



**East Tennessee Regional  
Health Office  
Pandemic Influenza Response Plan**

**March 2007**

Pandemic Influenza Response Plan  
East Tennessee Regional Health Office  
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**Pandemic Influenza Response Plan**  
East Tennessee Regional Health Office

**1. Core Plan**

**I. Lead State Agency:**

The Tennessee Department of Health (TDH) is the lead state agency for the response to a pandemic. Its plan is part of the Tennessee Emergency Management Plan (TEMP). TDH is responsible for establishing uniform public health policies for pandemic influenza response. Such policies include the establishment of criteria for implementing and rescinding social distancing measures (e.g., school or business closure), prioritizing recipients of vaccines and antiviral medications, and legally altering acceptable standards of health care or medical licensure requirements. When a pandemic is imminent, an emergency will be declared and the TEMP will be activated.

The East Tennessee Regional Health Office is responsible for implementing state public health response policies once the TEMP is activated. The Regional Health Office will oversee multiple counties and work with their county health departments to implement response policies; the relationship between county and the Regional Health Office in the oversight of implementation will vary depending on the capacity of the county health departments. The East Tennessee Regional Health Office will be the primary point of contact for the communication of state public health response policies from TDH.

The East Tennessee Regional Health Office is specifically responsible for the following tasks:

1. Developing continuity of operations plans for essential public health services, as defined by the TDH
2. Timely collection (and interpretation) of regional surveillance data.
3. Assuring that appropriate laboratory specimens from ill persons are collected and shipped by public health or private medical personnel (in collaboration with the state public health laboratory), in accordance with state and national laboratory testing guidance
4. Detection, response and control of initial cases of novel or pandemic influenza infection in humans, in collaboration with the state health department
5. Response to human exposure to animal influenza viruses with pandemic potential during the pre-pandemic period (WHO Phases 3-5), in collaboration with the state health department
6. Administration of prophylactic antiviral medication (WHO Phases 3-5 only) as indicated by national or state policy
7. Pandemic vaccine storage, administration, and data collection, as required by state and/or federal health officials

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8. Antiviral medication storage, distribution (per Strategic National Stockpile protocols) and tracking, in conjunction with acute care hospitals where antivirals are administered
9. Communication with regional outpatient and inpatient health care facilities, long-term care facilities, and with the public, using messages coordinated with state public health officials
10. Implementation of social distancing measures under the direction of the state health department
11. Assuring the continuity of essential operations at regional and county health departments
12. Addressing the psychosocial needs of the public health workforce during a pandemic
13. Communicating to the public how to access social support services available in their area during a pandemic

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**II. Support Agencies**

- A. State Support Agencies: (Refer to State of Tennessee Department of Health Pandemic Influenza Response Plan page, 3).
- B. Regional Support Agencies: (Refer to chart below)
- C. Local Support Agencies: (Refer to Local County Annexes)

**Regional Support Agencies**

Agency	Function
1) TEMA/ East Regional Director 865-981-2410 Administrative Officer 865-981-5627 1-800-262-3300 or 615-741-2001	Coordinate with the State Emergency Operations Center (SEOC) as directed under the TEMP to provide resource support not available at the local or regional level.
2) Department of Agriculture 1-800-628-2631 (To report Agriculture security threat)	To protect and take measures to ensure safe food supply, environment, and farm products from events that could be associated with acts of terrorism including bioterrorism (animal and plant diseases)
3) UT Extension 865-974-8197 Fax 865-974-1068	Work with agricultural producers and government agencies to help implement early intervention strategies for pandemic influenza. Educate citizens about pandemic influenza and measures on how to prepare, mitigate, and respond to outbreak situations
4) American Red Cross	Support individual and family needs including emotional, spiritual, and mental health issues
5) East TN. Development District	Provide resources to 16 county region for economic growth and development evaluation as well as identifying needs, potentials and resources for counties
6) County/City Mayors	Assist with decision making and communication of necessary social distancing measures
7) Local Chambers of Commerce	Communicate with local businesses and industry using messages coordinated and consistent with the Regional Health Office
8) Local Educational Agencies	Disseminate to local area educational agencies decisions to close facilities or suspend school activities in accordance with social distancing measures
9) Mental Health Agencies	Assist with emotional and stress related issues to the public as well as public, local responders, and regional support staff
10) Local Faith Based Institutions	Support the community in addressing individual and family needs, and distribute within their own congregations public health information coordinated with local public health officials

### **III. Situation and Assumptions**

#### **A. Situation:**

Novel influenza viruses periodically emerge to cause global epidemics, known as pandemics, either directly from a mutated animal influenza virus or out of combination of an animal virus with a circulating human influenza virus. Such viruses circumvent normal immune defenses and cause morbidity and mortality at higher rates than seasonal influenza strains; compared to seasonal influenza, a larger proportion of deaths occur in persons aged <65 years.

Novel influenza viruses that cause pandemics are transmitted from person to person in the same manner as seasonal influenza: typically, by mucosal inoculation with large respiratory droplets caused by coughing or sneezing or by touching contaminated environmental surfaces and subsequently touching one's mouth, nose or eyes.

Ten pandemics have occurred in the past 300 years; there is historical evidence of the success or failure of various strategies to contain or control the spread of influenza. With the exception of a vaccine, antiviral medication, and advanced medical care, many of the strategies used to respond to a modern pandemic are the same as the effective measures of previous generations. For example, though the compulsory restriction of movement in or out of certain regions, known as "cordon sanitaire," was not effective in any but the world's most remote island communities, broad community strategies used to reduce dense social contact were effective and the failure to use such strategies was devastating.

The key activities to minimize the impact of a pandemic influenza virus are:

1. Surveillance for disease activity for situational awareness and timely activation of response strategies
2. Accurate communication within and among volunteer and professional responding organizations and with the general public
3. Use of social distancing measures to reduce unnecessary close contacts during a pandemic wave
4. Distribution and use of all available medical resources and personnel

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### **Pandemic Threat Categories Defined by World Health Organization (WHO):**

The duration of each period or phase is unknown, but the emergence of pandemic viruses is considered inevitable.

PERIOD	PHASE	DESCRIPTION
Interpandemic No human cases of novel influenza virus	1	No animal influenza viruses circulating with the potential to infect humans
	2	Animal influenza virus is circulating with the potential to infect humans
Pandemic Alert Human cases with increasingly efficient human-to-human spread	3 (March, 2007)	Human cases with rare or no human-to-human spread
	4	Small clusters caused by human-to-human spread
	5	Large regional clusters caused by human-to-human spread
Pandemic Worldwide epidemic	6	Geographically widespread and efficiently spread from human-to-human

**B. Planning Assumptions:**

**1. Basis of plan:**

- a. The plan is based upon a pandemic of the severity of the 1918-1919 influenza pandemic; public health interventions described herein represent maximal interventions under these conditions. If the characteristics of the actual event do not reflect planning assumptions, responses will be modified accordingly.
- b. While focusing primarily on the response to a pandemic (WHO Phase 6), the plan also addresses the response to imported or acquired human infections with a novel influenza virus with pandemic potential during the Pandemic Alert Period (WHO Phases 3-5).

**2. Objectives of pandemic planning:**

- a. Primary objective is to minimize morbidity and mortality from disease
- b. Secondary objectives are to preserve social function and minimize economic disruption

**3. Assumptions for state and local planning:**

- a. The plan reflects current federal and state response capacity and will be revised annually in light of changes in capacity or scientific understanding.
- b. Tennessee state and local pandemic plans should be consistent with each other and with federal guidelines unless these guidelines fail to reflect the best available scientific evidence.
- c. Public education and empowerment of individuals, businesses, and communities to act to protect themselves are a primary focus of state planning efforts; the federal and state government capacity to meet the needs of individuals will be limited by the magnitude of disease and scarcity of specific therapeutic and prophylactic interventions and the limited utility of legal measures to control disease spread.

**4. Disease transmission assumptions:**

- a. Incubation period averages 2 days (range 1-10; WHO recommends that, if quarantine is used, it be used up to 7 days following exposure).
- b. Sick patients may shed virus up to 1 day before symptom onset, though transmission of disease before symptoms begin is unusual. The peak infectious period is first 2 days of illness (children and immunocompromised persons shed more virus and for a longer time).
- c. Each ill person could cause an average of 2-3 secondary cases if no interventions are implemented.
- d. There will be at least 2 “waves” (local epidemics) of pandemic disease in most communities; they will be more severe if they occur in fall/winter.
- e. Each wave of pandemic disease in a community will last 6-8 weeks.
- f. The entire pandemic period (all waves) will last about 2 years before the virus becomes a routine seasonal influenza strain.
- g. Disease outbreaks may occur in multiple locations simultaneously, or in isolated pockets.

**5. Assumptions during the entire pandemic period (from federal planning guidance issued in November 2005):**

- a. All persons are susceptible to the virus.
- b. Clinical disease attack rate of >30% (range: 40% of school-aged children to 20% of working adults).
- c. 50% of clinically-ill (15% of population) will seek outpatient medical care.
- d. 2%-20% of these will be hospitalized, depending on virulence of strain.
- e. Overall mortality estimates range from 0.2% to 2% of all clinically ill patients.

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- f. During an 8-week wave, ~40% of employees may be absent from work because of fear, illness or to care for a family member (not including absenteeism if schools are closed).
- g. Hospitals will have >25% more patients than normal needing hospitalization during the local pandemic wave.

**6. Estimate of burden of illness in East Tennessee Region (derived from national estimates from 2005 HHS planning guidance and the current 2006 estimated population of the region (700,000)).**

### Estimate for the East TN Region

Characteristic	Moderate	Severe
Illness (30%)	210,000 [30% of pop]	210,000 [30% of pop]
Outpatient Care	105,000 [50% of ill]	105,000 [50% of ill]
Hospitalization	2,100 [1% of the ill]	23,100 [11% of the ill]
ICU Care	315 [15% of hosp]	3,465 [15% of hosp]
Mechanical Ventilation	158 [50% of ICU]	1,733 [50% of ICU]
Deaths (Case fatality rate)	420 (0.2%) [of ill]	4,200 (2%) [of ill]

**7. Assumptions about the Pandemic Alert Period (WHO Phases 3-5):**

- a. During the pandemic alert period, a novel influenza virus causes infection among humans who have direct contact with infected animals and/or birds, and, in some cases, through inefficient transmission from person to person. By definition, during the Pandemic Alert Period, cases are sporadic or limited in number with human-to-human spread not yet highly efficient. Limited clusters of disease during this period can be quenched with aggressive steps to stop spread and treat infected individuals.
- b. Individual case management, as outlined in Section 7, Supplement 2, will be conducted during the Pandemic Alert Phase. Isolation or quarantine, including the use of court orders when necessary, would be employed to prevent further spread of the virus. Antivirals would be used during this time period for post-exposure prophylaxis or aggressive early treatment of cases (supplies permitting), as outlined in Section 6.
- c. Efforts to identify and prevent spread of disease from imported human cases and from human cases resulting from contact with infected animals will continue until community transmission has been established in the United States. Community transmission is defined as transmission from person to person in the United States with a loss of clear epidemiologic links among cases. This may occur some time after the WHO declares that a pandemic has begun (WHO Phase 6).

**IV. Concept of Operations:**

**A. WHO Phases 3-5 (Pandemic Alert Period):**

The lead agency for addressing influenza disease among animals is the Department of Agriculture (described in TEMP ESF 11). TDH will provide support to the Department of Agriculture in the prevention of human infections and in surveillance and management of human disease as it pertains to contact with infected animals.

The TDH is the lead agency for responding to human influenza disease caused by a novel influenza virus with pandemic potential, whether imported from an area with ongoing disease transmission or acquired directly from an animal in Tennessee. The State Health Operations Center (SHOC) would be set up, depending upon the scope of and duration of the situation. See Section 7, Supplement 2, for isolation and quarantine guidelines during the Pandemic Alert Period. Guidance for hospital management and investigation of cases during the pandemic alert period is

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located in Section 4. The CDC will provide additional support and guidance regarding human infection management during this period.

The primary activities during this period are surveillance for imported cases or cases contracted from contact with infected animals. Any detected cases will be aggressively investigated by the TDH and contacts are to be identified, quarantined, and treated, as appropriate. The objective is to stop the spread of the virus into the general community.

### **B. WHO Phase 6 (Pandemic):**

The lead agency for the public health response to a pandemic is the Department of Health. The state response will be conducted in collaboration with federal response agencies; primarily, the Department of Health and Human Services (HHS) and Department of Homeland Security (DHS).

The primary activities are surveillance for disease, communication, implementation of general social distancing measures, support of medical care services, appropriate use of available antiviral medications and vaccines, and response workforce support. The TDH is primarily responsible for communication with federal health authorities and creating state-wide pandemic response policies; the implementation of response measures is the responsibility of local communities and local public health authorities. Operational details will be outlined in regional health department pandemic plans.

**V. Section Summaries:**

The following is a brief description of each section of the East Tennessee Regional Plan.

**Section 1. Continuity of Operations**

This section describes the essential functions of the Regional Health Office that must be sustained during a pandemic influenza. Basic services of the regional office will be to support the essential responsibilities of the surrounding 15 county local health departments.

**Section 2. Disease Surveillance**

This section outlines the regional surveillance strategies to monitor for early human infections caused by a novel influenza virus with pandemic potential and to track and respond to the spread of influenza during a pandemic. The focus of this section is the Sentinel Provider Network, a network of outpatient physicians who report the percentage of their patients seen with influenza-like-illness (ILI) and submit occasional specimens for culture at the state laboratory during influenza season.

**Section 3. Laboratory Diagnostics**

This section outlines how laboratory testing described in the state plan will be operationalized at the regional level. This section includes who is responsible for determining when specimens should be collected, oversight of collection of samples, data entry of samples, and communicating laboratory results.

**Section 4. Healthcare Planning**

This section outlines the details of the role of the Regional Hospital Coordinator in surveillance, monitoring of resources, and communication between public health and the hospitals in the region.

**Section 5. Vaccine Distribution and Use**

This section describes several operational plans for distributing vaccine to occupationally defined and medical risk groups once vaccine is available. If supplies are limited, as they are under current manufacturing conditions, all vaccine will be administered in designated health department clinics or in the hospital setting over the course of months. All vaccinations will be recorded and reported as required by the federal government. Vaccine will be administered to people according to priority groupings, sub-prioritized within the broader groups that are designated by the federal government. Priority groupings are subject to change depending upon the nature of the virus and upon the ultimate decisions about priority groups.

**Section 6. Antiviral Drug Distribution and Use**

This section describes the policies for distribution of antiviral drugs to acute care hospitals for administration to patients ill enough to require hospitalization. The Regional Hospital Coordinator's responsibility to assure adequate and appropriate use of supplies will be described in this section.

**Section 7. Community interventions**

This section outlines social distancing and other community interventions that may be implemented to respond to isolated cases of illness caused by a novel influenza virus with pandemic potential and during a pandemic.

**Section 8. Public Health Communications**

This section outlines the communication goals and strategies of public health to meet the information needs of the general public, ill persons who are isolated or exposed persons quarantined at home, the media, the medical community and other pandemic response partners.

**Section 9. Workforce and Social Support**

This section outlines resources for the public health workforce and social support for communities. During a pandemic potential basic physical and mental health needs for the public health workforce and community may necessitate additional support. Regional resources will be listed for persons needing financial, spiritual, physical and medical assistance during a pandemic.

**VI. Training:**

The state pandemic preparedness plan will be used to guide the development of regional and local preparedness plans. Plans will be drilled in partnership with other stakeholders and updated to correct weaknesses identified through these exercises.

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### VII. Acronyms:

AIIRs	Airborne Infection Isolation Rooms
APHIS	Animal and Plant Health Inspection Service
APHL	Association of Public Health Laboratories
BMBL	Biosafety in Microbiological and Biomedical Laboratories
BSL	Biosafety level
CDC	Centers for Disease Control and Prevention
CEDS	Communicable and Environmental Disease Services
CNS	Central Nervous System
DEA	Drug Enforcement Agency
DEOC	Director's Emergency Operations Center
DHS	Department of Homeland Security
EMT	Emergency Medical Technician
EPA	Environmental Protection Agency
ESF	Emergency Support Function
HEPA	High Efficiency Particulate Air (filter)
HHS	Department of Health and Human Services
HPAI	Highly Pathogenic Avian Influenza
ICU	Intensive Care Unit
IHC	Immunohistochemical
ILI	Influenza-like illness
IT	Information Technology
LEA	Local Educational Authority
LRN	Laboratory Response Network
NIH	National Institutes of Health
OMS	Outbreak Management System
PCR	Polymerase chain reaction
PPE	Personal Protective Equipment
preK	pre-Kindergarten
PTBMIS	Patient Tracking Billing Management Information System
RT-PCR	Reverse-transcriptase polymerase chain reaction
SARS	Severe Acute Respiratory Syndrome
SHOC	State Health Operations Center
SNS	Strategic National Stockpile
SPN	Sentinel Provider Network
STD	Sexually-transmitted disease
T-HAN	Tennessee Health Alert Network
TB	Tuberculosis
TCA	Tennessee Code Annotated
TDH	Tennessee Department of Health
TEMP	Tennessee Emergency Management Plan
THA	Tennessee Hospital Association
TPA	Tennessee Pharmacy Association
USDA	US Department of Agriculture
WHO	World Health Organization

## **2. Operational Section of Regional Plan**

### **Section 1: Continuity of Operations**

#### **I. Purpose:**

The purpose is to develop an operational plan for maintaining basic services provided by the Public Health Departments in the event of a pandemic.

#### **II. Overview:**

The East Tennessee Region includes fifteen rural counties surrounding Knox County. The Regional Health Office is located in Knox County but functions to support each county local health department clinic site by providing specialty clinics, systems, accounting, personnel, and supplies. In the event of a pandemic, the Regional Health Office would function as the Regional Operations Center with only necessary staffing. All other staff would be assigned to augment local health departments and/or staff mass operations clinics when established. When mass vaccination becomes necessary, Regional Health Office staff will be re-assigned to function in support of the Point of Dispensing sites (P.O.D.).

#### **III. Assumptions:**

1. Absenteeism could reduce employee workforce by 40%.
2. Only essential services will be maintained during a severe pandemic.
3. Staff will be utilized based on need and level of training.
4. Panic and fear may increase telephone calls to local health departments and increase reports of illness.
5. On-going communication to local health departments will be a priority.
6. Redundant communications will be necessary.
7. Supplies will be depleted quickly and re-supplies may be difficult to obtain.

#### **IV. Plan of Action Pre Pandemic:**

The East Tennessee Regional Health Office is developing plans and partnerships within the East Tennessee Region to minimize the morbidity, mortality and economic impact of novel or pandemic influenza within the region. The Regional Office is working with local health departments and agencies to coordinate and establish response capabilities and increase understanding of the impact of pandemics.

**V. Plan of Action during Pandemic:**

**A. Family Planning Services:**

1. The following Family Planning services will be temporarily suspended:
  - a. Enrollment of new family planning clients
  - b. Annual family planning examinations
  - c. Walk-in (i.e., without a screening telephone interview, see below) reproductive health, medical complaint exams (i.e., vaginal itching)
  - d. Pregnancy testing (explanation below)  
Walk-in (i.e., without a scheduled appointment or without a telephone interview – see below) family planning appointments for any reason including re-supply of method.
  - e. Method changes during pandemic flu other than changes in brand of oral contraceptives.
  - f. IUD insertions
2. Title X family planning clients will not be given prescriptions for their method. Only those clients with third party payors (i.e., TennCare) can receive prescriptions for their method.
3. Clients who believe they may be pregnant can call the clinic for basic information about early pregnancy. They could be directed to the health department website if they have internet access. Pregnant women are at particular risk and should be especially careful about being in public areas and should limit their exposure to large groups. As soon as public health officials announce that risks are decreasing, pregnant women should report to their health care provider or health department clinic. High risk pregnant women should contact their healthcare provider for a continued plan of care.
4. The following limited family planning services for combined hormonal contraceptives and progestin-only pills will be provided:
  - a. Following a telephone conversation with a registered nurse, nurse practitioner, or physician to screen history for contraindications, side effects, or new adverse events, client will be approved to receive up to a one year supply of combined oral contraceptives, contraceptive rings, contraceptive patches or progestin-only pills. The amount of supply to be dispensed is to be determined by the RN or FNP (as per protocol), or physician.
  - b. Old dispensing orders are superseded to assure that the individual has an adequate supply of the method throughout the pandemic.

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- c. Telephone conversation will include instructions regarding proper storage of the method.
  - d. The client or a person designated by the client will pick up their supply at the front desk after showing identification and signing a receipt.
  - e. Blood pressure check will not be required.
  - f. Written client instructions including storage instructions will be included with the supply.
  - g. Condoms will be included with the method.
  - h. Treatment with Emergency Contraceptive Pills (ECPs) for 2 events of unprotected intercourse and a client instruction sheet will be included with the method.
  - i. In the unlikely event of a serious adverse event related to the method, the client will be instructed to report to the nearest emergency room.
  - j. All of the above and the transaction itself will be noted in the client's record.
5. The following limited family planning services for progestin-only injections will be provided:
- a. Following a telephone conversation with a registered nurse, nurse practitioner, or physician to screen history for contraindications, side effects, or new adverse events, client will be approved to report to the clinic for a progestin-only injection. Medical staff should minimize the visit and limit the time the client needs to be in the clinic for the injection. Client may be approved to receive a supply of up to one year of injections with injection supplies if the client can give her own injection or has access to someone who can give her the injection. The clinic will not teach the client or her designee how to give the injection during this crisis. If in the opinion of the nurse, nurse practitioner or physician, the client has access to a safe mode of administration outside the health department, then she can be given the necessary doses and injection materials.
  - b. Old dispensing orders are superseded to assure that the individual has adequate family planning supplies throughout the pandemic.
  - c. The telephone conversation will include instructions regarding proper storage of the method if the client will be receiving injections at home.
  - d. The client or a person designated by the client will pick up the supply (assuming self-administration at home has been approved) at the front desk after showing identification and signing a receipt.
  - e. Blood pressure check will not be required.
  - f. Written client instructions including storage instructions will be included with the supply.

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- g. Condoms will be included with the method.
  - h. Treatment with ECPs for 2 events of unprotected intercourse and a client instruction sheet will be included with the method.
  - i. In the unlikely event of a serious adverse event related to the method, the client will be instructed to report to the nearest emergency room.
  - j. All of the above and the transaction itself will be noted in the client record.
6. Diaphragm users will continue to use their current diaphragm throughout the pandemic. Supplies of contraceptive gel for use with the diaphragm can be dispensed at the front window after a telephone conversation with the nurse, nurse-practitioner or physician.
- a. The client or a person designated by the client will pick up the contraceptive gel supply at the front desk after showing identification and signing a receipt.
  - b. Written client instructions including storage instructions will be included with the supply.
  - c. Condoms will be included with the method.
  - d. Treatment with ECPs for 2 events of unprotected intercourse and a client instruction sheet will be included with the method.
  - e. In the unlikely event of a serious adverse event related to the method, the client will be instructed to report to the nearest emergency room.
  - f. All of the above and the transaction itself will be noted in the client record.
7. The following limited family planning services for reproductive health medical complaints in an established family planning client will be provided:

Clients with a reproductive health complaint such as vaginal itching, profuse discharge, severe pain with intercourse, fever, low abdominal pain etc. will be interviewed by a nurse, nurse-practitioner, or physician. If the staff person assesses that the client needs to be seen and if the clinic can accommodate the client and her complaint, then she can be given a time to come to the clinic for assessment and treatment. If no qualified staff persons are available to see the client, the client will be referred to the nearest emergency room. Emergency room referrals during pandemic flu should be recommended carefully given that hospital staff will be managing the seriously ill flu population.

**B. Communicable Disease Services**

1. HIV/AIDS

HIV Centers of Excellence clinics services will be limited during the pandemic. Due to increased risk because of compromised immune systems in persons with HIV, the following services will be postponed until the risk has decreased.

- a. Routine HIV counseling and testing
- b. Annual and semi-annual Ryan White certifications
- c. Office visits for routine follow up
- d. Routine lab work
- e. Non-emergency dental care

The following services will be provided in the HIV/AIDS Centers of Excellence:

- a. After phone consultation with a nurse practitioner or physician, prescription refills will be sent to the Ryan White mail order pharmacy
- b. After phone interview with nurse practitioner or physician, patients who have been assessed and determined to need to be seen in the clinic will be given a specific appointment time in the clinic to limit the amount of time spent in clinic.
- c. If staff is not available to see the patient and the complaint is serious enough to warrant, the patient will be referred to the nearest emergency room. Since these patients have compromised immune systems and emergency rooms may be filled with seriously ill flu patients, a referral to an emergency room should be carefully considered.

2. STD

The following services will not be provided:

- a. Group education sessions
- b. Disease surveillance including both HIV and STDs
- c. Disease investigation, contact tracing, and partner notification

The following services will be provided for persons who are symptomatic:

- a. Following a telephone interview with a registered nurse, nurse practitioner or physician to screen history for previous STDs and symptoms, persons assessed by the staff as needing to be

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seen will be given a specific appointment time to limit exposure in the clinic. Treatment will be provided on site. If appropriate, partner delivered therapy will be provided.

- b. If no qualified staff is available to see the patient and symptoms warrant, the patient may be referred to the nearest emergency room. Emergency room referrals during pandemic flu should be carefully evaluated since emergency room staff will be dealing with seriously ill flu population.

### 3. Other Epidemiologic Services

Limited epidemiological services will be available by the CEDS epidemiology staff at the Regional Health Office.

### 4. Tennessee Tuberculosis (TB) Elimination Program (TTBEP)

- a. Evaluation, diagnosis, and appropriate treatment of active TB cases and TB suspects.
  - i Maintain scaled-back TB clinic operations to evaluate TB cases and suspects only, not Latent Tuberculosis Illness (LTBI)
  - ii Provide history, physical examination, diagnosis and treatment by the TB Physician
  - iii Provide appropriate diagnostic tests, including X-ray, sputum collection for processing in the State Lab (AFB smears, cultures), and blood tests as indicated
  - iv Provide pharmacy services for DOT of active TB cases/suspects
  - v Provide DOT for all patients with diagnosed or suspected active pulmonary, laryngeal or pleural TB disease
  - vi Provide DOT for all pediatric cases
  - vii If staffing is severely limited, consider permitting self-administered therapy for extra-pulmonary cases only
  - viii Report all active TB cases/suspects per routine
- b. Identification, evaluation and appropriate treatment of TB contacts at highest risk for progression to active TB disease.
  - i Initiate contact investigation for close contacts of all AFB positive TB cases/suspects
  - ii Ensure that all pediatric close contacts are fully evaluated with PPD, symptom screen, physical examination, and X-ray
  - iii Provide self-administered LTBI treatment for all PPD positive contacts at high risk for progression to active TB disease (not medium or low-risk patients.) Provide window

therapy by DOT for all PPD negative close contacts under the age of 5 years

**C. Immunization Program Services**

During a pandemic or other protracted public health crisis, certain immunization services must be provided regularly to prevent other serious vaccine-preventable diseases. Children whose immunizations are delayed are at high risk of failing to catch up and complete their immunizations on time. Under-immunized infants are at risk for Hib meningitis, pneumococcal disease and pertussis.

During a local pandemic wave, childhood immunization clinics should be operated at least one-half to one day each week for routine immunizations; priority should be given to vaccinating children <18 months of age. Routine adult immunization services may be suspended during the local wave, though emergency immunization for adults should not be suspended (e.g., tetanus prophylaxis following a wound). Immunization clinics and waiting areas should be separate from those where ill patients may be present. Only patients and accompanying adults who are not ill should be permitted in the immunization clinic.

The total pandemic period of 12-18 months will include months without significant local pandemic activity. During these periods, full immunization services should resume.

**D. Women's Infants and Children (WIC) and Nutrition Services**

According to federal regulations, WIC vouchers can be issued for 3 months at a time. Vouchers could be mailed out according to the existing emergency plan in the WIC manual on page 4-14, which would address the second wave of Pan Flu. In a severe pandemic, an exception from USDA would be required from the WIC Central Office to issue WIC vouchers for more than 3 months.

**E. Primary Care**

Primary Care Services will be limited in the event of pandemic flu as follows:

- a. Routine follow-up of chronic illness will be postponed.
- b. Acute illness will be managed by phone triage and/or office visit.
- c. Prescriptions will be filled and/or refilled by phone, use of Express Scripts (for those who qualify), or use of patient assistance programs whenever possible. Chronic medication

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refills should be for 12 months if possible during pandemic flu in order to minimize visits to the health department by well persons.

### **F. Dental**

Dental services will be limited during any public health crisis, including pandemic flu.

During such an occurrence, the following services will not be provided;

- a. School-based dental sealant and other preventive dental programs
- b. Dental clinical services for routine and non - emergency care

The following dental services will be provided:

- a. After telephone consultation with a dentist or dental assistant, emergency care for infection, swelling, trauma, bleeding or severe pain will be provided on an appointment-only basis.
- b. After telephone consultation with a dentist or dental assistant, referral to the proper dental specialist will be made, as deemed necessary.
- c. After telephone consultation with a dentist only, proper medications or refills may be called into a pharmacy at the dentist's discretion.

### **G. Children Special Services**

Services may be limited. Approval for medication, surgery, and food orders will be available by the Regional Director of Children Services, Clinical Coordinator or designee from Children's Special Services office in Nashville.

Services that will be limited:

- a. Routine doctor visits
- b. Case management
- c. Non-emergent care

## H. Vital Records

Vital Record Services shall be limited in the event of pandemic flu. The following services will be offered on a limited basis at the local health department:

### 1. Birth Certificates

- a. Will be issued three days a week at local health departments. The days for issuance are suggested in the local county annex (local health departments to select days).
- b. In the event that appropriate staff are not available at the local level, the Clerical Consultant will be available at the Regional Office to issue birth certificates
- c. A Public Health Office Assistant (PHOA) at the local level will review the application, verify identification, collect payment and issue receipt.
  - i. PHOA will fax a copy of application and receipt (receipt number has to be keyed into AIRS System to issue certificate) to the Clerical Consultant at the Regional Office who will issue the birth certificate and mail to the requestor.
  - ii. Requestor can also apply for a birth certificate in person at the Regional Office

### 2. Death Certificates

- a. A Local or Deputy Registrar will be available in each health department at least three days a week to issue death certificates
- b. The Clerical Consultant, who is a Deputy Registrar for each county, will be available at the Regional Office to issue death certificates in the event local staff are not available
  - i. Requests for death certificates will be sent by courier to the Clerical Consultant for the death certificate to be issued and mailed to the requestor.
  - ii. The \$7 Fee would be collected and receipted at the local level and the information sent to the Clerical Consultant to allow issuance of the death certificate.
  - iii. If the requestor elected to travel to the Regional Office, the Clerical Consultant could collect and receipt the fee to the appropriate health department or post the charges to the requestor's account to be billed.
  - iv. Requestor can also apply for a death certificate in person at the Regional Office.

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3. Cremation Permits
  - a. A Local or Deputy Registrar will be available in each health department at least three days a week to issue cremation permits
    - i. Cremation Permits may be obtained by faxing a request to the registrar.
    - ii. The funeral director will complete the Permit for Cremation of Human Remains (PH-3752)
    - iii. Form will be faxed to the medical examiner for his/her signature
    - iv. Form will then be faxed to the Local/Deputy Registrar who will authorize the form and fax back to the funeral director
    - v. The \$25 fee will be invoiced to the funeral home or crematory applying for the permit
  - b. Each Local Registrar (office manager), or if they delegate the responsibility to one of the Deputy Registrars in their county, will have a fax machine, which is purchased at the local level, in their home in the event a permit is needed and the clinic is not open.
  - c. The Clerical Consultant will be available at the Regional Office to issue cremation permits in the event local staff are not available.
    - i. Information can be faxed to the Clerical Consultant for the cremation permit to be issued and faxed back to the requestor
    - ii. The \$25 fee will be invoiced to the person applying for the permit
4. Permit for Final Disposition of Human Remains
  - a. A Local or Deputy Registrar will be available in each health department at least three days a week to issue Final Disposition Permits which are used for scientific, burial or transit for transporting a body out-of-state and that state requires a permit
  - b. Deputy Registrars for Burial Transit Permits Only (BTPOs) which are appointed by the State Registrar in Nashville are located at most hospitals, nursing homes and a few funeral homes will be identified in each county
    - i. For those facilities where there is not currently a BTPO appointed, the Local Registrar will work with the facility's administrator to identify a BTPO for that facility and request in writing an appointment to the State Registrar
    - ii. A BTPO can issue a permit for burial and transit to another state in the event that the local health department is closed

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- iii. The Clerical Consultant will be available at the Regional Office to issue permits in the event local staff is not available
5. Permit for Disinterment and Reinterment of Human Remains
  - a. A Local or Deputy Registrar will be available in each health department at least three days a week to issue Disinterment & Reinterment Permits (PH-3773) which are used to move an entire cemetery, part of a cemetery or to reunite families
  - b. The Clerical Consultant will be available at the Regional Office to issue permits in the event local staff is not available.
6. Voluntary Paternity of Acknowledgement

This service will not be offered during Pandemic Influenza and will be resumed regionally when staffing patterns return to pre-pandemic levels.

### **I. Suspended services:**

1. Home visitation programs, Child Health And Development (CHAD), Help Us Grow (HUG), and Families First
2. Quality management activities
3. Nutritional educational programs
4. Community development activities

### **J. Essential support functions**

1. Systems will support data and communications systems.
2. Property and Procurement will support supply demands
3. Security vaccine/antiviral
4. Laboratory

**K. Hours and days of operation for local health departments:**

The Regional Health Director or Regional Health Officer will consider maintaining essential operations at four local health departments with the support of area health departments when Tennessee has a confirmed human case of novel or avian influenza.

To better serve the East Tennessee Region, hours and days of operation may be altered to sustain services four county health departments as follows:

Essential Operations:

Health Department	Back up Health Department
Anderson	Morgan, Scott, Campbell, Union
Monroe	Loudon, Roane
Hamblen	Jefferson, Grainger, Cocke, Claiborne
Blount	Sevier

## **Section 2: Disease Surveillance**

### **I. Purpose:**

The East Tennessee Regional Health Office detects and tracks pandemic influenza activity among humans using multiple surveillance systems. Data are to be used to make resource allocation and intervention decisions. The purpose of this section is to describe regional surveillance sources.

### **II. Assumptions:**

Surveillance activities will be critical before and during a pandemic to identify the primary cases so the appropriate control measures and investigations can be initiated and implemented. Surveillance will also be critical during a pandemic to determine level of disease activity so decisions can be made regarding community-wide interventions such as school closures and canceling public events.

### **III Plan/Surveillance Systems:**

#### **A. Sentinel Provider Network (SPN):**

Outpatient surveillance for influenza in Tennessee is presently conducted through the SPN, according to CDC guidelines; this network is expected to be a primary source of outpatient influenza surveillance data during a pandemic.

##### **1. Sentinel Provider Network Expansion for Pandemic Preparedness**

The Communicable and Environmental Disease Services Section (CEDS) of the East Tennessee Regional Health Office will collaborate with the local health departments to maintain the existing seven SPN members. The East Tennessee Regional Health Office recruits SPN members through CDC nurse/epidemiology personnel. The State CEDS Influenza Surveillance Coordinator and other CEDS staff will coordinate the program centrally from Nashville, and will assist with communication with the CDC.

##### **2. Sentinel Provider Network Responsibilities and supplies**

SPN is a local network of providers who will report weekly throughout the year, the total number of patient visits and number of patients with ILI, providing the primary mechanism for surveillance of outpatient influenza-like illness activity in the East Tennessee Region. Providers report to CDC via a password-protected Internet site. Data are available to state health department influenza surveillance coordinators on-line. Data reported by providers on the Internet are available in

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real time. SPN members also send specimens from a subset of patients with ILI to the State Laboratory for diagnostic testing at no cost. Five influenza specimen collection kits are sent out to each provider in Tennessee in mid- October each year from the TDH Laboratory. These collection kits are replenished as used during the influenza season via the TDH Laboratory.

Year-round, weekly Internet reporting of ILI will be required of all participating providers. Providers not actively, consistently, and reliably participating will be contacted in person by the CEDS/Epidemiology staff and will be replaced if they cannot provide adequate data. Providers will be expected to submit to the TDH Laboratory at least one appropriate respiratory specimen per month. Specimen collection kits and shipping will be provided by the TDH Laboratory.

### 3. Data Management

The CDC Medical Director will monitor data from this sentinel surveillance system regularly. In the event of a pandemic or other substantive change, participating providers may be asked to change the frequency of reporting or specimen submission, using existing communication mechanisms with network physicians.

#### **B. Syndromic surveillance:**

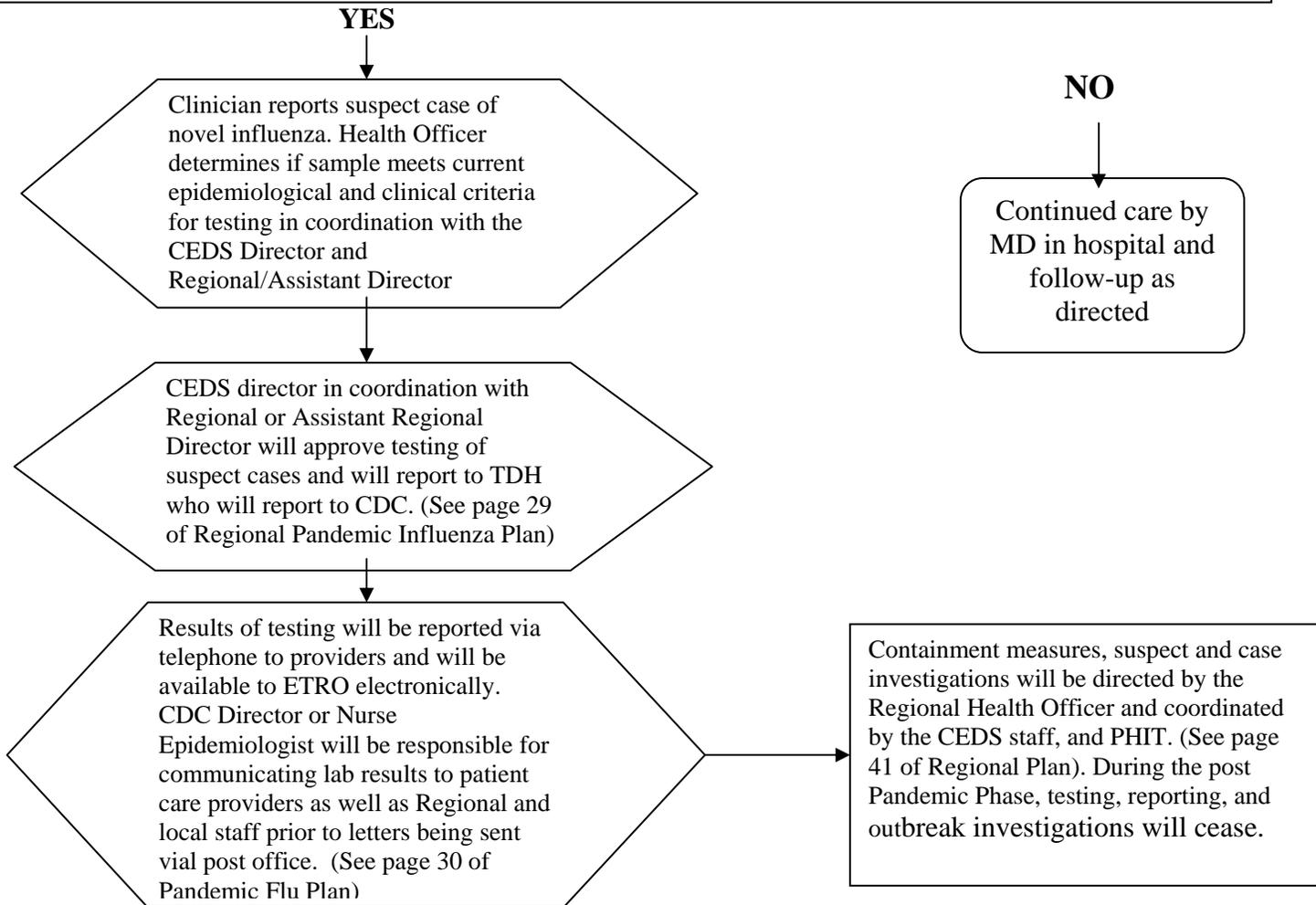
Regional health departments have developed syndromic surveillance systems collecting non-specific health indicator information from a variety of sources. The CEDS epidemiologist analyzes emergency room data from select area hospitals in the East Tennessee Region. The epidemiologist will notify the CDC Program Director of any significant reported syndromic pattern relating to influenza. The CDC Program Director will be responsible for further investigation.

#### **C. Hospital surveillance:**

Hospital surveillance is detailed elsewhere in the State's plan (Section 4, Supplement 2 [Hospital Surveillance]). Once the pandemic response plan is activated, daily electronic reports from hospitals to health departments may include emergency room data on ILI, confirmed disease, admissions, and deaths.

