

Are you getting the message?



Crisis and Emergency Communications

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DELAWARE HEALTH AND SOCIAL SERVICES Division of Public Health



In an emergency, we communicate with everyone in Delaware

DPH coordinates with many partners to provide accurate and timely information to all segments of the population.





The First Message

- Should go out 30 minutes upon declaration of a health emergency.
- Health messages go out regularly during an emergency.
- Messages can be detailed understand before you act.



It is important to follow all instructions carefully

• Instructions are designed to minimize illness or adverse health outcomes.

Hospital Acute Care Center Medical Needs Shelter Red Cross Shelter Mobile Medical Facility Neighborhood Emergency Help Center Special Needs Shelter



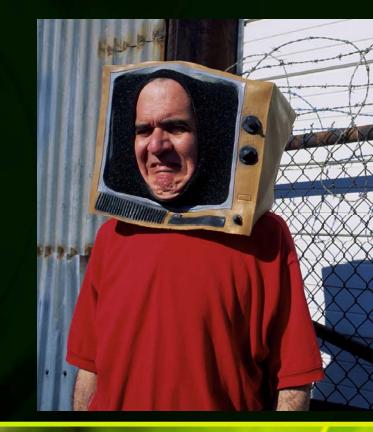
It is important to follow all instructions carefully

- Travel Restrictions
- Shelter-in-place
- Isolation
- Quarantine



Media

- Radio
- Television
- Newspapers
- Interviews
- Press Release
- Press Conference





Public Service Announcements

Radio:

- City Radio in Wilmington (1050 AM)
- DELDOT Radio (1380 AM)
- Local AM/FM radio stations

Television:

- Local stations
- Regional stations

Cable TV:

- Weather Channel crawler
- Message crawler

Others:

- Emergency Alert System (Radio, TV)
- DE Emergency Notification System (DENS)
 - Reverse 911 System





DE Health Alert Network (DHAN)

- Health messages for medical professionals concerning patient care.
- Can originate from CDC.
- Can originate from DPH for Delaware specific situations.

To sign up: http://dhss.delaware.gov/main/mailforms/dph_hanform.aspx



- Public Meetings
- Neighborhood Canvassing
- Leaflets
- Ham radios, broadband
- Electronic bulletins (Text, blast fax, etc.)
- Investigative Response Teams
 (Epidemiologists, environmental health specialists, nurses)



Internet



- State of Delaware http://www.delaware.gov
 - Delaware Emergency Management Agency
 - Delaware Division of Public Health
 - DPH Fact Sheets www.dhss.delaware.gov/dhss/dph/factsheetsaz.html
- Centers for Disease Control and Prevention (CDC) www.cdc.gov
- State Health Operations Center Call Center
 - Activated during public health emergencies
 - 48 person call center staffed with public health employees **1-866-408-1899** (only active during health emergencies)



QUESTIONS?



Will you get the message?







DELAWARE HEALTH AND SOCIAL SERVICES

Division of Public Health

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