

TUSCARAWAS COUNTY HEALTH DEPARTMENT



ATTACHMENT XII:
RESOURCE MANAGEMENT
STANDARD OPERATING
PROCEDURE

Version:2017.11

Date Originally Adopted: 12/22/16

Date of Last Revision: 11/6/2017

Date of Last Review: 11/6/2017

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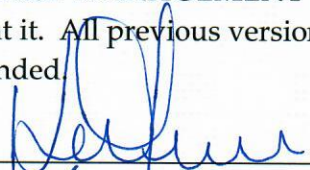
STATEMENT OF PROMULGATION

The Tuscarawas County Health Department (TCHD) **RESOURCE MANAGEMENT SOP** establishes the management and control of personnel, items, and equipment that TCHD may require to respond effectively in an emergency]

Program areas are directed to implement training efforts and exercise these plans in order to maintain the overall preparedness and response capabilities of the TCHD.

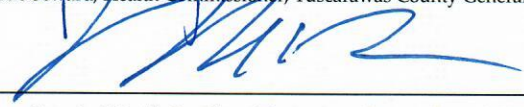
TCHD will maintain this plan, reviewing it and reauthorizing it at least annually; findings from its utilization in exercises or real incidents will inform updates.

This **RESOURCE MANAGEMENT SOP** is hereby adopted, and all program areas are directed to implement it. All previous versions of THCD ERF#5, **Resource Management SOP** are hereby rescinded.



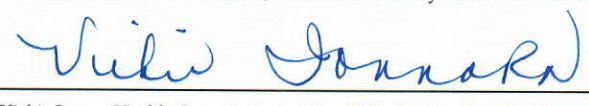
Katie Seward, Health Commissioner, Tuscarawas County General Health District

11/8/2017
Date



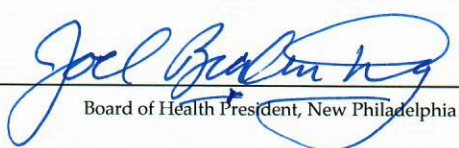
Board of Health President, Tuscarawas County General Health District

Date



Vickie Ionno, Health Commissioner, New Philadelphia City Health Department

11/27/17
Date



Board of Health President, New Philadelphia City Health Department

11/27/17
Date

RECORD OF CHANGES

The Health Commissioner for the Tuscarawas County Health Department authorizes all changes to the Tuscarawas County Health Department **RESOURCE MANAGEMENT SOP**. Change notifications are sent to those on the distribution list. To annotate changes:

- Add new pages and destroy obsolete pages.
- Make minor pen and ink changes as identified by letter.
- Record changes on this page.
- File copies of change notifications behind the last page of this EOP.

Change Number	Date of Change	Print Name & Signature	Title
	11/06/2017	Paul R. Westlake	PHEP Coordinator
Version Number: 2017.11	[DESCRIPTION OF CHANGE] Reformatted to reflect current template		
Change Number	Date of Change	Print Name & Signature	Title
Version Number:	[DESCRIPTION OF CHANGE]		
Change Number	Date of Change	Print Name & Signature	Title
Version Number:	[DESCRIPTION OF CHANGE]		
Change Number	Date of Change	Print Name & Signature	Title
Version Number:	[DESCRIPTION OF CHANGE]		

RECORD OF DISTRIBUTION

A single copy of this Tuscarawas County Health Department **RESOURCE MANAGEMENT SOP** is distributed to each person in the positions listed below.

Date Received	Program Area	Title	Name
		Health Commissioner, TCHD	Katie Seward
		Health Commissioner, NPCHD	Vickie Ionno
		Director, TC EMA	Alex McCarthy

This plan is available to all Tuscarawas County Health Department and New Philadelphia Health Department employees on their respective agency websites. Two copies can also be found in the department operations center (DOC) in hard copy format.

DOCUMENT DESCRIPTION

The content of the **RESOURCE MANAGEMENT SOP** is intended to provide guidance for emergency operations in regards to any planned or unplanned public health event. Position descriptions, checklists, and diagrams are provided to facilitate that guidance. The information contained in this document is intended to enhance the user's experience, training, and knowledge in the application of the emergency response and management principles. This document complies with the intent and tenets of the National Incident Management System (NIMS).

