The Public Information Officer (PIO) Training is a five-hour long training for public health and safety officials and representatives of human service organizations likely to be called upon to be spokespeople and technical experts in an emergency. This training addresses the following Public Health Preparedness and Response Core Competency: Use the principles of crisis and risk communications. It is aligned with Capability 4, Functions 1 and 5 of the CDC's *National Standards for State and Local Planning*.

### Training Goal

The goal of this Public Information Officer Training is to strengthen the skills of individuals to effectively interact with the media to distribute information in both emergency and non-emergency situations.

### Training Objectives

After completing this training, participants will be able to:

- ☐ Understand the significance of how the media functions for effective interaction with the media
- ☐ Understand effective strategies for working with the media
- ☐ Demonstrate the ability to develop core and supporting messages
- ☐ Demonstrate the use of effective interview techniques
- ☐ Demonstrate the ability to identify the key components of a press release

### Intended Audience

Public Health Network Regional Coordinating Committee members likely to function as a spokesperson or technical expert in an emergency, including health and human service agency representatives, town officials, health officers, and first responders.

### Method of Delivery

The training utilizes adult learning techniques and a variety of learning modalities including small and large group work and roleplaying to build individual skills needed to effectively interact with the media to distribute information in both emergency and non-emergency situations. Attendees will have the opportunity to develop core and supporting messages, participate in a mock interview, and develop a press release.

### Trainers

The trainers conducting the Public Information Officer Training include staff of the Community Health Institute (CHI), the NH Department of Health and Human Services, and NH Homeland Security and Emergency Management.

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### Required Equipment

- ☐ Laptop with PowerPoint, internet access, and a DVD player
- ☐ Projector and screen

### Next Steps

If you are interested in hosting this training for your region, contact Lori Walter at 573-3306 or [lwalter@jsi.com](mailto:lwalter@jsi.com). Regions are encouraged to jointly host this training, as space and refreshments must be provided by the PHNs. Attendance is limited to 25 participants per training.

### Introduction

Social media can be especially useful for emergency response agencies to communicate rapidly, efficiently, and effectively with their target audience. This five-hour workshop uses a disaster scenario to guide participants through the use of social media in emergency preparedness and response. Held in a computer lab, participants take the helm and follow step-by-step instructions to post, collect, and share information using two prominent social media tools: Facebook and Twitter. This training addresses the following Public Health Preparedness and Response Core Competencies: Use the principles of crisis and risk communication; Manage information related to an emergency. It is aligned with Capability 4, Functions 1, 4 and 5 of the CDC's *National Standards for State and Local Planning*.

### Training Goal

The goal of the *Disaster Strikes. Social Media Responds.* workshop is to strengthen the skills of individuals in using social media to communicate with their target audience(s) prior to and during an emergency situation.

### Training Objectives

After the workshop, participants will:

- ☐ Understand appropriate and effective applications of social media in emergency preparedness and response
- ☐ Know the characteristics of social media that make it useful for emergency preparedness and response
- ☐ Have had the opportunity to build technical skills in using Facebook and Twitter to:
  - ☐ Post information and multi-media
  - ☐ Interact with target audience(s) and key partners
  - ☐ Collect and organize information

### Intended Audience

Public Health Network Regional Coordinating Committee members who are likely to play a role in providing crisis and emergency risk communications to the public in an emergency. Participants should be comfortable navigating the internet. Some exposure to social media is preferable, but not a prerequisite.

### Method of Delivery

This workshop utilizes adult learning principles to ensure maximum information and skills retention. The topic is introduced with a discussion around the characteristics of social media that make it useful for emergency preparedness and response. Participants are then given the opportunity to develop technical skills through hands-on activities with social media tools in response to a disaster scenario. Information and skills learned will be available in an extensive resource guide for participants to refer back to.

### Trainers

The trainers conducting this training are staff of the Community Health Institute (CHI). The CHI is committed to improving the health and quality of life of people and communities in Northern New England. We provide consulting services to community-based organizations, regional collaborations, and statewide organizations to develop integrated community-based health and public health infrastructures, with an emphasis on sustainable health care and public health services for all NH residents. For more information about the CHI, visit [www.nhchi.org](http://www.nhchi.org).

### Required Equipment

- ☐ Laptop with PowerPoint and internet access
- ☐ Flipchart and markers
- ☐ Projector and screen
- ☐ Computer lab with internet and social media access

### Next Steps

If you are interested in hosting this training for your region, contact Arielle Slam (573-3341, [aslam@jsi.com](mailto:aslam@jsi.com)) or Alyson Cobb (573-3319, [acobb@jsi.com](mailto:acobb@jsi.com)). Regions are encouraged to jointly host this training, as space and refreshments must be provided by the PHNs. Attendance is limited to 20 participants or less, depending on the computer lab.

