



Department of Operations Center Assistance

24/7 Phone number 701-328-0707

NORTH
Dakota
Be Legendary.

Health & Human Services

DOC Personnel

- Sheri Hardy-Deputy Incident Commander
- Ryan Rippley-Planning Chief
- Jared Lemieux-Logistics Chief
- Jayme Erickson- Interim Operations Chief





What can the Department of Operations (DOC) Assist with?

- GAP (Surge) Staffing
- Vaccine Events
- Testing Assistance
- State Medical Cache
- EVAC TRAINING
- EVERBRIDGE NOTIFICATIONS

GAP (Surge) Staffing

STEPS TO REQUESTING ASSISTANCE

1. Have you utilized traveling/contract staff as much as possible?
 - If not, please utilize these resources first. If you need contact information, we are happy to provide it.
2. Organization or Facility reaches out directly to the NDDOH DOC to request staff related to a COVID-19 staffing shortage in their facility or organization.
 - Organizations and facilities may reach out via e-mail at nddohdoc@nd.gov or telephone the DOC at (701) 328-0707

GAP (Surge) Staffing

3. Once the call or email comes through, the operations chief will email a surge staff request form and FAQ document to the POC of the facility to review and complete. Once completed the surge staff request form should be sent back to the operations chief via email.
4. Once the operations chief receives the completed GAP staffing request from the facility it will be reviewed, and the appropriate entities will be connected to assist with staffing shortages.

GAP (Surge) Staffing FAQ

FAQs

Requirements

Provide the NDDOH with a weekly update of your status. You will receive a reevaluation form via email to do this every Monday. These forms should be filled out and returned as soon as possible for coverage to be found for gap staffing.

Provide our staff with a brief orientation of the area they are working

- As much as possible, our staff should be placed in care spaces with the lowest acuity possible at your facility.
- Schedule our staff within proximity to someone who works for your facility regularly.
- Provide paper forms for medical record keeping for our staff to keep track instead of an EMR. (Paper forms to include any pertinent information specific to resident i.e., pills need to be crushed, resident prefers pills in yogurt, thickened liquids.)
- Our staff are not responsible for maintenance work like new admits, Medicare assessments, unit management (including charge nurse), and skin assessments on bath days.
- Do not add our staff to your open shift text/alerting system.

Vaccine Event Assistance

- Please contact the DOC at (701) 328-0707 or email nddohdoc@nd.gov to request additional staffing assistance to aid in a facilities vaccine event.
 - Please note that the Department of Health and Human Services no longer provides the COVID-19 vaccine. The facility will be responsible for providing the vaccine that they want to administer.

Testing Assistance

- Staff is available to assist facilities with testing events.
- Call the DOC at (701) 328-0707 or email nddohdoc@nd.gov to be directed to the correct personnel.

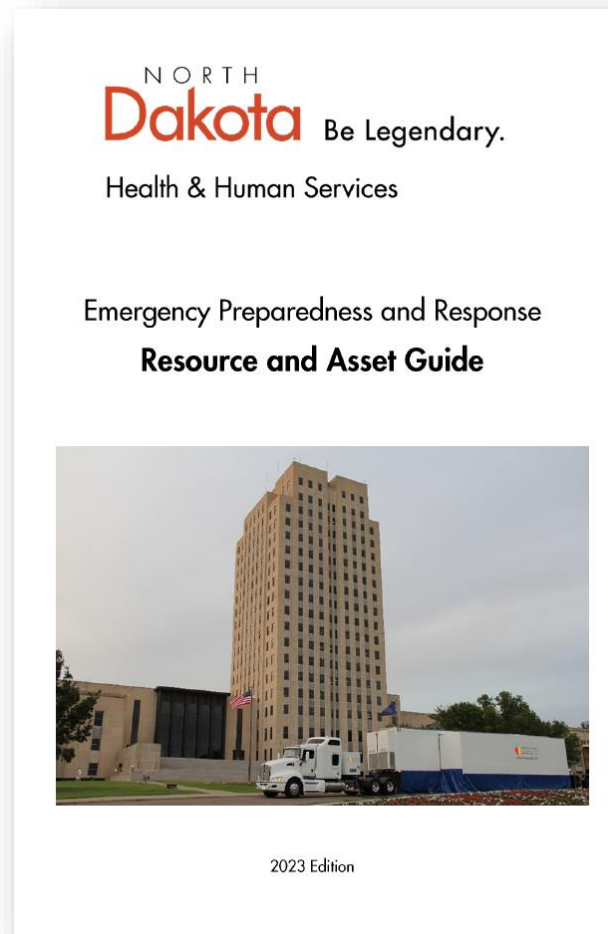
HAN ASSETS ORDERING PROCESS

- The North Dakota Department of Health & Human Services maintains and manages the State Medical Cache. The HAN Assets Catalog is intended as an online system for ordering items from the State Medical Cache to support the Health and Medical needs of the citizens of the North Dakota in times of emergency or supply shortages
- There are over 900 emergency response items available for public health and medical disaster response.

HAN ASSETS ORDERING PROCESS

- If you can, order PPE through your normal suppliers, we ask that you reach out to normal suppliers before trying to accessing the State Medical Cache
- For assistance, please call 701-328-0707
- To place a request order, log on: <http://hanassets.nd.gov/>

HAN ASSETS ORDERING PROCESS



For more information about the assets available in the State Medical Cache, Check out the EPR State Medical Cache Resource and Asset Guide.

To view the Resource and Asset Guide, you can request a digital or physical copy by sending an email to nddohdoc@nd.gov or by calling 701-328-0707.

You can also view the guide by scanning the QR Code below.



EVACUATION TRAINING (EVAC)

- WHY is EVACUATION TRAINING IMPORTANT??
 - Evacuation coordination training helps to establish clear lines of communication and accountability, which minimizes confusion and chaos during an emergency.
- We assist with training related to HC Mobile (patient tracking aspect of the ND HHS EPR Evacuation Training), Bus training, and stair chair/ med sled training.
- Please reach out to the DOC at (701)328-0707 or email nddohdoc@nd.gov if you would like to schedule EVAC training for your facility.

EVERBRIDGE

- All requests for Everbridge during regular business hours should go to [@-Grp-DOH NDHAN Routine](#)
- Please keep in mind that the ndhanroutine email is only monitored Monday-Friday 8AM-5PM, except for government observed holidays. This means that any message or contact list update received outside of those hours will be taken care of on the next business day. We can also schedule messages a head of time. For example, if you'd like to have a message sent over the weekend, we can schedule that message during the work week so that Everbridge will automatically send it over the weekend.
- If you need a message sent immediately due to an emergency and it is after business hours, or a need arises for a message that must be sent on a weekend or holiday please call the DOC at (701) 328-0707.

EVERBRIDGE

- To send a message we need 5 key pieces of information that will need to be included in your Everbridge request email to @-Grp-DOH NDHAN Routine.
 - The message you want sent
 - The contact list you want it sent to (this is the name listed in Column F of your contact spreadsheet)
 - The phone number you want the caller ID to show
 - Date and time you want the message to be sent
 - Method of Delivery (e-mail, text, phone, all methods)

Questions & Clarification

- For Further guidance, please call the DOC at (701) 328-0707 or email nddohdoc@nd.gov for assistance.