

WESTERN VIRGINIA EMS COUNCIL, INC.
BOARD OF DIRECTORS
Dinner 6:30 - Meeting 7:00
January 15, 2009
Cave Spring Rescue Squad
Roanoke VA

AGENDA

1. Call to Order
2. Introduction of Guests
3. Secretary's Report
 - a. Approval of Minutes
 - b. Treasurer's Report
 - i. Quarterly Report
 - ii. Final Audit & Financial Statements
4. Standing Committee Reports
 - a. Executive Committee
 - i. Recommended Actions
 - ii. Strategic Plan
 - iii. COOP
 - iv. Flex Plan Resolution
 - b. Medical Direction Committee
 - c. Performance Improvement Committees (Medical and Trauma)
 - d. Communications Committee
 - e. Allied Resources Committee
 - f. Near Southwest Preparedness Alliance (NSPA)
5. EMS Advisory Board
 - a. Recent and Upcoming Meetings (Report attached)
6. EMS Financial Assistance
 - a. Report on Current Cycle Awards
7. New Business
 - a. Election of Officers Directors
8. President's Report
9. Executive Director's Report
 - a. Status - Proposed Regional Realignment and Designation
10. Staff Reports
11. Other Matters
12. Hearing of the Public

13. Adjourn

**WESTERN VIRGINIA EMERGENCY MEDICAL SERVICES COUNCIL
BOARD OF DIRECTORS**

DRAFT MEETING MINUTES

DATE: October 16, 2008

LOCATION: Cave Spring First Aid and Rescue Squad Building
Brambleton Avenue at Valley Forge Road, Roanoke

Directors Present	Steven Eanes Billy Altman Charles Lane John Beach Robert Logan Jim Cady, Sr. Ryan Muterspaugh Steve Davis Morris Reece Stephen Simon	Lee Simpkins Carey Harveycutter Dale Wagoner Daryl Hatcher Ford Wirt Carlton Hudson Doug Young Greg Hutchins Tim Duffer	Staff Present	Sharyn Campbell Charles Berger Gene Dalton
			Guests Present	Sherry Lane

TO ORDER:

President Ford Wirt called this regular meeting of the Board of Directors to order at 7:00 PM. Ford thanked the Cave Spring Auxiliary for providing our meal. He also thanked the Cave Spring First Aid and Rescue Squad for hosting our meetings.

Ford introduced guests:
Sherry Lane

SECRETARY'S REPORT:

Rob presented minutes of the last meeting as distributed. Ford called for any corrections or additions. It was noted that the adjournment time for the last meeting was actually 7:30.

Motion was made and duly seconded to approve. **Motion CARRIED.**

TREASURER'S REPORT:

Treasurer Harveycutter presented the unaudited treasurer's report for the FY 2008 year end. Rob noted that the year end would likely show a surplus of some \$60,000. The program figures are not entirely accurate because many projects carry across fiscal years.

Treasurer Harveycutter then presented the unaudited treasurer's report for the first quarter of fiscal year 2009. He noted that all accounts were within expectations except for fuel costs. This account will be over budget for FY 2009. Several revisions will be made to update this report, and a revised version will be distributed to the Board at a later date.

Motion was made and duly seconded to receive both reports. **Motion CARRIED.**

Treasurer Harveycutter addressed the Board on recent cost-cutting measures that had been undertaken by the executive director in light of potential reduced revenue for the coming fiscal year.

The Treasurer then reported on the progress of the FY 2008 audit. All field work is complete. Draft statements are expected within the next two weeks and will be distributed to the board when received. Kathryn Overacker from Goodman & Co. will attend our January meeting to present the audit findings. Several minor deficiencies were identified as part of the A-133 audit, and will be addressed at that time.

Rob reported that he and other staff members met with Doug Nickerson from Clifton Gunderson CPAs in Richmond to begin a verification audit of FY 2007. They will work with our auditors, Goodman and Co.

EXECUTIVE COMMITTEE:

The Executive Committee has met twice to review RSAF grants. Also, the committee was briefed on the progress of the Process Action Team, and on possible impacts to WVEMS and BREMS.

The Executive Committee also recommends that Steve Eanes be elected as Vice President of the board, and Dale Wagoner for the 12th PD at-large position on the executive committee. The committee further recommends that the 4th PD at-large position be held vacant at this time.

The floor was opened for additional nominations. Being none, vote was taken and Steve Eanes was **elected** Vice President for the unexpired term ending on January 31, 2009.

The floor was opened for additional nominations. Being none, vote was taken and Dale Wagoner was **elected** to serve on the Executive Committee as the at-large member representing the 12th PD for the unexpired term ending on January 31, 2009.

Rob lead a discussion on the three-year Regional EMS Plan for 2009. The document with staff recommendations was presented. Discussion on internal strengths and weaknesses, and external opportunities and threats to WVEMS' and Virginia's EMS system was held, along with similar discussions on the new elements of the plan. Particular discussion was held on threats concerning possible funding reductions, and the many opportunities afforded by an eventual merger with BREMS, along with increased collaborations with Southwest and other regional councils.

Rob emphasized the importance of active board participation in the strategic planning process. The process to solicit additional input, including public comment, was explained. President Wirt asked and encouraged all Board members to send any additional comments and recommendations to Rob.

The draft plan will be posted for public comment, and presented to the board for final review, revision and adoption at its January 2009 meeting.

MEDICAL DIRECTION COMMITTEE:

Regional Medical Director Dr. Charles Lane reported on recent discussions and actions by the state medical direction committee, and on upcoming revisions to the certification

levels in Virginia as we move to adopt the national scope of practice. He noted that Virginia will likely maintain some “intermediate” level, in addition to the new national levels. He also reported on efforts toward developing stroke centers, and the development of state and regional stroke triage plans. He also reported on the significant number of OMDs who have not maintained current OMD credentials across the state.