### Introduction

The Neighborhood Emergency Help Center (NEHC) Just-In-Time (JIT) Train-the-Trainer (TTT) is a training for NEHC Commanders, NEHC Staff Support Unit Leader, or the individual responsible for volunteer training and management at NEHC facilities in the event of an activation or exercise. This training addresses the following Public Health Preparedness and Response Core Competencies: Facilitate collaboration with internal and external response partners; Participate in improving the organization's capacities. It is aligned with Capability 10, Function 2 and Capability 15, Functions 1 and 3 of the CDC's *National Standards for State and Local Planning*.

### Training Goal

The goal of this training program is to prepare individuals to provide Just-In-Time Training to NEHC volunteers in an activation or exercise using the materials provided.

### Training Objectives

After completing this training, participants will be able to:

- ☐ Understand how to conduct a NEHC volunteer JIT training
- ☐ Understand how to utilize the curriculum provided
- ☐ Understand the NEHC's Incident Command System, NEHC Facility Layout and Clinic Flow, and how to handle emergency situations at the NEHC
- ☐ Utilize the following training techniques: lecture with discussion

### Intended Audience

Public Health Network Regional Coordinating Committee members or other regional partners likely to be responsible for the JIT Training at a NEHC in the event of an activation or exercise.

### Trainers

The trainers conducting the NEHC JIT TTT are staff of the Community Health Institute (CHI). The CHI is committed to improving the health and quality of life of people and communities in Northern New England. We provide consulting services to community-based organizations, regional collaborations, and statewide organizations to develop integrated community-based health and public health infrastructures, with an emphasis on sustainable health care and public health services for all NH residents. For more information about the CHI, visit [www.nhchi.org](http://www.nhchi.org).

### Required Equipment

- ☐ Laptop with PowerPoint
- ☐ Projector and screen

### Next Steps

If you are interested in hosting this training for your region, contact Lori Walter at 573-3306 or [lwalter@jsi.com](mailto:lwalter@jsi.com). Regions are encouraged to jointly host this training, as space and refreshments must be provided by the PHNs. Attendance is limited to 15 participants per training.



### Introduction

The Multi-Agency Coordination Entity (MACE) Just-In-Time (JIT) Train-the-Trainer (TTT) is a training for MACE Commanders or the individual responsible for volunteer training and management at the regional level in the event of an activation or exercise. This training addresses the following Public Health Preparedness and Response Core Competencies: Facilitate collaboration with internal and external response partners; Manage information related to an emergency; Report information potentially relevant to the identification and control of an emergency through the chain of command; Participate in improving the organization's capacities. It is aligned with Capability 3, Functions 3 and 4 and Capability 15, Functions 1 and 3 of the CDC's *National Standards for State and Local Planning*.

### Training Goal

The goal of this training program is to prepare individuals to provide Just-In-Time Training to MACE volunteers in an activation or exercise using the materials provided.

### Training Objectives

After completing this training, participants will be able to:

- ☐ Understand how to conduct a MACE volunteer JIT training
- ☐ Understand how to utilize the curriculum provided
- ☐ Describe the MACE's role in regional public health emergency response
- ☐ Become familiar with forms and processes central to carrying out the MACE's role
- ☐ Identify the roles and positions within the MACE's organizational structure
- ☐ Utilize the following training techniques: lecture with discussion

### Intended Audience

Public Health Network Regional Coordinating Committee members or other regional partners likely to be responsible for the JIT Training at a MACE in the event of an activation or exercise.

### Trainers

The trainers conducting the MACE JIT TTT are staff of the Community Health Institute (CHI). The CHI is committed to improving the health and quality of life of people and communities in Northern New England. We provide consulting services to community-based organizations, regional collaborations, and statewide organizations to develop integrated community-based health and public health infrastructures, with an emphasis on sustainable health care and public health services for all NH residents. For more information about the CHI, visit [www.nhchi.org](http://www.nhchi.org).

### Required Equipment

- ☐ Laptop with PowerPoint
- ☐ Projector and screen

### Next Steps

If you are interested in hosting this training for your region, contact Lori Walter at 573-3306 or [lwalter@jsi.com](mailto:lwalter@jsi.com). Regions are encouraged to jointly host this training, as space and refreshments must be provided by the PHNs. Attendance is limited to 15 participants per training.