**Avian Influenza (HPI H5N1)**

- I. Clinical Criteria**
1. Fever (>100.4°F or 38°C) **AND**
  2. Abnormal CXR or ARDS **OR**
  3. Other symptoms: shortness of breath, cough, blood tinged respiratory secretions, sore throat, diarrhea, encephalitis, and myalgia
- II. Epidemiological Criteria**
- A. Occupational exposure- 10 days prior to onset did patient have history of:
1. Known case or suspect case of H5N1 or in close contact with contaminated items or surface. (Close contact is within 6 ft)
  2. Animal care worker/handler/culler or other person who was in direct contact of known or suspected cases.
  3. Laboratory worker who works in laboratory that cultures H5N1 and or secretions of H5N1 contaminated surfaces for research or other purposes.
- B. Travel Exposure—10 days prior to symptom onset did patient have history of traveling to country with documented H5N1 in domestic poultry, wild birds, and/or humans.
1. Direct contact with domestic poultry and or secretions
  2. Consumption of incompletely cooked or raw poultry or eggs
  3. Direct contact with sick or dead wild birds suspected or confirmed to have H5N1
  4. Close contact (6 ft) of a known or suspected human case of H5N1.



### **Section 3: Laboratory Diagnostics**

#### **I. Purpose:**

The purpose of laboratory testing is to confirm the diagnosis of human influenza caused by novel influenza viruses or a pandemic influenza virus. Such testing will be used to confirm the presence of a novel influenza virus or pandemic virus in the community. During a pandemic, in the absence of serologic testing, testing of clinical specimens also will be done to confirm infection, in order to identify recovered persons so that they can work with pandemic influenza patients without risk of contracting the disease, and to exclude these recovered persons from priority groups for the administration of vaccine.

#### **II. Assumptions:**

The Tennessee Department of Health (TDH) Laboratory is the agency responsible for testing human specimens for pandemic influenza and influenza subtypes with pandemic potential (e.g., H5N1), as well as communicating with other sentinel laboratories licensed in Tennessee.

#### **III. Plan**

##### **A. Testing of Non-Human Specimens (WHO Phases 3-5):**

Laboratory testing of birds or animals for influenza is the responsibility of the Department of Agriculture. Requests should be directed to the Office of the State Veterinarian at the Department of Agriculture.

##### **B. WHO Phases 3-5, Pandemic Alert (Pre-Pandemic):**

###### **1. Suspect Case Reporting:**

If a clinician reports a patient with a suspected case of novel influenza that meets the current epidemiological and clinical criteria for testing, the CEDS Director at the East Tennessee Regional Health Office in coordination with the Regional and Assistant Regional Director will approve the suspect case. The CDC Director or Epidemiology Nurse will report the suspect case to the Tennessee Department of Health CEDS Director. TDH CEDS Director will report to the Centers for Disease Control and Prevention (CDC) Emergency Operations Center at (770) 488-7100. The state laboratory will follow the guidance of the CDC virology laboratory and either submits the specimen directly to the CDC or conducts RT-PCR testing before submission.

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### 2. Specimen Collection and Shipping:

- a. During the Pandemic Alert Period (WHO Phases 3-5), testing of a human specimen for a novel influenza virus must first be authorized by Regional Office Director or CEDS physician who will then obtain approval by a CEDS physician at the Tennessee Department of Health.
- b. Specimens will be collected by the local health department with assistance from the Regional Health Office as available. Collection may also be done by health care providers with the advisement of public health personnel to ensure proper collection and shipping
- c. The local health department Nurse Supervisor will assume overall responsibility at the local health department for collection and shipment of specimens.
- d. Refer to State of Tennessee Department of Health Pandemic Influenza Plan, Section 3, part B for federal guidance on specimen collection and shipping.
- e. Unless otherwise directed by a CEDS physician, all influenza specimens should be sent to the State Laboratory in Nashville for testing. Informed consent is not required.

Address:

**Laboratory Services: Attn. Virology**  
**630 Hart Lane**  
**Nashville, Tennessee 37216**  
**Telephone: (615) 262-6300**  
**Fax: (615) 262-6393**

- f. Confirmatory testing of all specimens positive for novel influenza virus will be conducted at CDC. During a pandemic, confirmatory testing will not be done at CDC for most specimens.

### C. Results reporting:

1. Results of specimen testing will be communicated by telephone to providers and will be available to regional health departments electronically. Confirmation will be required by CDC unless CDC announces a change to this policy.
2. CDC Director or Nurse Epidemiologist will be responsible for communicating lab results to patient care providers prior to notification by letters sent through post service.
3. CDC Director/Nurse Epidemiologist will be responsible for contacting and keeping the CEDS Medical Director, Regional Health Officer, and Assistant Regional Director informed of laboratory results.

**D. Data Management**

1. CEDS Regional Epidemiologist will have overall responsibility for entering patient data.
2. Only confirmed results will be considered valid and reported to the public in coordination with the TDH and Regional Health Director and or designee.
3. Outbreak Management System (OMS) system will be utilized to log and track laboratory results from the state lab. The CEDS Regional Epidemiologist will have oversight of data entry.

**IV. WHO Phase 6 (Pandemic Period):**

**A. Selecting specimens for testing:**

Specimens for testing at the State Laboratory or a branch of the State Laboratory will require the approval of a CEDS physician, Regional Health Officer, or their designee, which will be indicated by the presence of a checked field “approved for RT-PCR” and/or “approved for culture” in the OMS or other database used for laboratory results reporting to the regional health departments.

Justification for confirmatory testing for a clinical case would include:

1. Characterization of a significant epidemiologic or clinical change,
2. Confirmation of a pandemic virus in a new region of the state or
3. Confirmation of disease in a health care provider or other person at high risk of exposure in order to exclude the need for future vaccination and possibly reduce the need for Personal Protective Equipment (PPE) (in the absence of an alternative serologic test).

During a pandemic, once the virus is causing disease in Tennessee, routine testing of all specimens will cease.

**B. Specimen testing technique:**

During a pandemic period, specimens provided by the SPN will be tested by real-time RT-PCR. In order to double the number of specimens tested in a single testing cycle, the real-time RT-PCR may be set up to distinguish only the pandemic H-type (e.g., H5), and generic influenza A or B. The current LRN protocol used in branch state laboratories tests only for H5.

**C. Specimen collection and shipping:**

Specimen collection and shipping will be the same as for the Pandemic Alert Period. Any changes to this guidance will be disseminated to laboratories and clinicians by the State Laboratory and CEDS.

**D. Results reporting:**

Results of specimen testing from the state laboratory will be available by mail to providers and will be available to regional health departments electronically. Results will be made available to providers by telephone or electronic mail by the Nurse Epidemiologist/CEDS department. OMS or another database will be available at the state laboratory for data entry. Patients already approved for testing should have demographic data already entered in OMS, thereby expediting the process and decreasing the work to access specimens.

Under normal conditions, state laboratory personnel responsible for running tests document and send result reports to clinicians. Once laboratory testing exceeds normal capacity, the laboratory will require data entry support staff to permit laboratory personnel to focus on testing.

## **Section 4. Healthcare Planning**

### **I. Purpose:**

The East Tennessee Regional Health Office's objective for regional healthcare response planning is to assure effective communications, obtain necessary data from healthcare facilities, and to direct all available and necessary human and material resources to existing inpatient and outpatient healthcare facilities to keep them operating at optimal capacity. The listing of area hospitals, capacity, and contact information is listed at the end of this section.

### **II. Assumptions:**

- A. A severe influenza pandemic will likely increase the demand for healthcare services at a time when the healthcare workers may not be available due to illness. This imbalance in demand may overwhelm the system and necessitate alternate strategies to manage the increased demand.
- B. Each individual hospital or hospital system has or will have developed a pandemic response plan consistent with the State of Tennessee guidelines. These plans will address medical surge capacity issues as well as infection control measures to triage and isolate infectious patients and to protect staff. Hospitals will participate in all surveillance activities as identified as necessary by the TDH.
- C. Primary and secondary Pandemic Flu Coordinators (PFC's) have been identified in each hospital with all contact information provided to the RHC. Hospital specific, including ICU capacity, general bed capacity, isolation rooms and spaces, ventilators, telemetry monitored beds, morgue capacity, etc., is maintained and updated semi-annually by the RHC. HRTS contains the same information and will be utilized daily during pandemic Phase 6. A listing of routine hospital bed and contact information is attached at the end of this section. The PFC's will be the point of contact within each facility for which the RHC will communicate necessary messages and will receive pertinent information.

### **III. Plan:**

During a pandemic, each hospital within the East Tennessee Region will provide emergency and definitive care, isolate patients, and provide acute care for patients. The Regional Volunteer Coordinator will serve as the primary liaison between public health and regional volunteers, including volunteer agencies such as the Medical Reserve Corps, which may be called upon during a pandemic. Volunteers will be mobilized via local media outlets through the ETRO PIO. Reverse 911 will be accessed in counties having this capability. The Medical

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Reserve Corp maintains in-house notification processes. These volunteers will be utilized as needed, receiving just in time training as appropriate.

The Regional Clinical Coordinator will serve as the primary liaison between public health and home health agencies, assisted living facilities, nursing homes, federally-qualified health centers (FQHCs), rural health centers etc. for very ill patients not admitted to hospitals. These agencies are listed in each county specific annex. The East Tennessee Regional Health Office will utilize the existing phone bank to handle the surge in calls from the public and healthcare providers. The regional phone bank will provide information including medical information, treatment advice, antiviral and vaccine availability etc.

Communications with hospitals throughout the region will be conducted through the Regional Health Operations Center (RHOC), the Regional Medical Communications Center (RMCC), and the Regional Hospital Coordinator (RHC). The RHC will be located at the RMCC. The RMCC will provide communications between the RHC and the hospitals utilizing the existing communications infrastructures including hospital and MED radio frequencies, computer systems, telephone systems, and the HAM radio system as a last resort. The RHOC will communicate with the RHC utilizing existing radio frequencies including 800 MHz. computer systems, phone systems, and by HAM radio as a last resort.

The Regional Hospital Coordinator will maintain routine contact information for all key hospital personnel and available hospital resources within the region. The Regional Hospital Coordinator will also serve as the primary liaison between Public Health and the hospitals to ensure surveillance measures are followed per Tennessee Department of Health Guidance. The hospitals' PFC will be the RHC's point of contact for all pandemic and surveillance information.

### **Additional roles of the Regional Hospital Coordinator include:**

1. Serves as the regional point of contact with all area hospitals for pandemic response and preparedness planning.
2. Outlines steps for obtaining emergency equipment and resources beyond normal use; provides access to emergency resources available through the Tennessee Emergency Management Plan (TEMP).
3. Participates in individual hospital drills as they relate to Public Health Emergency Response Plans to test emergency and pandemic plans and evaluate hospital preparedness.
4. Facilitates on-going communication between hospitals, public health officials, emergency planners, and other stakeholders for the purposes of pandemic planning and response.

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5. Assists hospitals and other healthcare facilities within the region in planning to provide adequate resources during an actual Pandemic.
6. Tracks existing resources in all hospitals throughout the region; collect information regarding each facility's capabilities (e.g. number of beds, bed types, number of staff, types of equipment, medication, and supplies). Currently, this is accomplished manually by the RHC. Once the Hospital Resource Tracking System (HRTS) is in place, it will be used to communicate resource needs and patient data to the RHC.
7. Coordinates with the Tennessee Emergency Management Agency (TEMA) to secure any additional resources required.
8. Collaborates with the Regional EMS Consultant and hospital personnel to direct the flow of patients among regional hospitals. Coordination of communications between hospitals and EMS will be conducted through the Regional Medical Communication Center and/or the RHC.
9. Initiates the processes for securing the Strategic National Stockpiles (SNS) and other medications and equipment if assets are requested by hospitals within the region.

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COUNTY & FACILITY NAME	LICENSED BEDS	STAFFED BEDS	SURGE BEDS	SURGE CAP	ICU BEDS	CCU BEDS	E.D. BEDS	PED BEDS	NEGATIVE PRESSURE	PORTABLE NEGATIVE	VENT- ILATORS
ANDERSON, METHODIST MEDICAL CENTER	301	161	33	194	11	14	30	10	9	1	12
BLOUNT MEMORIAL	305	190	38	228	8	8	33	2	7	3	16
CAMPBELL, ST. MARYS	66	50	14	80	6	0	11	0	4	0	3
CAMPBELL, JELICO COMMUNITY	54	50	10	60	5	5	8	0	3	1	3
CLAIBORNE COUNTY	85	53	10	63	5	5	9	2	16	1	3
COCKE COUNTY BAPTIST	74	50	10	60	5	5	16	6	2	2	3
HAMBLÉN, LAKEWAY	135	65	13	78	7	7	10	1	2	3	3
HAMBLÉN, MORRISTOWN-HAMBLÉN	155	149	30	177	8	12	26	17	15	2	4
JEFFERSON MEMORIAL	58	50	10	60	6	6	10	0	8	1	5
LOUDON, FT. LOUDOUN MEDICAL CENTER	50	50	10	60	4	4	12	4	4	1	2
MONROE, SWEETWATER HOSPITAL	59	59	12	71	7	0	8	0	4	1	4
ROANE COUNTY MEDICAL CENTER	109	51	11	61	6	0	12	0	3	1	8
SCOTT COUNTY HOSPITAL	99	50	10	60	4	4	11	0	4	0	2
SEVIER, FT. SANDERS SEVIER	79	54	11	61	8	8	24	0	4	2	3
REGIONAL TOTALS	1629	1082	222	1313	90	78	220	42	85	19	71
KNOX COUNTY HOSPITALS											
BAPTIST HOSPITAL OF EAST TENNESSEE	345	276	55	331	22	0	15	0	8	2	19
BAPTIST HOSPITAL WEST	91	71	14	85	13	0	10	0	12	2	6
EAST TENNESSEE CHILDREN'S HOSPITAL	152	122	17	139	13	0	35	152	105	0	28
FT. SANDERS REGIONAL MEDICAL CENTER	517	383	77	460	48	0	30	0	15	1	33
PARKWEST MEDICAL CENTER	307	284	33	317	30	0	40	0	16	1	15
ST. MARY'S MEDICAL CENTER	401	350	70	420	20	8	31	0	7	1	26
UNIVERSITY OF TENNESSEE MEDICAL CENTER	581	456	91	547	62	0	0	108	19	1	56
KNOX COUNTY TOTALS	2394	1942	357	2299	208	8	161	260	182	8	183
HS DISTRICT 2 TOTALS	4023	3024	579	3612	298	86	381	302	267	27	254

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HOSPITAL CONTACT INFO	Switchboard	Emergency	E.D. Fax	Admin Fax	Command Center
ANDERSON, METHODIST MEDICAL CENTER	865-481-1000	865-481-1188	865-481-1846	865-481-1088	865-481-1000
BLOUNT MEMORIAL	865-983-7211	865-977-5565	865-981-2297	865-981-2333	865-273-4355
CAMPBELL, ST. MARYS	423-907-1200	423-907-1400	423-907-1160	423-907-1442	423-907-1200
CAMPBELL, JELICO COMMUNITY	423-784-7252	423-784-1238	423-784-1247	423-784-1136	423-784-1358
CLAIBORNE COUNTY	423-626-4211	423-526-2388	423-626-1744	423-626-9926	423-626-4211
COCKE COUNTY BAPTIST	423-625-2133	423-625-2138	423-613-1308	423-625-2215	423-625-2133
HAMBLLEN, LAKEWAY	423-522-6000	423-522-6560	423-586-9035	423-587-8548	423-522-6006
HAMBLLEN, MORRISTOWN-HAMBLLEN	423-586-4231	423-586-4995	423-585-1277	423-585-1271	423-586-4231 ext 4375
JEFFERSON MEMORIAL	865-471-2500	865-471-2300	865-471-2463	865-471-2450	865-471-6450
LOUDON, FT. LOUDOUN MEDICAL CENTER	865-271-6000	865-271-6035	865-271-6208	865-271-6514	865-271-6237
MONROE, SWEETWATER HOSPITAL	865-213-8573	865-213-8420	865-213-8420	865-213-8591	865-213-8318
ROANE COUNTY MEDICAL CENTER	865-882-1328	865-882-4379	865-882-4150	865-882-4343	865-882-4389
SCOTT COUNTY HOSPITAL	423-569-8521	423-569-9459	423-569-8531	423-569-5460	423-569-8521 ext 312
SEVIER, FT. SANDERS SEVIER	865-429-6100	865-429-6625	865-429-6245	865-429-6590	865-429-6625
<b>KNOX COUNTY HOSPITALS</b>					
BAPTIST HOSPITAL OF EAST TENNESSEE	865-632-5011	865-632-5111	865-632-5003	865-632-5086	865-549-4015
BAPTIST HOSPITAL WEST	865-218-7011	865-218-2410	865-218-7114	865-218-7091	865-218-7061
EAST TENNESSEE CHILDREN'S HOSPITAL	865-541-8000	865-541-8121	865-541-8243	865-541-8343	865-541-8119
FT. SANDERS REGIONAL MEDICAL CENTER	865-541-1111	865-541-2599	865-541-2828	865-541-1262	865-541-2000/2001
PARKWEST MEDICAL CENTER	865-373-1000	865-373-1130	865-373-1155	865-383-1112	865-373-2000
ST. MARY'S MEDICAL CENTER	865-545-8000	865-545-7573	865-545-7957	865-545-3002	865-545-7002
UNIVERSITY OF TENNESSEE MED. CENTER	865-544-9000	865-544-9402	865-544-9019	865-544-9429	865-544-8890

## **Section 5. Vaccine Distribution and Use**

### **I. Purpose:**

The purpose of this plan is to administer vaccine against pandemic influenza in order to make the best use of scarce resources in light of medical, societal, and ethical considerations. In order to minimize disease morbidity and mortality, vaccine must be administered efficiently and monitored appropriately, in accordance with federal guidance.

The state will issue each region a supply of vaccine to be distributed according to federal guidelines to the fifteen counties in the East Tennessee Region. Vaccine will be administered according to the vaccine administration priority groups as defined at the federal level.

### **II. Assumption:**

Availability of an effective vaccine for the novel influenza virus will vary throughout the pandemic. Currently it is estimated that it will take 3 to 6 months after a novel virus is identified before the first doses become available to the public. Other considerations in planning include the assumption that vaccination will occur in stages utilizing priority groups and that two doses of vaccine per person will be required in order to induce an adequate immune response. The federal guidance for vaccine priority group recommendations is referenced in this plan, but may change as new developments occur. In the event that vaccine is given as an investigational new drug, distribution and usage would follow protocol specified by the federal government.

### **III. Vaccine Administration Priority Groups in Tennessee (based on tentative federal priority tiers as of November 2005)**

#### **A. Tier 1 (health care service providers)**

1. All direct patient care providers in hospital settings (this includes physicians with privileges who are not hospital employees) and the top 10% of non-patient care personnel responsible for critical hospital operations
2. Direct patient care providers in outpatient facilities that will have to provide care to pandemic influenza patients (primary care, infectious disease, cardiology, pulmonology, oncology, diabetes, obstetrics, gastroenterology clinics, FQHCs, and outpatient public health clinics) and the top 10% of non-patient care personnel responsible for critical functions in these facilities. Outpatient clinics that do not normally provide such care but alter their scope of services to provide care to infected patients during a pandemic wave also qualify.

## ETRO Regional Pandemic Influenza Plan

3. Emergency medical service personnel (emergency medical technicians [EMT], paramedics) and patient care providers in long-term residential care facilities
4. Certified first responder medical personnel affiliated with fire and police departments
5. Balance of non-patient care workers supporting essential functions in hospitals
6. Balance of non-patient care workers supporting essential functions in outpatient facilities providing care to pandemic influenza patients
7. Pandemic influenza vaccinators
8. Patient care providers in inpatient settings for non-pandemic influenza patients (e.g., Institutes for Mental Disease)
9. Health care providers in outpatient facilities providing essential medical services to non-pandemic patients (e.g., neurology, psychiatry, orthopedics, day surgery, pharmacists)

### **B. Tier 2 (medically high risk)**

1. Persons 6 months to 64 years of age with 2 or more influenza high risk conditions, not including essential hypertension
2. Persons 6 months or older with a history of hospitalization for pneumonia or influenza or other influenza high risk condition in the past year
3. Persons  $\geq 65$  years with one or more influenza high risk condition, not including essential hypertension

## **IV. Concept of Operations**

### **A. Vaccine Administration**

Vaccine received by the regional office will be administered in accordance with the federal guidelines. Four vaccination sites will be responsible for administering vaccination. Each hospital Pandemic Flu Coordinator will be responsible for providing the Regional Hospital Coordinator (RHC) with a pre-identified list of employees who meet the priority federal guidelines and are eligible for vaccination. The RHC will coordinate with each of the hospital Pandemic Flu Coordinators vaccination times and locations (refer to table 1). Initially, persons due for second dose of vaccine take priority over persons not yet vaccinated. However, if a regular supply of vaccine is assured for delivery at least once monthly, vaccine should not be held in reserve at health departments for second doses. Second doses should come from subsequent shipments. Vaccine is only protective 2 weeks after the second dose. Subsequent vaccination administration by sub-tiers will follow the same chain of command for hospital staff.

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Hospitals are located in all counties in the East Region with the exception of the following counties: Grainger, Union, and Morgan.

The RHC will coordinate with the hospital Pandemic Flu Coordinator for appointment times once pre-determined list of eligible staff is submitted.

**Table 1 Vaccination Plan Tier 1-1**

<b>County</b>	<b>Hospital Staff Coverage</b>
Anderson	Methodist Medical Center of Oak Ridge, St. Mary's Campbell County, Scott County Hospital, Jellico Community Hospital
Monroe	Sweetwater Hospital, Fort Loudon Medical Center, Roane Medical Center
Hamblen	Morristown-Hamblen Healthcare System, Lakeway Regional Hospital, Baptist Hospital of Cocke County, Claiborne County Hospital, Jefferson Memorial Hospital
Blount	Blount Memorial Hospital, Fort Sanders Sevier

Subsequent vaccination of direct health care providers after Tier 1-1 will be offered vaccination. Tier 1-2 through Tier 1-9 will be identified from our region by a data base maintained by the Regional Clinical Coordinator and local county annexes. Medical providers will be notified via broadcast fax notices, e-mail, and/or via local media outlets per each county's communication plan. Procedures detailing verification process will be outlined per federal and state guidelines and vaccination appointments will be made once eligibility confirmed. A single appointment profile for each vaccination site will be utilized and appointments will only be made if vaccine is available.

### **B. Vaccine Tracking**

Paper encounter forms will be used to record the necessary information for vaccine administration. The data will then be entered into Patient Billing and Tracking System (PTBMIS) and the Immunization Registry by the support staff at the local health departments.

The information systems to support tracking and allocation of vaccine distribution use and monitoring will be utilized throughout the state. The ETRO Immunization Nurse through the CDC's Vaccine Adverse Reporting System (VAERS) will report vaccine safety monitoring.

**C. Identification Requirements**

All vaccine recipients will require identification each time they present for a dose. After the first dose, the recipient should receive an immunization card from the health department noting the date of their first dose and the due date for the second dose. PTBMIS will be utilized for data entry and tracking of vaccination.

**D. Vaccine Storage**

Vaccine will be received and stored between 35 °F and 46 ° F. in a secure location as referenced in the Strategic National Stockpile Plan for the ETRO and Knox County or at the East Tennessee Regional Office. The Emergency Response Coordinator will manage transportation and security of vaccine delivery to the designated delivery sites for the Regional Health Office and the Tennessee Emergency Management Agency.

**V. Vaccine Supplies**

Supplies will be distributed from the Regional Health Office to the vaccination sites and coordinated by the Regional Hospital Coordinator and Emergency Response Coordinator for the East Region. VAERS forms will be supplied by the local and regional health offices. Vaccine information will be in multiple languages and sites will accommodate special needs.

**VI. Clinic Staffing**

Qualified staff for the administration of the vaccine will be provided by the county health departments and the ETRO. There will be four vaccination sites located in Anderson, Monroe, Hamblen, and Blount County Health Departments. The vaccination site teams will be headed by the local or Regional Health Officer, County Director, or designee. Staff will be designated as described in Table 2 of this section. If mass vaccination is required, personnel to administer vaccine, perform data entry and tracking via PTMIS, and for other required assignments will be designated according to All Hazards Point of Dispensing Plan (formally called the Small Pox Vaccination Plan). The Regional Volunteer Coordinator will be responsible for recruiting qualified personnel to supplement staffing if needed.

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Vaccination Sites

**Table 2**

<b>Clinic Sites</b>	<b>Support Staff (Health Department)</b>
Anderson	Morgan, Campbell, Scott, Union
Monroe	Loudon, Roane
Hamblen	Jefferson, Cocke, Grainger, Claiborne
Blount	Sevier

## **Section 6. Antiviral Drug Distribution and Use**

### **I. Purpose:**

Antiviral drugs should be used to minimize severe morbidity and mortality; specific ethical guidance on the use of scarce resources is provided in Section 4, Supplement 4 of the state plan. Antivirals should be used in accordance with federal priority guidelines with the top priority being the treatment of hospitalized patients.

### **II. Assumption:**

The supply of antivirals is expected to be inadequate to treat everyone who would benefit from them. Specific ethical guidance is provided in Section 4, Supplement 4 of the State of Tennessee Department of Health Pandemic Influenza Response Plan. Antivirals should be given in accordance with the federal priority guidelines.

### **III. Plan**

#### **A. Distribution**

Antiviral drugs will be pre-distributed to the fourteen acute care hospitals within the region for administration to patients ill enough to require hospitalization. Antiviral drugs will not be handled by the ETR unless the SNS distribution system is requested.

The Regional Hospital Coordinator will be responsible for working with hospitals utilizing HRTS and the RMCC, as stated in Section 4, to assure they receive adequate supplies and to monitor the appropriation of supplies. With currently available antiviral resources, it is not expected that any antivirals will be prescribed to outpatients in private outpatient facilities or health departments.

#### **B. Security**

Security of antivirals is addressed in the state and regional SNS plans. Acute Care Hospitals should store antiviral stockpiles in a highly secure location when received, utilizing their individual security plans.

#### **C. Tracking**

Tracking will be documented through the hospital resource tracking system [HRTS] if available or by an alternative database for tracking the hospital use of antivirals. Adverse event monitoring and reporting will use the United States Food and Drug Administration's (FDA) Med watch or

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other system designated by the federal government at the time. This adverse event reporting would be the responsibility of the ETRO immunization nurse.

### **D. Informed Consent**

If an investigational new drug is given, written informed consent will be required from the patient and adverse event monitoring and reporting will be done as required by the federal government at the time. Counseling, education and federal guidelines will be provided to the Pandemic Flu Coordinators for each hospital by staff appointed by the Regional Director or designee.

### **E. Antiviral Drugs for Hospital Staff**

In addition to antivirals distributed through the mechanism described above, hospitals may purchase additional antiviral supplies, for their employees, through use of HRSA grant funds. This additional supply of antivirals will be specifically designated to hospital staff and may be only given for staff treatment unless the Commissioner of Health, State Epidemiologist or their designee authorizes it for prophylaxis under special circumstances.

## **Section 7 Community Interventions**

### **I. Purpose:**

The purpose of community interventions is to lower the peak numbers of cases during a pandemic wave by preventing opportunities for widespread viral transmission in crowded group settings.

### **II. Assumption:**

In the absence of an effective vaccine, the best strategy for slowing the spread of a pandemic influenza virus is known as “social distancing.” Social distancing involves a range of policies designed to prevent the spread of the virus in crowded settings where ill and well people mingle.

### **III. Plan:**

#### **A. Social Distancing**

During a severe local pandemic wave discretionary public gatherings of > 100 persons may be cancelled by mandate. During a milder pandemic wave, avoiding crowded public gatherings may only be recommended. Larger gatherings that bring in participants from outside the local area might be cancelled even in the absence of local disease spread in order to avoid importing the pandemic. State-imposed measures will affect discretionary public gatherings in schools (preK-12). Social distancing measures are discussed further in Section 7 of the Tennessee Pandemic Influenza Response Plan.

1. The East Tennessee Regional Health Officer is responsible for implementing and lifting mandatory interventions when informed that State criteria for implementation or discontinuance have been met. Social distancing measures will be communicated by mass media through the Regional Public Information Officer to deliver current, accurate, and specific guidance for the public on school closures and/or other large discretionary public gatherings.
2. The Regional Health Officer will notify Local County Directors when social distancing measures are mandated so that the local county’s communication plan can be initiated. Local authorities shall implement such measures once these criteria are met.
3. The Regional Hospital Coordinator will be responsible for notifying hospitals’ appointed Pandemic Flu Coordinators.

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4. It is expected that individuals, businesses and colleges may adopt additional social distancing policies beyond those recommended by the state, based upon their judgment and their own pandemic plans. Local county officials (county mayors in consultation with public health officials) will make recommendations or mandate other county specific measures in their communities to comply with state and federal mandates.

### **B. Legal Authority**

Although there is good evidence that most persons will voluntarily implement social distancing measures, including isolation and quarantine, in the event of a public health emergency, situations may occur that require legal actions to ensure the health and safety of the population. According to TCA 4-5-208, the Health Officer or designee at the local or regional level has the legal authority to implement specific procedures for enforcing isolation and quarantine during the pandemic phase when containment is the objective. Legal authority is outlined in Tennessee Pandemic Influenza Plan Section 7: Supplement 1. When necessary, local law enforcement support may be used to ensure compliance with non-voluntary social distancing mandates; civil arrest is possible pursuant to regulations outlined in 1200-14-4.

Methods to provide communication, food, essential services, and psychosocial support for persons who are isolated or quarantined at home will be provided by local resources with the financial support of local, regional and state health departments. If home is not an option, isolation and quarantine will be in coordination of the identified resources and contact information provided by the American Red Cross.

### **C. Business Recommendations**

Every business will be affected by a pandemic. Tennessee Pandemic Influenza Response Plan Section 7: Attachment A contains business planning recommendations. These recommendations are provided to guide businesses, and in obtaining resources for pandemic planning to reduce opportunities for transmission of disease in the workplace environment and assist with business continuity. The Chamber of Commerce in each county will be responsible for disseminating the appropriate risk messages to businesses.

### **D. Pre-Pandemic Operational Investigation Plan**

1. During a pre-pandemic (WHO phases 3-5), the Regional Health Officer and/or the local health officer will assess suspect cases and

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each situation to determine the appropriate and least measure of containment.

2. The Communicable and Environmental Disease Section (CEDS) staff or the Public Health Investigational Team (PHIT) of the East Tennessee Regional Health Office will respond and investigate reports of suspected or confirmed cases, as well as local outbreaks of novel influenza. The staff will perform clinical evaluation, specimen collection and testing, and epidemiologic investigation.
3. The Outbreak Management System will be utilized for data management under the direction of the Regional Epidemiologist and Regional Director.
4. The Department of Agriculture will work closely with the Regional Health Office staff in the investigation of potential or confirmed infected animals. Response and recommendations will be managed and implemented by staff under the direction of the Regional Health Officer and Regional Director.
5. Imported cases of novel influenza meeting the criteria for isolation or quarantine while on mass transit systems will be investigated and managed by the regional CEDS or PHIT.

### **E. Post Pandemic Operational Plan**

During a pandemic, case investigations will cease and aggregate case reporting using clinical diagnosis will likely become the method of choice as the Region focuses on social distancing measures.

### **F. Pre-Kindergarten through Twelfth Grade**

If a pandemic virus is identified in the United States by the CDC, all schools will participate in a concentrated effort to educate students on preventive measures to maintain health and well-being under the supervision of the Department of Education. Interventions in schools are designed to minimize transmission of pandemic influenza virus among school children in crowded settings. This will help minimize morbidity and mortality among school children and their household contacts. Refer to Tennessee Pandemic Influenza Response Plan, Section 7 Supplement 3.

Upon notification from the Commissioner of Health, or upon the local decision of schools, the Director of Schools will announce school closure and re-opening. The local counties will follow their established protocol for notification process of school closure and re-opening.

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Nothing in this response plan is intended to interfere with the authority of local educational authorities (LEAs), private schools, and child care facilities to choose reasons other than meeting the criteria for public health-ordered closures. Routine closures for schools such as high absenteeism rates, may result in school closure by such authorities and do not require the involvement of public health officials.

### **G. Colleges and Universities**

Colleges and universities are affected by state policies concerning non-essential public gatherings but not by specific school closure requirements affecting preK-12 schools. Refer to Tennessee Pandemic Influenza Response Plan, Section 7, and Supplement 3, Attachment A.

### **H. Special Populations**

Tennessee Pandemic Influenza Response Plan Section 7: Supplement 4 provides planning guidance and outlines statewide TDH policies for populations at special risk because of confinement (prisons, jails, and long-term care facilities) or language barriers. The ETRO will be responsible for communicating the latest infection control policies and pandemic response planning guidance with these facilities via e-mail notifications and mass fax. Risk messages and guidance will be available in multiple languages specific to the county by language line and interpreter services as pre-arranged.

### **I. Regional Mortuary Services**

A state mortuary plan is under development by the Medical Examiner. The storage and handling of deceased persons will be handled at the county level.

**Section 8: Public Health Communications**

**I. Purpose:**

An array of communications strategies will be required to meet the needs of the region before, during, and after a pandemic.

**II. Assumptions:**

Communications often is the weakest link in disaster response. Coordinated, accurate and timely communication is critical to an effective pandemic response. The East Tennessee Regional Health Office will be directly and indirectly affected by pandemic influenza and will experience an influx of requests for information.

**III. Plan:**

Specific communications tools of the Tennessee Department of Health are listed in Section 8 of the state pandemic influenza plan. State communications plans are outlined in ESF-5 of the TEMP. Local communications plans are outlined in ESF-5 of each county's emergency operations plan. Other county specific information may be included in the individual county annexes attached to this plan.

Urgent communications to healthcare providers and other groups will be necessary as rapidly changing conditions necessitate rapid information dissemination. The East Tennessee Regional Health Office will utilize the existing phone bank to handle the surge in calls from the public and healthcare providers. The regional phone bank will provide information including medical information, treatment advice, antiviral and vaccine ability etc. The Tennessee Health Alert Network (THAN) will be used for this purpose to reach all THAN participants. The Emergency Preparedness IT Specialist, the Emergency Response Coordinator, the Regional Hospital Coordinator, and the Regional Volunteer Coordinator have the ability to activate a THAN alert. Existing blast fax systems, telephone systems, and e-mail banks will be utilized to communicate with healthcare providers not reachable via THAN. Information that is unrestricted will be posted on the state pandemic influenza web page. In addition, regular conference calls may be held among health department personnel and other emergency responders to update the situation. Professional organizations (e.g., state associations, academies, and boards) may be notified to forward information to their memberships. Additional direct communication measures will be taken as capability is developed.

The East Tennessee Regional Health Office will use its existing public information and communications infrastructure to provide the media and its audiences with basic information about influenza, its symptoms and transmission, vaccination, and preparedness efforts. This existing communications

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infrastructure includes detailed policies and procedures for conducting media interviews and well-established communications channels such as broadcast fax, email news release distribution, listservs, and informational web sites for disseminating information to the media and the public. The ETRO Public Information Officer maintains contact lists for newspapers, magazines, and radio and TV stations in the East Tennessee region.

## **Section 9: Workforce and Social Support**

### **I. Purpose:**

During a pandemic, the TDH will be called upon to assist in facilitating access to support services for the public health workforce and health department clients. Planning will also include supportive assistance to healthcare partners, community partners, and the public. Both the regional and local health departments will make efforts to minimize emotional, physical, and financial stress that can arise during the increased demands of pandemic influenza. Effective communication to the public and the public health workforce on accessing social support services in their community is a key responsibility of the Regional Health Office. This plan will list organizations and contact information in the region to help an individual meet the physical, financial, emotional, medical, and spiritual needs.

### **II. Assumptions:**

Basic assumptions concerning absenteeism and illness management are the same for the public health workforce as the public. Healthcare professionals have the ethical duty to provide care and may experience a dramatic decrease in employee workforce. Employees may be absent from work due to fear, personal illness, to care for illness of a family member, or homebound children because of school closures. Additionally, there may also be increased demands on employees that will greatly affect psycho-social needs. Staff will experience increased demands on their physical and psychological stamina, as well as increased demands of work schedules and altered work duties.

### **III. Plan/Support Agencies**

#### **A. Volunteer/Non-Government Agencies**

There are a broad range of resources and services that can be accessed during the pandemic phase to assist the public and the public health workforce. Tennessee offers a 211 call center for Tennesseans to access to services such as:

1. Basic needs like food, water, shelter, and clothing
2. Physical and mental resources,
3. Employment support,
4. Support for children, families, or elderly
5. Support for persons with disabilities
6. Volunteer and donation opportunities

Available 8am to 9pm Monday-Friday  
Website for 211 is: [www.211easttn.org](http://www.211easttn.org)

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**Volunteer/Non-Government Agencies**

Name	Function	Contact Info	Website
American Red Cross Knoxville Chapter Oak Ridge Chapter Blount Chapter Lakeway Chapter	food, health, mental health	865-584-2999(phone) 865-483-5641(phone) 865-482-0258 (fax) 865-983-0821(phone) 865-983-0826(fax) 423-586-2442(phone)	<a href="http://www.knoxarc.org">http://www.knoxarc.org</a> <a href="http://www.redcrossoakridge.org/">http://www.redcrossoakridge.org/</a> <a href="http://www.bccarc.org/">http://www.bccarc.org/</a> <a href="http://www.lakewayredcross.org/news.html">http://www.lakewayredcross.org/news.html</a>
Boy Scouts of America	Partners with Homeland Security and Emergency Preparedness to assist in emergencies	Great Smoky Mountain Council	<a href="http://www.bsa-gsmc.org/">http://www.bsa-gsmc.org/</a>
Salvation Army	Disaster relief, emergency assistance, food shelter, emotional and spiritual care		<a href="http://www.uss.salvationarmy.org/uss/www_uss.nsf">http://www.uss.salvationarmy.org/uss/www_uss.nsf</a>
Faith-Based Organizations		Refer to local plans	

**B. Government resources- See state plan and local county annexes**

**C. Social Support/ Mental Health**

Mental health agencies listed can provide assistance in the event of a novel or avian influenza pandemic. TEMA, according to ESF 8, will be the informational source for activating mental health services in times of disaster. TennHelp can be accessed on the web at <http://www.tennhelp.com> is available in English and Spanish to give the Tennesseans with internet access the ability to search for services for mental health counseling.

Social support refers to all services pertaining to prevention or control of distress and anxiety, in addition to more serious mental health issues. Resources are as follows:

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### Social Support / Mental Health

Mental Health Association of East Tennessee	(Educational and support services) 865-584-9125
NAMI at <a href="http://www.namitn.org/resources.htm">http://www.namitn.org/resources.htm</a>	Helpline 1-800-467-3589
Mobile Crisis 865-539-2409	(Knox, Blount, Loudon, and Sevier) Refer to local annex for county specific numbers.
CONTACT 865-584-4424	(Emotional support 24 hour phone lines)
Family Assistance Service Center	1-888-863-6178

### Hospitals and Treatment Facilities

Baptist Health System		865-632-5011
Blount Memorial System		865-983-7211
Cherokee Health Systems	Morristown	423-586-5031
	North Knoxville	865-947-6220
	West Knoxville	865-670-9231
East Tennessee Children's Hospital		865-541-8000
Helen Ross McNabb		865-637-9711
Interfaith Health Clinic		865-546-7330
Knox County Health Dept		865-215-5000
Lakeshore Mental Health Institute		865-584-1561
Peninsula		865-970-9800 or 1-800-526-8215
Ridgeview		865-542-1076
St. Mary's Health System		865-545-8000
University of Tennessee Medical Center		865-544-9000

### Food

On-line Grocery @ <a href="http://www.netgrocer.com">www.netgrocer.com</a>	offers delivery throughout 48 states
Meals on wheels	865-524-2786
Salvation Army Soup Kitchen	
Second Harvest Food Bank of East Tennessee 865-521-0000	922 Delaware Avenue Knoxville, TN 37921

**D. Child/Elder Care Resources**

In a pandemic setting, daycares may be closed making a significant impact on persons who need child or elder care. Alternate plans and creative solutions for child or elder care will enable employees to meet the workforce demands.

Some of the following suggestions may assist in the planning efforts for the East Tennessee Region employees as well as other employers:

1. Work with employees who are potentially affected to plan in advance.
2. Flexible scheduling or consider shift assignments to allow parents or caregivers the option to meet work duties when coordinating with spouse, family, or friends and still care for family.
3. Buddy checks or neighbors checking on neighbors may also help persons plan when children are at home without parents or elderly are homebound.
4. Local faith based communities may also develop response plans and provide care for children or the elderly in the event of a pandemic.