Several board members thanked Dr. Lane for keeping the board more informed than any past RMD in this region.

PERFORMANCE IMPROVEMENT COMMITTEES:

Debbie reported that the Medical PI committee and then the Trauma PI Committee met on September 24. She reported the best attendance ever at these meetings. Results from several PI projects were presented to the committees and discussed. Ford Wirt asked that the Trauma PI Committee address on-scene time in a future project, in an effort to encourage the rapid treatment and transport of trauma patients.

COMMUNICATIONS AND TRANSPORTATION COMMITTEE:

Our discussions with T-Mobile to acquire three microwave paths for which we currently hold licenses were completed. T-Mobile offered, and we accepted \$13,833 to decommission these three paths.

Sale of the Peaks Knob tower to Pulaski County is complete. We received payment of \$27,000.

Rob also reported that a RSAF grant request for replacement Med 9-10 repeaters on Tinker Mountain has been submitted to OEMS.

PERSONNEL AND TRAINING COMMITTEE:

Has not met since last board meeting

ALLIED RESOURCES COMMITTEE:

Morris Reece reported that this committee will meet in November. A RSAF grant request is in to implement the King Airway, and this committee will further address the addition of these devices to the regional exchange program

NSPA: Morris Reece reported for the Near Southwest Preparedness Alliance. NSPA met earlier today at the Carilion Medical Office Building. He announced that Bobby Baker will soon transition to a position at Lewis-Gale Medical Center, working as the hospital preparedness coordinator. He will continue to assist NSPA on a part-time, contractual basis to maintain certain mobile medical assets. He further reported that this region will receive slightly more in ASPR funds this year than last, and that a greater percentage of funds will go directly to hospitals.

EMS ADVISORY BOARD: Morris Reece reported for the Advisory Board. A written report is attached to these minutes. The next meeting is set for November 12 in Richmond. The Governor’s office, at this time, has not taken action on new appointments to the advisory board.

EMS FINANCIAL ASSISTANCE:

Current cycle requests have been reviewed and scored by the Executive Committee. Grades and comments will be submitted to OEMS in advance of the stated deadline.

NEW BUSINESS:

None.

PRESIDENT'S REPORT: The President reported 66 percent of the board in attendance.

EXECUTIVE DIRECTOR'S REPORT:

Rob reported that the regional councils are collectively working to standardize policies and fees for consolidated testing. To minimize impact on state support for this program, he asked that he be allowed to standardize our testing fees by implementing a standard \$25 fee for any practical test, whether initial or retest. Motion was made and duly seconded to revise our fee schedule, effective January 1 at the earliest, to fall in line with the statewide standard. Motion **CARRIED**.

Rob discussed the Process Action Team looking at revisions to regional council service areas. He explained progress, and the upcoming two-day workshop in November. He presented to the board the presentation that was given to the PAT concerning collaborations between WVEMS, BREMS and SWVEMS.

He also discussed a proposal that was put forth by the Office of EMS at request of the PAT to fund the establishment and operation of 7 OEMS offices across the state rather than fund regional EMS councils. Much discussion has taken place and will continue regarding this proposal. A copy was distributed.

Rob reported that Debbie Akers was recognized by the National Association of EMS Educators as the "NAEMSE Hero" for 2008. Her award was presented in St. Louis last month, and the NAEMSE annual conference. An article about Debbie will appear in an upcoming edition of the Roanoke Times. Members of the board congratulated Debbie on this accomplishment.

The federal government requires that a plan relating to the optional pre-tax 403B Tax Deferred Annuity be adopted. He presented the packet for consideration. Motion was made and duly seconded to adopt the plan. Motion **CARRIED**.

Each quarter, a report is submitted to OEMS regarding the status of the many deliverables called for in the contract. A copy of the report for the first quarter of FY 2008 was distributed and will be posted to the WVEMS website.

STAFF REPORTS:

Debbie - none

Mike – reported on the status of the current EMT-I program underway at the New River EMS Training Center.

Charles – none

Gene – Thanked WVEMS for the opportunity to come to work for the Council as a field coordinator, and expressed his desire to contribute all that he can in this role.

Sharyn - none

OTHER BUSINESS:

Tim Duffer thanked Charles and Debbie for their diligent work toward accreditation of the Danville-Pittsylvania EMT-I Accredited Training Program.

Lee Simpkins thanked staff for its participation in an upcoming regional-level drill in Radford.

Steve Davis thanked Debbie and Mike for their assistance in providing training that resulted in Giles County Rescue Squad's recent winnings in the ALS and Dive competitions at the VAVRS convention.

HEARING OF THE PUBLIC:

None

Being no further business, the meeting was adjourned at 8:50 PM.

Respectfully submitted:

Robert Logan, Executive Director

**Report of the State EMS Advisory Board Meeting
Norfolk, Virginia
November 12, 2008**

1. The Governor has not yet announced new appointments to the Advisory Board. Current board members will remain until the Governor has made the new appointments.
2. The state Office of EMS will lose several positions due to budget constraints, including the Consolidated Test Site Coordinator position, Stroke Care Coordinator position, and the CISM Coordinator position. The CISM program will be maintained within the Emergency Operations division and will be staffed by the current Emergency Operations staff.
4. OEMS was awarded a 2008 Department of Homeland Security Grant in the amount of \$1,391,000, which will be used for the EMS Registry project.
5. Regulations promulgated in 2003 that set requirements for endorsement as an Operational Medical Director gave OMDs five years to meet these requirements. At the conclusion of this five year period in July 2008 there were still 250 OMDs, out of a total of 330, or almost 84%, of OMDs who had not met the requirements. These OMDs were granted a one year extension until August 2009 to meet the criteria. New proposed regulations concerning future OMD endorsements, which maintain the five year endorsement period, are currently being developed. OEMS staff and the Virginia College of Emergency Physicians are working on an online educational opportunity for OMDs, who would receive conditional endorsement after completing this on-line program, but would need to complete other educational sessions within the following year as well to, make the endorsement permanent.
6. A project involving the American Heart Association and the Virginia Heart Attack Coalition is focused on improving Stemi care in the EMS community and at local hospitals. A survey for EMS personnel about this effort is currently being distributed.
7. A facilitated work session of the team looking at potential council realignments was conducted on November 20 and 21 in Waynesboro. Executive Director Logan will update the Board on this effort at the January meeting.
8. Proposed legislation at the upcoming General Assembly would permit sirens and additional lighting to privately- owned vehicles.
9. Financial Assistance Review Committee requests for the period ending September 15 totaled approximately \$6.6 million from 117 agencies. There will only be about \$3.5 million awarded during the current cycle, a reduction due to budget cuts. There were over \$3 million for ambulance requests, while over 40 percent of the requests were for communications. The web based RSAF program remains under development. The Office of EMS has changed the grant review cycle to April 1 through March 30 to help offset a large cash balance being reported at the end of the fiscal year.
10. Also under consideration is a research study on the use of ultrasound by prehospital personnel, proposed to be done in the Norfolk area.
12. The current status of adopting or modifying the National Scope of Practice will be discussed at the January Council board meeting.

Respectfully submitted

Morris D.Reece

RSAF AWARDS – Jan – Dec 2009 Cycle – WVEMS Region

<u>Agency</u>	<u>Item(s)</u>	<u>Amount Awarded</u>	<u>Funding</u>
Cool Branch Rescue Squad	12 Lead	\$17,371.00	50/50
Horsepasture Rescue Squad	LP 12 w/ 12 Lead	\$10,500.00	50/50
WVEMS Council	King Airway Project	\$92,079.00	100%
VA Tech Rescue Squad	MCI Trailer Replacement	\$6,800.00	80/20
Blairs Fire and Rescue	AED/12 Lead Combo	\$15,200.00	80/20
Ridgeway District Rescue Squad	LP 12 w/ 12 Lead	\$33,333.00	80/20
VA Tech Rescue Squad	Stair Chairs	\$3,520.00	50/50
Blairs Fire and Rescue	Type 1 Ambulance	\$85,216.00	80/20
Botetourt Co. Emergency Services	Type 1 Ambulance	\$53,260.00	50/50
Dunlap Fire and Rescue	Crash Truck	\$107,736.00	80/20
WVEMS Council	Med 9 & 10 Repeaters	\$16,559.00	80/20
	SyTech Interoperable Gateway	\$9,000.00	50/50
VA Tech Rescue Squad	Gateway	\$9,000.00	50/50
Danville Fire Department	Laptops & Software	\$29,468.00	50/50
Vinton First Aid Crew	2 hp Electric Pump	\$1,650.00	50/50
Vinton First Aid Crew	30" Rams	\$1,515.00	50/50
Vinton First Aid Crew	100' Extension Hoses	\$1,230.00	50/50
Floyd Co. Lifesaving/First Aid	Stretchers	\$9,600.00	50/50
Regional EMS Inc.	Type 1 Ambulance	\$53,260.00	50/50
Chatham Rescue Squad	Ford F-450 4x4	\$53,260.00	50/50
Chatham Rescue Squad	Computer	\$800.00	80/20
Horsepasture Rescue Squad	Zoll Autopulse	\$7,583.00	50/50
Roanoke Co. Fire & Rescue	Type 1 Ambulance	\$55,535.00	50/50
Chatham Rescue Squad	Powered Cots	\$19,969.00	80/20
Horsepasture Rescue Squad	Lift Assist Stretchers	\$18,932.00	80/20
Covington Rescue Squad	Type 1 Ambulance	\$53,260.00	50/50

Total: \$756,636.00

Requested: \$6.6M

Awarded: \$3.5M

WVEMS Region Share of Total 21.62%



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Strategic Plan

2009-2012

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Adopted by the Board of Directors January 15, 2009

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This plan was developed as part of the effort to standardize long-range planning across the eleven EMS regions in Virginia, along with the long-range statewide EMS plan developed by the Virginia Office of EMS.

You will notice that the plan is very broad in scope. It is not intended to address ongoing and day-to-day work and initiatives.

The plan is intended to be reviewed and updated annually.

~~A companion to this plan is an annual work plan. The work plan consists of a series of projects and initiatives that result in the Council's work product for the year.~~

Please feel free to address any questions or comments to:

Robert Logan
Executive Director
Western Virginia EMS Council
1944 Peters Creek Road NW
Roanoke, VA 24017
800-972-4367
logan@vaems.org

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Core Strategy 1: Develop Partnerships

Key Strategic Initiatives

.1. Promote collaborative approaches.

- .1.1. Develop and foster relationships with federal, state, and local partners, educational institutions and other Regional EMS Councils. ~~Enter into~~
- .1.2. Continue definitive discussions with the Blue Ridge EMS Council and others relevant to anticipated council boundary revisions.
- .1.3. Strengthen on-going relationships with Virginia Department of Health, other state departments, public safety, public health and medical facilities.
- .1.4. Foster regional legislative involvement for EMS initiatives.
- .1.5. Cultivate grass roots support for Strategic Initiatives.
- .1.6. Develop extensive and meaningful collaborations with the Southwest Virginia EMS Council, to include work toward unified protocols, drug boxes, policies and plans.
- .1.7. Collaborate with the Old Dominion EMS Alliance and its Southside EMS Council to ensure that the agencies, localities, hospitals and providers in that sub-region are best served.

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.2. Attract and support outstanding health care providers.

- .2.1. Cultivate partnerships with universities, colleges, accredited training programs, and others to attract and educate EMS providers.
- .2.2. Recruit and assist in retaining EMS physicians.