PURPOSE:

The objective of this Emergency Response Function (ERF) #5: Resource Management document is to provide insight and guidance pertaining to the requesting and ordering, mobilization, and tracking of personnel, items, and equipment that the Tuscarawas County Health Department (TCHD) may require to respond to an emergency/incident.

SCOPE:

- This ERF is limited to the management and control of various personnel, items, and equipment that TCHD may require to respond effectively in an emergency.
- This ERF is not intended to highlight how to use these items, but will touch upon requesting, ordering, and tracking of resources that may be considered during response to particular incidents.
- The Strategic National Stockpile (SNS) requesting and ordering, mobilization, and tracking will NOT be covered within this ERF. SNS is a specialized medical materiel that has procurement and utilization guidelines that are very complex and specific. As a result, SNS has been outlined in a support annex that is a standalone document that is supported by this ERF document. This SNS document is called: *Annex: Strategic National Stockpile (SNS)*.
- Servicing, replacement, and cost recovery for personnel, items, and equipment used in an emergency/incident will NOT be contained within this document. ERF #10: Recovery Operations will cover these topics.
- ERF #5: Resource Management will specifically cover:
 - Internal resource requesting & procurement
 - External resource requesting & procurement
 - Non-SNS resource distribution

CONCEPT OF OPERATIONS:

General:

Internal resource requesting & procurement:

- TCHD will respond to incidents using its own resources first (staff, volunteers, supplies, and equipment).
- Depending upon the incident, TCHD may utilize some or its entire staff to respond to an incident.
- TCHD may call upon or mobilize its staff and volunteers via *ERF #3: Notification and Warning* to respond to an incident.
- TCHD will request, order, and track its resources using the appropriate Incident Command System (ICS) position(s)
- The limit of these internal resource requesting and procurement guidelines is HDOC levels I through III.

External resource requesting & procurement:

- TCHD will respond to incidents using its own resources first (staff, volunteers, supplies, and equipment). However, if TCHD lacks the number of applicable resources or a special kind or type of resource, then TCHD may seek resources externally.
- TCHD may call upon or mobilize its staff and volunteers via *ERF #3: Notification and Warning* to respond to an incident. Partner agencies, such as the Tuscarawas County Emergency Management Agency (TCEMA) may also be contacted using *ERF #3: Notification and Warning*.
- If TCHD does not have enough materiel (i.e. items and equipment) for effective emergency response, they should coordinate with TCEMA for procurement of additional materiel.
- TCHD should only request additional materiel from TCEMA when TCHD's own supplies are either critically low or exhausted. "Critically low" levels will be determined by the Incident Commander in the initial planning meeting.

- If the incident is beyond the response capacity of TCHD staff and MRC volunteers, additional personnel may be requested. If the personnel needed are similar to TCHD staff or MRC volunteers (i.e. public health, medical), they are referred to as organic type resource-personnel (ORT-P). If the personnel needed are from a discipline different from TCHD and MRC capabilities, they are referred to as non-organic type resource-personnel (NORT-P).
- TCHD will request, order, and track all resources (both TCHD-owned and external) using the appropriate Incident Command System (ICS) position(s).
 - The Planning Section Chief will be responsible for resource management. For large-scale incidents, a separate Resource Unit Leader may be assigned. This individual will report to the Planning Section Chief. Position Checklists for both the Planning Section Chief and Resource Unit Leader may be found in the TC ICS Manual.
- The limit of these external resource requesting and procurement guidelines is HDOC level III only.

Resource tracking and ordering:

- The tracking and ordering of resources (materiel and personnel) are required for each type of resource:
 - Transportation: This resource includes automobiles, earthmoving equipment, buses, helicopters, airplanes, etc.
 - Personal protective equipment: This resource includes N-95 masks, gloves, eye protection, hazmat suits, earplugs, etc.
 - Medical and environmental supplies: This resource is for medical or environmental health related supplies.
 - Personnel: This resource consists of both regular TCHD staff and any supplemental staff or volunteers
 - General supplies: This resource includes all other supplies, such as office supplies, food, water, shelter, non-medical parts, etc.
- Each resource category will be further grouped into sub-types based upon re-usability and serviceability:
 - Non-expendable: Can be re-serviced and used repeatedly until no longer serviceable. These items have multiple units contained in them that are durable (can be used repeatedly but will never be 100% once used – depreciate) (e.g. vehicles, lab testing equipment, etc.).