# **County Annexes**

Anderson County Annex

**1. Core Plan:**

County Specific Support Agencies to carry out essential roles during a pandemic period:

**Emergency and Support Agencies**

Support Agency	Phone	Responsibility
1) EMA a) Anderson County b) Oak Ridge	a. 865-457-6767 fax 865-457-6557 b. 865-425-3522 865-719-9908 (cell) fax 865-425-3521	During a pandemic, EMA will coordinate all Anderson County EOC activity including the county's response logistics and deployment of available assets.
2) TEMA a) East Area Coordinator b) State EOC	a. 865-981-5284 865-310-1653 (cell) b. 800-262-3400	During a pandemic, TEMA East will assist Anderson County EMA with coordination of emergency management activities within Anderson County.
3) State Homeland Security District 2 Regional Coordinator Regional Advisor	423-318-2566 423-318-2577 fax	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
4) Law Enforcement a) Anderson County Sheriff's b) Oak Ridge Police c) Clinton Police d) Oliver Springs e) Lake City Police f) Norris Police	a. 865-457-2414 b. 865-425-4399 c. 865-457-3112 d. 865-435-7777 e. 865-426-7402 f. 865-494-0880	During a pandemic, Anderson County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
5) Primary EMS Provider Director, Dispatch Center	865-457-2520	During a pandemic, Anderson County EMS will provide emergency triage, treatment, and transport of patients.
6) County/City Mayors a) Anderson County Mayor b) Oak Ridge c) Clinton d) Oliver Springs Mayor e) Lake City Mayor f) Norris Mayor	a. 865-457-6200 b. 865-425-3424 c. 865-457-0424 d. 865-435-7722 e. 865-426-2838 f. 865-494-7645	During a pandemic, the Mayors of Anderson County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.
7) Hospitals Methodist Medical Center		Refer to Regional Plan, Section 4 for hospital information

Anderson County Annex

Support Agency	Phone	Responsibility
8) Rescue Squad Anderson County Rescue Squad	865-457-7121	During a pandemic, the Anderson County Rescue Squad will provide rescue services as needed for the pandemic response.
9) Fire Department a) Oak Ridge b) Clinton c) Oliver Springs d) Lake City e) Norris Public Safety f) Anderson County Dispatch <u>Volunteer Fire Departments</u> g) Andersonville h) Briceville i) Claxton j) Marlow k) Medford	a. 865-425-3522 b. 865-457-2131 c. 865-435-7777 d. 865-426-7402 e. 865-494-0880 f. 865-457-2520 911 g. 865-494-0563 h. 865-426-4350 i. 865-945-1314 j. 865-435-1050 k. 865-426-2621	During a pandemic, Anderson County's fire departments will provide fire suppression, hazardous materials response and management, and will assist Methodist Medical Center with decontamination issues if needed.
10) Board of Education a) Anderson County Director of Schools b) Oak Ridge Superintendent c) Clinton Superintendent	a. 865-457-4494 b. 865-425-9901 c. 865-457-0159	During a pandemic, the Anderson County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.
11) Red Cross American Red Cross, Appalachian Chapter	865-483-5641	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Anderson County.
12) Media (See Section 8, Communications)		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
13) State Dept of Human Services Anderson County a) DHS b) DCS	a. 865-457-3660 b. 865-425-4400 fax 865-463-0816	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.

Anderson County Annex

Support Agency	Phone	Responsibility
14) Chamber of Commerce a) Anderson County b) Oak Ridge c) Lake City	a. 865-457-2559 b. 865-483-1321 c. 865-426-9595	During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Anderson County.
15) U.T. Extension Office Anderson County	865-457-6246 Fax 865-457-6253	During a pandemic, the U.T. extension county offices will provide educational and training programs to address the county's issues and needs.

**2. Operational Sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

Anderson County Health Department will follow the continuity of operations as established by the East Tennessee Regional Pandemic Response Plan and the State of Tennessee DOH.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Anderson County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to section 8 of the ETRO Regional plan.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing and services will follow the state and regional plan.

Anderson County Annex

**Section 4: Healthcare Planning**

Anderson County’s contact information and healthcare resources necessary for response

<b>Long-term Care Facility</b>	<b>Capacity</b>	<b>Phone</b>
Briarcliff Health Care Center	120	865-481-3367 fax 865-482-5961
Lake City Health Care	146	865-436-2147 fax 865-426-7144
Norris Health and Rehabilitation Center	103	865-494-0986 fax 865-4494-8043
NHC of Oak Ridge	128	865-482-7698 fax 865-482-2652
Windwood Health and Rehabilitation Center	120	865-457-6925 fax 865-463-9591
<b>Assisted Care Facility</b>	<b>Capacity</b>	<b>Phone</b>
Continuum Court Yards of Oak Ridge	16	865-482-9295 fax 865-482-7263
Morning Pointe of Clinton	58	865-457-4005 fax 865-463-7687
The Estates of Oak Ridge	62 upgrading to 72 soon	865-481-3900 fax 865-481-3988
Oak Ridge Retirement Community	62	865-483-1314

<b>Walk in Clinics</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Park Med Ambulatory Clinic	45 -55	865-483-4040
Concentra	30	865-425-4640
<b>Primary Care Offices</b>	<b>Capacity(Avg Daily Visits)</b>	<b>Phone N/A</b>

<b>Family Practice</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Clinton Family Physicians	4 providers 120	865-457-4702 fax 865-457-7178
Family Clinic of Oak Ridge	33/provider when in office	865-482-1777 fax 865-482-1030
Family Doctors of Oak Ridge	2 MDs,2 NPs 45 - 50	865-482-6080 fax 865-482-4070
Lake City Family Physicians	10 -15 at least	865-426-7441
McNeeley Family Physicians	110 5 providers	865-494-9241 fax 865-494-0895

Anderson County Annex

<b>Family Practice</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Oliver Springs Family Physicians	125 3 providers	865-435-1933 fax 865-435-9316
Reaches Community Health Center		865-562-1705
Summit Medical Group of Oak Ridge	7 MDs, 1 NP 100 - 150	865-483-3172 fax 865-483-8689

<b>Pediatrician</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Child & Teen Evening Clinic/Powell Pediatrics	20 -25	865-938-8336 fax 865-947-2558
Children's Clinic of Oak Ridge	120	865-483-6343 fax 865-483-1185
Clinton Pediatric Clinic	25 -30	865-457-4044
Kids Central Pediatrics	27	865-483-4088 fax 865-483-4027
NeoHealth , Inc.		865-481-1300 fax 865-481-1972
Oak Ridge Pediatric Clinic, P.C.	6 providers 180	865-482-4088 fax 865-481-0329

<b>Home Health Agency</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Clinch River Home Health	CNA - 64 RN - 15	865-457-4263 fax 865-457-9415
Covenant Home Care & Hospice	200 patients	865-425-3720
HouseCall Home Healthcare of Oak Ridge	50 -55	865-688-7500 fax 865-481-6301
St. Mary's Home Health & Hospice	Varies	865-545-3500 fax 865-545-3550
Sunbelt Home Health	69	865-425-0455 423-784-2452 fax 865-425-0837

<b>Mental Health Agency</b>	<b>Capacity (Inpatient)</b>	<b>Phone</b>
RidgeView Psychiatric Hospital	15	865-482-1076 fax 865-481-6164
	(Outpatient Daily Visits)	
	80 - 115	

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<b>Other/Shelters/Homeless</b>		
Genesis Recovery		865-426-9411
Hope of East Tennessee	16	865-482-4826
Oasis of Love ( women and children under 12) domestic violence only	5 women and 8-children at the most (5 bedrooms)	865-457-2659
YWCA Shelter		865-482-7474

<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone</b>
Anderson County Detention Center Jail Administrator	166 Average/day 200 addition will increase capacity to 225	865-457-7100 865-457-2520 (Dispatch to page) fax 865-457-4750

**Section 5. Vaccine Distribution**

Refer to Regional Plan.

Vaccine will be dispensed based on federal priority tiers and directives from the State of Tennessee DOH and the ETRO.

**Section 6. Antivirals**

Refer to Regional Plan.

Antivirals will be dispensed according to the State of Tennessee DOH guidelines according to availability of medication.

## **Section 7. Community Interventions**

Anderson County has an established emergency response plan. This pandemic flu response plan will be incorporated into that plan under Emergency Support Function (ESF) 8. Each ESF agency is knowledgeable and experienced in its duties and will provide support functions during a pandemic as outlined.

During a pandemic, the Anderson County Office of Emergency Management and Homeland Security activates the county response plan either by local directive or by order of regional or state officials. Appropriate operations center agencies are notified of the activation through a call down and paging system. Interventions follow Incident Command/NIMS standards.

Anderson County includes municipalities of Clinton, Lake City, Norris, Oak Ridge, and Oliver Springs. Anderson County is home to a variety of major industries, businesses, and rural communities. Anderson County is home to the Department of Energy industries which have developed response plans to follow in the event of a pandemic. The Oak Ridge Reservation has policies to address situations as defined in the Multi-jurisdictional Emergency Response Plan.

Social Distancing policies will be enforced by the Anderson County law enforcement agencies, with the support of the emergency response organizations. Communication to industry, higher education institutions, and all populations in the county regarding pandemic flu directives will follow ESF 2 of the Anderson County Emergency Response Plan. Critical information and updates on pandemic influenza planning, closures, and infection control practices will be available through the local media outlets and on the Anderson County health department website (<http://www.achealthdept.org/>).

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These industries specific are specific to Anderson County and may impact communities in the event of a pandemic. Some examples are included but not limited to:

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p><b>Office of Tourism</b>                      Contact Director                      865-457-4547                      865-659-8687 (cell)</p>	<p>--Traffic control/flow                      --Communication with out of town tourists</p>	<p>Methods of communication in pre/during/post pandemic phases will be implemented as described in Section 8 of the Regional Plan.</p>
<p><b>Higher Educational or Technological Institutions</b>                      a. Anderson County Career and Technical Center                      b. Roane State Community College</p>	<p>Commitment to provide continuing educational opportunities                       Extracurricular activities may be affected by social distance</p>	<p>Each institution is encouraged to develop and update its own pandemic response plan. Dissemination of information will follow the communication plan of the institution.</p>
<p><b>Licensed child care facilities</b>                       a. LALA’S Daycare                      b. My World                      c. Lil’ Rascals                      d. Nancy’s Day Care                      e. ACCTC Head Start Center                      f. Anderson County Career &amp; Technical Center Head Start                      g. Andersonville Elementary/Companion                      h. Andersonville Preschool/DC                      i. Angel Academy Child Care                       j. Boys &amp; Girls Club North Anderson County                      k. Briceville Early Childhood                      l. Brookside Learning Center                      m. Child Care/After School-South Clinton Elementary                      n. Claxton Early Childhood                      o. Claxton Elementary School/Companion                      p. Claxton Headstart                      q. Clinton City Early</p>	<p>Businesses will have greater absenteeism rates if employees are working parents of young children                       a. (865) 435-7526 no fax                      b. (865) 435-2923 fax 435-0879                      c. (865) 482-4754 no fax                      d. (865) 463-2332 fax 463-8876                      e. (865) 463-2332 fax 463-8876                      f. 865) 494-7695 fax 463-5484                       g. (865) 494-7695 fax 494-5484                       h. (865) 483-0500 No fax                      i. (865) 544-3825 fax 546-8507                       j. (865) 426-2289 fax 426-6451                       k. (865) 482-4896fax 220-0539                      l. (865) 457-2684 fax 457-1089                      m. (865) 945-2222 fax 945-3797                       n. (865) 945-2222 fax 945-3797                      o. (865) 945-3816                       p. (865) 457-0616                      q. (865) 463-2833</p>	<p>Information dissemination will follow the Regional Communication plan in Section 8. If schools are closed by TDH, licensed childcare facilities will automatically close and reopen on the same schedule as the county school systems. School closure policy is outline in Section 7, Supplement 3 of the Tennessee State Response Plan.</p>

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Major County Industry	Impact on Community Interventions	County Procedures/ Plans
Childhood Ed. PreK r. Clinton Early Head Start s. Clinton Head Start I t. Clinton Head Start II/Day Care u. Dutch Valley Early Childhood v. Early Learning Tree, Inc. w. Fairview Elementary Companion Prog. Esp. x. Oak Ridge y. Lake City Early Fairview Head Start Center z. First Steps Child Development Center aa. Glenwood Elementary School – Esp. bb. Grand Oaks Companion Program – Esp cc. Grand Oaks Head Start Center dd. Heritage Pre-school ee. Imagination Station Playschool ff. Kiddie Kare Child Center gg. Kiddie Kingdom Preschool hh. La. Petite Academy Childhood ii. Lake city Early Head Start III jj. Lake City Head Start Center kk. Lake City Head Start II ll. Linden Elementary School – ESP mm. Little Britches Child Care Center nn. Little Miracles Daycare oo. Montessori School of Oak Ridge, Inc. pp. Norris Elementary School/Companion –ESP qq. Norris Pre-K Early Childhood Daycare rr. Norwood Early Childhood	r. (865) 463-7061 fax 463-8176 s. (865) 463-2833 t. (865) 463-2833 u. (865) 457-2599 fax 457-0152 v. (865) 945-5437 fax 945-3844 w. (865) 494-7959 fax 494-6880 x. (865) 494-7959 fax 494-6880 y. (865) 483-6291 fax 483-9011 z. (865) 425-9401 fax 425-9360 aa. (865) 425-9401 fax 425-9360 bb. (865) 435-7506 fax 435-5346 cc. (865) 435-9809 fax 435-5346 dd. (865) 483-1976 fax 483-2965 ee. (865) 457-3903 no fax ff. (865) 426-7070 no fax gg. (865) 457-9793 hh. (865) 483-8324 fax 483-8443 ii. (865) 426-2108 fax 426-2110 jj. (865) 426-8167 fax 426-8167 kk. (865) 426-4890 fax 426-2110 ll. (865) 426-6634 fax 426-9009 mm. (865) 457-9793 no fax nn. (865) 425-5704 oo. (865) 435-9992 fax 435-1618 pp. (865) 945-1239 fax 945-5550 qq. (865) 482-5036 rr. (865) 494-7422	

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Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>Program</p> <p>ss. Norwood Early Head Start</p> <p>tt. Norwood Elementary School/Companion Care – ESP</p> <p>uu. Norwood Head Start I</p> <p>vv. Norwood Head Start II</p> <p>ww. Oak Ridge Early Head Start</p> <p>xx. Oak Ridge Nursery School</p> <p>yy. Oak Ridge School’s Ext. Child Care Preschool</p> <p>zz. Oak Ridge School’s Preschool Program</p> <p>aaa. Rainbow Day Care</p> <p>bbb. RidgeView Child Development Center</p> <p>ccc. Scarboro Day Care Center, Inc</p> <p>ddd. Small Wonders Nursery School</p> <p>eee. St Mark’s Family Development Center</p> <p>fff. St. Mary’s School Esp</p> <p>ggg. St. Mary’s School PreK</p> <p>hhh. Sunshine Playschool</p> <p>iii. The Brite Beginning Academy of O. R. Inc</p> <p>jjj. The Norris Kindergarten Association</p> <p>kkk. The Young Adventurers Child Care Center</p> <p>lll. United Church Nursery School</p> <p>mmm. Weekday Early Education Wee Ministry</p> <p>nnn. Wiggles and Giggles</p> <p>ooo. Willowbrook Elementary School Esp</p> <p>ppp. Woodland Elementary School ESP</p>	<p>ss. (865) 453-5640</p> <p>tt. 865-425-2519</p> <p>uu. (865) 463-2833 fax 463-8876</p> <p>vv. (865) 435-2519 fax 435-2758</p> <p>ww. (865) 135-6025 fax 435-2758</p> <p>xx. (865) 482-7633 same</p> <p>yy. (865) 483-3036 fax 220-8982</p> <p>zz. (865) 425-9007 fax 425-9120</p> <p>aaa. (865) 425-9101 fax 425-9120</p> <p>bbb. (865) 483-3397 same</p> <p>ccc. (865) 483-6871 fax 483-6875</p> <p>ddd. (865) 457-5815 fax 457-9261</p> <p>eee. (865) 463-7699 fax 457-8694</p> <p>fff. (865) 483-9700 fax 483-8305</p> <p>ggg. (865) 483-9700 fax 483-6341</p> <p>hhh. (865) 482-5691 fax 483-6341</p> <p>iii. (865) 483-3034 fax 482-3592</p> <p>jjj. (865) 494-7160</p> <p>kkk. (865) 463-8748 no fax</p> <p>lll. (865) 482-2221 fax 482-1017</p> <p>mmm. (865) 457-6685 same</p> <p>nnn. (865) 463-8303 fax 463-2511</p> <p>ooo. (865) 425-3204</p> <p>ppp. (865) 425-9504</p>	
<b>Private Schools</b>		Dissemination of

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Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<ul style="list-style-type: none"> <li>a. St. Mary’s Catholic School 865-483-9700</li> <li>b. Montessori Center of Oak Ridge 865-482-5036 (same for fax)</li> <li>c. Christian Outreach Academy 865-481-2519</li> </ul>		<p>information will follow the Regional Communication plan as described in Section 8 of the Regional Plan. Each institution should develop a plan to respond to a pandemic. Information flow will follow each specific campus plan.</p>
<p><b>Major Industries</b></p> <ul style="list-style-type: none"> <li>a. Pitney Bowes Government Solutions</li> <li>b. BWXT Y-12</li> <li>c. Oak Ridge Reservation Facilities: ETTP, ORNL, SNS</li> <li>d. UT Battelle</li> <li>e. Bechtel Jacobs Company, LLC</li> <li>f. Omega Cabinetry</li> <li>g. SAIC</li> <li>h. Wackenhut-Oak Ridge Team</li> <li>i. Oak Ridge Associated Universities</li> <li>j. Duratek</li> <li>k. Client Logic</li> </ul>		<p>Chamber of Commerce will disseminate critical information to employees and members. Large industries to develop pandemic influenza response plans and will follow those accordingly.</p>
<p><b>Poultry farms</b> N/A</p>		<p>Report any sick birds to USDA (U.S. Department of Agriculture) 1-866-536-7593 USDA will implement their policy and procedure for quarantine and/or destruction of flocks.</p>
<p><b>Mass Transportation</b></p>	<p>No mass transit available.</p>	
<p><b>Language barriers</b></p>	<p>2000 Census: Hispanic population</p>	<p>Utilize language line and</p>

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Major County Industry	Impact on Community Interventions	County Procedures/ Plans
Spanish major non-English speaking population	1.1% of Anderson County's population Limited translators/interpreters available	interpreter services through the East Tennessee Regional Health Office. Additional assistance has been requested from Department of Education's language teachers and other multi-lingual persons to assist with communication of critical information
<b>Homeless populations</b>	YWCA shelter has limited space for women and children who are victims of domestic violence. No shelters available for men who are victims of domestic violence.	Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request housing temporarily

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**Section 8. Communication**

Anderson County will utilize existing county emergency communication plans to disseminate information under the direction of State and Regional authorities. All media releases will be approved by ETRO.

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. Executive Director	Anderson County Tourism Council	865-457-4547 fax 865-457-4545	ACHD PIO
2. Mayor's Office	Anderson County Mayor's Office	865-457-5100	Anderson County PIO

**Media Outlets 1**

Media	Contact Information	Pre/Post/During Event
<u>Television Stations</u>		
a. WATE – 6	a. 865-637-6397 Fax 865-637-1272	
b. WBIR - 10	b. 865-450-8880	
c. WVLT - 8	c. 865-483-8112-	
d. BBB Communications – 12	d. 865-382-5112	
e. Oak Ridge High School - 15	e. 865-425-9600	
<u>Newspapers</u>		
a. The Oak Ridger	a. 865-482-1021	a. Fax 865-482-7834 Editor
b. Clinton Courier	b. 865-457-2515	b. Fax 865-457-1586
c. News Sentinel	c. 865-342-6397 d. 865-481-3625	
<u>Radio Stations</u>		
a. WIVK 107.7 FM	a. 865-558-9900	a. Fax 865-558-4218
b. WATO 1290 AM	b. 865-482-1292	b. Fax 865-675-4859
c. WOKI 100.3 FM	c. 865-531-2000	c. Fax 865-558-4218
d. B 97.5 FM	d. 865-656-2975	d. Fax 865-656-3292
e. WYSH	e. 865-457-1380	e. Fax 865-457-4440

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<b>Web Sites</b>		
Anderson County Health Department	County Director	<a href="http://www.achealthdept.org">www.achealthdept.org</a>
Anderson County Government	Mayor	<a href="http://www.andersontn.org">www.andersontn.org</a>
Anderson County LEPC	Chairman	<a href="http://www.andersonlepc.com">www.andersonlepc.com</a>
AC Chamber of Commerce		<a href="http://www.andersoncountychamber.org">www.andersoncountychamber.org</a>
AC Schools		<a href="http://www.acs.ac">www.acs.ac</a>
Clinton Schools		<a href="http://www.clintonschools.org">www.clintonschools.org</a>
Oak Ridge Schools		<a href="http://www.ortn.edu">www.ortn.edu</a>
AC Tourism	Executive Director	<a href="http://www.yallcome.org">www.yallcome.org</a>
Clinton City		<a href="http://www.clintontn.net">www.clintontn.net</a>
Lake City		<a href="http://www.lakecitytn.org">www.lakecitytn.org</a>
Norris		<a href="http://www.city-data.com/city/norris-tennessee">www.city-data.com/city/norris-tennessee</a> <a href="http://www.newdeal.feri.org/tva/tva08.htm">www.newdeal.feri.org/tva/tva08.htm</a>
Oak Ridge		<a href="http://www.cortn.org">www.cortn.org</a>
Oliver Springs		<a href="http://www.oliverspringscity.com">www.oliverspringscity.com</a>
Other		

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**Section 9. Workforce and Psychosocial support**

Local Mental Health, Spiritual and Physical Support Resources:

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Contact Helpline	Lay Counseling	865-482-5040 865-482-4949 on call
Oak Ridge Ministerial Association		President 865-482-6761
REACHES	Child Abuse Prevention, Natural Helper Program, Support Group for Handicap, Victim Assistance	423-562-1156
Baptist Association	Lay Counseling	865-457-9481
<b>Food Assistance</b>		
Aid to Distressed Families	Food assistance	865-483-6028
Community Action Center	Food assistance	865-457-5500
St. Joseph Food Pantry	Food assistance	865-483-9701
Salvation Army	Food	865-483-4694
<b>Churches</b>		
Glenwood Baptist Church		865-483-7436
Lake City Christian Fellowship		865-426-6544
South Clinton Baptist Church		865-457-0863
Oliver Springs Community Ministries		865-435-4296
Main Street Baptist Church		865-426-2184
Central Baptist Church		865-482-5483
First Baptist Church		865-457-9353
Second Baptist Church		865-457-2046
Highland View Church of Christ		865-483-7471
Grace Lutheran Church		865-483-3787
Arms of Hope Ministry		865-426-9884
<b>Funeral Homes</b>		
Hatmaker Funeral Home	Minister on call	865-426-2169
Holley Gamble Funeral Home	Provide counseling	865-457-2323 865-426-2121
Jones Mortuary	Provide Counseling	865-457-1515
Martin Funeral Home	Refer to United Church of Oak Ridge for counseling needs	865-483-4341
Weatherford Mortuary	Refers	865-482-1464
American Red Cross Appalachian Chapter	Provides disaster assistance including food	865-483-5641

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**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Tennessee Suicide Prevention Network	Suicide prevention, training, or publications	(615) 298-3359 fax (615) 383-9714
Tennessee Mental Health Association of East TN	Resources	<a href="http://mentalhealth.about.com">mentalhealth.about.com</a> 865-584-9125
Child and Family Tennessee	Mental Health	865-524-7483
Crisis Information		1-800-560-5767
Suicide Prevention	Certified local crisis center Knoxville, TN	(865) 523-9124
Tennessee Baptist Relief		865-254-5498

**National Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
National Alliance on Mental Illness (NAMI)	Mental Health Resources	1-800-950-NAMI (6264) 865-483-5700
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Blount County Annex

**1. Core Plan:**

County Specific Support Agencies to carry out essential roles during a pandemic period

**Emergency and Support Agencies**

Support Agency	Phone	Responsibility
1) EMA a) Interim Director b) Assistant Director	a. (865) 273-5700 b. (865) 273-5835	During a pandemic, EMA will coordinate all Blount County EOC activity including the county's response logistics and deployment of available assets.
2) TEMA a) East Area Coordinator  b) State EOC	a. (865) 981-4537  b. 1-800-262-3400	During a pandemic, TEMA East will assist Blount county EMA with the coordination of emergency management activities within Blount County.
3) State Homeland Security District # 2 Regional Coordinator Regional Advisor	a. (423) 318-2566 fax 423-318-2577	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
4) Law Enforcement a) Blount County Sheriff b) Alcoa Police Chief c) Maryville Police Chief d) Townsend Police	a. (865) 273-5000 b. (865) 380-4905 c. (865) 273-3800 d. (865) 448-2289	During a pandemic, Blount County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
5) Primary EMS Provider Rural Metro Regional Director Rural Metro Captain/Paramedic	a. (865) 977-5420	During a pandemic, Blount County's EMS will provide emergency triage, treatment, and transport of patients.

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Support Agency	Phone	Responsibility
6) County/City Mayors office a. Blount County Mayor b. Alcoa City Mayor c. Maryville City Mayor d. City of Friendsville Mayor e. Town of Louisville Mayor f. Town of Townsend Mayor g. City of Rockford Mayor	a. (865) 273-5700 b. (865) 380-4795 c. (865) 273-3401 d. (865) 995-2734 e. (865) 681-1093 f. (865) 448-6886 g. (865) 970-9665	During a pandemic, the Mayors of Blount County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.
7) Hospitals Blount Memorial		Refer to Regional Plan, Section 4 for hospital information
8) Rescue Squad Captain	(865) 984-9315	During a pandemic, this agency will provide emergency and definitive care.
9) Fire Department a. Alcoa Fire Dept b. Blount County Fire c. Maryville Fire Dept d. Townsend Fire e. Friendsville Fire(Volunteer) f. Greenback Fire g. Seymour Fire (Volunteer)	a. 865- 380-4996 b. 865- 983-2133 c. 865- 273-3605 d. 865- 223-4729 pager e. 865- 995-2231 f. 865-856-6670 g. 865- 749-5216 pager	During a pandemic, the Blount County’s fire department will provide fire suppression, hazardous materials response and management, and will assist Blount Memorial with decontamination issues if needed.
10) Board of Education a. Administrator/Blount County b. Director of Maryville City Schools c. Superintendent of Alcoa City Schools	a. (865) 984-1212 b. (865) 981-7121 c. (865) 984-0531	During a pandemic, the Blount County Board of Education will prepare students, parents, and teacher with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.
11) Red Cross, Blount County Chapter a. Director b. Director of Emergency Services	a. (865) 983-0821 b. (865) 983-0821	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Blount County.

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Support Agency	Phone	Responsibility
12) Media (See Section 8, Communications)		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
13) State Dept of Human Services Region a. DHS Local office b. DCS	a. (865) 981-2350 b. (865) 981-2366 fax (865) 5905	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plans.
14) Chamber of Commerce a. Blount County Chamber of Commerce b. Keep Blount Beautiful c. Economic Development Board of Blount County d. Leadership Blount County e. Townsend Visitors Center f. United way of Blount County	a. (865) 983-2241 b. (865) 681-4809 c. (865) 983-7715 d. (865) 984-9368 e. (865) 448-6134 f. (865) 982-2251	During a pandemic, these agencies will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Blount County.
15) U.T. Extension Office Blount County	865-982-6430 Fax 865-982-2027	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs

**Section 2. Operational Sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

The Blount County Health Department will follow the continuity of operations as established in the Regional Pandemic Flu Response Plan.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Blount County. There will be ongoing risk communication and strategies between the local health departments and the community.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing and services will follow the state and regional plan.

Blount County Annex

**Section 4: Healthcare Planning**

Blount county’s contact information and information on their capacity of healthcare facilities is listed as follows:

Long-term care facility	Capacity	Phone
Asbury Place	181	(865) 984-1660
Home Away From Home	28	(865) 984-7047
Morning View Village	93 apartments (varies)	(865) 980-6000
Shannondale	44	(865) 982-4599
Wellington Place	52	(865) 984-3030
Fair Park	75	(865) 983-0261
Assisted Care Facility		
Asbury Place	78 beds plus 33 cottages	(865) 984-1660
Home Away From Home	28	(865) 984-7047
FairPark Healthcare Center	75 (varies)	(865) 983-0261
Shannondale	128	(865) 982-4599
Wellington Place	52	(865) 84-3030
Personal Care	40 potential (non-medical)	(865) 81-0999
Colonial Hills Nursing Home	203	(865) 982-6161
Maryville Healthcare & Rehabilitation Center	187	(865) 984-7400
Morning View Village	93 apartments (varies)	(865) 980-6000

Walk in Clinics	Capacity (Avg Daily Visits)	Phone
East TN Medical Group	30 (Day);50-80 (Night); 80-100 weekends	Rocky Davis C- (865) 1535; (865) 983-0093 (after hrs.)
Park Med Ambulatory Clinic	50	(865) 982-3409
Blount County Health Dept.	110-120	(865)983-4582/983-2605
Maryville College Student Clinic	5	(865) 981-8716

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<b>Primary Care Offices</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Blount County Health Dept.	12	(865) 983-4582/983-2605
Blount Memorial Good Samaritan	80	(865) 273-1645,273-1616
East TN Medical Group	500	(865) 984-3864/984-3429
Park Med Clinic/TM Health	30	(865) 982-3409
Pellissippi Primary Care	40-50	(865) 970-9048

<b>Family Practice</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Blount Memorial Family Care	145	(865) 980-5355
East TN Medical Group	500	(865) 984-3864
Maryville Family Practice	5-15	(865) 681-9071

<b>Pediatrician</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Maryville Pediatric Group	75-100	(865) 982-0032
Cedar Creek Pediatric	60	(865) 379-2277
Foothills Pediatric Center, PC		(865) 982-7369

<b>Home Health Agency</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Blount Memorial Home Services	160-170	(865) 981-2160
Buckeye Quality Home Health		(865) 977-7477
Comfort Keepers	33	(865) 670-9339
Extended Family Services	30	(865) 980-0700
Home Instead Senior Care	6 (non-medical)	(865) 273-2178
Personal Care Choices	40 potential (non-medical)	(865) 681-0999
Priority Health Services		(865) 977-8400
All Care Plus	85	865-977-7477 fax 865-977-7120

Blount County Annex

<b>Mental Health Agency</b>	<b>Capacity (Inpatient)</b>	<b>Phone</b>
Child and Family Tennessee	10-15 daily	(865) 524-7483
Helen Ross McNabb Center	16	(865) 681-6990
Peninsula Hospital	129 actual beds	(865) 970-9800
Peninsula Village	100 actual beds	(865) 970-3255
Blount Memorial Emotional Health & Recovery Center	16 inpatient	(865) 981-2300
Cherokee Health	(no inpatient capacity)	(865) 380-4390
	(Outpatient Daily Visits)	
Helen Ross McNabb Center	20 (Blount County)	(865) 637-9711
Peninsula Behavior Health	75-125 varies (Blount County)	(865) 970-9800
Cornerstone	75-90 (Blount County)	(865) 970-7747
Cherokee Health	50 (outpatient daily visits) (Blount County)	(865) 380-4390

<b>Other/Shelters/Homeless</b>		
Haven House	9 Families	(865) 982-1087
Heaven Sent	7 (men); 14 (women)	(865) 291-8275
Boys Home	8 beds	(865) 681-0552
Blount County Children's Home	12 average daily visits to homes (no beds)	(865) 681-6323
<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone</b>
Gateway Center-A&D Adolescent Service	16 for clients	(865) 524-5757
Blount County Jail	350	(865) 273-5245
Johnson Group Home (Girls)	6	(865) 984-1163
Blount County Boys Home	8	(865) 681-0552
Juvenile Cells at Blount County Courthouse	32	(865) 273-5959

**Section 5. Vaccine**

Refer to the Regional Plan. Vaccine will be administered according to the State and Regional Plan guidelines based on the federal priority tiers and directives from the state of Tennessee DOH and ETRO.

**Section 6. Antivirals**

Refer to Regional Pandemic Response Plan. Antivirals will be dispensed according to State of Tennessee DOH guidelines and availability.

## **Section 7. Community Interventions**

Blount County has an established emergency response plan. This pandemic flu response plan will be incorporated into that plan under ESF 8. Each Emergency Service Function agency is knowledgeable and experienced in its assigned duties. The Blount County Office of Emergency Management and Homeland Security activates the county response plan either by local directive or by order of regional or state officials. Appropriate staff is notified of the activation through a call down and paging system. Interventions are made as indicated using Incident Command techniques and NIMS standards.

Blount County is home to a variety of industries that include McGhee Tyson Airport (TYS), The Air National Guard, Denso, The National Park Service, Alcoa Inc. and others. These agencies have established organizational pandemic flu response plans and will follow them accordingly. Blount County is also home to Pellissippi State Community College (Blount County Campus) and Maryville College. These Colleges have also formulated pandemic flu response plans that will apply for all campus sites. This plan has been submitted to the Tennessee Board of Regents for review. The plans submitted by Maryville College and the Blount County Campus of Pellissippi College include communication efforts with the Health Department for guidance on the status of the pandemic and other pertinent information. Furthermore, they plan on operating under the American College Health Association's (Southern Chapter) guidelines for dealing with Pandemic Flu.

The Blount County Chamber of Commerce could be a resource to reach additional businesses and members during an event. Other methods of communication with the public will follow previously established channels and will rely on emergency alerts, public service announcements, and other media techniques. Media outlets available in the community include newspapers, radio, television, and other internet web based tools. Communications in an event are addressed in ESF 2 of the Blount County Emergency Management Plan and are well established.

Social distancing measures will be enacted to reduce exposure to the pandemic virus according to the State and Regional guidance. These would be decided by the state Department of Health with support and direction from other regional and state officials. Social distancing policies would be enforced by all Blount County law enforcement agencies with the support of other emergency response organizations.

Blount County Annex

These industries specific are specific to Blount County and may impact communities in the event of a pandemic. Some examples are included but not limited to:

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p><b>Tourism Industry</b> Townsend Visitor and Heritage Centers 865-448-6134</p>	<p>--High transit population --Out of state/country/county populations --Traffic Control/flow --Communication the welcome centers and Townsend town tourists centers</p>	<p>--Methods of communication in pre/during/post pandemic phases will be implemented as described in Section 8 of the Regional Plan and according to the emergency communication plan as outlined by the county.</p>
<p><b>Higher Educational or Technological Institutions</b> a. Maryville College 865-981-8000  b. Pellissippi State Technical Community College 865-694-6400</p>	<p>- These Institutions under the Board of Regents would follow guidelines and communications during a Pandemic event. --Extracurricular activities may be affected by social distancing measures</p>	<p>-Each institution has developed a plan to respond to a pandemic. Information will follow each specific campus communication line. Dissemination of information will follow as described in Section 8 of the Regional Plan and as outlined by the local county plan.</p>
<p><b>Private Schools</b> a. Maryville Christian School b. East Tennessee Japanese School, Inc. c. New Horizon Montessori School</p>	<p>a. (865) 681-3205 b. (865)981-8108 c. (865) 970-4322</p>	<p>Private schools will follow their standard closure procedures. Residential clients will be cared for per private school policy. Schools will follow the lead set by Blount County Schools.</p>
<p><b>Industry</b> Alcoa, Inc. Denso Ruby Tuesday – VP for Risk Management 865.379.5654 Support Center, 3 Restaurants, Ruby Tuesday Lodge, Blackberry Inn, &amp; Dancing Bear Lodge. 1,000 plus employees</p>	<p>(865) 987-5268, Safety &amp; Security</p>	<p>Blount County Chamber of Commerce would assist with dissemination of critical information to employers and members. Large industries have established pandemic flu response plans in place and will follow those accordingly.</p>

Blount County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p><b>Poultry farms</b> N/A</p>	<p>There are no commercial poultry farms in the county. There are individuals that do raise limited numbers of poultry with the maximum being about 50 birds.</p>	<p>--Report any sick birds to USDA (U.S. Department of Agriculture) 1-866-536-7593 USDA will implement their policy and procedure for quarantine and/or destruction of flocks.</p>
<p><b>Mass Transportation</b> B&amp;C Bus Lines(charter) Knoxville Airport Authority (FAA) P.O.C. (865) 740-0276; (865) 342-3040; (865) 342-3014</p>		<p>Refer to Airport Emergency Plan which is overseen by Federal Aviation Agency (FAA).</p>
<p><b>Language barriers</b></p>	<p>Hispanic population is approximately 2,100</p>	<p>Utilize language line and interpreter service through the East Tennessee Regional Health Office. Additional assistance has been requested from Department of Education's language teachers and other multilingual persons to assist with communication of critical information.</p>
<p><b>Homeless populations</b></p>	<p>No shelters identified.</p>	<p>Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request housing temporarily</p>

Blount County Annex

**Section 8. Communication**

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. Chapter Executive	Blount County American Red Cross	(865) 983-0821 ext. 29	Information Management
2. Executive Editor	Maryville Daily Times	(865) 981-1100	Information Management
3. General Manager	Blount County Voice	(865) 981-1133	Information Management
4. PIO	McGhee Tyson Airport	(865) 985-3205 (w); 300-7732 (cell), 742-7638 (cell)	Information Management
5.	Blount Today		
6.			

Blount County Annex

**Media Outlets 2**

<b>Media</b>	<b>Contact Information</b>	<b>Pre/Post/During Event</b>
<b>Television Stations</b>		
WATE (Ch. 6, ABC)	(865) 637-6397	
WBIR (Ch. 10, NBC)	(865) 637-1272	
WVLT (Ch. 8, CBC)	(865) 450-8888	
WTNZ (Ch. 43, FOX)	(865) 693-4343	
<b>Newspapers</b>		
Daily Times	(865) 981-1100	
Blount Today	(865) 981-9101	
<b>Radio Stations</b>		
WGAP 1400 AM	(865) 983-4310	
WTXM 95.7 FM	(865) 525-6000	
WBCR 1470 AM	(865) 984-1470	
WYLV 89.1 FM	(856)342-5089	
<b>Bulletin Boards</b>		
Blount County Library	(865) 982-0981	
<b>Web Sites</b>		
Blount Today	<a href="http://www.blounttoday.com">www.blounttoday.com</a>	
Blount County Chamber of Commerce	<a href="http://www.blountchamber.com">www.blountchamber.com</a>	
Blount County Voice	<a href="http://www.blountcountyvoice.com">www.blountcountyvoice.com</a>	
Daily Times	<a href="http://www.thedailytimes.com">www.thedailytimes.com</a>	
<b>Community Newsletters</b>		
<b>Hotlines/Phone recordings</b>		
911	911	Emergency (Police/Fire/Ambulance)
211 (see Section 9)	211	Find or Get Help in East TN
511	511	Travel Information
411	411	Local Telephone Numbers
<b>Other</b>		
Amber Alerts	(985) 789-7604	CodeAmber.org

Blount County Annex

**Section 9. Workforce and Psychosocial support**

Local Mental Health, Spiritual and Physical Support Resources:

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Peninsula Behavioral Health	Crisis & Counseling	(865) 970-9800
Foot Hills Drop- In Center	Social Support/Advocacy	(865) 379-6030
Mobile Crisis	Crisis Assessment	(865) 539-2409
TN Air National Guard	Counseling	Chaplain (865) 985-3203
TN Air National Guard	Counseling	Chaplain (865) 985-3203
Contact Crisis Helpline	24 HR. Crisis & Suicide Prevention	(865) 523-9124
United Way	Basic needs resources	865-982-8195
<b>Food Pantries</b>		
Blount County Food Pantry		865-983-4206
Community Food Section		865-977-4400
Chilhowee Baptist Association	Food and housing	865-982-0499
<b>Housing</b>		
Haven House	Housing	865-982-1087
Maryville Housing	Housing	865-983-4958

**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Mental Health Association of East TN	Resource Listing	(865) 584-9125
National Alliance on Mental Illness (NAMI)	Resource Listing	1-800-467-3589
NAMI of Knoxville	Resource Listing	(865) 602-7807
Child & Family TN	Mental Health	(865) 524-7483
Tennessee Baptist Disaster Relief	(865) 254-5498	Area Coordinator

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**National Mental Health, Spiritual and Physical Support Resources:**

Organization	Services willing & able to provide:	Contact information
National Alliance on Mental Illness	Mental Health Resources	1-800-950-NAMI (6264)
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Campbell County Annex

**1. Core Plan:**

County Specific Support Agencies to carry out essential roles during a pandemic period:

**Emergency and Support Agencies**

Support Agency	Phone	Responsibility
<b>1) EMA</b> a. Campbell County EMA b. Jellico City EMA	a. 423-562-6151 Fax 423-566-1730 b. 423-494-3569 Fax 423-784-1931	During a pandemic, EMA will coordinate all Campbell County EOC activity including the county's response logistics and deployment of available assets.
<b>2) TEMA-Area 4</b> 836 Louisville Road Alcoa, TN 37701 a. East Area Coordinator b. State EOC	a. 865-981-5284 b. 1-800-533-7343	During a pandemic, TEMA East will assist Campbell County EMA with the coordination of emergency management activities within Campbell County
<b>3) State Homeland Security District # 2</b> 1069 College Park Drive, Box 10 Morristown, TN 37812	423-318-2566 fax: 423-318-2577	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
<b>4) Law Enforcement</b> a. Campbell County Sheriff's Dept b. LaFollette City Police c. Jacksboro City Police d. Caryville City Police e. Jellico City Police	a. 423-562-7446 Fax 423-566-5760 b. 423-562-8331 Fax 423-566-5214 c. 423-562-9312 Fax 423-566-8121 d. 423-562-9478 Fax 423-562-4373 e. 423-784-6123 Fax 423-784-3131	During a pandemic, Campbell County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
<b>5) Primary EMS Provider</b> a. LaFollette b. Caryville c. Jellico	a. 423-562-6151 b. 423-566-1730 c. 423-494-3569	During a pandemic, Campbell County EMS will provide emergency triage, treatment, and transport of patients.