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.3. Further community based prevention.

- .3.1. Encourage illness and injury prevention programs through collaboration with other agencies and organizations.

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.4. Identify resources for responses to emergencies both natural and man-made.

- .4.1. Enhance relationships with local Emergency Managers and other federal, state, and local agencies.
- .4.2. Support ongoing training, evaluation and develop resources for emergency preparedness and response.
- .4.3. Participate in and support planning activities relating to MCI preparedness within the region.

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Core Strategy 2: Utilize Tools and Resources

Key Strategic Initiatives

2.1. Facilitate EMS performance improvement and related research.

- 2.1.1. Support and encourage research and other projects utilizing collected EMS data.
- 2.1.2. Promote quality assurance and performance improvement in EMS service and trauma triage compliance.
- 2.1.3. Support development of, and, once implemented, encourage the best use of the electronic Virginia EMS Registry to support meaningful data collection and research to promote evidenced-based decision-making affecting the EMS system.

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2.2. Support quality education and evaluation of EMS personnel.

- 2.2.1. Expand availability of ALS Training. Support existing accredited EMT-Intermediate training sites and develop new sites as needed.
- 2.2.2. Promote leadership and management training.
- 2.2.3. Support and improve processes for evaluation of ALS and BLS candidates.
- 2.2.4. Assist local school systems in providing BLS EMS education.
- 2.2.5. Assist community colleges and other institutions of higher learning within the WVEMS region in providing quality EMS education.

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2.3. Foster appropriate use of system-wide EMS resources.

- 2.3.1. Support education, legislation and programs to promote appropriate use of EMS resources.

2.4. Provide resources to support the EMS system.

- 2.4.1. Provide tools to assist in recruitment and retention events across the region.
- 2.4.2. Provide resources and information to instructor network.
- 2.4.3. Promote and provide enhanced resources for quality EMS education.
- 2.4.4. Provide loaner bank of training equipment and publications.
- 2.4.5. Facilitate referrals and reporting of information to the operational medical directors using the Medical Incident Review process and the regional Performance Improvement Committees.

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Core Strategy 3: Develop Infrastructure

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Key Strategic Initiatives

3.1 Develop and strengthen board of directors.

- 3.1.1 Review and revise board governing documents.
- 3.1.2 Cultivate further board member participation.

3.2 Adequately staff the Western Virginia EMS Council.

- 3.2.1 Ensure adequate staffing and procedures to support the variable nature of the EMS system requirements and challenges within the region.
- 3.2.2 Assess and adapt the Council's role in ensuring appropriate EMS provider training.
- 3.2.3 Provide ongoing workforce development and supporting resources to maintain a proficient and productive staff.
- 3.2.4 In response to increased audit standards for non-profits, improve fiscal management and accountability standards. Develop Financial Controller position and means to fund this position.
- 3.2.5 Cultivate and support efforts to realign regional service areas in concert with OEMS to best benefit constituents in the current and proposed service area.
- 3.2.6 Apply for, obtain, and maintain VDH designation according to the policies, regulations and directives put forth by the Virginia Office of EMS.

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3.3 Focus recruitment and retention efforts.

- 3.3.1 Support and promote recruitment and retention campaigns within the region.
- 3.3.2 Promote and conduct annual EMS awards program.
- 3.3.3 Promote and offer financial assistance for EMS provider education as funding permits.
- 3.3.4 Identify and promote opportunities for financial assistance for EMS education throughout the region.
- 3.3.5 Support regional crisis intervention initiatives.

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3.4 Upgrade technology and communication systems.

- 3.4.1 Promote improved EMS communications systems and information sharing.
- 3.4.2 Promote the use of technology in EMS reporting and quality assurance.
- 3.4.3 Improve IT security and redundancy for all EMS regions.
- 3.4.4 Plan and implement information-sharing and electronic communications enhancements to benefit WVEMS and other regions.

3.5 EMS funding.

- 3.5.1 Encourage pursuit of alternative funding sources including revenue recovery and increasing operating efficiencies.
- 3.5.2 Provide greater assistance to eligible applicants in applying for Rescue Squad Assistance Fund and other grants.
- 3.5.3 Assist in maximizing the effectiveness of the RSAF by providing meaningful information in the grading and review process.
- 3.5.4 Ensure appropriate stewardship of EMS council funds.

3.5.5. Support and advocate for a stable funding stream for state and regional infrastructure to include effective use of Four-for-Life funds by OEMS and the regional councils.

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Core Strategy 4: Promote Other Regional and Statewide Initiatives

Key Strategic Initiatives

4.1. Further projects in conjunction with NSPA

- 4.1.1. Participate in activities relating to hospital preparedness.
- 4.1.2. Design and produce custom ID badges for EMS agencies, NSPA responses to drills and actual events, and others as requested.
- 4.1.3. Assist in staffing and operating Regional Healthcare Coordinating Center (RHCC), STIP and other NSPA resources.
- 4.1.4. Provide other contractual services as needed.

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4.2. Supplemental Support, Contracts and Projects

- 4.2.1. Support projects and initiatives of the Alliance for Emergency Medical Education and Research (AEMER).

4.2.2. Provide technological support for statewide resources such as the VA EMS Recruitment Jobs database.

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4.2.3 Maintain availability to assist other regions, OEMS, other agencies and organizations to enhance EMS and healthcare delivery in Virginia.

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4.3. Establish and further develop partnerships with educational entities¶

4.3.1. Assist local school systems in providing BLS EMS education¶

4.3.2. Assist community colleges and other institutions of higher learning within the WVEMS region in providing quality EMS education ¶

Appendix 1

Mission

The mission of the Western Virginia EMS Council: As an integral part of Virginia's comprehensive EMS system, WVEMS serves to assess, identify, coordinate, plan and implement efficient and effective regional EMS delivery systems in partnership with Virginia's Office of Emergency Medical Services and EMS Advisory Board.