- Durable: Can be components of non-expendable items, are depreciable (start at full usability, but wear down until unusable), and cannot be serviced. These items can be used multiple times until they become unusable. (e.g. tires, batteries, hazmat suits, clothing, etc.).
- Expendable: Items that can be used only once. These items are not serviceable and are considered perishable in most cases (may have expiration or use-by dates) (e.g. gloves, vaccine, food, etc).
- TCHD should maintain a database or listed resource manual of these items and equipment needed for both everyday and emergency use. An inventory control database or system is the optimal method of tracking items and resources. However, a secondary resource manual should be maintained as a backup.
- All items and equipment should be ordered based upon need of an incident.

Command and Control:

- As highlighted in *ERF #1: Direction & Control*, command and control is divided into three levels of activation and response, ranging from HDOC level I to III. HDOC not only is the command and control of TCHD's response, but it also provides direction and the base structure for *ERF #2: Communications*, *ERF #3: Notification and Warning*, and *ERF# 5: Resource Management*.
- The HDOC levels also determine whether TCHD will utilize its own resources, or if outside resource support is required.
 - At HDOC levels I and II, TCHD will utilize its own resources, by tracking, ordering, and procuring supplies from its own list of vendors.
 - At HDOC level III, TCHD will likely require resources from outside agencies. In this event, TCHD will request additional resources from TCEMA.
- The following TCHD Incident Command System (ICS) structure of responsibilities of resource ordering and tracking is recommended:

Expected Resource Tracking and Ordering Personnel & Their Responsibilities:			
Resource Type	Lead Division/Office		Role
	Supplies Medical Environmental	Clinic Services Environmental Health	
Transportation	Environmental Health		O,T,S
Personnel TCHD Staff Volunteers	Fiscal Office MRC Coordinator		O,T,S O,T,S
Personal Protective Equipment	Clinic Services or Environmental Health		O,T,S
General Supplies	Administration Fiscal Office		O T,S
	KEY:	O = Orders	T = Operational Tracking
			S = Status Tracking

RESPONSIBILITIES & ORGANIZATION:

Tuscarawas County Health Department (TCHD):

HDOC levels I and II:

- The Fiscal Office will likely assume the lead role of managing the ordering and tracking of resources, as well as managing and maintaining a current resource manual for items, equipment, and people within TCHD. This division will likely provide personnel to fill the ICS positions of Logistics Section Chief and Supply Division Supervisor.
- The Clinic and Environmental Health Services Divisions may provide “specialized” unit leaders (e.g. Medical Logistics and Environmental Health Logistics Unit Leaders) depending on whether *ERF #6: Health & Medical Services* or *ERF #7: Environmental Health* are activated for emergency response.
- The Personal Health and Environmental Health Services Divisions are likely to assume supporting roles. The main support would be the provision of technical expertise, on an as-needed basis. However, these personnel may assume roles within the Planning Section, Command Staff, Operations Section, or the Finance Section, depending upon the incident.

HDOC level III:

- Once TCHD's resources are exhausted, nearing exhaustion, or the incident planning forecasts resource requirements beyond TCHD's capabilities, then TCHD should make a request to TCEMA for additional resources. If this occurs, HDOC level III should be initiated by TCHD's Incident Commander.

Tuscarawas County Emergency Management Agency (TCEMA):

- At HDOC level I, the TCEMA is not notified.
- At HDOC levels II, TCHD may notify TCEMA of the incident, at which point TCEMA will assume a standby status.
- At HDOC level III, TCHD must notify TCEMA that support is required to be able to effectively respond to the emergency. TCEMA will then likely assume the lead role in coordination and procurement of resources as necessary for effective response.