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Support Agency	Phone	Responsibility
<b>6) County/City Mayors office</b> a. Campbell County Mayor b. LaFollette City Mayor c. Jacksboro City Mayor d. Caryville City Mayor e. Jellico City Mayor	a. 423-562-2526 Fax 423-562-2075 b. 423-562-4961 Fax 423-562-6565 c. 423-562-9312 Fax 423-566-8121 d. 423-562-9478 Fax 423-562-4373 e. 423-784-8495 Fax 423-784-3131	During a pandemic, the Mayors of Campbell County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.
<b>7) Hospitals</b> St Mary’s Medical Center Jellico Community Hospital		Refer to Regional Plan, Section 4 for hospital information
<b>8) Rescue Squad</b> a. LaFollette b. Jellico	a. 423-562-7741 or 423-562-8095 b. 423-784-9346 423-784-6123 (Dispatcher)	During a pandemic, the LaFollette and Jellico County Rescue Squad will provide rescue services as needed for the pandemic response.
<b>9) Fire Department</b> a. LaFollette City b. Jacksboro City c. Caryville City d. Jellico City e. Pinecrest Vol. Fire Dept f. Ridgewood Vol. Fire Dept g. White Oak Vol. Fire Dept. h. Speedwell Vol. Fire Dept.	a. (423)562-3340 b. (423)562-9842 c. (423)562-9478 d. (423)784-8240 e. (423)562-7333 f. (865)426-2653 g. (423)784-3191 h. (423)562-2266	During a pandemic, Campbell County’s fire departments will provide fire suppression, hazardous materials response and management, and will assist St. Mary’s and Jellico hospitals with decontamination issues if needed.
<b>10) Board of Education</b> a. Campbell County Board of Education b. School Nurse	a. 423-562-8377 b. 423-562-1619	During a pandemic, the Campbell County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.
<b>11) Red Cross</b> a. American Red Cross b. Local level ARC c. Local level ARC	a. 866-458-2999 b. 423-562-5213 c. 423-784-6871	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Campbell County.

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Support Agency	Phone	Responsibility
12) <b>Media</b> (See Communication Section 8)		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
13) <b>State Dept of Human Services</b> a. Local Office b. Department of Children Services (DCS)	a. 423-566-9639 Fax 423-566-9734 b. 423-566-9714 Fax 423-566-9648	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.
14) <b>Chamber of Commerce</b>	a. 423-566-0329	During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Campbell County.
15) <b>U.T. Extension Office Campbell County.</b>	423-562-9474 Fax 423-562-9401	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs

**2. Operational Sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

Campbell County Health Department will follow the continuity of operations as established by the East Tennessee Regional Pandemic Response Plan and the State of Tennessee DOH.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office will continue to coordinate disease surveillance activities in Campbell County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to Section 8 of the ETRO Regional Plan.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing will follow the State and Regional Plan.

Campbell County Annex

**Section 4: Healthcare Planning**

Campbell County’s contact information and healthcare resources necessary for response

<b>Long-term care facility</b>	<b>Capacity</b>	<b>Phone</b>
St. Mary’s Medical Center	98	423-907-1370 Fax 423-907-1394
Sunbridge Care	189	423-562-0760 Fax 423-562-6709
Beech Tree Manor	110	423-784-6626 Fax 423-784-8552
LaFollette Courts	55	423-562-6730 Fax 423-562-7521
<b>Assisted Care Facility</b>		
Rainbow Tn Baptist Home	15	423-562-1901 Fax 423-562-1947
Reflections Group Home	6	423-562-4289 Fax 423-566-9524
Pratt Group Home	3	423-562-4289 Fax 423-566-9524
Kincaid Group Home	3	423-562-4289 Fax 423-566-9524

<b>Walk in Clinics</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
St Mary’s Medical Center Clinic of Campbell	(both Clinics) 24 (Jacksboro) 55 (LaFollette)	Director- 423-907-1600 Jacksboro Fax 423-907-1646 LaFolette Fax 423-907-1646
Reaches (Primary Care)		423-562-1705 Fax 423-566-3718
Indian Mt. Clinic	70 – 80	423-784-5771 Fax 423-784-6185

<b>Primary Care Offices</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
<b><u>DAYSPRINGS</u></b>		
a. Indian Mt. Clinic b. Clearfork Clinic	(both clinics) 100 +	a. 423-784-5771 b. 423-784-8492
Wynn-Habersham		423-784-5110 Fax 423-784-3708

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<b>Family Practice</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Richard Burdeaux ,DO		423- 566-8181 Fax 423-562-9692
John Burrell,MD		423-562-1705 Fax 423-566-3718
Murugesen Dhandapani,MD		423-566-4748 Fax 423-566-4119
a. Todd Donahoe,DO b. James Farris, MD c. Ronald Hall, MD d. Melissa Hood,MD e. Jamal Isber', MD f. Aubrey Isham, MD g. Kathy Jackson, OD h. Richard Kauffman,DO i. Elie Mansour,MD j. Susan McCue,CPNP k. Sheila Morehead, CFNP l. Mary Morris, CFNP m. Gurpreet Narula, MD n. Harjeet Narula, MD o. Burgin Wood, MD		a. 423-907-1600 Fax 423-907-1646 b. 423-562-4968 Fax 423-562-5603 c. 423-562-6586 Fax 423-566-4559 d. 423-566-3488 Fax 423-566-3862 e. 423-566-4142 Fax 423-566-5267 f. 423-562-1181 Fax 423-562-0343 g. 423-562-1705 Fax 423-566-3718 h. 423-907-6464 Fax 423-907-1646 i. 423-562-4976 Fax 423-566-8173 j. 423-566-3488 Fax 423-566-3862 k. 423-562-1705 Fax 423-566-3718 l. 423-562-1705 Fax 423-566-3718 m. 423-566-6466 Fax 423-566-1387 n. 423-566-6466 Fax 423-566-1387 o. 423-907-1600 Fax 423-907-1646

<b>Pediatrician</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Pediatric Consultants of LaFollette	55+	423-562-4149 Fax 423-566-6929
LaFollette Pediatric Clinic	35 +	423-566-3588 Fax 423-566-3862

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<b>Home Health Agency</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
a. Sunbelt Home Care		a. 423-784-2452 / 566-9920 Fax 423-784-1184
b. St. Mary's Home Care		b. 423-907-1575 Fax 423-907-1170
c. Professional Home Care		c. 423-562-6870 Fax 606-864-5256
d. Family Home Health		d. 800-677-8661 Fax 423-626-0300

<b>Mental Health Agency</b>	<b>Capacity (Inpatient)</b>	<b>Phone</b>
	<b>Outpatient Daily Visits</b>	
a. Ridgeview		a. 423-562-7426 Fax 423-562-4403
b. Cornerstone		b. 423-562-2637 No Fax

<b>Other/Shelters/Homeless</b>		
a. LaFollette Homeless Shelter		1. 423-562-5366 Fax 423-562-5322
b. House of Hope		2. 423-562-8325 Fax 423-562-3645
c. Open Arms Ministry		3. 423-566-6723 Fax 423-566-6723
d. Salvation Army		4. 423-566-2214 Fax 423-566-2214(same as phone)
e. Goodwill Industries		5. 423-566-7411 Fax 423-562-1455
f. LaFollette Housing Authority		6. 423-562-2261 Fax 423-562-1455
g. Ministerial Association		7. 423-562-5213 Fax Same as Phone

<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone</b>
a. Campbell County Jail	132	a. 423-562-7446 Fax 423-566-5469
b. Jellico City Jail	12	b. 423-784-6123 Fax 423-784-3131

**Section 5. Vaccine**

Refer to Regional Plan.

Vaccine will be dispensed based on federal priority tiers and directives from the State of Tennessee DOH and ETRO.

**Section 6. Antivirals**

Refer to Regional Plan.

Antivirals will be dispensed according to the State of Tennessee DOH guidelines and ETRO according to availability of medication.

## **Section 7. Community Interventions**

Campbell County has an established emergency response plan. This pandemic flu response plan will be incorporated into that plan under ESF 8. Each Emergency Service Function agency is knowledgeable and experienced in its assigned duties. The Campbell County Office of Emergency Management and Homeland Security activates the county response plan either by local directive or by order of regional or state officials. Interventions are made as indicated using Incident Command techniques and NIMS standards.

Campbell County is home to a variety of industries including auto parts manufacturing, high skill machine operators, defense contractors, appliance manufacturing, biotech, commercial metal building systems and specialty production companies. Campbell County offers access to several institutions of higher learning including a Roane State Community College Center and the Tennessee Technology Center of Jacksboro in addition to off-campus courses through night and weekend classes for the University of Tennessee, Tennessee Technology University, Lincoln Memorial University, Cumberland College, and Carson-Newman College.

The Campbell County Chamber of Commerce will be a resource to reach businesses and members during an event. Other methods of communication with the public will follow previously established channels and will rely on emergency alerts, public service announcements, and other media techniques. Media outlets available in the community include newspapers, radio, television, and other internet web based tools. In addition the NOAA radio system that is part of the National Weather Service could be used to bring the communities attention to pandemic alerts and updates that are provided on the above media outlets. Communications in an event are addressed in ESF 2 of the Campbell County Emergency Management Plan.

Social distancing measures may be enacted to reduce exposure to the pandemic virus. This could include the delay or cancellation of events where more than 100 individuals are expected to attend. Depending on the nature and severity of the pandemic these values could shift up or down and could include such activities as athletic events, theater productions, community activities, etc. Social distancing policies would be enforced by all Campbell County law enforcement agencies with the support of other emergency response organizations.

Campbell County Annex

These industries specific are specific to Campbell County and may impact communities in the event of a pandemic. Some examples are included but not limited to:

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<b>Office of Tourism</b>	--Traffic Control/flow --Communication with out of town tourists	Methods of communication in pre/during/post pandemic phases will be implemented as described in section 8 of the Regional Plan.
<b>Higher Educational or Technological Institutions</b> a. Roane State Community College 423-562-7021 b. Tennessee Technology Center – Jacksboro 423-566-9629 c. Campbell County Career Center 423-566-3300	Commitment to provide continuing education opportunities to students  Extracurricular activities may be affected by social distancing measures	Each institution is encouraged to develop and update its own pandemic response plan. Dissemination of information will follow the communication plan of the institution.
<b>Licensed child care facilities</b>  a. Eagle Bluff Childcare b. Kandyland Daycare c. Playhouse Daycare d. Jellico Learning Center e. Little Lamb f. Kids R Precious g. Calvary Christian Academy h. Caryville Head Start Center i. Caryville Preschool j. Christian Academy of Campbell Co. PS&AS k. Eagle Bluff Child Care Center l. East LaFollette Ele. Leaps m. East LaFollette Ele. Pre-K n. Elk Valley Head Start Center	Businesses will have greater absenteeism rates if employees are working parents of young children. a. 423-566-7478 (No fax) b. 423-562-5268 (Fax same) c. 423-563-0169 (Fax same) d. 423-784-5302 (Fax same) e. 423-566-8807 (Fax same) f. 423-562-4505 (no fax) g. 423-562-7267 h. 423-626-9270 i. 423-562-2687 j. 423-566-5294  k. 423-566-7478  l. 423-562-3838 m. 423-562-3838 n. 423-626-9270	Information dissemination will follow the Regional Communication Plan in Section 8. If schools are closed by TDH, licensed childcare facilities will automatically close and reopen on same schedule as county school systems. School closure policy is outlined in section 7, Supplement 3 of the Tennessee State Response Plan.
<b>List Major Industries</b>  A & S Building Systems Advance Food Company Bushtec Mfg & Sales B/S/H Home Appliance Corp. Camel Manufacturing		Campbell County Chamber of Commerce could assist with dissemination of critical information to employers and members. Chambers can encourage large industries to develop

Campbell County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>Clinch River Casting International Paper Company Metal Parts Company Protective Apparel Corp. of America Rutledge Stewart, LLC Taylor Machine Products</p>		<p>pandemic flu response plans.</p>
<p><b>Poultry farms</b></p>	<p>N/A</p>	<p>Report any sick birds to USDA (US Department of Agriculture) 1-866-536-7593 USDA will implement their policy and procedure for quarantine and/or destruction of flocks.</p>
<p><b>List Mass Transportation</b></p>	<p>N/A-No mass transit available.</p>	
<p><b>Language barriers</b></p>		<p>Utilize language line and interpreter services through the ETRO. Additional assistance has been requested from the Department of Education's language teacher and other multi-lingual persons to assist with communication of critical information.</p>
<p><b>Homeless populations</b></p>		<p>Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request housing temporarily</p>

## Campbell County Annex

### **Section 8. Communication**

Campbell County will utilize existing county emergency communication plans to disseminate information under the direction of the State and Regional authorities. All media releases will be approved by ETRO.

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. County Mayor	Mayor's Office	423-526-2526 fax 423-562-2075	PIO
2. EMA Director	EMA	423-562-6151 fax 423-566-1730	Respond to Media as PIO in Emergency Situation.
3. County Director	Campbell County Health Department	423-562-8351 Fax 423-562-1593	
4. Nursing Supervisor	Campbell County Health Department	423-562-8351 Fax 423-562-1593	

Campbell County Annex

Media Outlets

Media	Contact Information	Pre/Post/During Event
<b>Television Stations</b>		
Channel 12 (WLAF)	423-562-3557 Fax 423-562-5764	
<b>Newspapers</b>		
LaFollette Press	423-562-8468 Fax 423-566-7060	
Christian Journal Leader	423-784-7877 Fax 423-784-6181	
<b>Radio Stations</b>		
WJTT	423-784-5991	
WLAF	423-562-3557 Fax 423-562-5764	
WQLA	423-562-0105 Fax 865-457-5900	
<b>Bulletin Boards</b>		
<b>Web Sites</b>		
<a href="mailto:Chamber@CampbellCountygov.com">Chamber@CampbellCountygov.com</a>		
<b>Community Newsletters</b>		
<b>Hotlines/Phone recordings</b>		
211 (See section 9)		
<b>Other</b>		

Campbell County Annex

**Section 9. Workforce and Psychosocial support**

**Local Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Corner Stone	Mental Health Counseling	423-562-7426
Ridgeview	Mental Health Counseling	423-562-2637
a. Campbell County Baptist Association b. Ministerial Association c. Ministerial Association	Spiritual Counseling and aid to individuals	a. 423-562-5213 b. 423-562-5366 c. 423-784-6871
Open Arms Ministry	Food Bank	423-566-6723
Food Life Service	Food Bank	423-566-6083
Salvation Army	Provide emergency assistance to families	423-562-4341
REACHES	Child Abuse Prevention, Natural Helper Program, Support Group for Handicap, Victim Assistance	423-562-1156
Crazy Quilt	Food, Electrical, Rent, and Clothing assistance	865-784-6022
Center of Hope		865-562-4673

**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Mental Health Association of East TN	Resource Listing	(865) 584-9125
National Alliance on Mental Illness (NAMI)	Resource Listing	1-800-467-3589
NAMI of Knoxville	Resource Listing	(865) 602-7807
Child & Family TN	Mental Health	(865) 524-7483
Tennessee Baptist Disaster Relief	(865) 254-5498	Area Coordinator

Campbell County Annex

**National Mental Health, Spiritual and Physical Support Resources:**

Organization	Services willing & able to provide:	Contact information
National Alliance on Mental Illness	Mental Health Resources	1-800-950-NAMI (6264)
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Claiborne County Annex

**1. Core Plan: Support Agencies**

County Specific Support Agencies to carry out essential roles during a pandemic period

**Emergency and Support Agencies**

Support Agency	Phone	Responsibility
1) EMA Claiborne County Office of Emergency Management and Homeland Security 213 Montgomery Street Tazewell, TN 37879	423-626-9617  fax: 423-626-9617	During a pandemic, EMA will coordinate all Claiborne County EOC activity including the county's response logistics and deployment of available assets.
2) TEMA- 836 Louisville Road Alcoa, TN 37701 a) East Area Coordinator  b) State EOC	a. 865-981-5642  b. 1-800-533-7343	During a pandemic, TEMA East will assist Claiborne County EMA with coordination emergency management activities within Anderson County
3) State Homeland Security District # 2 1069 College Park Drive, Box 10 Morristown, TN 37812 Regional Coordinator Regional Advisor	423-318-2566  fax: 423-318-2577	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
4) Law Enforcement a) Claiborne County Sheriff's Department b) Cumberland Gap Police Department c) New Tazewell Police Department d) Tazewell Police Department e) Tunnel Authority	a. 423-626-3385 b. 423-869-3860 c. 423-626-5242 d. 423-626-5104 e. 606-248-0996	During a pandemic, Claiborne County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
5) Primary EMS Provider Claiborne County EMS	423-526-2223	During a pandemic, Claiborne County EMS will provide emergency triage, treatment, and transport of patients.
6) County/City Mayors office a) County Mayor b) Cumberland Gap Mayor c) Harrogate Mayor d) New Tazewell Mayor e) Tazewell Mayor	a. 423-626-5236 b. 423-869-3860 c. 423-869-0211 d. 423-626-5242 e. 423-626-5104	During a pandemic, the Mayors of Claiborne County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.

Claiborne County Annex

Support Agency	Phone	Responsibility
7) Hospitals Claiborne County Hospital		Refer to Regional Plan, Section 4 for hospital information
8) Rescue Squad Claiborne County Rescue Squad	423-626-3121 423-626-9483	During a pandemic, the Claiborne County Rescue Squad will provide rescue services as needed for the pandemic response.
9) Fire Department a) Clairfield/Clearfork Vol. Fire Dept. b) Cumberland GAP Vol. Fire Dept. c) North Claiborne Vol. Fire Dept. d) North Tazewell Vol. Fire Dept. e) South Claiborne Vol. Fire Dept. f) Speedwell Vol. Fire Dept. 1 and 2 g) Springdale Vol. Fire Dept. h) Tazewell/New Tazewell Vol. Fire Dept. i) Forestry Service	a. 423-784-9040 b. 423-869-4722 c. 423-869-5733 d. 423-626-7300 e. 423-626-5027 f. 423-562-2266 g. 423-626-2217 h. 423-626-9433 i. 423-869-8275	During a pandemic, Claiborne County's fire departments will provide fire suppression, hazardous materials response and management, and will assist Claiborne County Hospital with decontamination issues if needed.
10) Board of Education Claiborne County Board of Education 1731 Main Street Tazewell, TN 37879	423-626-3543  Fax: 423-626-5945	During a pandemic, the Claiborne County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.
11) Red Cross Kingsport Chapter 501 S. Wilcox Drive Kingsport, TN 37660 <a href="http://www.kingsportredcross.org">www.kingsportredcross.org</a>	888-578-7531 423-378-8700	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Claiborne County.

Claiborne County Annex

Support Agency	Phone	Responsibility
12) Media (See Section 8, Communication Plan)		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
13) State Dept of Human Services Region a) Claiborne Co. Dept. of Human Services District 1310 Court Street Tazewell, 37878 b) Department of Children Services (DCS)	a. 423-626-7285 Fax: 423-626-5092 b. 423-318-6800 Fax 423-587-7019 423-789-7070 423-587-7060	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.
14) Chamber of Commerce/Claiborne Co. 3222 Hwy 25E, Suite 1 Tazewell, TN 37879 <a href="mailto:Xbrooks@netcommander.com">Xbrooks@netcommander.com</a>	423-626-4149 or 800-332-8164 Fax:423-626-1611	During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Anderson County.
15) U.T. Extension Office Claiborne County	423-626-3742 Fax 423-626-3423	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs

**2. Operational Sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

Claiborne County Health Department will follow the continuity of operations as established by the East Tennessee Regional Pandemic Response Plan and the State of Tennessee DOH.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office will continue to coordinate disease surveillance activities in Claiborne County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to Section 8 of the ETRO Regional Plan.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing will follow the State and Regional Plan.

Claiborne County Annex

**Section 4: Healthcare Planning**

<b>Long-term care facility</b>	<b>Capacity</b>	<b>Phone</b>
Claiborne County Nursing Home	100	423-626-4211
Laurel Manor Health Care	134	423-626-8215
Tri State Health and Rehabilitation Center	116	423-626-8215
<b>Assisted Care Facility</b>		

<b>Walk in Clinics</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>

<b>Primary Care Offices</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
<b>Multi-Specialty Medical</b> Junaid Sultan, MD Brent Neal, MD Raluca Papadopol, MD	40-80	423-626-8393 Fax: 626-8749
<b>We Care Medical Group</b> Jay Patel, MD M. Dimri, MD	30	423-626-2225 Fax: 6260560
<b>Heart Land Medical – Tazewell</b> William N. Smith, MD Luis C. Pannocchia, MD Charles H. DeBusk, MD Mike Badara, MD (P/T) Teresa Rasmussen, PA	125-150	423-626-7297 Fax: 626-1144
<b>Heart Land Medical – Harrogate</b> George L. Day, MD Lovie A. Stallworth, MD Mike Badara, MD (P/T)	100-125	423-869-3684 Fax: 869-5460
<b>Richard Clark, MD</b>	40	423-626-4299 Fax: 626-5072
<b>Cherokee Health Systems</b> Melody Lambert, MD Zakir Hussain, MD	50	423-626-8203 423-626-8271 Fax: 626-2968
<b>Harrogate Medical Group</b>		423-869-3691

Claiborne County Annex

<b>Primary Care Offices</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
<b>Harrogate Family Health Care</b> Carole E. Rose, MD Debbie A. Poore, FNP/CDE		423-869-3700 Fax: 869-5555
<b>Clairfield Clearfork Clinic</b> David McRay, MD Bonnie Huff, MD	30-50	423-784-6135 Fax: 784-8615
<b>Tazewell Medical Clinic</b> Ronald Fejeran, MD Ron K. Brock, PA-C Lawanna Brock, FNP		423-626-6145 Fax: 526-2804
<b>Medical Center Clinic</b> Max Money, FNP		423-526-5622 Fax: 526-5624
<b>Tazewell Clinic</b>		423-626-0045 Fax: 626-1671
<b>Pediatrician</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
These providers included under Primary Care		
<b>Home Health Agency</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Claiborne Home Health Care	20	423-626-4272
Family Home Health Care	20	423-626-8661
Housecall Home Healthcare	20	423-626-2405
Housecall Home Healthcare	20	423-869-3977
<b>Mental Health Agency</b>	<b>Capacity (Inpatient)</b>	<b>Phone</b>
	(Outpatient Daily Visits)	
<b>Cherokee Health Systems</b>	50	423-626-8203 423-626-8271 Fax: 626-2968
<b>Other/Shelters/Homeless</b>		
Five Rivers Service, Inc.	Group Homes	423-626-8303
C.E.A.S.E.	Shelter for Battered Women	800-303-2220
Cumberland Mountain Industry	Group Home and Day Center for the Mentally Retarded	423-626-6757 423-626-6057 Fax: 626-1088 626-2317
<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone</b>
Claiborne County Jail	200	423-626-6262
Juvenile Jail	4	423-626-5208 423-626-9484

**Section 5. Vaccine**

Vaccine will be administered according to state and regional plan guidelines. If sufficient vaccine is available that would warrant the opening of a mass vaccination clinic, previously established mass vaccination/mass dispensing clinic plans would be activated.

**Section 6. Antivirals**

Antivirals will be distributed according to state and regional plans.

**Section 7. Community Interventions**

Claiborne County has an established emergency response plan. This pandemic flu response plan will be incorporated into that plan under ESF 8. Each Emergency Service Function agency is knowledgeable and experienced in its assigned duties. The Claiborne County Office of Emergency Management and Homeland Security activates the county response plan either by local directive or by order of regional or state officials. Interventions are made as indicated using Incident Command techniques and NIMS standards.

Claiborne County is home to a variety of industries including furniture manufacturing, medical supplies, and home, clothing, auto parts manufacturing. The auto part manufacturer has top executives from Japan that visit frequently. Claiborne County is also home to Lincoln Memorial University (LMU) in Harrogate. LMU student body consists of many foreign students including Japanese students.

Local industry has been encouraged to develop continuity of operations plans if not already in place. The Claiborne County Chamber of Commerce could be a resource to reach additional businesses and members during an event. Other methods of communication with the public will follow previously established channels and will rely on emergency alerts, public service announcements, and other media techniques. Media outlets available in the community include newspapers, radio, television, and other internet web based tools. In addition the NOAA radio system that is part of the National Weather Service could be used to bring the communities attention to pandemic alerts and updates that are provided on the above media outlets. Communications in an event are addressed in ESF 2 of the Claiborne County Emergency Management Plan.

Social distancing measures may be enacted to reduce exposure to the pandemic virus. Appropriate local staff with support and direction from other regional and state officials would decide these. This could include the delay or cancellation of events where more than 100 individuals are expected to attend. Depending on the nature and severity of the pandemic, these values could shift up or down and could include such activities as athletic events, theater productions, community activities, etc. Social distancing policies would be enforced by all Claiborne County law enforcement agencies with the support of other emergency response organizations.

Claiborne County Annex

**Major County Industry Claiborne County**

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<b>Office of Tourism</b>	--Out of state/country/county populations --Traffic Control/flow --Communication with out of town tourists	Methods of communication in pre/during/post pandemic phases will be implemented as described in Section 8 of the Regional Plan.
<b>Higher Educational or Technological Institutions</b> a. Lincoln Memorial University (LMU College) b. Tennessee Technology Center	--Commitment to provide continuing education opportunities to students  --Extracurricular activities may be affected by social distancing measures	Each institution is encouraged to develop and update its own pandemic response plan. Dissemination of information will follow the communication plan of the institution.
<b>Licensed child care facilities</b>  a. Candy Land Day Care b. Granny Jo’s Day Care c. Kiddie Korner Day Care d. KiddieLand Day Care e. Mickie Mouse Day Care f. Tender Day Care g. Alpha School	Businesses will have greater absenteeism rates if employees are working parents of young children, a. 423-869-3408 b. 423-626-3832 c. 423-626-4675 d. 423-626-5854 e. 423-626-2705 f. 423-626-2247 g. 423-626-3323	Information dissemination will follow the Regional Communication plan in Section 8. If schools are closed by the TDH, licensed childcare facilities will automatically close and reopen on the same schedule as the county school systems. School closure policy is outlined in Section 7, Supplement 3 of the Tennessee State Response Plan.
<b>Private Schools</b> a. New Tazewell Pre-school b. Cumberland Mountain Industry	Cumberland Mountain Industry specializes in serving special needs populations and includes residential programs.	Dissemination of information will follow the Regional Communication plan as described in Section 8 of the Regional Plan. Each institution should develop a plan to respond to a pandemic. Information flow will follow each specific campus plan.

Claiborne County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p><b>Major Industries</b></p> <ul style="list-style-type: none"> <li>a. England, Inc.</li> <li>b. DeRoyal Industries</li> <li>c. Giles Industries</li> <li>d. Volunteer Knit Apparel</li> <li>e. Bushline</li> <li>f. Homesteader</li> <li>g. DTR</li> <li>h. Oakwood Manufacturing, Inc</li> <li>i. Brooks Furniture Manufacturing</li> <li>j. Kings Business Forms Corp.</li> <li>k. Quality Apparel</li> <li>l. Duncan Lumber Company, Inc.</li> </ul>		<p>Claiborne County Chamber of Commerce could assist with dissemination of critical information to employers and members and encourage large industries to develop pandemic flu response plans.</p>
<p><b>Poultry farms</b></p>	<p>--There are no commercial poultry farms in the county. There are individuals who do raise limited numbers of poultry.</p>	<p>Report any sick birds to USDA (U.S. Department of Agriculture). 1-866-536-7593 USDA will implement their policy and procedure for quarantine and/or destruction of flocks.</p>
<p><b>Mass Transportation</b> New Tazewell Municipal Airport</p>		
<p><b>Language barriers</b></p>	<p>Spanish Japanese</p>	<p>Utilize language line and interpreter services through the ETRO. Additional assistance has been requested from the Department of Education's language teachers and other multi-lingual persons to assist with communication of critical information.</p>
<p><b>Homeless populations</b></p>		<p>Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any person who are homeless and request temporary housing.</p>

Claiborne County Annex

**Section 8. Communication**

Claiborne County will utilize existing county emergency communication plans to disseminate information under the direction of State and Regional authorities. All media releases will be approved by ETRO.

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. County Mayor	County Mayor's Office	423-626-5236	Serves as Public Information Officer for the County Mayor's Office.
2. EMA Director	Claiborne County Office of Emergency Management and Homeland Security	423-626-9617	Serves as PIO for Claiborne EMA office.
3. County Director		423-626-4291	Public Health

Claiborne County Annex

**Media Outlets**

<b>Media</b>	<b>Contact Information</b>	<b>Pre/Post/During Event</b>
<b>Television Stations</b>		
a. LMU-TV	a. 423-869-3611	
b. WATE (ABC)-Knoxville	b. 865-637-6397	
c. WVLT (CBS)-Knoxville	c. 865-450-8888	
d. WBIR (NBC)-Knoxville	d. 865-541-5323	
<b>Newspapers</b>		
a. Claiborne Progress	a. 423-626-3222	
b. Middlesboro Daily News	b. 606-248-1010	
<b>Radio Stations</b>		
a. WCTU Radio 105.9	a. 423-626-7145	
b. WFXV Radio 1490	b. 606-248-1560	
c. WLMU Radio 91.3	c. 423-869-6335 423-8696331	
d. WNTT-Radio 1250	d. 423-626-4203	
e. WRWB Radio 740	e. 423-869-6335	
f. WTAZ Radio 98.3	f. 423-626-0363	
g. WXJB Radio 96.5	g. 423-869-2266	
<b>Bulletin Boards</b>		
<b>Web Sites</b>		
<b>Community Newsletters</b>		
<b>Hotlines/Phone recordings</b>		

**Section 9. Workforce and Psychosocial support**

**Local Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Kingsport Red Cross	Provides disaster assistance services	888-578-7531
Southern Coalition of Police and Sheriff	Provides counseling and spiritual resources	423-869-0140
The Manna House	Provides food for needy individuals	423-626-8765
Hungry Ministry of Claiborne	Provides food for needy individuals	423-626-9004
Cherokee Health Systems	Provides mental health and counseling services	865-626-8271 865-882-7711(United way Office)
Cumberland Mountain Industry (CMI) 1214 Cedar Fork Road Tazewell, TN 37879	423-626-6757 423-626-6057 Fax: 423-626-1088 423-626-2317	Provide assistance for special need population i.e. mental retardation

**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Mental Health Association of East TN	Resource Listing	(865) 584-9125
National Alliance on Mental Illness (NAMI)	Resource Listing	1-800-467-3589
NAMI of Knoxville	Resource Listing	(865) 602-7807
Child & Family TN	Mental Health	(865) 524-7483
Tennessee Baptist Disaster Relief	(865) 254-5498	Area Coordinator

**National Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
National Alliance on Mental Illness	Mental Health Resources	1-800-950-NAMI (6264)
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Cocke County Annex

**1. Core Plan:**

County Specific Support Agencies to carry out essential roles during a pandemic period:

**Emergency and Support Agencies**

Support Agency	Phone	Responsibility
1) EMA Director 360 East Main Street Newport, Tennessee 37821	423-623-8791 (fax) 423-623-8792	During a pandemic, EMA will coordinate all Cocke County EOC activity including the county's response logistics and deployment of available assets.
2) TEMA-Area 6 836 Louisville Road Alcoa, TN 37701	1-800-533-7343  865-981-2387	During a pandemic, TEMA East will assist the Cocke County EMA with the coordination of emergency management activities within Cocke County.
3) State Homeland Security District # 2 Regional Coordinator Regional Advisor	423-318-2566 fax: 423-318-2577	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
4) Law Enforcement  a) Cocke County Sheriff's Department 111 Court Avenue Newport, Tennessee 37821  b) Newport Police Department 145 Mineral Street Newport, Tennessee 37821	a. 423-623-6004 (fax) 423-623-4523  b. 423-623-8777 423-623-5556 (fax) 423-623-7234	During a pandemic, Cocke County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
5) Primary EMS Provider  a) Allied Ambulance Service 111 Underwood Road Newport, Tennessee 37821  b) Parrottsville Ambulance Service 2059 Hwy 321 Parrottsville, Tennessee 37843	a. 423-623-2046 (fax)423-623-2046  b. 423-623-7174	During a pandemic, Cocke County EMS will provide emergency triage, treatment, and transport of patients.
6) County/City Mayors office  a) Cocke County Mayor 360 East Main Street Newport, Tennessee 37821	a. 423-623-8791 (fax) 423-623-8792	During a pandemic, the Mayors of Cocke County and its municipalities will assure continuity of operations and serve as the Incident

Cocke County Annex

Support Agency	Phone	Responsibility
<p>b) Newport Mayor City Hall Newport, Tennessee 37821</p> <p>c) Parrottsville Mayor 2034 Highway 321 Parrottsville, Tennessee 37843</p>	<p>b. 423-623-1063 (fax) 423-623-7098 423-613-4060</p> <p>c. 423-623-9380 (fax) 423-623-9380</p>	<p>Commander in their respective EOCs.</p>
<p>7) Hospitals Baptist Hospital of Cocke County</p>		<p>Refer to Regional Plan, Section 4 for hospital information</p>
<p>8) Rescue Squad Newport/Cocke County Rescue Squad 111 Underwood Road Newport, Tennessee 37821</p>	<p>423-623-2046 (fax) 423-623-2046</p>	<p>During a pandemic, the Cocke County Rescue Squad will provide rescue services as needed for the pandemic response.</p>
<p>9) Fire Department</p> <p>a) Newport Fire Department 103 C Avenue Newport, Tennessee 37821</p> <p>b) Cocke County Fire Department 112 Fairground Center Newport, Tennessee 37821</p> <p>c) Cosby Volunteer Fire Department 3292 Cosby Highway Cosby, Tennessee 37722</p> <p>d) Cosby Volunteer Fire Department 105 S. Highway 32 Cosby, Tennessee 37722</p> <p>e) Parrottsville Volunteer Fire Depart. 2059 Highway 321 Parrottsville, Tennessee 37843</p>	<p>a. 423-613-4048 (fax) 423-623-7284</p> <p>b. 423-623-4444 (fax) 423-613-8085</p> <p>c. 423-487-2593 (fax) 423-487-2593</p> <p>d. 423-487-4439 (fax) 423-487-4439</p> <p>e. 423-623-7174 (fax) 423-623-7174</p>	<p>During a pandemic, Cocke County's fire departments will provide fire suppression, hazardous materials response and management, and will assist Baptist Hospital of Cocke County with decontamination issues if needed.</p>

Cocke County Annex

Support Agency	Phone	Responsibility
<p>f) Del Rio Volunteer Fire Department 480 S. Highway 107 Del Rio, Tennessee 37727</p> <p>g) Grassy Fork Volunteer Fire Depart. 4110 Big Creek Road Harford, Tennessee 37753</p> <p>h) Centerview Volunteer Fire Depart. 210 Turner Ridge Road Newport, Tennessee 37821</p> <p>i) Long Creek Volunteer Fire Depart. 924 Gunters Corner road Parrottsville, Tennessee 37843</p>	<p>f. 423-487-2219 (fax) 423-623-7174</p> <p>g. 423-487-5222 (fax) 423-487-5222</p> <p>h. 423-623-9444 (fax) 423-623-9444</p> <p>i. 423-625-8655 (fax) 423-625-8655</p>	
<p>10) Board of Education</p> <p>a) Cocke County Board of Education Director of Schools 305 Hedrick Drive Newport, Tennessee 37821</p> <p>b) Newport School System 301 College Street Newport, Tennessee 37821</p>	<p>a. 423-623-7821 (fax) 423-625-3947</p> <p>b. 423-623-3811 (fax) 423-623-4599</p>	<p>During a pandemic, the Cocke County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.</p>
<p>11) Red Cross Cocke County Chapter of the American Red Cross 355 East Broadway Newport, Tennessee 37821</p>	<p>423-623-6133 (fax) 423-613-4555</p>	<p>During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Cocke County.</p>
<p>12) Media –(See, Section 8 Communication)</p>		<p>During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.</p>

Cocke County Annex

Support Agency	Phone	Responsibility
<p>13) State Dept of Human Services Region</p> <p>a) Cocke County Department of Human Services 330 Heritage Blvd Newport, Tennessee 37821</p> <p>b) Department of Children Services(DCS) 355 East Broadway Newport, TN 37821</p>	<p>a. 423-623-1291 (fax) 423-625-4548</p> <p>b. 423-625-0464 fax 423-625-1267</p>	<p>During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.</p>
<p>14) Chamber of Commerce Newport/ Cocke County Chamber of Commerce 433-B Prospect Avenue Newport, TN 37821</p>	<p>423-623-7201 fax 423-623-7216</p>	<p>During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Cocke County.</p>
<p>15) U.T. Extension Office Cocke County</p>	<p>423-623-7531 Fax 423-623-7505</p>	<p>During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs</p>

**2. Operational Sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

Cocke County Health Department will follow the continuity of operations as established by East Tennessee Regional Pandemic Response Plan and the State of Tennessee DOH.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Cocke County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to Section 8 of the Regional Plan.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing and services will follow the state and regional plan.

Cocke County Annex

**Section 4: Healthcare Planning**

Cocke County’s contact information and healthcare resources necessary for response.

<b>Long-term care facility</b>	Capacity	Phone
Newport Health and Rehab 135 Mariner Drive Newport, TN 37821	240	423-623-0929 (fax) 423-623-0273
Baptist Convalescent Center 450 College Street Newport, TN 37821	125	423-625-2195 (fax) 423-625-4509
<b>Assisted Care Facility</b>		
Wellington Place 375 Hedrick Drive Newport, TN 37821	54	423-613-4585 (fax) 423-613-4583

<b>Walk in Clinics</b>	Capacity (Avg Daily Visits)	Phone

<b>Primary Care Offices</b>	Capacity (Avg Daily Visits)	Phone
Newport Rural Medical 207 Murray Drive Newport, TN 37821	90	423-623-1057 (fax) 423-625-8620
Bogard Rural Medical 2920 Cosby Hwy Cosby, TN 37722	60	423-487-2222 (fax) 423-487-2626
Parrottsville Rural Medical 111 Mockingbird Avenue Parrottsville, TN 37843	90	423-625-1170 (fax) 423-625-3618
Grassy Fork Rural Medical 4261 Big Creek Road Hartford, TN 37753	30	423-487-2929 (fax) 423-487-3707
Primary Care Center Suite 310 434 4 <sup>th</sup> Street Newport, TN 37821	100	423-623-0640 (fax) 423-623-7615

Cocke County Annex

<b>Primary Care Offices</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Newport Internal Medicine 235 Murray Drive Newport, TN 37821	60	423-623-0601 (fax) 423-623-3842
Newport Family Medical Center Suite 301 434 4 <sup>th</sup> Street Newport, TN 37821	30	423-623-1022 (fax) 423-625-0327

<b>Family Practice</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Family Practice Center 407 4 <sup>th</sup> Street Newport, TN 37821	120	423-623-6240 (fax) 423-623-0102

<b>Pediatrician</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Newport Pediatrics 244 Heritage Blvd Newport, Tn 37821	120	423-623-0653 (fax) 423-625-8264

<b>Home Health Agency</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Superior Home Health (Morristown Home Health and Hospice) 303 Cosby Hwy Newport, TN 37821	50	423-623-4100 (fax) 423-586-1463
Smoky Mountain Home Health 222 Heritage Blvd Newport, TN 37821	80	423-623-0233 (fax) 423-623-8311
Housecall Home Health 219 East Broadway Newport, TN 37821	40	423-623-6540 (fax) 423-625-2040
Baptist Home Health 435 Second Street Newport, TN 37821	15	1-800-467-7511 (fax) 865-549-2860

Cocke County Annex

<b>Mental Health Agency</b>	<b>Capacity (Inpatient)</b>	<b>Phone</b>
Cherokee Health Systems 215 Hedrick Drive Newport, TN 37821	No inpatient	423-623-5301 (fax) 423-623-0956
	<b>(Outpatient Daily Visits)</b>	
Cherokee Health Systems 215 Hedrick Drive Newport, TN 37821	30	423-623-5301 (fax) 423-623-0956

<b>Other/Shelters/Homeless</b>		

<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone</b>
Cocke County Jail Courthouse 360 E. Main Street Newport, Tn 37821	30	423-623-6004 (fax) 423-623-4523
Cocke County Jail Annex 358 E. Main Street Newport, TN 37821	120	423-623-9043 (fax) 423-613-9124

**Section 5. Vaccine**

Refer to Regional Plan. Vaccine will be dispensed based on federal priority tiers and directives from the State of Tennessee DOH and ETRO.