Appendix 2

Planning Committee and Process

The WVEMS Staff Leadership Group served as the planning committee for the 2009 update to this plan. The Leadership Group consists of the Executive Director, Assistant Director, Regional Education Coordinator, and the Executive Director of the Near Southwest Preparedness Alliance.

The process to revise and update this plan included a review of the mandates set forth in the Code of Virginia and the WVEMS Contract with OEMS. Then, at its October 2008 meeting, the WVEMS board of directors conducted an analysis of the plan's components, as well as the strengths and weaknesses of, and opportunities and threats affecting the EMS system in Virginia and the WVEMS region.

In the ensuing three months, the draft plan as approved by the board was posted and public comment was invited. Then at the January 2009 board of directors meeting, final review and discussion took place, and the resulting document was adopted.



Continuity of Operations Plan (COOP)

Guide for Disaster Avoidance, Preparation and Recovery

December 2007
(DRAFT January 2009 rev.)

Mission

The mission of the Western Virginia EMS Council is to reduce morbidity and mortality by facilitating regional cooperation, planning and implementation of an integrated emergency medical services delivery system.

Introduction

The primary purpose of the continuity of operations plan (COOP) is to enable the council to recover from a disaster as soon as possible so that it can continue its operations to fulfill its mission. In times of disaster, that mission might additionally include support and assistance to the various EMS agencies, localities, hospitals, and other public safety organizations and personnel, and the general public, to help them recover from disaster. The exact form of assistance may be variable depending on the disaster, but this plan does identify certain essential steps the council will take to support the EMS community and others who will depend on that support.

Section 1. Team Formation, Assessment, Changes in Everyday Practices

Team formation and responsibilities

Who is in charge during a crisis? Who helps plan for disaster and recovery? The Communications, Protection and Readiness Team (team).

- The Executive Director appoints the team.
- Team members, in order of succession
 - Executive Director
 - Assistant Director
 - Regional Education Coordinator
 - NSPA Executive Director.
- Duties of team members in times of crisis:
 - Admin/Management – Facilitate communications among team members and oversee plan and plan tests. Locate temporary office space and coordinate activity around setup. Coordinate activity between and among staff regarding client, customer, vendor and other party communications to ensure continuation of operations.
 - Systems/telecommunications recovery – Conduct all activities around IT and telecom recovery as well as data preservation, security and recovery. Provide staff briefings on internal emergency preparedness supplies, equipment, security and procedures.
- General additional team duties: Conduct an initial business preparedness and impact analysis and continue to reassess preparedness needs based on board, staff, experiential and best practices feedback. Develop and periodically revise the COOP.

Staff and visitor preparedness

- All staff will receive training in emergency preparedness. At a minimum:
 - All staff will review this COOP as part of initial employment briefing.
 - All staff will be trained in the equivalent of the American Heart Association's Heartsaver CPR, AED and First Aid within six months of employment. (Prior training at the EMT-B level or above will suffice for the first aid training)
 - All staff will initially and periodically receive orientation on the location and use of the council's AEDs, first aid kits, fire extinguishers, emergency lighting, evacuation routes and assembly points.
 - All staff will periodically discuss office security, locking procedures and other personal security techniques.
- Floor plan drawings representing the council office, evacuation routes and placement of fire extinguishers, first aid kits and AEDs will be developed and posted in conspicuous locations.
- Any persons or groups using the council office for meetings, courses and events will receive written or electronic information for attendees. The information will highlight general housekeeping announcements (restrooms, vending, coffee, etc) and include life safety information regarding facility evacuation routes and location of fire extinguishers, first aid kits and AEDs.
- In case notification needs to be made of office closing or meeting/course/event postponement or cancellation, the registration process for events should include reliable email addresses and 24/7 telephone contact information for attendees. In the event of outside groups, the group planner/event coordinator should be advised to maintain up-to-date attendee contact information for this same reason, and staff should have reliable 24/7 contact information for that group planner or coordinator.

Employee Contact Information

- The team will initially utilize email or group-connect by handheld communications device (Blackberry or whatever similar device is in use at the time of crisis) to contact all employees. Contact information for all employees will be provided to all employees in hard-copy form and for inclusion in Outlook contacts which can be accessed from any location via the Internet, using the Outlook web interface. The WVEMS Office Manager will keep employee information up-to-date. Additional backup employee contact information will be maintained in the council's password-

protected electronic bookkeeping system and in locked personnel files (the backup information accessible to the Office Manager, the Executive Director and the Assistant Director).

- During emergencies or any situation which closes the office during regular office hours (examples include prolonged loss of power, localized flooding, etc), the team will utilize the methods described above to notify all staff members of the situation and anticipated resumption of operations. These methods may also be used to notify staff of any other serious office situation or security issue.
- The team will utilize staff members' vaems.org email (and any existing secondary email addresses) to supplement and augment emergency notification information.
- All staff members will use the Microsoft Outlook program to maintain personal work calendars, and shall "share" their calendars with other staff members. The Council's management team will regularly review staff calendars and will be generally cognizant of the current location of each staff member. Staff members in the Roanoke office should also verbally notify the Office Manager when coming and going from the office.

Emergency Assembly Location

- In the event of emergency evacuation of the council's main office, staff members and visitors will assemble across Norwood Street in the Duncan Automotive parking lot near the door to the pre-owned car showroom. The assembly point for evacuation from other Council offices will be as described in the evacuation plan for the facilities in which those offices are located. Situations such as a fire alarm or known fire, security situation or any other emergency deemed to render the office unsafe shall prompt emergency evaluation.
- A team member or other responsible party will provide an "all clear" to those evacuated to return to the office, or to depart and return as indicated based on the circumstances causing the emergency evacuation.

Data protection, redundancy and recovery

The Council will take steps to preserve critical electronic files and equipment.