### Introduction

The Point of Dispensing (POD) Just-In-Time (JIT) Train-the-Trainer (TTT) is a training for POD Commanders or the individual responsible for volunteer training and management in a POD in the event of an activation or exercise. This training addresses the following Public Health Preparedness and Response Core Competencies: Facilitate collaboration with internal and external response partners; Participate in improving the organization's capacities. It is aligned with Capability 8, Functions 3 and 4 and Capability 15, Functions 1 and 3 of the CDC's *National Standards for State and Local Planning*.

### Training Goal

The goal of this training program is to prepare individuals to provide Just-In-Time Training to POD volunteers in an activation or exercise using the materials provided.

### Training Objectives

After completing this training, participants will be able to:

- ☐ Understand how to conduct a POD JIT Training
- ☐ Understand how to utilize the curriculum provided
- ☐ Understand the POD's Incident Command System, Facility Layout and Clinic Flow, and how to handle emergency situations at the POD
- ☐ Utilize the following training techniques: lecture with discussion

### Intended Audience

Public Health Network Regional Coordinating Committee members or other regional partners likely to be responsible for the JIT Training at a POD in the event of an activation or exercise.

### Trainers

The trainers conducting the POD JIT TTT are staff of the Community Health Institute (CHI). The CHI is committed to improving the health and quality of life of people and communities in Northern New England. We provide consulting services to community-based organizations, regional collaborations, and statewide organizations to develop integrated community-based health and public health infrastructures, with an emphasis on sustainable health care and public health services for all NH residents. For more information about the CHI, visit [www.nhchi.org](http://www.nhchi.org).

### Required Equipment

- ☐ Laptop with PowerPoint
- ☐ Projector and screen

### Next Steps

If you are interested in hosting this training for your region, contact Lori Walter at 573-3306 or [lwalter@jsi.com](mailto:lwalter@jsi.com). Regions are encouraged to jointly host this training, as space and refreshments must be provided by the PHNs. Attendance is limited to 15 participants per training.

### Introduction

The Family Emergency Preparedness Train-the-Trainer provides participants with the simple tools to help themselves and others to assess their current level of preparedness and set goals for increasing their preparedness. Topics include the importance of personal preparedness, the barriers individuals face in planning for emergencies and disasters and how to address these, and assessing personal levels of preparedness. The training provides information on developing a personal preparedness plan, to enable participants to easily shelter-in-place (STAY), evacuate (LEAVE), or communicate with loved ones (CONNECT) in an emergency. The Family Emergency Preparedness training program is a component of the ReadyNH initiative, a collaboratively-developed, web-based initiative to prepare NH residents for all emergencies. All training materials are available at [www.nh.gov/readyNH](http://www.nh.gov/readyNH). This training addresses the following Public Health Preparedness and Response Core Competencies: Facilitate collaboration with internal and external response partners; Maintain personal/family emergency preparedness plans. It is aligned with Capability 1, Function 4 and Capability 15, Function of the CDC's *National Standards for State and Local Planning*.

### Training Goal

The goal of the Family Emergency Preparedness Train-the-Trainer is to train volunteers throughout the state of NH to effectively utilize the Ready NH Family Emergency Preparedness training materials in community settings to increase the preparedness of NH residents.

### Training Objectives

After completing this training, participants will be able to:

- ☐ Facilitate a community workshop to assist individuals in preparing for a range of possible emergencies
- ☐ Understand the importance of personal preparedness, identify personal barriers to planning, assess their level of preparedness, and identify the key components of a personal plan
- ☐ Use the resources available on [www.nh.gov/readyNH](http://www.nh.gov/readyNH)

### Intended Audience

Public Health Network Regional Coordinating Committee members and members of regional Medical Reserve Corps, Citizen Emergency Response Teams, and other volunteers interested in working to increase preparedness among residents in their communities.

### Trainers

The trainers conducting the Family Emergency Preparedness Train-the-Trainer are staff of the Community Health Institute (CHI). The CHI is committed to improving the health and quality of life of people and communities in Northern New England. We provide consulting services to community-based organizations, regional collaborations, and statewide organizations to develop integrated community-based health and public health infrastructures, with an emphasis on sustainable health care and public health services for all NH residents. For more information about the CHI, visit [www.nhchi.org](http://www.nhchi.org).

### Required Equipment

- ☐ Laptop with PowerPoint, internet access, and speakers
- ☐ Flipchart and markers
- ☐ Projector and Screen

### Next Steps

If you are interested in hosting this training for your region, contact Lori Walter at 573-3306 or [lwalter@chi.com](mailto:lwalter@chi.com). Regions are encouraged to jointly host this training, as space and refreshments must be provided by the PHNs.