**Section 6. Antivirals**

Refer Regional plan. Antivirals will be dispensed according to State of Tennessee DOH guidelines and ETRO according to availability of medication.

## **Section 7. Community Interventions**

Cocke County has an established emergency response plan. This pandemic flu response plan will be incorporated into that plan under ESF 8. Each Emergency Service Function (ESF) agency is knowledgeable and experienced in its assigned duties. The Cocke County Office of Emergency Management and Homeland Security activates the county response plan either by local directive or by order of regional or state officials. Appropriate staff is notified of the activation through a call down and paging system. Interventions are made as indicated using Incident Command techniques and NIMS standards.

Cocke County is home to a variety of industries that include Great Lakes Chemical plant facilities. The Cocke County Chamber of Commerce could be a resource to reach additional businesses and members during an event. Other methods of communication with the public will follow previously established channels and will rely on emergency alerts, public service announcements, and other media techniques. Media outlets available in the community include newspapers, radio, television, and other internet web based tools. Communications in an event are addressed in ESF 2 of the Cocke County Emergency Management Plan and are well established.

Social distancing measures may be enacted to reduce exposure to the pandemic virus. Appropriate local staff with support and direction from other regional and state officials would decide these. This could include the delay or cancellation of events where more than 100 individuals are expected to attend. Depending on the nature and severity of the pandemic these values could shift up or down and could include such activities as athletic events, theater productions, community activities, etc. Social distancing policies would be enforced by all Cocke County law enforcement agencies with the support of other emergency response organizations.

In the case of an emergency, the county also has loud speakers, which can be used in a community basis to inform the county of the emergency. Local business would be notified by the county government and given the opportunity to participate in the planning of closing their operation.

**Major Industry specific to Cocke County.**

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
Newport/Cocke County Tourism Council 423-625-9675 (fax) 423-623-7098	Traffic control/flow Communication with out of town tourists.	Methods of communication in pre/during/post pandemic phases will be implemented as described in Section 8 of this plan.
<b>Higher Educational or Technological Institutions</b> a. Walters State Community College	--Commitment to provide continuing education opportunities to students  --Extracurricular activities may be affected by social distancing measures	--Each institution is encouraged to develop and update its own pandemic response plan. Dissemination of information will follow the communication plan of the institution.
<b>Licensed child care facilities</b>  a. 3D Day Care 211 Carson Springs Road Newport, TN 37821 423-623-5168 Fax- none  b. Jolly Tots Learning and Youth Center Inc 471 West Broadway Newport, Tennessee 37821 423-623-8385 Fax-none  Kiddy Corner 131 Twilight Lane Newport, Tennessee 37821 423-623-3464 (fax) None  c. Kids of Today 1197 Raines Road Newport, TN 37821 423-623-0597 (fax) None	Businesses will have greater absenteeism rates if employees are working parents of young children	Information dissemination will follow the Regional Communication plan in Section 8. If schools closed by TDH, licensed childcare facilities will automatically close and reopen on same schedule as county school systems. School closure policy is outline in Section 7, Supplement 3 of the Tennessee State Response Plan.

Cocke County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>d. Kid’s World Learning Center #2 171 Carson Springs Newport, TN37821 423-623-1080 (fax) None</p> <p>e. Lots a Tots 1195 Raines Road Newport, TN 37821 423-613-5521 (fax) None</p> <p>f. Centerview Pre-K 2400 Hwy 160 Newport, TN 37821 423-623-4947 (fax) 423-623-2038</p> <p>g. Cosby Head Start Center 110 Tree Road Cosby, TN 37722 423-487-3984 (fax) 423-487-4348</p> <p>h. Edgemont Pre-K 375 Carson Springs Rd Newport, TN 37821 423-623-2288 (fax) 423-623-0345</p> <p>i. Parrottsville Head Start Center 1903 Highway 321 Parrottsville, 37843 423-625-8603 (fax) 423-625-8603</p> <p>j. Telamon Migrant Head Start 144 Bybee Road Newport, TN 37821 423-623-0703 (fax) 423-623-0721</p>		

Cocke County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>k. First Baptist Early Education School 261 East Broadway Newport, TN 37821 423-623-3036 (fax) None</p> <p>l. First United Methodist Church Preschool 517 Second Street Newport, TN 37821 423-623-3036 (fax) None</p> <p>m. Precious Memories 2170 Hwy 321 Newport, TN 37821 423-613-5248 (fax) None</p> <p>n. DCI Early Intervention Preschool 2170 Hwy 321 Parrottsville, TN 37843 423-613-9748 (fax)423-613-5333</p> <p>o. New Prospect Head Start Center 242 S. Prospect Ave. Newport, TN 37821 423-623-8119 (fax) 423-623-8119</p> <p>p. Newport Grammar Pre School 301 College Street Newport, TN 37821 423-625-0323 (fax) 423-623-4599</p> <p>q. Newport Grammar Pre-K 301 College Street Newport, TN 37821 423-623-3811 (fax) 423-623-4599</p> <p>r. Newport Head Start</p>		

Cocke County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>175 Hwy 25E Newport, TN 37821 423-623-1846 (fax) 423-623-1846</p> <p>s. Northwest Head Start 304 Woodson Road Newport, TN 37821 423-623-5687 (fax) 423-623-5687</p> <p>t. Smoky Mountain Head Start 135 South Hwy 32 Cosby, TN 37722 423-487-2255 (fax) 423-487-5382</p>		
<p><b>Private Schools</b></p> <p>a. Grace Baptist Academy 526 Hwy 73 Newport, TN 37821 423-623-5570 (fax) 423-623-5737</p> <p>b. Calvary Baptist Academy 845 W. Hwy 25/70 Newport, TN 37821 423-623-6542 423-625-0634 (fax) 423-625-0634</p>		<p>Dissemination of information will follow the Regional Communication plan as described in Section 8 of the Regional Plan. Each institution should develop a plan to respond to a pandemic. Information flow will follow each specific campus plan.</p>
<p><b>Major Industries</b></p> <p>Ace Products American Appliance Ball Corporation Baptist Hospital of Cocke County Brockwell Construction Company Bush Brothers and Company Bush Construction ConAgra Foods Carver Orchards Cocke County School Cocke County Mayor's Office Cocke County Sheriff's Office English Mountain Water</p>	<p>Many of these industries have critical functions that cannot be unattended. It will be important to maintain access and coverage for those functions. Other nonessential services should be scaled back</p>	<p>Chamber of Commerce will disseminate critical information to employees and members. Large industries are to develop pandemic influenza response plans and will follow those accordingly.</p>

Cocke County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
Falcon Products Eastern Plating Inc. Hommel Construction Company Jefferson/Cocke County Gas Utility District Newport Utilities Newport Ace Hardware Sonoco Great Lakes Chemical Schenectady International Vulcan Materials Wal-Mart		
<b>Poultry farms</b>	There are no commercial poultry farms in the county. There are individuals that do raise limited numbers of poultry with the maximum being about 80 birds.	Report any sick birds to USDA (U.S. Department of Agriculture) 1-866-536-7593 USDA will implement their policy and procedure for quarantine and/or destruction of flocks.
<b>Mass Transportation</b>	N/A	
<b>Language barriers</b> Spanish Chinese	There is a low non-English speaking population in the county.	Utilize language line and interpreter services through the East Tennessee Regional Health Office. Additional assistance has been requested from Department of Education's language teachers and other multi-lingual persons to assist with communication of critical information.
<b>Homeless populations</b>	Safe Space for battered and abused women and children has limited capability to house individuals.	Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request housing temporarily.

Cocke County Annex

**Section 8. Communication**

Cocke County will utilize existing county emergency communication plans to disseminate information under the direction of the State and Regional authorities. All media releases will be approved by ETRO.

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. Director EMA	Cocke County Office of Emergency Management	(phone) 423-623-8791 (fax) 423-623-8792	Serves as Public Information Officer for the Cocke EMA office.
2. Mayor	Cocke County Mayor 360 East Main Street Newport, TN 37821	423-623-8791 (fax) 423-623-8792	Serves as Public Information Officer for Cocke County.

Cocke County Annex

Media Outlets 3

Media	Contact Information	Pre/Post/During Event
<b>Television Stations</b>		
WATE (ABC)-Knoxville	865-637-6397	
WVLT (CBS)-Knoxville	865-450-8888	
WBIR (NBC)-Knoxville	865-541-5323	
<b>Newspapers</b>		
Newport Plain Talk 145 East Broadway Newport, TN 37821	423-623-6171 (fax) 423-625-1995	
<b>Radio Stations</b>		
WMXK FM 94.1 510 West Economy Road Morristown, TN 37814	423-586-9696 (fax) 423-587-2866	
WNPC AM 1060 377 Graham Street Newport, TN 37821	423-623-8743 (fax) 423-623-0545	
WLIK AM 1270 640 West Hwy 25/70 Newport, TN 37821	423-623-3095 (fax) 423-623-3096	
WMTN AM 1300 510 West Economy Road Morristown, TN 37814	423-586-7993 (fax) 423-587-2866	
K-96 FM/WMTN AM	423-235-7012	
WBGQ Cherokee Radio P.O. Box 519 Morristown, TN 37815	423-235-4640 (fax) None	
WJFC AM 1480 1181 N. Hwy 92 Jefferson City, TN 37760	423-475-3825 (fax) 865-475-3800	
WCRK AM 1150 510 W. Economy Road Morristown, TN 37814	423-586-9101 (fax) 423-587-2866	
<b>Web Sites</b>		
<a href="http://www.newportplaintalk.com">http://www.newportplaintalk.com</a>		Online news service for Cocke County
<a href="http://www.cocke.xtn.net">http://www.cocke.xtn.net</a>		
<b>Hotlines/Phone recordings</b>		

**Section 9. Workforce and Psychosocial Support**

**Local Mental Health, Spiritual and Physical Support Resources:**

Organization	Services willing & able to provide:	Contact information
Baptist Hospital Chaplain	Counseling	423-625-2200
Cocke County American Red Cross	Shelter, Counseling, Clothing	423-623-6133
Gentle Touch Ministry	Food, Clothing	423-623-5372
Cherokee Health System	Counseling	423-623-5301
<b>Food Pantry</b>		
Bread Basket	Food	423-623-8630
Meals on Wheels		423-623-3711
Gentle Touch Ministries		423-623-5372
Salvation Army	Provides emergency assistance to families	865-882-7711 United Way Office

**Regional Mental Health, Spiritual and Physical Support Resources:**

Organization	Services willing & able to provide:	Contact information
Tennessee Suicide Prevention Network	Suicide prevention, training, or publications	(615) 298-3359 fax (615) 383-9714
Tennessee Mental Health	Resources	<a href="http://mentalhealth.about.com">mentalhealth.about.com</a>
Mental Health Association of East TN	Resources	865-584-9125
Child and Family Tennessee	Mental Health	865-524-7483
Crisis Information		1-800-560-5767
Suicide Prevention	Certified local crisis center (Knoxville)	(865) 523-9124
Tennessee Baptist Relief		865-254-5498

**National Mental Health, Spiritual and Physical Support Resources:**

Organization	Services willing & able to provide:	Contact information
National Alliance on Mental Illness (NAMI)	Mental Health Resources	1-800-950-NAMI (6264) 865-483-5700
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Grainger County Annex

**1. Core Plan:**

County Specific Support Agencies to carry out essential roles during a pandemic period:

**Emergency and Support Agencies – Grainger County**

Support Agency	Phone	Responsibility
1) 1. EMA a) In c/o Grainger County E 911  b) Director	865-712-5141 a. 865-828-3311-office 865-828-3337-non emergency dispatch b. 865-993-2326	During a pandemic, EMA will coordinate all Grainger County EOC activity including the county's response logistics and deployment of available assets.
2) TEMA- Area 4 a) Area Coordinator  b) State EOC	a. 865-891-5284  b. 800-262-3400	During a pandemic, TEMA East will assist the Grainger County EMA with coordination of emergency management activities within Grainger County.
3) State Homeland Security District # 2 a) Area Coordinator b) Regional Advisor	a. 423-318-2566 423-318-2577 (fax)	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
4) Law Enforcement a) Bean Station Police Depart. b) Grainger County Sheriff's Dept. c) Grainger County Constables (phone numbers listed 1-6)  d) Rutledge Police Dept. e) Blaine Police Dept	a. 865-993-5155 b. 865-828-3613 c. 1) 865-828-4701 2) 865-497-2038 3) 865-993-3402 4) 865-933-3721 5) 865-828-4766 6) 865-767-2721 d. 865-828-3660 e. 865-933-1240	During a pandemic, Grainger County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
5) Primary EMS Provider Grainger County EMS (4 Stations) Director	865-828-3337 865-828-3682 (Main number)	During a pandemic, Grainger County EMS will provide emergency triage, treatment, and transport of patients.

Grainger County Annex

Support Agency	Phone	Responsibility
6) County/City Mayors office a) Grainger County Mayor b) Bean Station Mayor c) Rutledge Mayor d) Blaine Mayor	a. 865-828-3513 b. 865-993-3177 c. 865-828-4513 d. 865-933-1240	During a pandemic, the Mayors of Grainger County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.
7) Hospitals None		Refer to Regional Plan, Section 4 for hospital information
8) Rescue Squad (Volunteer) a) Grainger County Rescue Squad  b) Bean Station Rescue Squad	a. 865-828-4020 or 865-654-5750 b. 865-993-2275 IF NO ANSWER, DIAL 911	During a pandemic, the Grainger County Rescue Squad will provide rescue services as needed for the pandemic response.
9) Fire Department a) Thorn Hill b) Washburn c) Bean Station d) Rutledge e) Blaine	a. 865-767-2085 b. 865-497-2717 c. 865-993-2539 d. 865-828-5771 e. 865-932-2092 (chief)	During a pandemic, Grainger County's fire departments will provide fire suppression, hazardous materials response and management, and will assist with decontamination issues if needed.
10) Board of Education a) Director of Schools	a. 865-828-3611	During a pandemic, the Grainger County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.
11) Red Cross a) Knoxville Chapter	a. 865-828-4634	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Grainger County.

Grainger County Annex

Support Agency	Phone	Responsibility
12) Media (See Section 8, Communication)		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
13) State Dept of Human Services Region Local office-Regional Office a) Grainger County Local Office- b) Department Children Services (DCS) Office in Morristown	865-594-6060  a. 865-828-5251 b. 423-318-6800 Fax 423-587-7019 or 423-587-7070 or 423-587-7060	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.
14) Chamber of Commerce Grainger County	a. 865-828-4222	During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Grainger County.
15) Grainger County UT Extension Office	865-828-3411 fax 865-828-8855	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs

**2. Operational sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

Grainger County Health Department will follow the continuity of operations as established by the East Tennessee Regional Pandemic Response Plan and the State of Tennessee DOH.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Grainger County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to section 8 of the ETRO Regional plan.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing and services will follow the state and regional plan.

Grainger County Annex

**Section 4: Healthcare Planning**

<b>Long-term care facility</b>	<b>Capacity</b>	<b>Phone</b>
Ridgeview Terrace of Lifecare	128	865-828-5295 423-587-2365-Morristown Line
Assisted Care Facility	None	

<b>Walk in Clinics</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Rutledge Medical Clinic	24-25	865-828-5243
Rutledge Healthcare Services	6-7	865-828-9470

<b>Primary Care Offices</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Bean Station Medical Center	25	865-993-4300 Fax 865-993-4304
Cherokee Health Systems		
a. Blaine Health Center	32	a. 865-933-4110 Fax 865-933-4729
b. Washburn Clinic	20	b. 865-497-2591 Fax 865-497-3803
c. Rutledge Health Center	23	c. 865-828-4248 Fax 865-828-4292

<b>Family Practice</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Grainger Family Care	35	865-993-4135

<b>Pediatrician</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
None		

<b>Home Health Agency</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
None		

<b>Mental Health Agency</b>	<b>(Inpatient)</b>	<b>Phone</b>
Offered in all Cherokee Health System facilities previously listed under "Primary Care"	Blaine—10 Washburn (Tues AM only-4) Rutledge—10 (Outpatient Daily Visits)	

<b>Other/Shelters/Homeless</b>	<b>None</b>	
Correctional facilities	Capacity	Phone
Grainger County Justice Center	102	865-828-3613 (Nurse)

**Section 5. Vaccine**

Refer to Regional Plan.

Vaccine will be dispensed based on federal priority tiers and directives from the State of Tennessee DOH and the ETRO.

**Section 6. Antivirals**

Refer to Regional Plan.

Antivirals will be dispensed according to the State of Tennessee DOH guidelines according to availability of medication.

## **Section 7. Community Interventions**

Grainger County's Pandemic Flu Response Plan will be incorporated under the proposed Emergency Support Function 8 of the proposed Grainger County Emergency Response Plan. ESF 8 addresses Health and Medical Services. The Grainger County Emergency Management Agency will activate the response plan upon notification from local, regional, or state Health Department officials.

Grainger County has three principal towns: Rutledge, Bean Station, and Blaine. Washburn and Thornhill are two additional rural communities in the county that could present special needs including transporting food/medicine in the event of pandemic flu. Both of these communities are reached by going across Clinch Mountain.

Grainger County, as a whole, is a rural East Tennessee county. Agriculture has a major presence in the county, with tomatoes being the most well-known and high dollar crop. Industry is limited in the county. Clayton Mobile Homes is the largest industry.

Volunteer Fire Departments are numerous in Grainger County and they will serve a major role in addressing community needs during pandemic flu. There are no hospitals in the county. Medical services are somewhat limited.

Communication to the Board of Education, industry and all segments of the population regarding pandemic flu directives will follow the proposed ESF 2 of the proposed Grainger County Emergency Response Plan. Local media outlets include newspapers, radio stations, television, amateur radio operators, and websites.

Social distancing measures may be necessary to reduce exposure to pandemic flu. These directives will come from Regional and State health officials. They will be communicated to the public by the appropriate local authorities.

Grainger County Annex

The following industry is specific to Grainger County and may impact our communities in the event of a pandemic influenza. Some examples are included but not limited to:

<b>Major County Industry</b>	<b>Impact on Community Interventions</b>	<b>County Procedures/ Plans</b>
<b>Office of Tourism-</b> None		
<b>Higher Educational or Technological Institutions</b> None		
<b>Licensed child care facilities</b> a. Bean Station Head Start Phone and fax 865-993-7734 b. Central Point Head Start- Phone and fax: 423-587-4500 c. Sunshine Day Care Phone and fax: 865-993-2020 d. Washburn Head Start Phone 865-497-3710 e. Mildred's in Home Care Phone 865-828-3122 ( no fax)	Businesses will have greater absenteeism rates if employees are working parents of young children	Information dissemination will follow the Regional Communication plan in Section 8. If schools closed by TDH, licensed childcare facilities will automatically close and reopen on same schedule as county school systems. School closure policy is outlined in Section 7, Supplement 3 of the Tennessee State Response Plan.
<b>Private Schools</b> Kingswood, 865-767-2121		Dissemination of information will follow the Regional Communication plan as described in Section 8 of the Regional Plan. Each institution should develop a plan to respond to a pandemic. Information flow will follow each specific campus plan.
<b>Major Industries</b> 1 Clayton Mobile Homes 2 Norris Mobile Homes 3 C. R. Daniels 4 Film Tech 5 Dual Tech 6 Hurst Trailers 7 Ridgeline 8 Sexton Furniture 9 Free Flow		Chamber of Commerce will disseminate critical information to employees and members. Large industries to develop pandemic influenza response plans and will follow those accordingly.

Grainger County Annex

<b>Major County Industry</b>	<b>Impact on Community Interventions</b>	<b>County Procedures/ Plans</b>
<p><b>Poultry farms</b>( if applicable) 52 individual Poultry Farms of varying size in county</p>		<p>Report any sick birds to USDA (U.S. Department of Agriculture) 1-866-536-7593 USDA will implement their policy and procedure for quarantine and/or destruction of flocks.</p>
<p><b>Transportation</b> No mass transit systems</p>		
<p><b>Language barriers</b> Hispanic Residents (37 ELL students in school system) Hearing Impaired</p>		<p>Utilize language line and interpreter services through the East Tennessee Regional Health Office. Additional assistance has been requested from Department of Education’s language teachers and other multi-lingual persons to assist with communication of critical information</p>
<p><b>Homeless populations</b> No designated homeless populations in area</p>		<p>Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request housing temporarily</p>
<p><b>Isolated Communities</b> within County such as: 1. Washburn 2. Thornhill</p>	<p>Potential Communication Barrier Distance from food, medical services</p>	

Grainger County Annex

**Section 8. Communication**

Grainger county will utilize existing county emergency communication plans to disseminate information under the direction of State and Regional authorities. All media releases will be approved by ETRO.

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. Mayor	Grainger County Mayor	865-828-3513	Official spokesperson for County
2.EMA Director	EMA	865-712-5141	Authority communicating emergency operations

Grainger County Annex

**Media Outlets 4**

<b>Media</b>	<b>Contact Information</b>	<b>Pre/Post/During Event</b>
Television Stations a. All Knoxville stations 1. WATE – 6 2. WBIR—10 3. WVLT—8	1) 865-637-6397 2) 865-637-1272 3) 865-450-8880	Pre/post/during
Newspapers a. Grainger Today  b. Grainger County News c. Standard Banner-Rutledge Edition d. Citizen Tribune e. Knoxville News Sentinel	a. 865-993-0713 email: editor@graingertoday.com b. 865-828-5254 c. 865-475-2081 d. 423-581-5630 e. 865-523-3131	Pre/post/during
Radio Stations a. WJDT FM radio b. WIVK c. WCRK d. WMTN	a. 865-993-3639 b. 865-588-6511 c. 423-586-9101 d. 423-586-7793 ext. 101	Pre/post/during
Bulletin Boards		
Web Sites a. <a href="http://www.graingertn.com">www.graingertn.com</a> b. <a href="http://www.graingerchamber.com">www.graingerchamber.com</a> c. <a href="http://www.beanstation.tn.com">www.beanstation.tn.com</a>		Pre/post/during
Community Newsletters		
Hotlines/Phone recordings		
Other-ARES-Amateur Radio Emergency Services Grainger County HAMS	865-993-7650	Pre/post/during
Bulletin Boards		

**Section 9. Workforce and Psychosocial support**

**Local Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Cherokee Health Systems: a. Blaine Health Center b. Washburn Clinic c. Rutledge Health Center	Mental Health Mental Health Mental Health	a. 865-933-4110 b. 865-497-2591 c. 865-828-4248
Bean Station Police Chaplin	Counseling & Spiritual	865-993-5155
EMA Chaplin	Spiritual Support and Counseling & Spiritual	865-993-5402
Douglas Cherokee	Contact point to activate all church response Childcare, food, electrical, mortgage, rental payment assistance, and commodities	865-828-5228
Grainger County Office on Aging	Assist in providing food, services for the elderly.	865-828-3010
Funeral Homes a. Smith-Rutledge b. Clinch Valley-Mooresburg	Care and burial of bodies	a. 865-828-5555 b. 423-272-3031
Grainger County Assoc. of Baptists	Food and medicine distribution Support Counseling	865-828-4001
Rutledge Baptist Church		865-828-4137

Grainger County Annex

**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Tennessee Suicide Prevention Network	Suicide prevention, training, or publications	(615) 298-3359 fax (615) 383-9714
Tennessee Mental Health	Resources	<a href="http://mentalhealth.about.com">mentalhealth.about.com</a>
Mental Health Association of East TN	Resources	865-584-9125
Child and Family Tennessee	Mental Health	865-524-7483
Crisis Information		1-800-560-5767
Suicide Prevention	Certified local crisis center Knoxville, TN	(865) 523-9124
Tennessee Baptist Relief		865-254-5498
Tennessee Emergency Services Chaplin Assoc.	Counseling and spiritual support	865-588-6994

**National Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
National Alliance on Mental Illness (NAMI)	Mental Health Resources	1-800-950-NAMI (6264) 865-483-5700
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Hamblen County Annex

**1. Core Plan:**

County Specific Support Agencies to carry out essential roles during a pandemic period:

**Emergency and Support Agencies**

Support Agency	Phone	Responsibility
1) EMA –Hamblen County EMA a) Director b) Hamblen County E911 Communications	24-hour 423-581-2701 a. 423-581-6225 b. 423-585-2701	During a pandemic, EMA will coordinate all Hamblen County EOC activity including the county’s response logistics and deployment of available assets.
2) TEMA East- Area 5  a) Area Coordinator  b) State EOC	  a. 865-981-4537  b. 800-262-3400	During a pandemic, TEMA East will assist the Hamblen County EMA with the coordination of emergency management activities within Hamblen County.
3) State Homeland Security District # 2 Regional Coordinator Regional Advisor	423-318-2566 fax 423-318-2577	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
4) Law Enforcement a) Hamblen County Sheriff’s Dept. b) Morristown Police Dept. Chief. c) WSCC Campus Police Chief	a. 423-585-2701 b. 423-585-4630/or 423-585-2710 c. 423-585-6862	During a pandemic, Hamblen County’s law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
5) Primary EMS Provider a) Morristown Hamblen EMS Multiple locations	423-585-2719	During a pandemic, Hamblen County EMS will provide emergency triage, treatment, and transport of patients.
6) County/City Mayors office a) Hamblen County Mayor- b) Morristown City Mayor-	a. 423-586-1931 b. 423-585-4605	During a pandemic, the Mayors of Hamblen County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.

Hamblen County Annex

Support Agency	Phone	Responsibility
7) Hospitals a) Lakeway Regional, b) Morristown Hamblen Healthcare		Refer to Regional Plan, Section 4 for hospital information.
8) Rescue Squad Morristown-Hamblen Rescue Squad	423-586-1313	During a pandemic, the Hamblen County Rescue Squad will provide rescue services as needed for the pandemic response.
9) Fire Department a) Morristown Fire Dept. (5 stations) b) North Hamblen County Volunteer c) South Hamblen County Volunteer d) East Hamblen County Volunteer e) West Hamblen County Volunteer	a. 423-586-5072 b. 423-586-9435 c. 423-581-9447 d. 423-581-4591 e. 423-581-2003	During a pandemic, Hamblen County's fire departments will provide fire suppression, hazardous materials response and management, and will assist Lakeway Regional and Morristown Hamblen Hospital with decontamination issues if needed.
10) Board of Education a) Director of Schools b) Asst. Dir. Of Schools c) Super. Special Services d) Super. Transportation	a. 423-586-7700 b. 423-586-7700 c. 423-581-3067 d. 423-586-2103	During a pandemic, the Hamblen County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.
11) Red Cross	423-586-2442	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Hamblen County.

Hamblen County Annex

Support Agency	Phone	Responsibility
12) Media (See Section 8, Communications)		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
13) State Dept of Human Services a. Regional Office b. Hamblen County Local Office c. Department of Children Services (DCS)	a. 865-594-6060 b. 423-585-1444 c. 423-318-6800 fax 423-587-7019 or 423-587-7070 or 423-587-7060	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.
14) Chamber of Commerce Morristown area	423-586-6382	During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Hamblen County.
15) Hamblen County Extension Office	423-586-6111 fax 423-587-9798	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs

**2.Operational sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

Hamblen County Health Department will follow the continuity of operations as established by the East Tennessee Regional Pandemic Response Plan and the State of Tennessee DOH.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Anderson County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to section 8 of the ETRO Regional plan.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing and services will follow the state and regional plan.

Hamblen County Annex

**Section 4: Healthcare Planning**

<b>Long-term care facility</b>	<b>Capacity</b>	<b>Phone</b>
1. Heritage Center	197 Beds	1. 423-581-5100 fax 423-587-1056
2. Life Care of Morristown	151 Beds	2. 423-581-5435 No fax
<b>Assisted Care Facility</b>		
1. Regency Retirement Village	50 Resident Home for Ages 142 individual Apartments	1. 423-581-7075 fax 423-581-7964
2. Terrace Estates	62	2. 423-585-0544 fax 423-585-0559
3. ALPS Day Care	32	3. 423-587-9149 fax 423-587-9234

<b>Walk in Clinics</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
1. Prompt Care	65	1. 423-587-2443 fax 423-586-9988
2. Healthstar Urgent Care	30-35	2. 423-586-2410 fax 423-581-9692
3. Helping Hands	12	3. 423-581-4100 fax 423-581-4156

<b>Primary Care Offices</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Cherokee Health Systems	25	
1. Gigi Noe, N.P.	30-35	1. 423-586-5032 Fax 423-581-8473
2. Hina Houser, MD	10-12	2. 423-586-1811 Fax 423-581-6638
3. David Johnson, MD	25-30	3. 423-587-5551 Fax 423-587-0347
4. Patrick Evans, MD	18	4. 423-587-5551 Fax 423-587-0347
5. Michael Tan, MD	25-30	5. 423-581-7119 Fax 423-586-8327
6. Wayne Page MD	20-30	6. 423-587-2271 Fax 423-587-6412
7. Phillip Michael, MD	15	7. 423-581-6367 Fax 423-581-0808
8. Rajeev Gupta	10-15	8. 423-317-7412 Fax 423-317-7415

<b>Family Practice</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
1. Dereck Cooze, MD	60	1. 423-586-2410 Fax 423-586-1434
2. Maurice Robinson, DO	50	2. 423-586-2410 Fax 423-318-2200
3. Bonnie Vick, MD	45	3. 423-586-2410 Fax 423-587-2936
4. Eustacia Pratt, MD	35	4. 423-586-2410 Fax 423-587-9599
5. Eddie Wadsworth, MD	20	5. 423-586-2410 Fax 423-581-2660
6. Peter Southerland, MD	45	6. 423-586-2410 Fax 423-581-9692
7. Jill Robinson, DO	30	7. 423-586-2410 Fax 423-587-9599
8. Shannon Hancock, MD	25	8. 423-586-2410 Fax 423-581-9692
9. Blake Melling, MD	50-60	9. 423-586-1717 Fax 423-586-1763
10. Moses Benavides, MD	25	10. 423-318-1185 Fax 423-318-1015
11. Karen Harsh, DO	20-25	11. 423-318-6093 Fax 423-318-6297
12. Hamblen Family Medical	50	12. 423-587-9777 Fax 423-587-6689

Hamblen County Annex

<b>Pediatrician</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
1. Healthstar Physicians	100	1. 423-581-2538 Fax 423-581-2660 423-587-2707 Fax 423-587-3224
2. Hamblen Pediatrics	100-200	2. 423-581-3904 Fax 423-581-6120
3. Cherokee Health Systems	35	3. 423-587-7337 Fax 423-586-0614
4. Phillips Medical Group	20-25	4. 423-581-7040 Fax 423-581-9563

<b>Home Health Agency</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
1. Housecalls	75	1.423-586-0106 fax 423-581-8391
2. Smokey Mountain	Information	2. 423-581-8140
3. Morristown Hamblen Home Health	unavailable	3. 423-586-9291 fax 423-586-1463
4. Covenant	55	4. 423-586-6808 fax 423-587-4173
5. Apria Healthcare		5. 423-586-5264 fax 423-586-5143
6. Premier Support Services (An Affil. Of Interim)	5-8	6. 423-587-8771 fax 423-587-8773

<b>Mental Health Agency</b>	<b>(Inpatient)</b>	<b>Phone</b>
1. MHHS Behavioral Health (GeroPsych ONLY)	12	1. 423-318-2460 Fax 423-318-2461
2. Cherokee Health Systems	<b>Outpatient Daily Visits</b>	1. 423-587-7337
3. Crossroads Counseling Ctr.	150	2. 423-581-5342
4. Kim Keinath, PH.D. Clinical Psychology	20-25	3. 423-318-0014
5. Terrance Casey, MD Psychiatry	3-6	4. 423-586-1717
6. Roy Nevils, PH.D. Clinical Psychology	25-30	5. 423-586-1717
	8-10	

<b>Other/Shelters/Homeless</b>		
1. YES	20	1. 423-586-7740
2. CEASE	16	2. 423-581-7029
3. MATS	32	3. 423-587-6287
4. Daily Bread	Feeds 114 /day	4. 423-581-7733
5. Central Services	N/A	5. 423-586-9431

Hamblen County Annex

<b>Hospitals</b> 1. Lakeway Regional 2. Morristown-Hamblen HCS		Refer to Section 4 of Regional Plan for Hospital listings phone and capacity.
Correctional Facilities Hamblen County Jail	187	423-585-2720

**Section 5. Vaccine Distribution**

Refer to Regional Plan.

Vaccine will be dispensed based on federal priority tiers and directives from the State of Tennessee DOH and the ETRO.

**Section 6. Antivirals**

Refer to Regional Plan.

Antivirals will be dispensed according to the State of Tennessee DOH guidelines according to availability of medication.

## **Section 7. Community Interventions**

Hamblen County's Pandemic Flu Response Plan is incorporated under Emergency Support Function 8 of the Hamblen County Emergency Response Plan. ESF 8 addresses Health and Medical Services. The Morristown-Hamblen Emergency Management Agency will activate the response plan upon notification from local, regional, or state Health Department officials.

Hamblen County has two hospitals: Lakeway Regional Hospital and Morristown Hamblen Healthcare. Both are in the process of developing pandemic flu response plans.

The top three industries in the county are the Berkline Corp. (manufacturing recliners), Mahle, Inc. (car pistons) and Koch Foods (a chicken processing facility). The remainder of the top ten industries is listed on the attached chart. All industries will be affected by major absenteeism and decreased productivity.

The higher education institutions in Hamblen County are Walters State Community College and Tennessee Technology Center at Morristown. Both are responsible for formulating flu response plans for their facilities.

Hamblen County is unique in that it is home to one of the largest Hispanic populations in the state. In 2005, there were approximately 18,000 Hispanic residents in the county. As many Hispanic adults do not speak English, this presents an obvious communication barrier, which would require activation of a community translator list during a flu pandemic.

Communication to industry, higher education institutions, and all populations in the county regarding pandemic flu directives will follow ESF 2 of the Hamblen County Emergency Response Plan. The local media outlets available for use are newspaper, television, websites, and radio.

Social distancing measures may be necessary to reduce exposure to pandemic flu. These directives will come from regional and state health officials. They will be communicated to the public by the appropriate local staff, such as the Director of Schools for local school athlete events or any other school functions. Hamblen County is unique in having one of Tennessee's state parks: Panther Creek State Park. Social distancing measures could call for temporary closure of the park.

Hamblen County Annex

The following industry is specific to Hamblen County and may impact our communities in the event of a pandemic influenza. Some examples are included but not limited to:

<b>Major County Industry</b>	<b>Impact on Community Interventions</b>	<b>County Procedures/ Plans</b>
<b>Office of Tourism</b>	N/A	
<b>Higher Educational or Technological Institutions</b> <ol style="list-style-type: none"> <li>a. Walters State Community College</li> <li>b. TN Technology Center</li> <li>c. Tusculum College (Morristown Campus)</li> </ol>	Commitment to provide continuing educational opportunities Extracurricular activities may be affected by social distance	Each institution is encouraged to develop and update its own pandemic response plan. Dissemination of information will follow the communication plan of the institution.
<b>Licensed child care facilities</b> <ol style="list-style-type: none"> <li>1. Alpha Child Development Ctr. 423-587-6973 Fax 423-587-3701</li> <li>2. Centenary Methodist Kindergarten 423-581-4397</li> <li>3. Douglas Cherokee HS Learning Ctr. 423-581-2350 Fax 423-587-5943</li> <li>4. In the Beginning Child Care Ctr. 423-587-6800 Fax 423-587-6800</li> <li>5. Kelly’s Kids 423-587-2867 Fax 423-581-0009</li> <li>6. LaPetite Academy &amp; Preschool 423-587-3420 Fax 423-587-3420</li> <li>7. Manley Baptist Church Daycare 423-586-8159 Fax 423-586-1637</li> <li>8. Morristown-Hamblen School Ctr. 423-587-3001</li> <li>9. Morristown-Hamblen Infant Ctr. 423-587-3001 Fax 423-587-6779</li> <li>10. Morristown-Hamblen Toddler Ctr. 423-581-1936 Fax 423-587-6779</li> </ol>	Businesses will have greater absenteeism rates if employees are working parents of young children	Information dissemination will follow the Regional Communication plan in Section 8. If schools closed by TDH, licensed childcare facilities will automatically close and reopen on same schedule as county school systems. School closure policy is outlined in Section 7, Supplement 3 of the Tennessee State Response Plan.

Hamblen County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>11. Leslie’s Little Ones 423-581-1660 Fax 423-581-1075</p> <p>12. Rock of Refuge Learning Ctr. 423-581-2671 Fax 423-581-3639</p> <p>13. Russellville Early Learning Ctr. 423-581-8641 Fax 423-581-6252</p> <p>14. Tabernacle Day Care 423-581-8372 Fax 423-581-0437</p> <p>15. Wee Care 423-587-5409 Fax 423-587-0290</p> <p>16. First Baptist Weekday Early Edu 423-586-0522 Fax 423-587-1163</p> <p>17. XTRA Ordinary ChildCare 423-587-9994 Fax</p>		
<p>Private Schools</p> <p>1. All Saints Episcopal 423-586-3280</p> <p>2. Lakeway Christian 423-581-9380</p> <p>3. Seventh Day Adventist 423-586-4198</p> <p>4. Morristown Covenant Academy 423-587-3247</p> <p>5. Faith ChristianAcademy 423-587-3060</p> <p>6. Cornerstone Academy 423-586-8665</p>	<p>-Pre-pandemic education -Comply with TPH guidance regarding school closure and re-opening</p>	<p>Dissemination of information will follow the Regional Communication plan as described in Section 8 of the Regional Plan. Each institution should develop a plan to respond to a pandemic. Information flow will follow each specific campus plan.</p>
<p><b>List Major Industries</b></p> <p>1 Berkline Corp.</p> <p>2 MAHLE, Inc.</p> <p>3 Koch Foods</p> <p>4 JTEKT Automotive</p> <p>5 Lear Corp.</p> <p>6 Howmet Corp.</p> <p>7 CFGroup/Morristown</p>		<p>Chamber of Commerce will disseminate critical information to employees and members. Large industries to develop pandemic influenza response plans and will follow those accordingly.</p>

Hamblen County Annex

<b>Major County Industry</b>	<b>Impact on Community Interventions</b>	<b>County Procedures/ Plans</b>
<p>8 Rich Products            9 Team Technologies            10 Wallace Hardware</p>		
<b>Mass Transit</b>	N/A	
<p><b>Poultry farms</b>            41 individual Poultry Farms in Hamblen County            Koch Foods, LLC-            423-586-5722 ext. 2323</p>		<p>Report any sick birds to USDA (U.S. Department of Agriculture)            1-866-536-7593            USDA will implement their policy and procedure for quarantine and/or destruction of flocks.</p>
<p><b>Language barriers</b>            Approx. 745 ELL students in school system            Hispanic population in Hamblen County approx. 18,000 in 2005</p>	Large Hispanic population	<p>Utilize language line and interpreter services through the East Tennessee Regional Health Office. Additional assistance has been requested from Department of Education’s language teachers and other multi-lingual persons to assist with communication of critical information</p>
<p><b>Homeless populations</b>            1. Ministerial Area Temporary Shelter (MATS)-provides temporary housing for individuals and families who are displaced until they can find affordable housing.            2. CEASE-organization provides shelter for battered spouses and their families.            3. Youth Emergency Shelter (YES)-provides shelter for children removed from their family by law enforcement.            4. Daily Bread-organization provides meals for homeless</p>	Provision of temporary food, shelter, clothing	<p>Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request or have temporary housing.</p>

Hamblen County Annex

**Section 8. Communication**

Hamblen County will utilize existing county emergency communication plans to disseminate information under the direction of State and Regional authorities. All media releases will be approved by ETRO.