- Council policies require all staff to save all work-related electronic files on the network server ("S" drive).
- ~~The WVEMS network server will be configured to conduct full nightly backups. Backup drives are changed daily by the Program Support Specialist. One full server backup will be taken off site each night by the Office Manager (or a member of the Management Team in the Office Manager's absence). As needed, backup files may be restored by Coralogic. A test of backup file restoration will be accomplished every six months.~~
- The WVEMS network server will be configured with the capability to make off-site backups which will be uploaded automatically to server networks maintained by a subscription-based service. Other backups on-site may also be maintained.
- The WVEMS network server will be configured such that backup copies may be restored at any time. Each backup site maintains incremental daily backups for a minimum of 14 days.
- All desktop computers, servers and main telephone control unit will be protected by Uninterruptible Power Supplies. All laptop computers will be protected by surge suppressors.
- All council users will be assigned network passwords. Server enforced policy will automatically log off a user after 30 minutes of inactivity.
- The main network server, telephone control unit, related equipment and onsite backup drives will be maintained in a locked area accessible to the team and IT support technicians.
- All council computers will have up-to-date antivirus software, firewalls and other processes to avoid malicious attacks as recommended by IT support.
- A listing of computer network hardware, software, telephone equipment, IT vendors, network mapping and settings are included in Appendix 1 (IT/Telecom Vendor List).
- Copies of board and standing committee minutes and council program reports will be posted to the OEMS Lotus Notes system (when required by contract) as well as to the council's website providing multiple, redundant copies of these records.

- The council's website and email service will be provided and maintained on off-site servers protected with UPS, physical site security, resistance to high winds, nightly backups, and redundant Internet connectivity. The current vaems.org host and council IT support is Corallogic Corporation.
- Related "[Computer Usage and Email Policies](#)" are found in the Council's Employee Policies (hard copy provided to each employee and accessible on-line at www.wvems.org/pp2006).

Document Preservation

In addition to electronic files addressed in the previous section, the council will identify and take precautions to preserve critical paper documents.

- The council's records retention policy requires maintenance and disposal of certain documents at 3 and 7 year intervals, and maintenance of certain documents on a permanent basis. See related Records Management Policy (hard copy maintained by Office Manager) and computer network Public folder.
- Storage for permanent and 7-year paper records will be provided in marked file boxes in a closed storage room which may be on-site or off-site.
- Critical records (including the IRS non-profit determination letter, articles of incorporation, bylaws, current asset lists, etc) will be scanned to electronic format and retained in the computer network Admin folder which will also cause offsite backup of these files.
- Copies of critical documents, including vehicle titles will be stored in the Council's on-site safe with a minimum 2-hour fire rating.

Insurance and Liability

- The council will maintain general business insurance coverage (includes fire, theft and general liability) for all assets, staff and visitors. The level of fire and theft coverage will be revised and adjusted annually if needed based on replacement costs of furnishings and equipment assets.
- The council will maintain required automotive insurance for council-owned vehicles and trailers.
- The council will maintain a general risk management policy (umbrella liability coverage) available through the Commonwealth of Virginia (VA Risk2) to provide staff, board and volunteer coverage.
- The council will maintain employee theft insurance.
- The council will indemnify the board of directors.
- Staff will monitor general conditions of furnishings, carpets, and other aspects of the council office and correct or report to the team and/or building management any situation which might cause a hazard.

Section 2. Disaster Preparations and Response

Pre-designated assembly location for office evacuation – addressed in Section 1.

Mass Illness – The primary objective related to mass illness such as the pandemic flu will be to help prevent the spread of the disease, to maintain essential office operations as much as possible and to take action to help restore normal office operations as soon as possible. National predictions for an event like pandemic flu call for a slowly evolving event that could remove as much as 60% of the workforce for several weeks.

To help prepare for mass illness, staff members are generally paired with other staff members in understanding and performing work functions; that is, at least one other staff member can assume a staff member's duties. An administrative duties pairing is established for all administrative support staff (see appendix). All program staff within each program should frequently work with other staff members to ensure sharing of information, project lists, contract deliverables, contacts, etc. All committee members and contact information is maintained in the main WVEMS database. Such individual contact lists may also be maintained in individual staff member's Outlook. Staff members with responsibility for a committee or program are responsible for the accuracy of the main server database information for committees, students, instructors and others within their area of responsibility.

To help minimize disease spread, staff members are advised to take personal actions such as frequent hand washing, distancing from others with disease, and other actions consistent with recommendations provided by public health directors. To assist with recommendations related to social distancing, the council will support electronic meetings, teleconferencing, etc. of committee meetings and other networking necessary to continue council activities.

Unanticipated disasters, localized versus regional (weather events, fire, other office damage) – In general, this plan helps ensure that regardless of the disaster, the council is prepared to restart operations by restoring data, short or long term relocation, or other actions to get back in business as soon as possible. An unanticipated disaster such as a fire might prompt immediate evacuation, then a return after an "all clear". Significant fire damage might prompt temporary or permanent office relocation depending on the severity of damage. A tornado may not prompt an immediate evacuation, but resulting damage might cause the need for office relocation. In all cases of unannounced disaster, the most immediate plan calls for life safety—taking action to ensure the safety of staff and visitors to the office. Following the disaster, the team will assess the need for follow up actions and advise remaining staff.

Event cancellation or postponements – Since office closure due to an impending weather emergency or unanticipated disaster can disrupt planned meetings, courses or other activities involving visitors to the office, the plan includes notification of such facility issues to expected visitors. Anticipated attendee information should be collected in advance of meetings, courses or other activities in the office (see previous section). Program support staff should be prepared to rapidly communicate closing or other event change information to anticipated attendees by email and/or by telephone as time and abilities allow. Appropriate signs should also be prepared and posted on council office/classroom doors related to cancellations and closings by program support staff. In addition, staff should use the council's website, listserv, committee email lists and any other means of communications to notify committee members and others of event cancellations, changes or office closings.