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. Mayor	County Mayor	423-586-1931	-Activate emergency communication -Media representative
2. Mayor	City Mayor	423-585-4605	
3. EMA Director	Director	423-581-6225	Alternate for county

Hamblen County Annex

**Media Outlets**

<b>Media</b>	<b>Contact Information</b>	<b>Pre/Post/During Event</b>
Television Stations a. Charter Media b. MUS Fibernet c. Com.cast	a. 423-587-0158 b. 423-586-4121 c. 800-264-0396	
Newspapers Citizen Tribune	423-581-5630 <a href="mailto:ctstate@lcs.net">ctstate@lcs.net</a>	
Radio Stations a. WCRK Radio b. WMXK/WMTN Radio c. NOAA (weather station)	a. 423-586-9101 <a href="mailto:wcrk@lcs.net">wcrk@lcs.net</a> b. 423-586-7993 <a href="mailto:wcrk@lcs.net">wcrk@lcs.net</a> <a href="http://www.srh.noaa.gov/mrx">www.srh.noaa.gov/mrx</a> c. 423-586-6429	
Websites Hamblencountygovernment.us MyMorristown.com Citizentribune.com		

**Section 9. Workforce and Psychosocial support**

**Local Mental Health, Spiritual, and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Helping Hands Health Clinic	Contact point to activate all church responses Counseling, psychosocial support	423-586-9431
Douglas Cherokee	Assistance with food, electrical, mortgage, rental assistance, and commodities	423-587-3076
<b>Counseling/Mental Health Support</b>		
MHHS Behavioral Health (GeroPsych ONLY)		423-318-2460
Cherokee Health Systems		423-587-7337/586-50321
Crossroads Counseling Ctr.		423-581-5342
Kim Keinath, PH.D. Clinical Psychology		423-318-0014
Terrance Casey, MD Psychiatry		423-586-1717
Roy Nevils, PH.D. Clinical Psychology		423-586-1717
MPD Chaplains' Div.		423-585-4630
Morristown Ministerial Assoc.	Counseling and Psychosocial support services	423-581-1769
Senior Citizen's Center	Pre-pandemic educational efforts -Delivery of food and medicine to seniors	423-581-5166
Reach Out Inc	(Assist Hispanic Community)	423-587-7307
<b>Funeral Homes</b>		
a. Mayes Mortuary b. Westside Chapel Funeral Home c. Stetzer Funeral Home d. Stubblefield Funeral Home e. Allen Funeral Home f. Dockery Funeral Home	a. 423-586-3211 b. 423-586-1160  c. 423-586-5451 d. 423-586-2611 e. 423-586-4597 f. 423-586-8009	Care and burial of bodies
<b>Food Pantry</b>		
Morristown-Hamblen Central Service		423-586-9431
Daily Bread Community Kitchen		423-581-7733

Hamblen County Annex

**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Tennessee Suicide Prevention Network	Suicide prevention, training, or publications	(615) 298-3359 fax (615) 383-9714
Tennessee Mental Health	Resources	<a href="http://mentalhealth.about.com">mentalhealth.about.com</a>
Mental Health Association of East TN	Resources	865-584-9125
Child and Family Tennessee	Mental Health	865-524-7483
Crisis Information		1-800-560-5767
Suicide Prevention	Certified local crisis center Knoxville, TN	(865) 523-9124
Tennessee Baptist Relief		865-254-5498
Lakeshore Mental Health	Mental Health Support	865-584-1561
TN Emergency Services Chaplin Assoc.	Counseling and Spiritual Support	865-588-6994

**National Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
National Alliance on Mental Illness (NAMI)	Mental Health Resources	1-800-950-NAMI (6264) 865-483-5700
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Jefferson County Annex

**1. Core Plan:**

County Specific Support Agencies to carry out essential roles during a pandemic period

**Emergency and Support Agencies**

Support Agency	Phone	Responsibility
1) EMA a) Jefferson County EMA	865-397-7228 cell 865-335-3503	During a pandemic, EMA will coordinate all Jefferson County EOC activity including the county's response logistics and deployment of available assets.
2) TEMA a) Area Coordinator b) State EOC	a. cell-865-207-5915 865-981-4537 b. 800-262-3400	During a pandemic, TEMA East will assist the Jefferson County EMA with coordination of the emergency management activities within Jefferson County.
3) State Homeland Security District # 2 Regional Coordinator Regional Advisor	423-318-2566 fax 423-318-2577	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
4) Law Enforcement a) Jefferson City Police Dept. b) Dandridge Police Dept... c) White Pine Police Dept. d) New Market Police Depart. e) Jefferson County Sheriff's Dept.	a. 865-475-2002 b. 865-397-8862 c. 865-674-7771 d. 865-475-7997 e. 865-397-9411	During a pandemic, Jefferson County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
5) Primary EMS Provider Jefferson County EMS	865-397-7228- (Dial 911 if emergency)	During a pandemic, Jefferson County EMS will provide emergency triage, treatment, and transport of patients.

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Support Agency	Phone	Responsibility
6) County/City Mayors office a) Jefferson City Mayor b) Dandridge City Mayor c) White Pine City Mayor d) Baneberry Mayor e) New Market Mayor f) Jefferson County Mayor	a. 865-475-9071 b. 865-397-7420 c. 865-674-2557 d. 865-674-0124 e. 865-471-0171 f. 865-397-3800	During a pandemic, the Mayors of Jefferson County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.
7) Hospitals St Mary's Jefferson Memorial		Refer to Regional Plan, Section 4 for hospital information
8) Rescue Squad (Volunteer) Jefferson County Rescue Squad	865-755-0005 (cell) OR 911 if emergency	During a pandemic, the Jefferson County Rescue Squad will provide rescue services as needed for the pandemic response.
9) Fire Department a) Jefferson City Fire Dept. b) White Pine/Baneberry Fire Dept. c) Dandridge Fire Depart. d) Kansas Talbott Fire Dept. e) Lakeway Central Fire Dept. f) New Market Fire Dept. g) Chestnut Hill Fire Depart.	a. 865-475-3616 b. 865-674-6568 c. 865-397-3192 d. 865-475-9189 e. 865-475-0930 f. 865-475-1417 g. 865-509-0268 ext.6	During a pandemic, Jefferson County's fire departments will provide fire suppression, hazardous materials response and management, and will assist Jefferson Memorial Healthcare with decontamination issues if needed.
10) Board of Education-Jefferson County	865-397-3182 865-417-1065-pager 865-403-2477-cell 865-475-6320-home	During a pandemic, the Jefferson County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.

Jefferson County Annex

Support Agency	Phone	Responsibility
11) Red Cross	865-397-8856	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Jefferson County.
12) Media (See Section 8, Communications)		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
13) State Dept of Human Services a. Regional Office b. Jefferson County Local Office c. Department of Children Services (DCS)	a. 865-594-6060 b. 865-397-9401 c. 423-318-6800 fax 423-587-7019 or 423-587-7070 or 423-587-7060	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.
14) Chamber of Commerce Jefferson County	865-397-9642	During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Jefferson County.
15) UT Extension Office Jefferson County	865-397-2969 Fax 865-475-7806	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs

**2. Operational sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

Jefferson County Health Department will follow the continuity of operations as established by the East Tennessee Regional Pandemic Response Plan and the State of Tennessee DOH.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Jefferson County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to section 8 of the ETRO Regional plan.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing and services will follow the state and regional plan.

Jefferson County Annex

**Section 4: Healthcare Planning**

<b>Hospitals</b> -St. Mary's Jefferson Memorial Hospital-Refer to Regional Plan, Section 4 for hospital information					
<b>Long-term care facility- Nursing Home</b>	<b>Staff</b>	<b>Beds</b>	<b>Phone</b>	<b>Wait Room Holds</b>	<b>State of Emergency Patients/Day</b>
a. Jefferson City Health & Rehab 283 West Broadway Blvd. Jefferson City, TN 37760	184	170	a. 865-475-9037	N/A	N/A
b. Jefferson County Nursing Home 914 Industrial Park Road Dandridge, TN 37725	160	135	b. 865-397-3163		
c. Life Care Center Of Jefferson City 336 West Old AJ Hwy Jefferson City, TN 37760	150	121	c. 865-475-6097		
<b>Assisted Care Facility</b>				N/A	N/A
a. Chandler House, LLC 550 Deerview Way Jefferson City, TN 37760	20	44	a. 865-471-1400		
b. Darby House 249 W. Broadway Blvd. Jefferson City, TN 37760	23	38	b. 865-475-7975		
<b>Shelter</b>				N/A	N/A
a. Samaritan House 130 West Old AJ Hwy. Jefferson City, TN 37760	2	11 adult 2 toddler 2 cribs	a. 865-475-5032		
<b>Mental Health Agencies</b>					
a. Cherokee Mental Health 120 Hospital Drive MOB Suite 230 Jefferson City, TN 37760	9	4	a. 865-471-0312	20	38-40

Jefferson County Annex

<b>Primary Care, Family Practices, Pediatricians, Walk-In Clinics</b>	<b>Staff</b>	<b>Beds</b>	<b>Phone</b>	<b>Wait Room Holds</b>	<b>State of Emergency Holds</b>
a. Tennessee Valley Medical 120 Hospital Drive MOB Suite 230 Jefferson City, TN 37760	43	58	a. 865-475-4742	80	180-200
b. Mossy Creek Clinic 120 Hospital Drive MOB Suite 260 Jefferson City, TN 37760	16	9	b. 865-475-4046	22	150
c. Milligan Clinic 1810 Bishop Avenue JPB Suite C Jefferson City, TN 37760	4	4	c. 865-475-2061	20	c. Office would close
d. Jefferson Family Physicians 1810 Bishop Avenue JPB Suite A Jefferson City, TN 37760	24	10	d. 865-475-6161	40	150
e. Jefferson Family Physicians 118 East Meeting Street Dandridge, TN 37725	10	7	e. 865-397-2897	30	80
f. HealthStar Physicians 657 East Broadway Blvd. Jefferson City, TN 37760	19	22	f. 865-475-9062	35	75-80
g. Dandridge Family Practice 1026 South Highway 92 Dandridge, TN 37725	5	4	g. 865-397-6243	16	
h. White Pine Family Practice 1403 State Street White Pine, TN 37890	4	5	h. 865-674-6603	13	30
i. Express Health Clinic 127 Meeting Street Dandridge, TN 37725	1	0	i. 865-397-2868	N/A	45
j. Rural Medical Services 3885 Highway 411 #100 Dandridge, TN 37725	7	8	j. 865-509-6611	20	32
k. Hamblen Pediatric Assoc. 657 East Broadway Blvd. Jefferson City, TN 37760	4	4	k. 865-475-5377	20	30
l. Jefferson Rural Clinic 126 West Old AJ HWY Jefferson City, TN 37760			l. 865-471-5525		50-60
m. Primary Care Center 903 Maple Street White Pine, TN 37890			m.865-674-8080		
n. Dr. Schindler 1721 Main Street White Pine, TN 37890			n. 865-674-2709		
<b>Colleges</b> Health Services at Carson-Newman College	1 nurse	2	865-471-3531	Respiratory-10-20 Non Respiratory-10-20	50

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<b>Pharmacy</b>	<b>Hours of Operation</b>	<b>Phone</b>
a. Walgreen's 132 East Broadway Blvd. Jefferson City, TN 37760	24 hours	a. 865-471-0548
b. b. CVS	M-F 8am-10pm	b. 865-475-9002
c. c. Wal-Mart 630 East Broadway Blvd. Jefferson City, TN 37760	M-F 9am-9pm Sat-9am-7pm Sun-10am-5:30pm	c. 865-475-3736
d. d. Murphy's Sav-Mor 1403 Russell Avenue Jefferson City, TN 37760	M-F 9am-8:30pm Sat-9am-6:30pm Sun-1pm-5:30pm	d. 865-475-3836
e. e. Tinsley-Bible Drug Co. 1224 Gay Street Dandridge, TN 37725	M-F 8am-6pm Sat-9am-2pm Sun-closed	e. 865-397-3444
f. f. Sanitary Drug Company 1627 Main Street White Pine, TN 37890	M-F 8:30am-6pm Sat-8:30am-2pm Sun-closed	f. 865-674-2526
g. g. Jeff Co Drug 127 Meeting Street Dandridge, TN 37725	M-F 8:30am-6pm Sat-9am-2pm Sun-closed	g. 865-397-2868
<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone</b>
a. Jefferson County Jail	a. 180	a. 865-397-9411
b. Mountain View Youth Development Center	b. 144	fax 865-397-4455 b. 865-397-0174 fax 865-397-5984

**Section 5. Vaccine**

Refer to Regional Plan.

Vaccine will be distributed per Regional and State flu plan guidelines.

**Section 6. Antivirals**

Refer to Regional Plan.

Antivirals will be distributed per Regional and State flu plan guidelines.

## **Section 7. Community Interventions**

Jefferson County's Pandemic Flu Response Plan will be incorporated under Emergency Support Function 8 of the Jefferson County Emergency Response Plan. ESF 8 addresses Health and Medical Services. The Jefferson County Emergency Management Agency will activate the response plan upon notification from local, regional or state Health Department officials.

Jefferson County has three principal towns: Jefferson City, Dandridge, and White Pine. Carson-Newman College is a major presence and major employer in the county. The college is currently developing a college quarantine plan for pandemic flu.

Major industries in the county are listed on the chart that follows. Two major interstates (I-40 and I-81) pass through the county, accompanied by five truck stops and three rest areas. In the event of pandemic flu, the county will likely be addressing the needs of a large number of people who become ill while traveling.

Jefferson County has one hospital: St. Mary's Jefferson Memorial Hospital. The hospital is currently working on a pandemic flu response plan. The Jefferson County Board of Education has procedures for closure of school in the event of pandemic flu.

Communication to industry, college, schools, and all populations in the county regarding pandemic flu directives will follow ESF 2 of the Jefferson County Emergency Response Plan. The local media available are newspapers, radio stations, television, and websites.

Social distancing measures may be necessary to reduce exposure to pandemic flu. These directives will come from regional and state health officials. They will be communicated to the public by the appropriate local authorities.

Jefferson County Annex

The following industry is specific to Jefferson County and may impact our communities in the event of a pandemic influenza. Some examples are included but not limited to:

<b>Major County Industry</b>	<b>Impact on Community Interventions</b>	<b>County Procedures/ Plans</b>
<p><b>Higher Educational or Technological Institutions</b> Carson-Newman College</p>	<p>Commitment to provide continuing educational opportunities</p> <p>Extracurricular activities may be affected by social distance</p>	<p>Each institution is encouraged to develop and update its own pandemic response plan. Dissemination of information will follow the communication plan of the institution.</p>
<p><b>Licensed child care facilities</b></p> <ul style="list-style-type: none"> <li>a. Kid’s Korner Group Day Care 802 W. Thoton St. Jefferson City, TN 37760 865-475-7494 (No fax number)</li> <li>b. Noah’s Ark Nursery and Preschool 1331 HWY 92 Jefferson City, TN 37725 865-475-7944 (No fax number)</li> <li>c. Miss Karen’s Preschool and CC 304 East Meeting St. Dandridge, TN 37725 865-397-3500 Fax 865-397-3509</li> <li>d. Mamaw’s House 708 E. Jefferson St. Jefferson City, TN 37760 865-471-0000 (Phone and fax)</li> <li>e. Dandridge Christian Learning Ctr. 951 South HWY 92 Dandridge, TN 37725 865-397-1111 Fax 865-397-2330</li> <li>f. Carson-Newman Child Dev. Lab CNC Russell Avenue Jefferson City, TN 37760 865-471-3300</li> </ul>	<p>Businesses will have greater absenteeism rates if employees are working parents of young children</p>	<p>Information dissemination will follow the Regional Communication plan in Section 8. If schools closed by TDH, licensed childcare facilities will automatically close and reopen on same schedule as county school systems. School closure policy is outlined in Section 7, Supplement 3 of the Tennessee State Response Plan.</p>

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Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>g. ABC Day School 30 East Dumplin Valley Rd. Jefferson City, TN 37760 865-397-6300 Fax 865-397-6301</p> <p>h. Rush Strong Elementary Preschool 3081 Old AJ HWY Strawberry Plains, TN 37871 865-933-9256/865-933-5313</p> <p>i. Jefferson Montesori 1239 Hull Way Jefferson City, TN 37760 865-475-5250 No fax Email <a href="mailto:ldyer49@earthlink.net">ldyer49@earthlink.net</a></p> <p>j. Toddler's Inn 1221 E. HWY 11-E Talbott, TN 37877 865-475-7412 (Phone and fax)</p> <p>k. White Pine Headstart Ctr. 3056 Roy Messer HWY White Pine, TN 37890 865-674-7727</p> <p>l. Shady Grove Head Start 942 Industrial Park Dr. Dandridge, TN 37816 865-397-1417 (Phone and fax)</p> <p>m. Dandridge Head Start 951 South HWY 92 Dandridge, TN 37725 865-397-6390 Fax 865-397-6833</p> <p>n. Cherokee Head Start 110 Old AJ HWY Jefferson City, TN 37760 865-475-5974 (Phone and fax)</p>		

Jefferson County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p><b>Private Schools</b>            Covenant Christian Academy 3222 C.W. School Rd.            Dandridge, TN 37725            865-509-3800</p>		<p>Dissemination of information will follow the Regional Communication plan as described in Section 8 of the Regional Plan. Each institution should develop a plan to respond to a pandemic. Information flow will follow each specific campus plan.</p>
<p><b>List Major Industries</b></p> <ol style="list-style-type: none"> <li>1. Old Dominion (800)-truckline</li> <li>2. Nashua (360)-paper products</li> <li>3. Bush Brothers (340)</li> <li>4. Clayton Homes (229)</li> <li>5. Armor Holdings (400)-formerly Spec Def.</li> <li>6. Ball (100) –canning company by Busch Brothers</li> <li>7. Matsuo (100) motor parts</li> <li>8. Sample Makers (77) – Books</li> <li>9. Hearthstone (60)-log homes</li> <li>10. Lilsord (125)- leather products</li> <li>11. Wal-Mart</li> <li>12. Appalachian Electric</li> </ol>		<p>Chamber of Commerce will disseminate critical information to employees and members. Large industries to develop pandemic influenza response plans and will follow those accordingly.</p>
<p><b>Poultry farms( if applicable)</b>            83 individual poultry farms in Jefferson County.</p>		<p>Report any sick birds to USDA (U.S. Department of Agriculture) 1-866-536-7593            USDA will implement their policy and procedure for quarantine and/or destruction of flocks.</p>
<p><b>Mass Transportation</b></p>	<p>No mass transit available.</p>	

Jefferson County Annex

<b>Major County Industry</b>	<b>Impact on Community Interventions</b>	<b>County Procedures/ Plans</b>
<p><b>Language barriers</b>                      Hispanic Residents                      (96 ELL students in school system;                      2.3% of student population)                       911 Language Barrier</p>		<p>Utilize language line and interpreter services through the East Tennessee Regional Health Office. Additional assistance has been requested from Department of Education’s language teachers and other multi-lingual persons to assist with communication of critical information</p>
<p><b>Homeless populations</b>                      Samaritan House</p>		<p>Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request housing temporarily</p>
<p><b>Interstate Travel &amp; Accompanying Business</b>                      I-40 and I-81 pass through Jefferson County. Five (5) major Truck stops:                      1. Pilot                      2. Loves                      3. Hess                      4. TNR                      5. Marathon                      Three (3) Rest Areas (State of TN)</p>	<p>Out of State/County/Country populations                       Communication needs with this population                       Traffic control/flow</p>	

Jefferson County Annex

**Section 8. Communication**

Public Information Officer. Guidelines will come from the Regional/State office to represent unified message.

<b>Public Information Officer/alternates/support staff</b>	<b>Title/Agency</b>	<b>Phone/contact numbers</b>	<b>Responsibility</b>
1. Mayor	1. Jefferson County Mayor	1. 865-397-3800	Official spokes person for County
2. EMA Director	2. EMA	2. 865-397-7228	

**Media Outlets 5**

<b>Media</b>	<b>Contact Information</b>	<b>Pre/Post/During Event</b>
<b>Television Stations</b> a. Charter Media All Knoxville stations 1. WATE – 6 2. WBIR—10 3. WVLT—8	a. 423-587-0158  1) 865-637-6397 2) 865-637-1272 3) 865-450-8880	Pre/post/during
<b>Newspapers</b> a. Standard Banner b. Knoxville New Sentinel c. Citizen Tribune	a. 865-475-2081 b. 865-523-3131 c. 865-475-5630	Pre/Post/During Event
<b>Radio Stations</b> a. NOAA(weather station) b. WJFC (AM 1480) c. WIVK	www.srh.noaa.gov/mrx a. 423-586-6429 b. 865-475-3825 c. 865-588-6511	Pre/Post/During event
<b>Web Sites</b> a. jeffersonCountyTn.gov b. r2ems.com c. <a href="http://www.cn.edu">www.cn.edu</a>		Pre/Post/During Event
<b>Hotlines/Phone recordings</b> Potential for Phone Bank set up at Jefferson County Health Dept.	865-397-3930-	During Event

**Section 9. Workforce and Psychosocial support**

**Local Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
a. Appalachian Outreach	a. Food, clothing (counseling through Samaritan House)	a. 865-475-5611
b. Cherokee Mental Health	b. Counseling Services	b. 865-471-0312
c. Samaritan House	c. Family & Spiritual Counseling	c. 865-475-5611
d. St. Mary's Jefferson Memorial Chaplain Program-	d. Spiritual Counseling Services	d. 865-471-2500
e. Dandridge Ministerial Assoc.	e. Support Counseling Food and medicine distribution	e. 865-397-3940 f. 865-475-1453
f. Jefferson County Baptist Assoc.	f. Contact points to activate all church response	
<b>Food Pantry</b>		
a. Food Assistance Appalachian Outreach	Food Assistance	a. 423-475-5611
b. Neighborhood Center		b. 423-475-4745
c. Churches		c.
d. Deep Springs Baptist Church		d. 423-397-7241
e. First Baptist Church, Dandridge		e. 423-397-3940
f. First Methodist Church, Dandridge		f. 423-397-2730
<b>Funeral Homes</b>		
a) Farrar Funeral Home	a. 865-475-3892	Care and burial of bodies
b) Fielden Funeral Home	b. 865-475-3468	

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**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Tennessee Suicide Prevention Network	Suicide prevention, training, or publications	(615) 298-3359 fax (615) 383-9714
Tennessee Mental Health	Resources	<a href="http://mentalhealth.about.com">mentalhealth.about.com</a>
Mental Health Association of East TN	Resources	865-584-9125
Child and Family Tennessee	Mental Health	865-524-7483
Crisis Information		1-800-560-5767
Suicide Prevention	Certified local crisis center Knoxville, TN	(865) 523-9124
Tennessee Baptist Relief		865-254-5498

**National Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
National Alliance on Mental Illness (NAMI)	Mental Health Resources	1-800-950-NAMI (6264) 865-483-5700
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Loudon County Annex

**1. Core Plan:**

County Specific Support Agencies to carry out essential roles during a pandemic period

**Emergency and Support Agencies 1**

<b>Support Agency</b>	<b>Phone</b>	<b>Responsibility</b>
<b>1) EMA</b> a. Director b. Assistant	a. 865-755-4077 b. 865-988-0175	During a pandemic, EMA will coordinate all Loudon County EOC activity including the county's response logistics and deployment of available assets.
<b>2) TEMA Area 4</b> a. East Area Coordinator, Area 4 b. State EOC	a. 865-981-5284 b. 800-262-3300	During a pandemic, TEMA East will assist the Loudon County EMA with the coordination of emergency management activities within Loudon County.
<b>3) State Homeland Security District # 2</b> Regional Coordinator Regional Advisor	423-318-2566 Fax 423-318-2577	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
<b>4) Law Enforcement</b> a. Loudon County Sheriff b. Lenoir City Police c. Loudon Police d. Greenback, Philadelphia, Tellico Village	a. 865-986-4823 b. 865-986-2005 c. 865-408-0408 d. 865-986-4823	During a pandemic, Loudon County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
<b>5) Primary EMS Provider</b> Rural Metro Office	865-988-4859	During a pandemic, Loudon County EMS will provide emergency triage, treatment, and transport of patients.
<b>6) County/City Mayors office</b> a. Greenback b. Philadelphia c. Loudon (city) d. Lenoir City e. Loudon County	a. 865-660-2375 b. 865-458-3831 c. 865-458-2003 d. 865-986-2715 e. 865-458-4665	During a pandemic, the Mayors of Loudon County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.
<b>7) Hospitals</b> Ft. Loudon Medical Center		Refer to Regional Plan, Section 4 for hospital information.

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<b>Support Agency</b>	<b>Phone</b>	<b>Responsibility</b>
<b>8) Rescue Squad</b> a. Loudon County Fire/Rescue b. Greenback	a. 865-986-2882 b. 865-986-9081	During a pandemic, the Loudon County Rescue Squad will provide rescue services as needed for the pandemic response.
<b>9) Fire Department</b> a. Lenoir City –Chief b. Loudon – Chief c. Philadelphia – Chief d. Greenback – Chief e. Tellico Village –Chief	a. 865-986-8870 b. 865-408-0409 c. 865-740-3792 d. 865-856-6670 e. 865-388-9429	During a pandemic, Loudon County’s fire departments will provide fire suppression, hazardous materials response, and management, and will assist Fort Loudon Medical Center with decontamination issues if needed.
<b>10) Board of Education</b> a. Loudon County – Superintendent  b. Lenoir City –Superintendent	a. 865-458-5411  b. 865-986-8058	During a pandemic, the Loudon County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.
<b>11) Red Cross</b> Lenoir City	865-986-3468	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Loudon County.
<b>12) Media</b> (See Section 8, Communication)		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
<b>13) State Dept of Human Services Region</b> a. Local office  b. DCS	a. 865-986-4749  b. 865-988-0398 fax 865-986-1340	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.

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<b>Support Agency</b>	<b>Phone</b>	<b>Responsibility</b>
<b>14) Chamber of Commerce – Loudon</b>	865-458-2067 865-458-8594	During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Loudon County.
<b>15) U.T. Extension Office Loudon County</b>	865-458-5612 865-458-5613 Fax 865-458-5999	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs.

**2.Operational sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

Loudon County Health Department will follow the continuity of operations as established by the East Tennessee Regional Pandemic Response Plan and the State of Tennessee DOH.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Loudon County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to Section 8 of the Regional Plan.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing and services will follow the state and regional plan.

Loudon County Annex

**Section 4: Healthcare Planning**

<b>Long-term care facility</b>	<b>Capacity</b>	<b>Phone</b>
1. Loudon Healthcare	182	865-458-5436 Fax: 865-458-3033
2. Baptist Healthcare Center	104	865-986-3583 Fax: 865-986-1707
3. Neighborhood in Tellico Village	56	865-408-0211 Fax: 865-408-1288
<b>Assisted Care Facility</b>		
1. Baptist Asst Living Center	18	865-986-3583 Fax: 865-986-1707
2. Lakewood Place	68	865-458-4123 Fax: 865-458-0960
3. Mountain View Asst Living	56	865-458-6240 Fax: 865-458-6647
4. Neighborhood in Tellico Village	78	865-408-0187 Fax: 865-408-1288
5. River Oaks Place – Loudon	38	865-458-5841 Fax: 865-458-2611
6. River Oaks Place – L. C.	73	865-988-9321 Fax: 865-988-9322

<b>Walk in Clinics</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
1. Riverbend – Loudon	25	865-458-1577 Fax: 865-988-0189
2. Physician’s Care – LC	30	865-988-0096 Fax: 865-988-0189
3. Lenoir City Med Clinic	25	865-988-5774 Fax: 865-988-
4. Physician’s Clinic – LC	30	865-988-6296 / 6922 Fax: 865-988-6296
5. Advanced Medical Group	50	865-986-8011 Fax: 865-986-0961

Loudon County Annex

<b>Primary Care Offices</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
1. Cherokee Health –	60	865-986-8082 Fax: 865-986-3127 or Fax: 865-986-5890
2. Internal Med Assoc.	50	865-458-1554 Fax: 865-458-1762
3. Primary Care Assoc. –	60	865-988-9416 Fax 865-988-7546
4. Summitt Med Group	75	865-986-4450 Fax: 865-988-6565
5. Dr. Ramani Reddy	20	865-988-6330 Fax: 865-988-8772
6. Dr. Peter Stimpson	50	865-458-4647 Fax: 865-458-9412
7. Dr. Navorska	30	865-988-7675 Fax: 988

<b>Family Practice</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
1. Integrity Family Practice	10	865-458-9080 Fax: 865-458-9096
<b>Pediatrician</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
1. Loudon Pediatric Clinic, P.C.	75	865-458-5666 Fax: 865-458-5418
2. Dr. Elizabeth Friend	40	865-986-9233 Fax: 865-986-0148

<b>Home Health Agency</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
1. UT Home Care	30	865-544-6200 Fax: 865-544-6269
2. HouseCalls Home Health	28	865-986-2219 Fax: 865-986-2164
3. Home Health of East TN	30	865-986-0168 Fax: 865-986-6869
4. Baptist Home Care	62 – monthly	865-632-5711 Fax: 865-549-2860
5. Quality Home Health	28	865-408-1231 Fax 865-408-1148

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<b>Mental Health Agency</b>	<b>(Inpatient)</b>	<b>Phone</b>
1. Our Friend's House	12	865-988-9862 No Fax
2. ACT Home (Lenoir City)	8	865-988-4770 No Fax
3. ACT Home (Loudon)	8	865-458-9695 No Fax
	<b>(Outpatient Daily Visits)</b>	
1. Peninsula	30	865-970-9800 Fax: 865-988-9750
2. Cherokee Health System	30	865-986-8082 Fax: 865-986-5890

<b>Other/Shelters/Homeless</b>		
1. Iva's Place (Nelson St)	20	865-986-2888 No fax

<b>Other Assistance</b>		
1. Relay Svc for Deaf	TD Phone Services (24hrs/7days per wk)	800-848-0299 No fax

<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone</b>
Lo Co Justice Center	98	865-986-6511

**Section 5. Vaccine**

Refer to Regional Plan.

Vaccine will be dispensed based on federal priority tiers and directives from the State of Tennessee DOH and ETRO.

**Section 6. Antivirals**

Refer to Regional plan.

Antivirals will be dispensed according to State of Tennessee DOH guidelines ETRO according to availability of medication.

## **Section 7. Community Interventions**

Loudon County is located in East TN. Loudon borders Knox, Blount, Roane, Monroe, and touches McMinn and Meigs Counties. Loudon has a population of 43,387 with four cities within, those being Loudon (County Seat) Lenoir City, Philadelphia and Greenback. Interstate 40 (major east –west route) and Interstate 75 (major north-south route) merge in Loudon County. U.S. Highway 411 runs in a north –south direction through Loudon County connecting Knoxville to the east.

The Tennessee River runs through the width of Loudon County connecting the county with 21 states, the Mississippi River and the Great Lakes. Three Industrial Parks in Loudon County have barge capabilities. Norfolk-Southern Railway System mainline runs through the length of Loudon County. McGhee Tyson Airport in Knoxville is located within a 30-minute drive from Loudon County.

Loudon County has a well-established Emergency Management Department with a full time director and assistant. Loudon has an Emergency Response Plan. The Pandemic Flu Response Plan will be incorporated into the existing plan under ESF 8. EMA activates the county response plan either by local directive (county mayor) or by regional/state officials. Appropriate staff is notified of the activation through a call down and paging system. Interventions are made as indicated using Incident Command techniques and NIMS standards.

In the case of an event, other methods of communication with the public will follow previously established channels and will rely on emergency alert, public service announcements, and other media outlets. Communications in an event are addressed in ESF 2. Loudon County has a Mobile 911 dispatch that serves as a backup for Loudon County and is capable of answering 911 calls when rerouted. This would be available if needed.

Social distancing measures will be enacted to reduce exposure to the pandemic virus according to State and Regional guidance. The State Department of Health would decide these with support and direction from other regional and state officials. Social distancing policies would be enforced by all Loudon County law enforcement agencies with the support of other emergency response organizations.

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These industries specific are specific to Loudon County and may impact communities in the event of a pandemic. Some examples are included but not limited to:

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p><b>Office of Tourism</b> Loudon County Visitors Bureau marybryant@loudoncountyvisitorsbureau.org 865-986-6822</p>	<p>--Traffic Control/flow --Communication with out of town tourists</p>	<p>--Methods of communication in pre/during/post pandemic phases will be implemented as described in Section 8 of the Regional Plan and according to the emergency communication plan as outlined by the county.</p>
<p><b>Higher Educational or Technological Institutions</b> Roane State Comm. College 865-986-1525</p>	<p>Commitment to provide continuing educational opportunities.</p>	<p>-Each institution has developed a plan to respond to a pandemic. Information will follow each specific campus communication line. Dissemination of information will follow as described in Section 8 of the Regional Plan and as outlined by the local county plan.</p>
<p><b>Licensed child care facilities</b></p> <ul style="list-style-type: none"> <li>a. Apostolic Child Care</li> <li>b. Mama June’s Wee Care</li> <li>c. First Baptist Church Weekday Ministry</li> <li>d. Baptist Child Care Center</li> <li>e. ClubHouse Central</li> <li>f. Creekwood Learning Center</li> <li>g. Discovery Depot Learning Center</li> <li>h. Eaton Elementary</li> <li>i. Fresh Start (Loudon County HS)</li> <li>j. Greenback Christian Day Care</li> <li>k. Head Start Eaton</li> </ul>	<p>Businesses will have greater absenteeism rates if employees are working parents of young children.</p> <ul style="list-style-type: none"> <li>a. 865-986-2108 No Fax</li> <li>b. 865-986-3405 No Fax</li> <li>c. 865-986-9066 fax 865-988-3903</li> <li>d. 865-986-5437 no Fax</li> <li>e. 865-986-5337 fax 865-986-2165</li> <li>f. 865-458-4238 No Fax</li> <li>g. 865-986-6559 fax 865-986-6559</li> <li>h. 865-986-2420 fax 865-988-5550</li> <li>i. 865-458-4326</li> <li>j. 865-856-0111 fax 865-856-0113</li> <li>k. 865-986-2506 fax 865-354-0771</li> </ul>	<p>-- Information dissemination will follow the Regional Communication plan in section 8. Opening and closure of licensed day cares will follow school closure schedule as outlined in Section 7, Supplement 3 of the Tennessee State Response Plan.</p>

Loudon County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
l. Head Start Harrison Hills m. Kiddie Kingdom #1 Kiddie Kingdom #2 n. Kidstruction Learning Center o. Lenoir City School Pre-K (Elem) p. Lenoir City Schools (Middle) q. Loudon County Schools Family Resource Center r. Loudon Elem Pre-K s. Mini Scouts Day Care t. Philadelphia Elem Pre-K u. Philadelphia Elem School v. Pinetop Christian Daycare w. Steekee Pre-school x. Tennessee Sports Complex y. The Kid’s Castle z. Wee Folks Nursery School	l. 865-988-5133 No Fax m. 865-458-1663 (#1) No Fax 865-986-3237 (#2) fax 865-986-0850 n. 865-988-3689 No Fax o. 865-986-2000 fax 865-988-7250 p. 865-986-2038 fax 865-988-1964 q. 865-458-3322 fax 865-458-9921 r. 865-458-2001 fax 865-458-1405 s. 865-458-3322 fax 865-458-9921 t. 865-458-6801 fax 865-458-6805 u. 865-458-6801 fax 865-458-6805 v. 865-458-1101 fax 865-458-1101 w. 865-458-3322 fax 865-459-9921 x. 865-986-1234 Fax 865-986-0548 y. 865-986-4865 No Fax z. 865-986-8797 No Fax	
<b>Private Schools</b>		Dissemination of information will follow the Regional Communication plan as described in Section 8 of the Regional Plan. Each institution should develop a plan to respond to a pandemic. Information flow will follow each specific campus plan.

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Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p><b>List Major Industries</b></p> <ul style="list-style-type: none"> <li>a. Monterey Mushrooms</li> <li>b. Maremont</li> <li>c. Strongwell</li> <li>d. Yale</li> <li>e. Kimberly-Clark</li> <li>f. Viskase</li> <li>g. Astec</li> <li>h. Staley</li> <li>i. Malibu</li> <li>j. Purdy Bros Trucking ---</li> <li>k. CVS</li> <li>l. Family Brands</li> <li>m. American Honda</li> <li>n. ADESA</li> <li>o. Total Transportation</li> <li>p. Wampler's Farm</li> </ul>	<p><b>Number of Employees</b></p> <ul style="list-style-type: none"> <li>a. 550</li> <li>b. 467</li> <li>c. 419</li> <li>d. 369</li> <li>e. 364</li> <li>f. 235</li> <li>g. 258</li> <li>h. 240</li> <li>i. 200</li> <li>j. 170</li> <li>k. 166</li> <li>l. 158</li> <li>m. 150</li> <li>n. 130</li> <li>o. 125</li> <li>p. 112</li> </ul>	<p>Loudon County Chamber of Commerce will disseminate critical information to employees and members. Large industries are encouraged to develop plans and will follow those accordingly.</p>
<p><b>Poultry farms</b></p>		<p>Report any sick birds to USDA (US Department of Agriculture). 1-866-536-7593 USDA will implement their policy and procedure for quarantine and/or destruction of flocks.</p>
<p><b>Mass Transportation</b></p>	<p>N/A</p>	
<p><b>Language barriers</b></p> <p>Spanish</p>	<p>Loudon County has a large Hispanic population</p>	<p>Utilize language line and interpreter services through the East Tennessee Regional Health Office. Additional assistance has been requested from the Department of Education's language teachers and other multi-lingual persons to assist with communication of critical information.</p>
<p><b>Homeless populations</b></p>		<p>Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any person who are homeless and request housing temporarily.</p>

Loudon County Annex

**Section 8. Communication**

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. Loudon County Health Department	County Director	865-458-2662 423-295-4275	
2. City of Lenoir City	Asst. Fire Chief	865-986-9411	
3. Rural Metro Response Team	Chief	865-986-9081	
4. City of Loudon	Police Chief	865-408-0408	

Loudon County Annex

Media Outlets 6

<b>Media</b>	<b>Contact Information</b>	<b>Pre/Post/During Event</b>
<b><i>Television Stations</i></b>		
Channel 3		
WATE Channel 6	865-637-6666	
WBIR Channel 10	865-637-1010	
WVLT Channel 8	865-450-8869	
<b><i>Newspapers</i></b>		
Daily Edition	865-988-4100	
News Herald	865-458-2087	
Village Connection	865-458-3565	
<b><i>Radio Stations</i></b>		
WLIL ***Spanish***	865-986-7536	
WLNT	865-458-9563	
WBLC	865-986-5332	
WDEH	865-458-4400	
<b><i>Bulletin Boards</i></b>		
<b><i>Web Sites</i></b>		
<a href="http://www.loudoncounty.org">www.loudoncounty.org</a>	Via Internet	
<a href="http://www.loudoncounty911.org">www.loudoncounty911.org</a>	Via Internet	
<b><i>Community Newsletters</i></b>		
Lenoir City News	865-986-7224	
Loudon Co Humane Society	865-671-8654	
Loudon Co Senior Citizens	865-458-5445	
<b><i>Hotlines/Phone recordings</i></b>		
Reverse 911 calling system	Thru the Rural Metro Ambulance Department	

Loudon County Annex

**Section 9. Workforce and Psychosocial support**

Local Mental Health, Spiritual and Physical Support Resources:

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
<b>Churches</b>		
First Baptist Church - Loudon	Shelter, food, volunteers	865-458-4373
First Baptist Church-LC	Shelter, food, volunteers	865-986-9066
Central Methodist – LC	Shelter, Angel food drive and volunteers	865-986-7329
Sixth Avenue Church of God	Shelter, food and volunteers	865-986-6000
Riverview Baptist Church	Shelter, food and volunteers	865-986-9764
CISD-Critical Incident Stress Debriefing	Counseling for those who have been through incident	Rosemary Kitts At the “Flower Box” 865-458-0019
Chaplain’s Association	Prayer, counseling, asst with housing, food, etc	865-986-2292
Feed My Children	Family services	865-986-7488
<b>Food Pantry</b>		
Good Samaritan		865-986-1777
Salvation Army	Food	865-986-1692

**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Tennessee Suicide Prevention Network	Suicide prevention, training, or publications	(615) 298-3359 fax (615) 383-9714
Tennessee Mental Health	Resources	<a href="http://mentalhealth.about.com">mentalhealth.about.com</a>
Mental Health Association of East TN	Resources	865-584-9125
Child and Family Tennessee	Mental Health	865-524-7483
Crisis Information		1-800-560-5767
Suicide Prevention	Certified local crisis center Knoxville, TN	(865) 523-9124
Tennessee Baptist Relief		865-254-5498
Lakeshore Mental Health	Mental Health Support	865-584-1561
TN Emergency Services Chaplin Assoc.	Counseling and Spiritual Support	865-588-6994

Loudon County Annex

**National Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
National Alliance on Mental Illness (NAMI)	Mental Health Resources	1-800-950-NAMI (6264) 865-483-5700
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Monroe County Annex

**1. Core Plan:**

County Specific Support Agencies to carry out essential roles during a pandemic period  
**Emergency and Support Agencies**

Support Agency	Phone	Responsibility
1) EMA		During a pandemic, EMA will coordinate all Monroe County EOC activity including the county's response logistics and deployment of available assets.
Monroe County EMA	423-519-7100	
	423-519-7200	
2) TEMA	865-981-4537	During a pandemic, TEMA East will assist Monroe County EMA with coordination of emergency management activities within Monroe County.
a. East Area Coordinator		
b. State EOC	800-262-3400	
3) State Homeland Security District # 2	423-318-2566	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
Regional Coordinator	fax	
Regional Advisor	423-318-2577	
4) Law Enforcement		During a pandemic, Monroe County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
a. Monroe County Sheriff	a.423-442-3911	
b. Madisonville City Chief	b 423-442-2268	
c. Sweetwater Chief	c.423-337-6151	
d. Tellico Plains Chief	d.423-253-2030	
e. Vonore Chief	e.423-884-6211	
5) Primary EMS Provider		During a pandemic, Monroe County EMS will provide emergency triage, treatment, and transport of patients.
Director	a. 423-442-4063	
103 College Street		
Madisonville, TN 37354		
6) County/City Mayors office		During a pandemic, the Mayors of Monroe County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.
a. County Mayor	a.423-442-3981	
b. Vonore Mayor	b.423-884-6211	
c. Madisonville Mayor	c.423-442-9416	
d. Tellico Plains Mayor	d.423-253-2333	
e. Sweetwater Mayor	e.423-337-6979	
7) Hospitals		Refer to Regional Plan, Section 4 for hospital information.
Sweetwater Hospital		

Monroe County Annex

8) Rescue Squad		During a pandemic, Monroe County Rescue Squad will provide rescue services as needed for the pandemic response.
a. Monroe County Rescue Squad	423-442-9328	
200 Carson Street, Madisonville		
9) Fire Department		During a pandemic, Monroe County's fire departments will provide fire suppression, hazardous material response, and management, and will assist Sweetwater Hospital with decontamination if needed.
a. Fire Chief	a. 423-442-2212	
b. Sweetwater City	b. 423-337-6880	
c. Vonore	c. 423-884-6111	
d. Tellico Plains	d. 423-253-2525	
e. Community First Responders Chief	e. 423-337-6724	
1)Ball Play	1) 423-295-2464	
2)Christianburg	2) 423-442-3911	
3)Coker Creek	3) 423-261-2424	
4)Hopewell Springs	4) 423-442-3911	
5)Madisonville	5) 911	
6)Mount Vernon	6) 911	
7)Notchy Creek	7) 432-442-3911	
8)Sweetwater	8) 423-337-6724	
9)Tellico Plains	9) 423-253-2525	
10)Tri-County	10) 423-442-3911	
11)Rafter	11) 423-253-2223	
10) Board of Education		During a pandemic, the Monroe County Board of Education will prepare students, parents, and teacher with information that will reduce the transmission of influenza. Schools will be closed according to Section 7 of this annex.
a .Monroe County Department of Education	a.423-442-2373	
b. Sweetwater City Schools	b.423-337-7051	
11) Red Cross		During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Monroe County.
Monroe County Chapter	423-253-5026	

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12) Media (See Section 8, Communications for details)		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
13) State Dept of Human Services Region		During a pandemic, the local SHS and DCS offices will continue business as listed in their Continuity of Operations Plans.
a. Monroe County Department of Human Services	a. 423-442-7403	
123 Pedigo Road		
Madisonville, TN 37354		
b. DCS	b. 423-442-3641 Fax 423-442-2457	
14) Chamber of Commerce		During a pandemic, the Chamber will support local businesses by disseminating the information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Monroe County.
Monroe County Chamber of Commerce	423-442-4588	
520 Cook Street		
Madisonville, TN 37354		
15) U.T. Extension Office of Monroe County	423-442-2433 Fax 423-442-9972	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs.

**2.Operational sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

Monroe County Health Department will follow continuity of operations as established by East Tennessee Regional Pandemic Response Plan and the State of Tennessee DOH.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Monroe County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to section 8 of the ETRO plan.

**Section 3: Laboratory** (Refer to Regional Plan)

The East Tennessee Regional Pandemic Flu Plan provides information for laboratory services. Laboratory testing and services will follow the state and regional plan.

Monroe County Annex

**Section 4: Healthcare Planning**

Monroe County contact information and health care resources necessary for response:

<b>Long-term care facility</b>	<b>Capacity</b>	<b>Phone</b>
East TN Health Care	81	423-442-3990 Fax 423-442-4465
Sweetwater Valley Nursing	100	423-337-6631 423-337-3801
Woods Presbyterian Home	96	423-337-1050 865-213-4795
<b>Assisted Care Facility</b>		
Wood Village	22	423-337-1050 Fax 423-351-1051
<b>Walk in Clinics</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Family Practice Associates	40	423-442-2622 Fax 423-442-5760
Chota Community Health Services, Vonore	30	423-884-3661 Fax 423-884-3277
Chota Community Health Services, Tellico Plains	30	423-253-6545 Fax 423-253-6538
<b>Maternity Center</b>		
Women's Wellness and Maternity Center Contact Center Director	4 in labor/ Low risk only Nurse mid-wives, may handle more with more staff	423-442-6624 1-800-440-3385 Fax 423-442-5746
<b>Primary Care Offices Family Practice Offices</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Family Practice Associates	130-180	423-442-2622 Fax 423-442-2639 Fax 423-442-9591 Fax 423-442-5760
Sweetwater Family Medicine	40-45	423-337-7000 423-351-7405
Kennedy Medical Clinic	24	423-884-2308 Fax 423-884-2307
East TN Medical Group	44	423-442-5288 Fax 423-442-1252
HomeTown Medical Clinic	25	423-442-5480 Fax 423-442-4416
William L. Harvey	40	423-337-3757 Fax 423-337-3867

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Chota Community Health Services	30	423-884-36 Fax 423-884-3277
Sweetwater Hospital Professional Bldg. Internal Medicine a. Evans b. Coffee c. Kozawa, d. Khadka, Fox N.P., Cagle, N.P. e. Poston	Capacity (Avg Daily Visits) 30	423-213-8590 865-213-8200  <b>a.</b> 865-213-8495 Fax 865-213-8542 <b>b.</b> 865-213-8595 Fax 865-213-8542 <b>c.</b> 865-213-8590 Fax 865-213-8463 <b>d.</b> 865-213-8590 Fax 865-213-8364  <b>e.</b> 865-213-8594 Fax 865-213-8542

<b>Pediatrician</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Maryville Pediatrics@Vonore	30	423-884-2170 Fax 423-884-6412
Dr. Wendy Saint Robbins	15	865-213-8593 Fax 865-213-8598
Dr. Syed Amer	20	865-213-8593 Fax 865-213-8598

<b>Home Health Agency</b>	<b>Capacity (Avg Daily Visits)</b>	<b>Phone</b>
Home Health of East TN	120	423-337-3833 Fax 423-337-3864
Home Health Care of East TN Tellico	24	423-253-2112 Fax 423-253-2167
Sweetwater Hospital		865-213-8508 Fax 865-213-8304

<b>Mental Health Agency</b>	<b>Capacity (Inpatient)</b>	<b>Phone</b>
None in County		
	<b>(Outpatient Daily Visits)</b>	
Peninsula	Census 87	423-442-2425 Knoxville line-865-374-7317 Fax 423-442-7254
Monroe Clinical Associates Emotional Health Unit at FPA		423-442-7090 no fax 423-442-7136 no fax
Tellico Bay Counseling and Wellness Center		423-884-2479 Fax 423-884-2491

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<b>Other/Shelters/Homeless</b>		
Douglas Cherokee, Neighborhood center (Will help with housing)		423-442-3983 Fax 423-442-7928

<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone</b>
Monroe County Jail	133	423-442-3911 Fax 423-442-4306
Madisonville Group Home	12-15	423-442-7411 423-442-7413

**Section 5. Vaccine Distribution**

Refer to Regional Plan.

Vaccine will be dispensed based on federal priority tiers and directives from the State of Tennessee DOH and ETRO.

**Section 6. Antivirals**

Refer to Regional plan.

Antivirals will be dispensed according to State of Tennessee DOH guidelines and ETRO according to availability of medication.

## **Section 7. Community Interventions**

Monroe County is located within 40 miles of Knoxville, 74 miles of Chattanooga and within 150 miles of Nashville and Atlanta. It is connected by Interstate 75 and U.S Highways 411 and 11, and State Route 72 and 68. Eleven major cities with one million plus population are with one day's service of all four industrial parks in Monroe County. Monroe County has a population of 41,051, which includes the 4 cities, Madisonville, Vonore, Tellico Plains and Sweetwater. Madisonville serves as the county seat.

Monroe County has an established Emergency Response Plan. The Pandemic Flu Response Plan will be incorporated into the existing plan under ESF 8. EMA activates the county response plan either by local directive (county mayor) or by regional/state officials. Appropriate staff is notified of the activation through a call down and paging system. Interventions are made as indicated using Incident Command techniques and NIMS standards.

In the case of an event, other methods of communication with the public will follow previously established channels and will rely on emergency alerts, public service announcements and other media outlets. The 911 Center has recently established and tested the reverse calling system. Communications in an event are addressed in ESF 2.

Communication will be most important between EMA, Health Department, and the school system officials. The director has the authority to close the school system. Either the Director of Schools or his designee would in turn, communicate this to appropriate media outlets.

Social distancing measures will be enacted to reduce exposure to the pandemic virus according to State and Regional guidance. The State Department of Health with support and direction from other regional and state officials would decide these. Social distancing policies would be enforced by all Monroe County law enforcement agencies with the support of other emergency response organizations.

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These industries specific are specific to Monroe County and may impact communities in the event of a pandemic. Some examples are included but not limited to:

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p><b><i>Tourism Industry</i></b>                      Lost Sea                      Sequoyah Birthplace Museum                      Fort Loudon State Historic Area</p>		<p>Methods of communication in pre/during/post pandemic phases will be implemented as described in Section 8 of the Regional Plan and according to the emergency communication plan as outlined by the county.</p>
<p><b>Higher Educational or Technological Institutions</b>                      a. Hiawassee College                      b. Cleveland State</p>	<p>Commitment to provide continuing education opportunities.                      Extracurricular activities may be affected by social distancing measures.                      Events may be canceled or rescheduled.</p>	<p>Each institution has been encouraged to develop a plan to respond to a pandemic. Information will follow each specific campus communication line. Dissemination of information will follow as described in Section 8 of the regional Plan and as outlined by the local county plan.</p>
<p><b>Licensed child care facilities</b>                       a. Children’s House                      b. FPA Kids Care                      c. Tellico West Child Development Center                      d. Boys and Girls Club of Monroe County                      e. Madisonville                      f. Tellico Plains                      g. Vonore                      h. Sweetwater</p>	<p>Operation of child care facilities will have a direct impact on worker availability for critical businesses and functions. Child Care centers are listed as licensed by the state.                      a. 423-442-5612                      No fax                      b. 423-442-8871                      FAX: 423-442-8871                      c. 423-884-3563 or 3564                      FAX: 423-884-3692                      d. 423-442-6770 (Office)                      e. 423-442-1318                      No fax                      f. 423-253-2434                      FAX: 423-253-6474                      g. 423-884-2490                      No fax                      h. 423-337-0320                      FAX: 423-337-0320</p>	<p>Information dissemination will follow the Regional communication plan in Section 8. Opening and closure of licensed day care will follow school closure schedule as outlined in Section 7, Supplement 3 of the Tennessee State Response Plan.</p>

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Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>i. First Baptist Church</p> <p>j. Christian Day Care Center</p> <p>k. Fairview Baptist Church</p> <p>l. Head Start Sweetwater</p> <p>m. Head Start Madisonville</p> <p>n. Head Start Mt. Vernon</p> <p>o. Head Start Mt. Vernon</p> <p>p. Area Managers (Main Office)Head Start</p>	<p>i. 423-442-6250 FAX: 423-442-4487</p> <p>j. 423-337-6082 FAX: 423-337-7284</p> <p>k. 423-337-6269 or 6208 FAX: 423-337-6707</p> <p>l. 423-337-5303 FAX: 423-337-5303</p> <p>m. 423-442-3722 FAX: 423-442-3722</p> <p>n. 423-442-2328 FAX: 423-442-5855</p> <p>o. 423-442-3602 FAX: 423-442-5855</p> <p>p. FAX: 423-442-4484</p>	
<p><b>Private Schools</b> -Tennessee Meiji Gakuin -Fairview Christian Academy</p>	<p>Closure will affect educational services and needs.</p>	<p>Dissemination of information will follow the Regional Communication plan as described in Section 8 of the Regional Plan. Each institution should develop a plan to respond to a pandemic. Information flow will follow each specific campus plan.</p>
<p><b>Major Industries Monroe County</b> *Carlex Glass Co. 350 employees *Great Lakes Boat Tops 110 employees *Mastercraft Boat Co. 550 employees *TN KOYO Steering Systems 800 employees *WYETH 240 employees *National Seating 420 employees *Sea Ray Boats 546 employees *TN Watercraft 227 employees *Gemtron Corp. 285 employees</p>	<p>It will be important for the industries to maintain access and coverage for those critical functions. Other nonessential services should be scaled back.</p>	<p>Monroe County Chamber of Commerce will assist with the dissemination of critical information to employers and members. Large industries have established a Pandemic Flu Response Plan and will follow the plan they have established.</p>

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Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<b>Poultry farms( if applicable)</b>	There are no commercial poultry farms in Monroe County. There are farmers who raise a limited number of poultry.	Report any sick birds to USDA (US Department of Agriculture). 1-866-536-7593 USDA will implement their policy and procedure for quarantine and/or destruction of flocks.
<b>List Mass Transportation</b>	No mass transit available.	N/A
<b>Language barriers Hispanic</b>	-There is a low non-English speaking population in the county. -Limited resources in the community for interpretation	Utilize language line and interpreter services through the East Tennessee Regional Health Office. Additional assistance has been requested from Department of Education's language teachers and other multi-lingual persons to assist with communication of critical information.
<b>Homeless populations</b>	Homeless Population is limited in Monroe. Committee will work with Douglas Cherokee to ensure their needs are met.	Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request housing temporarily.

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**Section 8. Communication**

List Public Information Officer. Guidelines will come from the Regional/State office to represent unified message.

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
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1. EMA	EMA Director	423-519-7100	Serves as the PIO for the Monroe EMA
2. County Director	Monroe County Health Department	423-442-1235	Serve as an alternate PIO, in the event of a Pandemic.

Monroe County Annex

Media Outlets 1

<b>Media</b>	<b>Contact Information</b>	<b>Pre/Post/During Event</b>
<b>Television Stations (Knoxville Area)</b>		
WATE - Knoxville	865-637-6397	
WVLT-Knoxville	865-450-8888	
WBIR - Knoxville	865-541-5323	
<b>Newspapers</b>		
Monroe County Advocate	423-337-7101	
Daily News Express		
The Buzz	432-442-1636	
<b>Radio Stations</b>		
WRKQ Madisonville	423-442-1446	
WYGO-Sweetwater	423-337-0995	
WDEH-Sweetwater	423-337-5025	
<b>Bulletin Boards</b>		
Utilize sign at Wal-mart		
Walgreens outside sign		
<b>Web Sites</b>		
monroechamber.org	423-442-4588	Chamber of Commerce
Monroecounty.com		County Website
monroehealth.org	423-337-1103	Health Council Website
Community Newsletters		
<b>Hotlines/Phone recordings</b>		
Contact Helpline	423-337-3800	

**Section 9. Workforce and Psychosocial support**

**Local Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Sweetwater Baptist Association	Counseling	423-442-6604
SAMS (Sweetwater Area Ministries)		423-337-0210
Douglas Cherokee	Food, shelter	423-442-3983
Monroe County Red Cross	Family support activities	
Search Your Heart, Church Groups from County.	Support activities	423-442-1235
Good Shepherd	Food and Clothing	423-420-8888
Tellico Bay Counseling & Wellness Center	Behavioral management, counseling, assault victims, rape crisis victims	423-884-2479 423-884-2491 (fax) tallicobay@yahoo.com
<b>Funeral Homes</b> a. Biereley Hall Madisonville b. Biereley Hall Tellico		a. 423-442-4404 FAX: 423-442-4406 b. 423-253-2173 FAX: 423-253-2173
c. Kyker's Sweetwater d. Myers, Tellico e. Tate, Madisonville		c. 423-337-5033 FAX: 423-337-9899 d. 423-253-2211 FAX: 423-253-7249 e. 423-442-2463 FAX: 423-442-2477

**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Tennessee Suicide Prevention Network	Suicide prevention, training, or publications	(615) 298-3359 fax (615) 383-9714
Tennessee Mental Health	Resources	<a href="http://mentalhealth.about.com">mentalhealth.about.com</a>
Mental Health Association of East TN	Resources	865-584-9125
Child and Family Tennessee	Mental Health	865-524-7483
Crisis Information		1-800-560-5767
Suicide Prevention	Certified local crisis center Knoxville, TN	(865) 523-9124
Tennessee Baptist Relief		865-254-5498

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**National Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
National Alliance on Mental Illness (NAMI)	Mental Health Resources	1-800-950-NAMI (6264) 865-483-5700
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Morgan County Annex

**1. Core Plan: Support Agencies**

County Specific Support Agencies to carry out essential roles during a pandemic period:

**Emergency and Support Agencies**

Support Agency	Phone	Responsibility
1) EMA Morgan County	(423) 346-1003 (423) 539-8642 (cell)	During a pandemic, EMA will coordinate all Morgan County EOC activity including the county's response logistics and deployment of available assets.
2) TEMA- Area 3 836 Louisville Road Alcoa, TN 37701 a. East Area Coordinator b. State EOC	a. 865-981-5643 b. -800-202-3400	During a pandemic, TEMA East will assist the Morgan County EMA with the coordination of emergency management activities within Morgan County.
3) State Homeland Security District # 2 Regional Coordinator Regional Advisor	(423) 318-2566 fax 423-318-2577	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
4) Law Enforcement a. Morgan County Sheriff's Department b. Wartburg City Police Department	a. 423-346-6262 (office) (865) 548-1520 (cell) b. (423) 539-8896 (cell)	During a pandemic, Morgan County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
5) Primary EMS Provider a. Morgan County EMS  b. Emergency Morgan Co. 911	a. (423) 663-7850 (cell) (423) 346-6601 emergency  b. (423) 346-6602 non-emergency 911	During a pandemic, Morgan County EMS will provide emergency triage, treatment, and transport of patients.

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Support Agency	Phone	Responsibility
<b>6)</b> County/City Mayors office a. Morgan County Mayor/Executive b. Wartburg City Mayor c. Oakdale City Mayor d. Sunbright City Mayor e. Oliver Springs Mayor	a. (423) 346-6288 b. (423) 346-6099 c. (423) 369-2311 d. (423) 628-5260 e. (865) 435-7722	During a pandemic, the Mayors of Morgan County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.
<b>7)</b> Hospitals Not Applicable		Refer to Regional Plan, Section 4 for hospital information.
<b>8)</b> Rescue Squad Morgan County Rescue Squad	Call Jail (423) 346-6262/911 – they will dispatch RS on paging system	During a pandemic, the Morgan County Rescue Squad will provide rescue services as needed for the pandemic response.
<b>9)</b> Fire Department (Volunteer) a. Wartburg Chief b. Petros Chief c. Joyner Chief d. Sunbright Chief e. Deer Lodge Chief f. Oakdale Chief g. Chestnut Ridge Chief h. Burrville Chief i. Clearfork Chief j. Coalfield Chief	a. (423) 965-3178 b. (423) 324-3015 c. (423) 324-6931 d. (423) 628-5222 e. (423) 965-3626 f. (423) 369-2796 g. (423) 965-4032 h. (423) 628-5312 i. (423) 628-5252 j. (865) 435-2639	During a pandemic, Morgan County’s fire departments will provide fire suppression, hazardous materials response and management, and will assist with any decontamination issues if needed.
<b>10)</b> Board of Education Morgan County	(423) 346-6214 Fax 423-346-6043	During a pandemic, the Morgan County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.
<b>11)</b> Red Cross American Red Cross (Knoxville Region covers Morgan County Area)	(865) 584-2999	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Morgan County.

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Support Agency	Phone	Responsibility
<b>12)</b> Media (See Section 8, Communications).		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
<b>13)</b> State Dept of Human Services Region Local office a. DHS of Morgan County b. DCS of Morgan County	a. (423 )346-6237 ext: 108 Fax 423-346-2831 b. (423) 346-7504 ext: 121 Fax 423-346-5157	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.
<b>14)</b> Chamber of Commerce Morgan County	(423) 346-5740	During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Morgan County.
<b>15)</b> U.T. Extension Office Morgan County	423-346-3000 or 423-346-3609 Fax 423-346-3009	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs

**2. Operational sections: County**

## Morgan County Annex

### **Section 1: Continuity of Operations:** (Refer to Regional Plan)

The Morgan County Health Department will follow the continuity of operations as established in the Regional Pandemic Flu Response Plan and the State of Tennessee DOH.

### **Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Morgan County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to Section 8 of the Regional Plan.

### **Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing will follow the State and Regional plan.

Morgan County Annex

**Section 4: Healthcare Planning**

<b>Long-term care facility</b>	<b>Capacity</b>	<b>Phone</b>
Life Care Center of Morgan County	124	(423) 346-6691 Fax 423-346-7031
Assisted Care Facility		
Not Applicable		

<b>Walk in Clinics</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Not Applicable		

<b>Primary Care Offices</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Morgan County Medical Center	65	(423) 346-6221 Fax 423-346-5565
Ambulatory Care Center of Wartburg	220	(423) 346-5566 Fax 423-346-5631

<b>Family Practice</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Wartburg Family Practice	20-30	423-346-2620 Fax 423-346-2624

<b>Pediatrician</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Not Applicable		

<b>Home Health Agency</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Quality Home Health – Director	97	423- 346-3302 Fax 423-346-3309

<b>Mental Health Agency</b>	<b>Capacity (Inpatient)</b>	<b>Phone</b>
Ridgeview Psychiatric Hospital		1-800-834-4178 or 1-800-870-5481
	<b>(Outpatient Daily Visits)</b>	

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<b>Other/Shelters/Homeless</b>		
Avalon Center [office local in Wartburg-(423) 346-1632]	Cumberland County-Facility hold; approx. 16+	1-800-641-3434 (24hr hotline)
<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone</b>
Morgan County Correctional Facility Acting Health Administrator RN 4	1012	(423) 346-6641 Fax 423-346-2148
Brushy Mountain Correctional Complex Warden Acting Health Administrator RN 4	574	(423) 324-4011 Clinic health 423-324-2211 Fax 423-324-2355
Morgan County Jail	60+	(423) 346-6262 Fax 423-346-3904

**Section 5. Vaccine**

Refer to Regional Plan.

Vaccine will be dispensed based on federal priority tiers and directives from the State of Tennessee DOH and the ETRO.

**Section 6. Antivirals**

Refer to Regional Plan.

Antivirals will be dispensed according to the State of Tennessee DOH guidelines according to availability of medication.

## **Section 7. Community Interventions**

The Morgan County Office of Emergency Management and Homeland Security activates the county response plan either by local directive or by order of regional or state officials. Appropriate staffs are notified of the activation through a call down and paging system. Interventions are made as indicated using Incident Command techniques and NIMS standards.

The Morgan County Chamber of Commerce will be a resource to reach additional businesses and members during an event. Other methods of communication with the public will follow previously established channels and will rely on emergency alerts, public service announcements, and other media techniques.

Media outlets available in the community include newspapers, radio, television, and other internet web based tools.

Social distancing measures may be enacted to reduce exposure to the pandemic virus. Appropriate local staff with support and direction from other regional and state officials would decide these. This could include the delay or cancellation of events where large groups of people are expected to attend. These activities include athletic events, social public gatherings, and community activities, etc. Social distancing policies would be enforced by all Morgan County and local city law enforcement agencies with the support of other emergency response organizations.

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These industries specific are specific to Morgan County and may impact communities in the event of a pandemic. Some examples are included but not limited to:

<b>Major County Industry</b>	<b>Impact on Community Interventions</b>	<b>County Procedures/ Plans</b>
<b>Tourism Industry</b> Assistant Director	(423) 628-5166 Fax 423-628-2441	Methods of communication in pre/during/post pandemic phases will be implemented as described in Section 8 of the Regional Plan.
<b>Higher Educational or Technological Institutions</b> Roane State Campus in Wartburg (to be built in 2007)		Each institution is encouraged to develop and update its own pandemic response plan. Dissemination of information will follow the communication plan of the institution.
<b>Licensed child care facilities</b> a. Humpty Dumpty (15) b. Morgan County Head Start (180) c. Central Elementary Pre-School (40) d. Coal Field Elem. Pre-K (20) e. Petros Joyner Elem. Pre-K(20) f. Sunbright Elem. Pre-K (20)	a. (423) 346-3087 No fax b. (423) 346-6633 Fax 423-346-5739 c. 423-346-6683 d. 423-346-6633 e. 423-324-8600 f. 423-628-2244	Information dissemination will follow the Regional Communication plan in Section 8. If schools closed by TDH, licensed childcare facilities will automatically close and reopen on same schedule as county school systems. School closure policy is outline in Section 7, Supplement 3 of the Tennessee State Response Plan.
<b>Private Schools</b> Fellowship Christian Principal	(423) 346-6774 14 students this year	Dissemination of information will follow the Regional Communication plan as described in Section 8 of the Regional Plan. Each institution should develop a plan to respond to a pandemic. Information flow will follow each specific campus plan.
<b>Major Industry</b> a. Tennier Industries – b. Pioneer Air Systems – c. Heraeus Metal Processing Inc.-	a. (423) 628-2422 Fax 423-628-2601 b. (423) 346-6693 Fax (423) 346-3865 c. (423)-346-8200 Fax	Chamber of Commerce will disseminate critical information to employees and members. Large industries to develop pandemic influenza response plans and will follow those accordingly.
<b>Poultry farms( if applicable)</b>	N/A	Report any sick birds to USDA (U.S. Department of Agriculture) 1-866-536-7593 USDA will implement their policy

Morgan County Annex

<b>Major County Industry</b>	<b>Impact on Community Interventions</b>	<b>County Procedures/ Plans</b>
		and procedure for quarantine and/or destruction of flocks.
<b>List Mass Transportation</b>	<i>N/A</i>	
<b>Language barriers</b>		Utilize language line and interpreter services through the East Tennessee Regional Health Office. Additional assistance has been requested from Department of Education’s language teachers and other multi-lingual persons to assist with communication of critical information
<b>Homeless populations</b>		Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request housing temporarily

Morgan County Annex

**Section 8. Communication**

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. Mayor	County Mayor of Morgan County	(423) 346-6288 Fax 423-346-9707	Back up PIO
2.	WECO Broadcaster	(423) 346-6300 Fax 423-346-7686	Primary PIO
3. Health Department Representative	Morgan County Health Department	423-346-6272 Fax:	Back-up PIO

Morgan County Annex

Media Outlets 7

<b>Media</b>	<b>Contact Information</b>	<b>Pre/Post/During Event</b>
Media a. WATE-6 b. WBIR-10 c. WVLT-8 d. BBB Communications-12	a. (865) 637-6397 b. (865) 637-1272 c. (865) 450-8880 d. (865) 483-8112 (865) 382-5112	<b>Assist in communication efforts by providing public service announcements and other broadcast/print news</b>
<b>Newspapers</b>		
Morgan County News	(423) 346-6225 Fax 423-346-5788	
<b>Radio Stations</b>		
WECO	(423) 346-3900/6300 Fax 423-346-7686	
<b>Bulletin Boards</b>		
N/A		
<b>Web Sites</b>		
Morgan County Chamber of Commerce	morgancountychamber.com	
Morgan County Schools	mcs.k12tn.net	
Morgan County news and information	<a href="http://morgancountytn.com/index.php">http://morgancountytn.com/index.php</a>	
<b>Community Newsletters</b>		
Morgan County PTO	List of contacts at Health Department	
<b>Hotlines/Phone recordings</b>		
Morgan County Health Department	423-346-6272	Updated phone recordings throughout event
Local Churches will assist in distribution of information		
Morgan County Chamber of Commerce	Exe. Director (423) 346-5740	<b>Information distribution</b>
<b>Other</b>		

Morgan County Annex

**Section 9. Workforce and Psychosocial support**

Local Mental Health, Spiritual and Physical Support Resources:

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Big Emory Association	Spiritual support	1-800-895-5077
Douglas Cherokee Childcare Churches – Refer to Morgan County Health Department listing of community churches		1-800-995-4255

**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Tennessee Suicide Prevention Network	Suicide prevention, training, or publications	(615) 298-3359 fax (615) 383-9714
Tennessee Mental Health	Resources	<a href="http://mentalhealth.about.com">mentalhealth.about.com</a>
Mental Health Association of East TN	Resources	865-584-9125
Child and Family Tennessee	Mental Health	865-524-7483
Crisis Information		1-800-560-5767
Suicide Prevention	Certified local crisis center Knoxville, TN	(865) 523-9124
Tennessee Baptist Relief		865-254-5498

**National Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
National Alliance on Mental Illness (NAMI)	Mental Health Resources	1-800-950-NAMI (6264) 865-483-5700
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Roane County Annex

**1. Core Plan: Support Agencies**

County Specific Support Agencies to carry out essential roles during a pandemic period:

**Emergency and Support Agencies**

Support Agency	Phone	Responsibility
<b>1) EMA</b> Roane County Office of Emergency Management and Homeland Security 200 East Race Street, Ste. 18 P. O. Box 1196 Kingston, TN 37763	865-717-4115  fax: 865-717-0615	During a pandemic, EMA will coordinate all Roane County EOC activity including the county's response logistics and deployment of available assets.
<b>2) TEMA-Area 6</b> 836 Louisville Road Alcoa, TN 37701 a. Area Coordinator b. State EOC	a. 865-981-5634 b. 1-800-533-7343	During a pandemic, TEMA East will assist Roane County EMA with the coordination of emergency management activities within Roane County.
<b>3) State Homeland Security District # 2</b> 605 Bernard Avenue Knoxville, TN 37921 Regional Coordinator Regional Advisor	423-318-2566 fax: 423-318-2577	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
<b>4) Law Enforcement</b> a) Roane County Sheriff's Department b) Rockwood Police Department c) Harriman Police Department d) Kingston Police Department e) Oliver Springs Police Department f) Oak Ridge Police Department g) g. TVA Police	a. 865-376-5582 b. 865-354-3388 c. 865-882-3383 d. 865-376-2081 e. 865-435-7777 f. 865-425-4399 g. 800-824-3861 (Knoxville) or 800-548-4005 (Chattanooga)	During a pandemic, Roane County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
<b>5) Primary EMS Provider</b> Roane County EMS 3070 Roane State Highway Harriman, TN 37748	865-882-3027  fax:865-882-3004	During a pandemic, Roane County EMS will provide emergency triage, treatment, and transport of patients.

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Support Agency	Phone	Responsibility
<b>6)</b> County/City Mayors office a) Roane County Mayor b) Rockwood Mayor c) Harriman Mayor d) Kingston Mayor e) Oliver Springs Mayor f) Oak Ridge Mayor	a. 865-717-4101 b. 865-354-0163 c. 865-882-2123 d. 865-376-2330 e. 865-435-7722 f. 865-425-3432	During a pandemic, the Mayors of Roane County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.
<b>7)</b> Hospitals Roane Medical Center		Refer to Regional Plan, Section 4 for hospital information
<b>8)</b> Rescue Squad Roane County Rescue Squad 2735 Roane State Highway Harriman, TN 37748	865-882-0297	During a pandemic, the Roane County Rescue Squad will provide rescue services as needed for the pandemic response.
<b>9)</b> Fire Department a) Kingston Fire Department b) Harriman Fire Department c) Rockwood Fire Department d) Oliver Springs Fire Department e) Oak Ridge Fire Department f) South Roane Co. Vol. Fire Dept. g) East Roane Co. Vol. Fire Dept. h) West Roane Co. Vol. Fire Dept. i) Midtown Vol. Fire Dept. j) Blair Vol. Fire Dept.	a. 865-376-2936 b. 865-882-3072 c. 865-354-3121 d. 865-435-2511 e. 865-425-3522 f. 865-376-7469 g. 865-376-4170 h. 865-954-6747 i. 865-882-3811 j. 865-435-2032	During a pandemic, Roane County's fire departments will provide fire suppression, hazardous materials response and management, and will assist Roane Medical Center with decontamination issues if needed.
<b>10)</b> Board of Education Roane County Schools 105 Bluff Road Kingston, TN 37763	865-376-5592 Fax 865-376-1284	During a pandemic, the Roane County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.
<b>11)</b> Red Cross Knoxville Chapter 6921 Middlebrook Pike Knoxville, TN 37918	865-584-2999 Fax 865-588-1835	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Roane County.

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Support Agency	Phone	Responsibility
<b>12) Media (See Section 8, Communications)</b>		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
<b>13) State Dept of Human Services Region</b> a) Roane County Dept. of Human Services District 1 1086 N. Gateway Avenue Rockwood, TN 37854 b) Dept Children Services Larry Byrd Circle Kingston, TN 37763	a. 865-354-2419 Fax: 865-354-9282  b. 865-376-3423 fax 865-376-5021	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.
<b>14) Chamber of Commerce/Roane Alliance</b>	865-376-3082 Fax: 865-376-4978	During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Roane County.
<b>15) U. T. Extension Office Roane County</b>	865-354-5558 Fax 865-717-4175	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs

**2.Operational sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

The Roane County Health Department will follow the continuity of operations as established in the Regional Pandemic Flu Response Plan.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Roane County. There will be ongoing risk communication and strategies between the local health departments and the community.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing and services will follow the state and regional plan.

**Section 4: Healthcare Planning**

<b>Long-term care facility</b>	<b>Capacity</b>	<b>Phone</b>
Rockwood Care & Rehab	157	865-354-3366 Fax 865-354-2737
Harriman Care & Rehab	180	865-882-9159 Fax 865-882-1982
Marshall Voss Care	130	865-354-3941 Fax 865-354-9966
<b>Assisted Care Facility</b>		
Victorian Square	84	865-354-1133 Fax 865-354-6371
Jamestowne Asst. Living	40-60 (adding rooms)	865-376-3030 Fax 865-376-3035
Wellington Place	47	865-376-9848 Fax 865-376-7928

<b>Walk in Clinics</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Community Care	40	865-590-0072 Fax 865-590-0069

<b>Primary Care Offices – Internal Medicine</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Dr. William Bennett	30	865-882-9775 Fax 865-882-7804
Dr. Kent Latham	10	865-590-1032 Fax 865-590-0070
Dr. Angela Meadows	20	865-354-7799 Fax 865-354-7797
Drs. Randy Denton, Rodney McMillin, Robert Wilson, and John Belitz**	120	865-882-3745 Fax 865-882-6072
**Drs. Denton and Belitz are also pediatric providers		
***Drs. Arnel Panelo, Ilsam Al-Mashharawi, and Sinan Haddad are internal medicine providers but are practicing as hospitalist at Roane Medical Center		865-590-1506

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<b>Family Practice</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Drs. Doug Dewar and Dwight Willett	43	865-376-3406 Fax 865-376-9091
Dr. Clary Foote	30	865-882-2800 Fax 865-882-3512
Dr. Miriam Tedder	35	865-882-5701 Fax 865-882-2568
Dr. Marty Wallace	10	865-882-3314 Fax: 865-882-8666
Dr. Tom Boduch	40	865-376-1212 Fax: 865-376-0010
Dr. William Roberts	40	865-376-6518 Fax: 376-9544
Dr. Bob Hellmann and Taffy Hellmann, FNP	40	865-882-3211 Fax: 865-882-9889
Ambulatory Care of Rockwood-	30	Ph:865-354-2612 Fax: 865-354-8385
Dr. Timothy Bell and Alvinia Zeigenfuss, FNP	30	865-270-1005
Dr. Mancel Wakham and Mike Homes, FNP and Elise Eaton, PA	50	865-590-0889 Fax: 865-590-0884
Sandra Wade, FNP	20	865-882-2002 Fax: 865-590-0475

<b>Pediatrician</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
These providers included under Internal Medicine		

<b>Home Health Agency</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Housecall Home Health	70	865-882-1700 Fax: 865-882-1450
Health Care Staffing	50	865-376-4488 Fax: 865-376-0368
Care All	25	865-882-7030 Fax: 865-717-1077

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<b>Mental Health Agency</b>	<b>Capacity (Inpatient)</b>	<b>Phone</b>
Emory River Geriatric Center	13	865-882-8856 Fax: 865-882-1424
	<b>(Outpatient Daily Visits)</b>	
Ridgeview-Louise Singleton Outpatient Care	Physician visits-42 Therapist visits-21	865-882-1164 or 1-800-870-5481 Fax:882-8650
Professional Psychotherapy Associates	24	865-376-1585 Fax: 865-376-1587
Emory River Outpatient	Sees 18 1x/w & 6 1x/w	865-882-8856 Fax: 865-882-1424

<b>Other/Shelters/Homeless</b>		
Pathways Community Shelter	Homeless Shelter-has capacity for 6 people.	865-354-6931

<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone</b>
Roane County Jail	52	865-376-5582
Roane County Jail Annex	12	865-376-5582

**Section 5. Vaccine**

Refer to the Regional Plan. Vaccine will be administered according to the State and Regional Plan guidelines based on the federal priority tiers and directives from the state of Tennessee DOH and ETRO.

**Section 6. Antivirals**

Refer to Regional Pandemic Response Plan. Antivirals will be dispensed according to State of Tennessee DOH guidelines and availability.

## **Section 7. Community Interventions**

Roane County has an established emergency response plan. This pandemic flu response plan will be incorporated into that plan under ESF 8. Each Emergency Service Function (ESF) agency is knowledgeable and experienced in its assigned duties. The Roane County Office of Emergency Management and Homeland Security activates the county response plan either by local directive or by order of regional or state officials. Appropriate staff is notified of the activation through a call down and paging system. Interventions are made as indicated using Incident Command techniques and NIMS standards.

Roane County is home to a variety of industries that include Department of Energy nuclear facilities and TVA steam plant facilities. We are also in close proximity to TVA nuclear facilities. Both of these agencies have established organizational pandemic flu response plans and will follow them accordingly. Roane County is also home to Roane State Community College. The College has also formulated a pandemic flu response plan that will apply for all campus sites. This plan has been submitted to the Tennessee Board of Regents for review. The plan submitted by Roane State does include communication efforts with the Health Department for guidance on the status of the pandemic and other pertinent information.

The Roane County Chamber of Commerce could be a resource to reach additional businesses and members during an event. Other methods of communication with the public will follow previously established channels and will rely on emergency alerts, public service announcements, and other media techniques. Media outlets available in the community include newspapers, radio, television, and other internet web based tools. Communications in an event are addressed in ESF 2 of the Roane County Emergency Management Plan and are well established.

Social distancing measures will be enacted to reduce exposure to the pandemic virus in accordance with statewide social distancing policy. Appropriate local staff with support and direction from other regional and state officials would implement these. This would include the delay or cancellation of events where more than 100 individuals are expected to attend. Depending on the nature and severity of the pandemic, these values could shift up or down and could include such activities as athletic events, theater productions, community activities, etc. Social distancing policies would be enforced by all Roane County law enforcement agencies with the support of other emergency response organizations.

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The following industries are specific to Roane County and may impact our communities in the event of a pandemic. Some examples are included but not limited to:

Major County Industry	County Procedures/ Plans	
<b>Office of Tourism</b>	--Traffic control/flow --Communication with out of town tourists	Methods of communication in pre/during/post pandemic phases will be implemented as described in Section 8 of the Regional Plan.
<b>Higher Educational or Technological Institutions</b> a. Roane State Community College b. Tennessee Technology Center	Commitment to provide continuing educational opportunities	Each institution is encouraged to develop and update its own pandemic response plan. Dissemination of information will follow the communication plan of the institution.
<b>Licensed child care facilities</b>  a. Kay’s Kiddyland II (12)  b. Mrs. Mary’s (12) c. Tam’s Tots (12) d. Tam’s Tots II (15) e. Bowers BASP (30)  f. Calvary Baptist BASP (35)  g. Calvary Baptist Preschool(100) h. Dyllis BASP (53)  i. Head Start Evans Hgts (18)  j. Head Start Fairmont (130)  k. Kay’s Kiddyland III (17)  l. Kid’s Corner (40)  m. Kiddie Corner (36)  n. Kiddie Corner Preschool (147)	Businesses will have greater absenteeism rates if employees are working parents of young children a. 865-376-5460 fax:865-376-9381 b. 865-376-0039 no fax c. 865-376-0288 no fax d. 865-376-0288 no fax e. 865-882-2862 Fax: 865-882-3203 f. 865-376-2188 fax: 865-376-0363 g. 865-376-2188 fax: 865-376-0363 h. 865-435-5111 Fax: 865-435-3344 i. 865-354-0450 fax: 865-354-0771 j. 865-882-8928 fax: 865-354-0771 k. 865-376-5460 fax:376-9381 l. 1865-354-1955 fax: same as phone-call to have them turn on machine. m. 865-717-8200 fax: 865-717-2757 n. 865-376-0333 fax: 865-717-2757	Information dissemination will follow the Regional Communication plan in Section 8. If schools closed by TDH, licensed childcare facilities will automatically close and reopen on same schedule as county school systems. School closure policy is outline in Section 7, Supplement 3 of the Tennessee State Response Plan.