Section 3. Recovery

Planning for pre-designated short term office relocation – The council will develop memorandums of understanding with two potential alternate short term office locations. The first will be a MOU with NSPA to use the Mobile RHCC/Communications Trailer as an emergency office. This trailer is configured with satellite communications, Internet, radio communications, telephone, and

workstations. It also has kitchen and restroom facilities. The second MOU will be developed with a leasing firm to provide a temporary fixed office facility. Current vendor contact information, computer network information, telephone information and re-use of existing undamaged equipment will be used by the team to recreate a reliable office infrastructure. (See appendix – Computer Network Documentation)

Telephone and email contingency for off-site work – The Council's email system is hosted on a secure Exchange Server located in an off-site data center. Email may be accessed and used anywhere that an Internet connection is available. The Council's telephone service is Voice-Over-Internet-Protocol (VOIP) based. WVEMS maintains an off-site cache of VOIP telephones that will take over the WVEMS phone system automatically when plugged into any high-speed Internet connection.

Work from home alternatives – The council's network and telephone system will support remote/offsite work locations. Depending on the anticipated need and duration for office relocation, a temporary "work from home" alternative will be considered. VOIP telephones and remote access to files and email make this a viable alternative.

E-meeting alternatives – Temporary relocation, mass illness or other factors may prompt the need to conduct council business of committee meetings or other networking by electronic means. The council maintains a conference calling capability with a third party vendor which supports audio and web conferencing. The web conferencing is available as document sharing for large groups or web-based videoconferencing for small groups.

Reestablish/purchase office equipment, Internet service, Telephone service – A comprehensive documentation of current vendors, service providers, IP assignments, office equipment, etc will be maintained to assist in reestablishment or purchase or replacement office electronics and other equipment. (See appendix – Computer network documentation)

Reestablish mail delivery – The team will notify the USPS, FedEx, DHL and UPS to any changes in short or long term office relocation.

Reestablish financial management – A priority in reestablishing office operations, and supporting others, will be continuation of accounts payable, payroll and accounts receivable. The council utilizes Peachtree Accounting software for bookkeeping. The program saves its data to the council's server, and is backed up daily. In the event of office disruption, the data can be restored on any other computer with the QuickBooks program, and also by a number of accountants throughout the region. In addition to the Office Manager, at least one other Council staff member will remain proficient in the use of the accounting software. All program managers can issue purchase orders. Payroll is handled via direct deposit to staff member's banks. The Office Manager has primary responsibility for bookkeeping and the team has responsibility for restoring the Office Manager's computer, Peachtree software and council financial data.

Support to NSPA: Replacement of medications and supplies - Mass illness, WMD attack or other disaster might require use of NSPA-provided supplies of preventative medications, antidotes or other bulk supplies. The Council will support replenishment of medications or other related supplies as required utilizing available NSPA/ASPR sustainment funding. Some medication and supply caches are maintained at the WVEMS office in Roanoke, including a regional cache of Tamiflu. WVEMS staff members will assist NSPA staff in distributing this cache upon request.

Support to EMS community - Emergency protocols: Mass illness or other disaster might require short or long term changes to EMS medical protocol related to triage, treatment and/or transportation of patients. The council will support committee meetings and other networking necessary to facilitate such decision-making. This facilitation may need to accommodate social distancing.

Support to the Virginia Office of EMS – The VAOEMS continuity of operations plan calls for restoration of documents such as regional EMS contracts with assistance from the EMS councils. The

council will support the VAOEMS with document recovery and with any other reasonable request to help assess and restore the statewide EMS system.

Planning long term office relocation – Consideration for the potential for long term or permanent office relocation would be driven by catastrophic damage to the existing structure and resulting decisions by the board of directors and insurance providers to rebuild or not. The Executive Director or designee would explore these issues with the board and insurers and would undertake the process of identifying suitable office space for long term or permanent relocation if necessary.

APPENDIX 1 - Vendor List

<p>Information Technology/Computer Support- Email, website, web store</p> <p>Coralogic Corporation</p>	<p>Jim Huffman www.coralogic.com 3700 Commerce Blvd Suite 107W Kissimmee, FL 34741-4656 407.520.5135 888.267.2564 (888.CORALOG) Support ticket requests: Email to support@coralogic.com</p>
<p>Telephone System Support: Roanoke Office</p> <p>Ideacom Midatlantic</p>	<p>www.ideacomma.com 1540 Plantation Road, NE PO Box 13865 Roanoke, VA 24037-3865 540.982.0071 800.989.0071 Fax 540.982.0081</p>
<p>Mobile Phone/Blackberry Support</p> <p>Verizon</p>	<p>Melody Hodges Customer Service 800-922-0204 Blackberry Enterprise Server Coralogic (See IT Support above)</p>
<p>Security System/Card Access System: Roanoke Office</p> <p>Diversified Security Resources</p>	<p>Don Gordon PO Box 505 335 Sontag Road Rocky Mount VA 24151 540.484.1634 Mobile 540.400.3173 divscrty@aol.com</p>
<p>Accountants/Auditors</p> <p>Goodman & Company</p>	<p>Kathryn R. Overacker, CPA www.goodmanco.com 4419 Pheasant Ridge Road, Suite 300 Roanoke VA 24014 540.767.1636 Fax 540.989.6613 koveracker@goodmanco.com</p>

<p>Vehicle Maintenance-Fuel: Roanoke</p> <p>Roanoke County General Services – Garage</p>	<p>David Anderson 622 S. Market Street Salem, VA 24153</p> <p>540.387.6555 danderson@roanokecountyva.gov</p>
<p>Vehicle Maintenance: Pulaski</p> <p>Pulaski County Garage</p>	<p>Don Cressell 5572 Utility Lane Dublin, VA 24084</p> <p>540.674.8667 540.440.0030 (Mobile) dcressell@pulaskicounty.org</p>
<p>Attorney/Registered Agent</p> <p>King Law Group, P.C. Attorneys at Law</p>	<p>Kenneth C. King 30 Franklin Road, SW Suite 400 Roanoke, VA 24011</p> <p>540.985.0123 Fax 540.985.0742 king@KLGLawyers.com</p>
<p>Audio/Video/Smartboards</p> <p>Lee Hartman and Sons, Inc.</p>	<p>Lee Hartman, Jr. John Cosgrove www.leehartman.com</p> <p>3236 Cove Road, NW Roanoke, VA 24017</p> <p>540.366.3493 800.344.1832 Fax 540.362.4659</p>

<p>Communications Trailer Satellite Internet Skycasters</p>	<p>1520 S. Arlington St., 1st Floor Akron, OH 44306 330.785.2100 800.268.8594</p>
<p>EMS Radio Systems</p>	<p>Tinker Mountain System Radio Communications Co. 1629 Centre Ave. Roanoke, Va. 24017 www.radiocommunication.com 540.342.8513</p> <p>Peaks Knob System Two-Way Radio Inc. 1300 West Ridge Street Wytheville, VA 24382 www.twowayradioinc.com sales@twowayradioinc.com 888.228.2791 Fax 276.228.5053</p> <p>Alleghany Sites (Horse Mountain and Bald Knob) Mountain Electronics 701 S. Highland Ave. Box 328 Covington, VA 24426 www.mountainelectronics.com info@mountainelectronics.com 540 962-3346 Fax 540 962-7869</p>

APPENDIX 2 – Computer Network Documentation

Council documents and other electronic records are stored on an in-house server or other network storage device to ensure regular backups and security of sensitive documents. All employees have been trained in storage of critical documents on network shares and to redirect "My Documents" folders to the server. Transparent to user operations, this process guarantees both a local and network synchronized copy of user documents and settings providing a redundant copy of documents on the server as well as functional documents in the event of a server and/or network outage.

Local servers have automated nightly backups that contain both a full restore as well as archived incremental backups of modified files. While archive periods vary based on amount of changed data and size of files, current backup media will maintain at least a 30 day archive. ~~External hard drives are used to transport backup files offsite to protect against fire, theft or other natural disaster.~~

Local servers also provide DHCP assignment of IP addresses and other network configuration settings. Printers and other devices requiring "static" IP assignment are also provided IP information via DHCP with address reservations. Every attempt has been made to limit manual configuration of equipment on the network. Static IP addresses for routers are provided by the ISP providing Internet connectivity. Any configuration information needed to restore services in the event of a failure will be provided upon equipment replacement.

Uninterruptable power supplies are installed to maintain network and Internet connectivity during brief power outages as well as to allow a controlled shutdown of servers to prevent data corruption. UPS units are not designed to maintain long term power but as a protective measure against power fluctuations that may cause hardware damage, file corruption or momentary disruptions in network connectivity.

Council websites are hosted by Corallogic and are located on servers in a secured 24/7 staffed facility at the Kissimmee, Florida data center. Uninterruptable power supplies provide an uninterrupted power source until diesel generators restore power to the data center. Fuel to cover a 14 day span is onsite and the data center is 3rd on the local list of critical operations to receive replacement fuel. Equipment is protected by an Inergen fire suppression system and housed in a facility rated to withstand CAT5 strength winds.

Internet connectivity is provided by multiple Tier 1 backbone providers on a redundant fiber ring. Redundant firewalls and routers are also onsite to provide load balancing between providers as well as fault tolerance in connections. Backups are performed nightly and retained on a nightly, weekly and monthly basis. Those backups are readily available to users through the CPANEL interface. Backups are also duplicated to a data center backup repository to retain data in the event of total server failure.

Hosted PBX services are provided by equipment housed in the same data center. In addition, an alternate server in an adjoining administrative building receives nightly updates of all configuration changes, voicemail messages, call logs, etc. Accounts can be activated on the alternate server within moments to retain services in the event of a failure of any PBX equipment in the data center. Due to the hosted nature of PBX services, council offices are not dependant on local telco facilities or on premise equipment. Restoration of telephone service can be rapidly deployed using offsite IP telephones and or computer based softphones. There is also the ability to redirect incoming DID (direct inward dial) numbers to alternate landline numbers as a failover.

~~Effective Q1 2008~~ All council email (vaems.org accounts) ~~is~~ **is** will be maintained on equipment owned by the Alliance for Emergency Medical Education and Research, and controlled by the Council, in the Kissimmee data center. This server holds the AEMER event registration system, Exchange mailboxes and the regional EMS council Blackberry Enterprise Server. The server is configured as a virtual machine with hard drive storage provided on a NAS (Network Attached Storage) device. This device has full RAID functionality to protect against data loss and/or corruption from hard drive failure. Regular snapshot images are automated on the NAS to allow a restore point in the event a software update or user error renders the system inoperable.

In the event of hardware failure, standby servers are available for lease from the data center until such time the defective equipment can be rebuilt or replaced. There is no cost to maintain the availability of standby servers until these servers are actually placed into operation and are then billed on a month-to-month lease basis. Virtual hard drives are maintained on the NAS equipment so no reinstallation of the server OS is necessary, providing quick restoration of service. Rack space in the data center is also available to the council offices for other dedicated services and would be provided the same protection as other equipment in the facility.

Offsite hosting of council email accounts will provide increased communications reliability. Users will have complete access to all email messages, contacts, calendars, tasks, etc. from remote computers using Outlook, the Outlook Web Access web interface, as well as wireless handheld devices. Email communications will not be dependent on Internet connectivity and or power at the council office.