Roane County Annex

Major County Industry	County Procedures/ Plans	
<p>o. Kiddie Corner II (23)</p> <p>p. Kiddie Corner IV (40)</p> <p>q. Kingston BASP (100)</p> <p>r. Little Fisherman (65)</p> <p>s. Little People Learning (70)</p> <p>t. Midtown BASP (55)</p> <p>u. Midway BASP (62)</p> <p>v. Mt. Pisgah Preschool (117 )</p> <p>w. Oliver Springs BASP (38)</p> <p>x. Ridge View BASP (55)</p> <p>y. Henry Center (243)</p> <p>z. Trenton St. Baptist (130)</p> <p>aa. Roane Pre-K (40)</p> <p>bb. Midway Pre-K (20)</p> <p>cc. Head Start-Rolling Acres (23)</p>	<p>o. 865-376-0333 fax: 865-717-2757</p> <p>p. 865-882-1817 fax: 865-717-2757</p> <p>q. 865-717-5444 Fax: 865-376-8535</p> <p>r. 865-354-2518 no fax</p> <p>s. 865-354-4027</p> <p>t. 865-882-7260 Fax: 865-882-8165</p> <p>u. 865-717-5442 Fax: 865-376-8512</p> <p>v. 865-435-9756 fax: 865-435-4423</p> <p>w. 865-435-0011 fax 865-435-1621</p> <p>x. ph:354-5158 Fax: 865-354-5150</p> <p>y. 865-882-5288 fax: 865-882-8565</p> <p>z. ph:882-2960 fax 865-882-9236</p> <p>aa. 865-717-5461</p> <p>bb. 865-717-5461</p> <p>cc. 865-354-0450 fax: 865-354-0771</p>	
<p><b>Private Schools</b></p> <p>a. Michael Dunn Center</p> <p>b. Camelot Care Center</p> <p>c. Mt. Pisgah Christian Academy</p> <p>d. Calvary Baptist School</p>	<p>a. 865-376-3416 fax: 865-376-3532 Fax 865-213-8364</p> <p>b. 865-376-2296 fax: 865-376-0369</p> <p>c. 865-435-4831 fax: 865-435-4423</p> <p>d. 865-376-5850 fax: 865-376-0363</p>	<p>Dissemination of information will follow the Regional Communication plan as described in Section 8 of the Regional Plan. Each institution should develop a plan to respond to a pandemic. Information flow will follow each specific campus plan.</p>

Roane County Annex

Major County Industry	County Procedures/ Plans	
<p><b>Major Industries</b></p> <ul style="list-style-type: none"> <li>a. TVA</li> <li>b. DOE facilities (ORNL, ETPP)</li> <li>c. HT Hackney</li> <li>d. Chase Instruments</li> <li>e. Alba-Waldensian</li> <li>f. Big Rock Building Products</li> <li>g. Capstan Tennessee, Inc.</li> <li>h. Horsehead Resource</li> <li>i. Toho Tenax America</li> <li>j. PCS Metals</li> </ul>		<p>Chamber of Commerce will disseminate critical information to employees and members. Large industries to develop pandemic influenza response plans and will follow those accordingly.</p>
<p><b>Poultry farms</b> N/A</p>		<p>Report any sick birds to USDA (U.S. Department of Agriculture) 1-866-536-7593 USDA will implement their policy and procedure for quarantine and/or destruction of flocks.</p>
<p><b>Language Barriers</b> Spanish, Chinese</p>		<p>Utilize language line and interpreter services through the East Tennessee Regional Health Office. Additional assistance has been requested from Department of Education’s language teachers and other multi-lingual persons to assist with communication of critical information</p>
<p><b>Homeless Population</b></p>	<p>--Pathways Community Shelter has limited capability to house individuals.</p>	<p>Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request housing temporarily</p>

Roane County Annex

Contact Information for Roane County Schools

School Name	Address	Phone and Fax Numbers
Bowers Elementary	120 Breezeale St. Harriman, TN 37748	Ph:882-1185 Fax:882-3203
Cherokee Middle	200 Paint Rock Ferry Rd. Kingston, TN 37763	Ph:376-9281 Fax:376-8525
Dyllis Elementary	510 Dyllis Rd. Harriman, TN 37748	Ph:435-2298 Fax:435-3344
Harriman Middle	1025 Cumberland St. Harriman, TN 37748	Ph:882-1727 Fax:882-6285
Kingston Elementary	2000 Kingston Hwy. Kingston, TN 37763	Ph:376-5252 Fax:376-8535
Midtown Elementary	2830 Roane State Hwy. Harriman, TN 37748	Ph:882-1228 Fax:882-8165
Midway Elementary	130 Laurel Bluff Rd. Kingston, TN 37763	Ph:376-2341 Fax:376-8512
Midway Middle	104 Dogtown Rd. Ten Mile, TN 37880	Ph:717-5464 Fax:376-0948
Oliver Springs Elementary	317 Roane St. Oliver Springs, TN 37840	Ph:435-0011 Fax:435-1621
Ridge View Elementary	625 Pumphouse Rd. Rockwood, TN 37854	Ph:354-2111 or 354-5151 Fax:354-5150
Rockwood Middle	434 W. Rockwood St. Rockwood, TN 37854	Ph:354-0931 Fax:354-5160
Walnut Hill Elementary	215 Maple St. Harriman, TN 37748	Ph:882-2571 Fax:882-2164
Harriman High	920 N. Roane St. Harriman, TN 37748	Ph:882-1821 Fax:882-6479
Midway High	530 Loudon Hwy. Kingston, TN 37763	Ph:376-5645 Fax:376-8516
Oliver Springs High	P. O. Box 309 Oliver Springs, TN 37830	Ph:435-7216 Fax:435-6774
Roane County High	540 W. Cumberland St. Kingston, TN 37763	Ph:376-6534 Fax:376-8530
Rockwood High	512 W. Rockwood St. Rockwood, TN 37854	Ph:354-0882 Fax:354-5170
Midtown Educational Center	3096 Roane State Hwy. Harriman, TN 37748	Ph:882-0242 Fax:882-7734

Roane County Annex

**Section 8. Communication**

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. Operations Officer	Roane County Office of Emergency Management and Homeland Security	865-717-1175	Serves as Public Information Officer for the Roane EMA office.
2. County Mayor	County Mayor	865-717-4101	
3. Health Department Representative		865-354-1220	

Roane County Annex

**Media Outlets 8**

<b>Media</b>	<b>Contact Information</b>	<b>Pre/Post/During Event</b>
Television Stations	Phone/FAX	
BBB-TV 12 (Roane, Morgan & Anderson Counties)	865-483-8112 Fax: 865-483-4949	
WATE (ABC)-Knoxville	865-637-6397 Fax: 865-523-3561	
WVLT (CBS)-Knoxville	865-450-8888	
WBIR (NBC)-Knoxville	865-541-5323 Fax: 865-522-7341	
WDEF (CBS)-Chattanooga	Ph:423-785-1200 Fax:423-785-1271	
WTVC (ABC)-Chattanooga	Ph:423-756-5500 Fax:423-757-7401	
Newspapers		
Roane County News	865-376-3481 Fax: 865-376-1945	
Roane Reader	865-882-9340 nofax	
Oak Ridger	865-482-1021 Fax:865-202-5460	
Knoxville News Sentinel	Ph: 865-523-3131 Fax: 865-673-3478	
Radio Stations		
WWSR-105.7 FM	931-484-1057 FAX 931-707-0580	
WBXH-92.7 FM	931-456-0927 FAX 931-707-0580	
WKTS-90.1 FM	865-376-6044	
WIVK-107.7 FM	Ph: 865-656-8255 Fax: 865-588-3725	
WNOX-100.3 FM	Ph: 865-656-8255 Fax: 865-588-3725	
WJXB-97.5 FM	Ph:865-656-2975 Fax: 865-656-3292	
WWST-102.1 FM	Ph 865-656-7827 Fax: 865-656-8329	

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<b>Bulletin Boards</b>		
<b>Web Sites</b>		
roanecountyonline.net	865-376-3788	Online news service for Roane County
roanecountyinfo.org		Website contains links to resources and other county information
goroane.com	865-804-2723	Contains links and resources for Roane County information
roanegov.com	865-804-2723	Contains links and resources for Roane County information
harrimantennessee.com		Website for City of Harriman
kingstontn.org		Website for City of Kingston
rockwoodtn.org		Website for City of Rockwood
oliverspringscity.com		Website for City of Oliver Springs
cortn.org		Website for City of Oak Ridge
roaneschools.com		Website for Roane County Schools
<b>Community Newsletters</b>		
Rockwood Times	865-376-3481-managed by Roane County News	
Harriman Record	865-376-3481-managed by Roane County News	
<b>Hotlines/Phone recordings</b>		
Other		

**Section 9. Workforce and Psychosocial support**

**Local Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Roane County United Way	Provides emergency assistance to families	865-882-7711
Roane Cooperative Ministries	Provides emergency assistance and spiritual resources	865-376-4479
Rockwood Ministerial Association	Provides emergency assistance and spiritual resources	865-354-1750
Mid-East Community Action Agency	Provides a variety of assistance programs	865-354-0450
Salvation Army	Provides emergency assistance to families	865-882-7711 (United Way office)
Hands of Mercy	Provides emergency assistance	865-717-9885
Seaton's Catholic Charities	Provides emergency assistance to families and spiritual resources	865-882-0558
Big Emory Baptist Association	Provides emergency assistance. Involved in disaster relief efforts.	865-882-6795
St. Andrew's Episcopal Church	Provides emergency assistance to families and spiritual resources	865-882-1272
Ridgeview-Louise Singleton Outpatient Care	Provide mental health and counseling services	865-882-1164
Emory River Outpatient Services	Provides mental health and counseling services	865-882-8856
Professional Psychotherapy Associates	Provides mental health and counseling services	865-376-1585
Funeral Homes		
Evan's Mortuary	Grief support/funeral services	865-354-2600
Sharp Funeral Home	Grief support/ funeral services	865-435-7261
Davis Funeral Home	Grief support/funeral services	865-882-2000
Kyker Funeral-Harriman	Grief support/funeral services	865-882-1515
Kyker Funeral-Kingston	Grief support/funeral services	865-376-6531
Jackson Mortuary	Grief support/funeral services	865-435-3800
Brown's Funeral Home	Grief support/funeral services	865-376-0050

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**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Tennessee Suicide Prevention Network	Suicide prevention, training, or publications	(615) 298-3359 fax (615) 383-9714
Tennessee Mental Health	Resources	<a href="http://mentalhealth.about.com">mentalhealth.about.com</a>
Mental Health Association of East TN	Resources	865-584-9125
Child and Family Tennessee	Mental Health	865-524-7483
Crisis Information		1-800-560-5767
Suicide Prevention	Certified local crisis center Knoxville, TN	(865) 523-9124
Tennessee Baptist Relief		865-254-5498

**National Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
National Alliance on Mental Illness (NAMI)	Mental Health Resources	1-800-950-NAMI (6264) 865-483-5700
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Scott County Annex

**1. Core Plan:**

County Specific Support Agencies to carry out essential roles during a pandemic period

**Emergency and Support Agencies**

Support Agency	Phone	Responsibility by Position
1) EMA Scott County Director	423-663-2337 or 423-627-2767	During a pandemic, EMA will coordinate all Scott County EOC activity including the county's response logistics and deployment of available assets.
2) TEMA East Area 4 a. East Area Coordinator  b. State EOC	a. 865-981-5284  b. 1-800-262-3400	During a pandemic, TEMA East will assist Scott County EMA with coordination emergency management activities within Anderson County.
3) State Homeland Security District # 2 Regional Coordinator Regional Advisor	423-318-2566 fax 423-318-2577	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
4) Law Enforcement a. Scott County Sheriff's Department  b. Oneida Police Department  c. Winfield Police Department	a. 423-663-2245 Fax: 423-663-4577  b. 423-569-4255 Fax: 423-569-4225  c. 423-569-2166 Fax: 423-569-2569	During a pandemic, Scott County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
5) Primary EMS Provider a. Scott County EMS  b. Emergency	a. 423-569-6000 Fax: 423-663-3618  b. 911	During a pandemic, Scott County EMS will provide emergency triage, treatment, and transport of patients.

Scott County Annex

Support Agency	Phone	Responsibility by Position
6) County/City Mayors office a. Oneida Mayor Oneida Vice-Mayor b. Winfield Mayor Winfield Vice-Mayor c. Huntsville Mayor Huntsville Vice-Mayor d. Scott County Mayor Assistant	a. 423-569-8300 423-569-8818 b. 423-569-9880 423-569-6502 c. 423-663-3471 423-569-6363 ext 226 d. 423-663-2000 423-569-5118	During a pandemic, the Mayors of Scott County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.
7) Hospitals Scott County Hospital		Refer to Regional Plan, Section 4 for hospital information
8) Rescue Squad Scott County Rescue Squad	H: 423-569-6952 C: 423-319-6953  H: 423-569-4105	During a pandemic, the Scott County Rescue Squad will provide rescue services as needed for the pandemic response.
9) Fire Department (Volunteer) a. Oneida  b. Winfield  c. Pine Hill  d. South Scott County  e. East 63  f. Huntsville  g. 7 <sup>th</sup> District  h. Paint Rock  i. Mid-County	a. 423-569-8253  b. 423-569-8464  c. 423-569-9859  d. 423-627-1700  e. 423-663-9500  f. 423-663-3473  g. 423-569-9409  h. 423-569-4111  i. 423-569-2408	During a pandemic, Scott County's fire departments will provide fire suppression, hazardous materials response and management, and will assist Scott County Hospital with decontamination issues if needed.

Scott County Annex

Support Agency	Phone	Responsibility by Position
10) Board of Education a. Scott County  b. Oneida City	a. 423-663-2159 Fax: 663-9682  b. 423-569-8912 Fax: 423-569-2201	During a pandemic, the Scott County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.
11) Red Cross American Red Cross	865-483-5641	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Scott County.
12) Media (See Section 8)		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
13) State Dept of Human Services Region Local office a. DHS  b. DCS	a. 423-663-2821  b. 423-663-4119	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.
14) Chamber of Commerce Scott County Chamber of Commerce	423-663-6900  423-663-6900 Fax: 423-663-6906	During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Scott County.
15) U.T. Extension Office Scott County	423-663-4777 Fax 423-663-4778	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs

**2. Operational sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

Scott County Health Department will follow the continuity of operations as established by the East Tennessee Regional Pandemic Response Plan and the State of Tennessee DOH.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Scott County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to section 8 of the ETRO Regional plan.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing and services will follow the state and regional plan.

Scott County Annex

**Section 4: Healthcare Planning**

<b>Long-term care facility</b>	<b>Capacity</b>	<b>Phone &amp; Contact</b>
Huntsville Manor	96	423-663-3600
		Fax: 423-663-3864
Oneida Nursing/Rehab Center	56	423-569-8382 Fax: 423-569-8663
Assisted Care Facility		
N/A		

<b>Walk in Clinics</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
N/A		

<b>Primary Care Offices</b>	<b>(Avg Daily Visits)</b>	<b>Phone &amp; Fax</b>
Mountain People's Elgin	45	423-627-2782 / 627-2188
Mountain People's Huntsville	45	423-663-9200 / 663-3389
Mountain People's Winfield	45	423-569-8064 / 569-2461
Mountain People's Oneida	45	423-569-3800 / 569-1744
Scott Co. Medical Clinic	75	423-569-6396/569-2220
Grace Primary Care	60	423-663-4200 / 663-4256

<b>Family Practice</b>	<b>(Avg Daily Visits)</b>	<b>Phone &amp; Fax</b>
Dr. Bruce Coffey	100	423-569-5454 / 569-5858
Dr. Larry Perry	25	423-569-8840 / 569-2533
Circle of Life	60	423-569-3762 / 569-4909
Dr. Maxwell Huff		423-569-8554 / 569-1555

<b>Pediatrician</b>	<b>(Avg Daily Visits)</b>	<b>Phone &amp; Fax</b>
Dr. Evelyn Silver	30	423-569-3715 / 569-3716

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<b>Home Health Agency</b>	<b>(Avg Daily Visits)</b>	<b>Phone &amp; Fax</b>
Quality Home Health	(90 visits/day) 175 patients	423-569-6807 / 663-8903 Director 423-663-8900
Deaconess Home Health	(45 visits/day) 160 patients	423-569-8441 / 569-4043
Amedisys Home Health	(25-30 visits/day) 43 patients	423-286-7400 / 286-7427

<b>Mental Health Agency</b>	<b>(Outpatient daily visits)</b>	<b>Phone &amp; Fax</b>
Ridgeview	25	423-569-7979 Facility Coordinator Pager 606-376-6654 Fax 423-569-2901
Ridgeview Mobile Crisis Unit		800-870-5481

<b>Other/Shelters/Homeless</b>		
Scott County Women's Shelter		423-569-5993

<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone &amp; Fax</b>
Scott County Jail	49	423-663-2245 / 663-4577
Juvenile Detention Center	15	423-663-3017

**Section 5. Vaccine Distribution**

Refer to Regional Plan.

Vaccine will be dispensed based on federal priority tiers and directives from the State of Tennessee DOH and the ETRO.

**Section 6. Antivirals**

Refer to Regional Plan.

Antivirals will be dispensed according to the State of Tennessee DOH guidelines according to availability of medication.

**Section 7. Community Interventions :**

The Scott County Office of Emergency Management and Homeland Security activates the county response plan either by local directive or by order of regional or state officials. Appropriate staffs are notified of the activation through a call down and paging system. Interventions are made as indicated using Incident Command techniques and NIMS standards.

Huntsville is the site of the Scott County Roane State Community College campus. The Main campus in Harriman has also formulated a pandemic flu response plan that will apply for all campus sites. This plan has been submitted to the Tennessee Board of Regents for review. Health Department staff have made several presentations to local community groups that included information on how a pandemic may affect the county, how to prepare for and handle excessive absenteeism while maintaining critical functions, and other appropriate materials. The Scott County Chamber of Commerce will be a resource to reach additional businesses and members during an event. Other methods of communication with the public will follow previously established channels and will rely on emergency alerts, public service announcements, and other media techniques. Media outlets available in the community include newspapers, radio, television, and other internet web based tools.

Social distancing measures may be enacted to reduce exposure to the pandemic virus. Appropriate local staff with support and direction from other regional and state officials would decide these. This could include the delay or cancellation of events where large groups of people are expected to attend. These activities include athletic events, social public gatherings, community activities, etc. Social distancing policies would be enforced by all Scott County and City law enforcement agencies with the support of other emergency response organizations.

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The following industries are specific to Scott County and may impact our communities in the event of a pandemic. Some examples are included, but not limited to:

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p><b>Tourism Industry</b>                      Big South Fork Recreation Area                      W: 423-569-9778                      Fax: 423-569-5505</p>	<p>--Traffic control/flow                      --Communication with out of town tourists</p>	<p>Methods of communication in pre/during/post pandemic phases will be implemented as described in Section 8 of the Regional Plan.</p>
<p><b>Higher Educational or Technological Institutions</b>                      a. Tennessee Technology Center                      Fax: 423-663-4925                       b. Roane State Community College                      Fax: 423-663-3877</p>	<p>Commitment to provide continuing educational opportunities                       Extracurricular activities may be affected by social distance</p>	<p>Each institution is encouraged to develop and update its own pandemic response plan. Dissemination of information will follow the communication plan of the institution.</p>
<p><b>Licensed child care facilities</b>                      1. Kids R US Playhouse                      423-569-5058                       2. Ms. Lori’s Playschool                      423-569-3007                       3. Noah’s Ark Learn. Campus #2                      423- 569-5058                       4. SAI: Smart Start Infant                      423- 569-7960                      Fax: 423-569-9761                       5. SAI: Smart Start Preschool                      423-569-7960                      Fax: 423-569-9761                       6. Sharon Boyatt’s FDCH                      423-569-5321                      Fax: 423- 569-9663                       7. Wee Kids Children’s Center                      423- 569-8654</p>	<p>Businesses will have greater absenteeism rates if employees are working parents of young children</p>	<p>Information dissemination will follow the Regional Communication plan in Section 8. If schools closed by TDH, licensed childcare facilities will automatically close and reopen on same schedule as county school systems. School closure policy is outline in Section 7, Supplement 3 of the Tennessee State Response Plan.</p>

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Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>8. B&amp;G Club-Oneida 423-286-9500</p> <p>9. Brittney’s Day Care 423-569-8113</p> <p>10. Carolyn’s Day Care 423-569-2489</p> <p>11. Guardian Angel 423-569-4105</p> <p>12. Hill Top Child Care 423-569-2562</p>		
<p><b>Private Schools</b> Landmark Christian School 423-569-5719</p>		<p>Dissemination of information will follow the Regional Communication plan as described in Section 8 of the Regional Plan. Each institution should develop a plan to respond to a pandemic. Information flow will follow each specific campus plan.</p>
<p><b>List Major Industries</b></p> <p>1. Armstrong W: 423-569-0611</p> <p>2. Tennier Industries W: 423-663-2315</p> <p>3. Great Dane W: 423-663-3434</p> <p>4. SAI W: 423-663-9300</p> <p>5. HBD W: 423-569-6301</p> <p>6. Barna Log Homes W: 423-569-8559</p> <p>7. Denim Processing W: 423-569-6124</p>		<p>Chamber of Commerce will disseminate critical information to employees and members. Large industries to develop pandemic influenza response plans and will follow those accordingly.</p>
<p><b>Poultry farms</b> N/A</p>		<p>Report any sick birds to USDA (U.S. Department of Agriculture) 1-866-536-7593 USDA will implement their policy and procedure for quarantine and/or destruction of flocks.</p>

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Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<b>Mass Transportation</b>	No mass transit available.	
<b>Language barriers</b> N/A		Utilize language line and interpreter services through the East Tennessee Regional Health Office. Additional assistance has been requested from Department of Education’s language teachers and other multi-lingual persons to assist with communication of critical information
<b>Homeless populations</b> N/A		Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request housing temporarily

Scott County Annex

**Section 8. Communication**

Provide any additional county-specific information on communication in the county.

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. Program Director	Channel 4	423-569-8598	Primary PIO
2. Scott County Mayor	Mayor Office	423-663-2000 Fax: 663-3803	Back-up PIO
3. Health Department Representative		423-663-2445 Fax: 423-663-9252	Back-up PIO

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<b>Media</b>	<b>Contact Information</b>	<b>Pre/Post/During Event</b>
<b>Television Stations</b>		
WATE – 6	865-637-6397	
WBIR-10	865-637-1272	
WVLT- 8	865-450-8880	
Channel 4 (Local)	423-569-8598	
MBR Channel 5 (Local)	423-663-3200	
<b>Newspapers</b>		
Scott County News	423-569-8351 Fax: 423-569-4500	
Independent Herald	423-569-6343 Fax: 423-569-9566	
News Sentinel	865-342-6397 Fax: 865-481-3625	
<b>Radio Stations</b>		
WIVK 107.7 FM	865-558-9900 Fax: 865-558-4218	
WATO 1290 AM	865-482-1292 Fax: 865-675-4859	
WOKI 100.3 FM	865-531-2000 Fax: 865-558-4218	
B97.5 FM	865-656-2975	
WBNT 105.5 FM (Local)	423-663-3060 423-569-8598	
WCLC (Christian Broadcast)		
Churches – Scott County Health Department has a separate listing of community churches.		
<b>Hotlines/Phone recordings</b>		
Scott County Health Department	W:423-663-2445	Updated phone recordings throughout event
Lesson-line	School system	
<b>Other / Mass Faxes</b>		
Scott County Chamber of Commerce	423-663-6900 <a href="http://coc.scottcounty.com/">http://coc.scottcounty.com/</a>	WEB and Online resources.
ETHRA	423-663-2787	

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<b>Media</b>	<b>Contact Information</b>	<b>Pre/Post/During Event</b>
Scott County Board of Education	423-663-2159 Fax: 663-9682	
Oneida City Board of Education	423-569-8912 Fax: 569-2201	
Scott County Government	423-663-2000	
Town of Oneida	423-569-4295 Fax: 569-2990	
<b>Mass E-mailing</b>		
ALQI Communicator	423-569-2677 e-mail – <a href="mailto:ALQI@highland.net">ALQI@highland.net</a> Fax: 569-2678	

**Section 9. Workforce and Psychosocial support**

**Local Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Ridgeview	Provide Psychosocial/Mental support as needed	423-569-7979 P: 606-376-6654
Big Emory Association	Provide Spiritual support as needed	1-800-895-5077
Ridgeview Mobile Crisis Unit	Provide Psychosocial/Mental support as needed	423-569-7979 P: 606-376-6654
Crazy Quilt	Food, electrical, rent, and clothing	423-784-6022
Center of Hope	Family services	423-562-4673
Salvation Army	Rent, utilities, clothing, medications, eye-glasses	423-562-4341
<b>Food Pantry</b>		
Scott County Food Bank	Food	423-663-4240

**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Tennessee Suicide Prevention Network	Suicide prevention, training, or publications	(615) 298-3359 fax (615) 383-9714
Tennessee Mental Health	Resources	<a href="http://mentalhealth.about.com">mentalhealth.about.com</a>
Mental Health Association of East TN	Resources	865-584-9125
Child and Family Tennessee	Mental Health	865-524-7483
Crisis Information		1-800-560-5767
Suicide Prevention	Certified local crisis center Knoxville, TN	(865) 523-9124
Tennessee Baptist Relief		865-254-5498

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**National Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
National Alliance on Mental Illness (NAMI)	Mental Health Resources	1-800-950-NAMI (6264) 865-483-5700
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211 1-800-318-9335	Basic needs resources, physical and mental health resources, support for children, families, elderly, or disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Sevier County Annex

**1. Core Plan:**

County Specific Support Agencies to carry out essential roles during a pandemic period

**Emergency and Support Agencies**

Support Agency	Phone	Responsibility
1) EMA Sevier County	865-453-4919	During a pandemic, EMA will coordinate all Sevier County EOC activity including the county's response logistics and deployment of available assets.
2) TEMA a. East Area Coordinator b. State EOC	a. 865-981-5642 b. 800-262-3400	During a pandemic, TEMA East will assist the Sevier County EMA with coordination emergency of management activities within Sevier County.
3) State Homeland Security District # 2 Regional Coordinator Regional Advisor	423-318-2566 Fax 423-318-2577	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
4) Law Enforcement (865) 453-5506/5507 a. Sevierville Police  b. Gatlinburg Police c. Pigeon Forge Police  d. Pittman Center Police e. Sevier County f. TVA Police	a. 865-453-5506 865-453-5507 b. 865-436-5181 c. 865-453-9063  d. 865-436-5499 e. 865-453-4668 f. 865-436-1225	During a pandemic, Sevier County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
5) Primary EMS Provider  a. Sevier Co Ambulance Service b. Gatlinburg Fire/EMS c. Pigeon Forge  d. Sevierville/Sevier County Fire/EMS	a. 865-453-3248 b. 865-430-1330 c. 865-453-4044 865-429-7381  d. 865- 453-9276	During a pandemic, Sevier County EMS will provide emergency triage, treatment, and transport of patients.

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Support Agency	Phone	Responsibility
6) City Mayors office a. Mayor, Sevierville b. Sevierville City Administrator c. Sevierville Asst. City Administrator d. Sevier County Mayor e. City Manager Pigeon Forge f. Gatlinburg g. Pitman Center	a. (865) 453-5504 b. (865) 755-4933 c. (865) 740-6739 d. 865-453-6136 e. 865-453-9061 f. 865-436-1400 g. 865-436-5499	During a pandemic, the Mayors of Sevier County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.
7) Hospitals: Fort Sanders Sevier, Covenant Health		Refer to Regional Plan, Section 4 for hospital information.
8) Rescue Squad Sevier County Volunteer Rescue Squad	865-453-4809	During a pandemic, the Sevier County Rescue Squad will provide rescue services as needed for the pandemic response.
9) Fire Department a. Sevierville/Sevier County b. Pigeon Forge VFD c. Gatlinburg d. Pittman Center VFD e. Caton's Chapel/Richardsons Cove VFD f. English Mountain VFD g. Kodak/Northview VFD h. Seymour VFD i. Waldens Creek VFD j. Wears Valley VFD	a. 865-453-9276 b. 865-453-9063 c. 865-430-1330 d. 865-436-9684 e. 865-428-1177 f. 865-429-3729 g. 865-933-7855 h. 865-573-2031 i. 865-453-3123 j. 865-428-4232	During a pandemic, Sevier County's fire departments will provide fire suppression, hazardous materials response, and management, and will assist Fort Sanders Sevier with decontamination issues if needed.
10) Board of Education Director of Schools	(865) 453-4671 cell 680-5656 cell 654-3307	During a pandemic, the Sevier County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.

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Support Agency	Phone	Responsibility
11) Red Cross Knox Area Chapter 6921 Middlebrook Pike Knoxville, TN 37918	865-584-2999	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Sevier County.
12) Media (See Communication, Section 8) 865-453-5506/5507 Public Affairs		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.
13) State Dept of Human Services Region a. Local office b. Department Children Services (DCS)	a. 865-429-7005 Fax 865-429-7012 b. 865-429-7012 or 865-429-7013 fax 865-429-7011	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.
14) Chamber of Commerce a. Sevierville b. Gatlinburg c. Pigeon Forge (Privately Owned)	a. 865-453-6411 b. 865-436-4178 c. 865-453-5700	During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Sevier County.
15) U.T. Extension Office Sevier County	865-453-3695 Fax 865-744-1023	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs

**2. Operational sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

Sevier County Health Department (ACHD) will follow the continuity of operations as established by the East Tennessee Regional Pandemic Response Plan and the State of Tennessee DOH.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Sevier County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to section 8 of the ETRO Regional plan.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing and services will follow the state and regional plan.

Sevier County Annex

**Section 4: Healthcare Planning**

Sevier County's contact information and healthcare information.

<b>Long-term care facility</b>	<b>Capacity</b>	<b>Phone</b>
Fort Sanders Sevier Medical	28	865-429-6616 fax 865-429-6156
Pigeon Forge Care and Rehab	15	865-428-5454 fax 865-429-5616
Sevier County Health Care Center	20	865-453-4747 fax 865-453-7148
<b>Assisted Care Facility</b>		
Mountain Brooke Village on the River	10	865-428-2445 fax 865-428-2507
Wellington Place of Sevierville	15	865-774-2221 Fax 865-774-2278

<b>Walk in Clinics</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Medi Center 1981 Parkway Pigeon Forge, TN	30-35	865-453-1122 Fax 865-453-9754
Parkway Medical Center 435 Parkway Sevierville, TN	20	865-908-0400 Fax 865-453-7009
First Med Family Medical Center 1015 East Parkway Gatlinburg, TN 37738	50	865-436-7267 Fax 865-430-4179

<b>Primary Care Offices</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Mountain Hope Good Shepherd	25	(865)-774-7684 fax 865-774-0306
Fort Sanders Sevier	28	(865)429-6100 fax 865-429-6679
All Care	50-75	865-774-7481 Fax 865-908-2455
Seymour Medical Center	75	865-577-5231 Fax 865-577-6546
Baptist Senior Health Center	30	865-428-5614 Fax 865-428-7363
Dr. Charles Bozeman	100	865-428-0583 Fax 865-428-1625

Sevier County Annex

Cherokee Health Systems	100	865-573-0698 Fax 865-573-3174
Dr. William Fry and Wheatley	20	865-428-2505 Fax 865-453-0806
Dr. Gary Gribble	25	865-428-6694 Fax 865-428-0543
Dr. Vickie Moore	10-12	865-436-2811 Fax 865-436-2812
Dr. Ammar Razzak	30	865-453-5530 Fax 865-453-2671
Sevier Internal Medicine	20	865-428-7360 Fax 865-428-7625
<b>Family Practice</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Middle Creek Family Practice	42	865-453-2039 Fax 865-453-3536
Dogwood Family Practice	30-35	865-579-0599 Fax 865-609-0808
LeConte Family Practice	40-50	865-453-2806 Fax 865-429-0731
Seymour Family Physicians	75-80	865-577-4836 Fax 865-573-8831
Dr. William Fry Dr. H.C. Wheatley	20	865-428-2505 Fax 865-453-0806
Foothills Family Practice a. Seymour b. Pigeon Forge	60 75	a. 865-579-5080 Fax 865-573-8998 b. 865-453-9045 Fax 865-428-0081
Great Smokies Family Medicine	50	865-908-7137 Fax 865-908-7105
<b>Pediatrician</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Boys and Girls Pediatrics	50	865-453-4434 Fax 865-428-3508
Pediatric Clinic PC	75	865-579-3720 Fax 865-577-7309
Kids Choice Pediatric PLLC	40	865-577-6475 Fax 865-577-7942

Sevier County Annex

<b>Home Health Agency</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Covenant HomeCare Morristown/Oak Ridge	10	1-800-273-2576 Fax 865-374-0648
Housecall Home Healthcare and Hospice	8	865-428-2510 Fax 865-429-4402

<b>Mental Health Agency</b>	<b>Capacity (Inpatient)</b>	<b>Phone</b>
Mental Health Association of East Tennessee	N/A	865-584-9125 fax 865-824-0040
	<b>(Outpatient Daily Visits)</b>	
Cherokee Health Systems	N/A	865-573-0698 fax 865-573-3174

<b>Other/Shelters/Homeless</b>		
Kids Place – Child Shelter	10	Sevier County Juvenile (865) 453-9064 fax
Markhill Community Retirement	10	865-428-2445 fax 865-428-2468
Sevier County Senior Center and Office on Aging	12	865-453-8080 Fax 865-459-1632
Church of God Home for Children	50	865-453-4644 Fax 865-453-8812

<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone</b>
Sevier County Corrections	214	865- 453-0212
Gatlinburg	temporary	865-453-4668

## Sevier County Annex

### **Section 5. Vaccine**

Refer to Regional Plan.

Vaccine will be dispensed based on federal priority tiers and directives from the State of Tennessee DOH and ETRO.

### **Section 6. Antivirals**

Refer Regional plans. Antivirals will be dispensed according to the State of Tennessee DOH guidelines according to availability of medication.

## **Section 7. Community Interventions**

Sevier County has an established emergency response plan. This pandemic flu response plan will be incorporated into that plan under ESF 8. Each Emergency Service Function agency is knowledgeable and experienced in its assigned duties. The Sevier County Office of Emergency Management and Homeland Security activates the county response plan either by local directive or by order of regional or state officials. Appropriate staff is notified of the activation through a call down and paging system. Interventions are made as indicated using Incident Command techniques and NIMS standards.

Sevier County is home to a variety of national attractions that include the National Park Service, The Great Smoky Mountain National Park and a robust tourist industry including the Dolly Wood complex. Others include the Tennessee Valley Authority with various lakes, rivers, and land management functions. These agencies have established organizational pandemic flu response plans and will follow them accordingly. Sevier County is also home to Walters State Community College/Sevierville Campus. The College has also formulated a pandemic flu response plan that will apply for all campus sites. This plan has been submitted to the Tennessee Board of Regents for review. The plan submitted by Walters State does include communication efforts with the Health Department for guidance on the status of the pandemic and other pertinent information.

The Sevier County Chamber of Commerce could be a resource to reach additional businesses and members during an event. Other methods of communication with the public will follow previously established channels and will rely on emergency alerts, public service announcements, and other media techniques. Media outlets available in the community include newspapers, radio, television, and other internet web based tools. Communications in an event are addressed in ESF 2 of the Sevier County Emergency Management Plan and are well established.

Social distancing measures may be enacted to reduce exposure to the pandemic virus. Appropriate local staff with support and direction from other regional and state officials would decide these. This could include the delay or cancellation of events where more than 100 individuals are expected to attend. Depending on the nature and severity of the pandemic these values could shift up or down and could include such activities as athletic events, theater productions, community activities, etc. Social distancing policies would be enforced by all Sevier County law enforcement agencies with the support of other emergency response organizations.

Sevier County Annex

These industries specific are specific to Sevier County and may impact communities in the event of a pandemic. Some examples are included but not limited to:

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p><b>Office of Tourism</b></p> <p>a. Sevierville-Sevier County Economic Development Council</p> <p>b. Pigeon Forge-Department of Tourism (commercial)</p> <p>c. Gatlinburg</p>	<p>Traffic control/flow Communications with out of town guests.</p> <p>a. 865-428-2212</p> <p>b. 865-453-8574</p> <p>c. 865-436-4178</p>	<p>Methods of communication in pre/during/post pandemic phases will be implemented as described in Section 8 of the Regional Plan.</p>
<p><b>Higher Educational or Technological Institutions</b></p> <p>Walter State Community College</p>	<p>Commitment to provide continuing educational opportunities.</p>	<p>Each institution is encouraged to develop and update its own pandemic response plan. Dissemination of information will follow the communication plan of the institution.</p>
<p><b>Licensed child care facilities</b></p> <p>a. Anitra’s Playhouse Best Friends 865-429-2186 Fax None</p> <p>b. Gabriel’s Friends 865-932-2632 Fax None</p> <p>c. Granny’s House 865-908-0992 Fax 865-932-1713</p> <p>d. Little Angels Child Care 865-932-1787 Fax None</p> <p>e. Mickey and Minnie’s Playhouse 865-436-9442 Fax None</p> <p>f. My Audie’s Place 865-428-7520 Fax None</p> <p>g. Seymour Child Care-IT 865-609-9703 Fax 865-609-9703</p>		<p>Information dissemination will follow the Regional Communication Plan in Section 8. If schools closed by TED, licensed childcare facilities will automatically close and reopen on same schedule as county school systems. School closure policy is outlined in Section 7, Supplement 3 of the Tennessee Response Plan.</p>

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Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>h. Boyds Creek Head Start Center 865-908-0927 Fax 865-908-4423</p> <p>i. Caton’s Chapel Elementary Preschool 865-453-2132 Fax 865-453-2693</p> <p>j. Child Care, Inc. LLC 865-579-2851 Fax 865-579-2821</p> <p>k. Cougar Connection-Northview Middle School 865-933-7985 Fax 865-933-7387</p> <p>l. Covenant Christian Preschool and Aftercare 865-429-4324 Fax 865-429-8808</p> <p>m. Discovery Zone Child Care Center 865-908-7288 Fax 865-908-7289</p> <p>n. Douglas Dam Head Start 865-428-5010 Fax 865-428-5010</p> <p>o. Evergreen Child Care Center 865-429-1804 Fax 865-429-8342</p> <p>p. Gatlinburg Presbyterian Child Care 865-430-3129 Fax 865-430-3129</p> <p>q. Harrisburg Head Start Center 865-429-5602 Fax 865-429-5602</p> <p>r. Hilltop Child Development Center 865-428-2440 Fax 865-428-7605</p>		

Sevier County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>s. Jack and Jill Child Care Center 865-453-3647 No Fax</p> <p>t. Jones Cove Elementary Preschool 865-453-9325 Fax 865-453-2779</p> <p>u. Kids Place, Inc.- Boyds Creek 865-774-4116 Fax 865-933-9663</p> <p>v. Kids Place, Inc.- New Center 865-429-3175 Fax 865-429-3175</p> <p>w. Kids Place, Inc.- Northview 865-932-0510 Fax 865-933-2292</p> <p>x. Kids Place, Inc.- Pigeon Forge Primary 865-429-2482 Fax 865-429-2482</p> <p>y. Kids Place, Inc.- Sevierville Primary 865-428-8009 Fax 865-428-8009</p> <p>z. Kids Place, Inc.- Seymour Intermediate 865-609-0105 Fax 865-609-0105</p> <p>aa. Kids Place, Inc.- Seymour Primary 865-579-6779 Fax 865-579-6779</p> <p>bb. Kodak Christian Academy 865-933-8751 Fax 865-933-4230</p> <p>cc. Little Lamb Child Care Center 865-430-8488 Fax 865-430-8489</p>		

Sevier County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>dd. Mother Goose Day Care Center 865-453-5327 Fax 865-366-4287</p> <p>ee. New Center Day Care Center 865-453-7697 Fax 865-908-7341</p> <p>ff. Pigeon Forge Primary Preschool 865-428-3016 Fax 865-428-3053</p> <p>gg. Pittman Center Preschool 865-436-4515 Fax 865-430-3068</p> <p>hh. Play to Learn Child Care 865-774-4914 Fax 865-429-3928</p> <p>ii. Precious Lamb Preschool 865-577-1139 Fax 865-577-1153</p> <p>jj. Ridgewood Head Start Center 865-908-6280 Fax 865-908-6280</p> <p>kk. Sevierville Primary Preschool 865-428-5793 Fax 865-428-3594</p> <p>ll. Sevierville Primary School – ESP 865-453-2824 Fax 865-428-5443</p> <p>mm. Seymour Child Care and Learning Center 865-609-9703 Fax 865-609-9703</p> <p>nn. Seymour Community Child Development Center 865-577-5500 Fax 865-577-2646</p>		

Sevier County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p>oo. Underwood Head Start 865-933-5656 Fax 865-933-5656</p> <p>pp. Wearwood Head Start 865-429-5039 Fax 865-429-2222</p>		
<p><b>Private Schools</b></p> <p>a. Kodak Christian Academy 2941 Douglas Dam Rd Kodak, TN 37764 865-933-8751 Fax 865-933-4230</p> <p>b. The King's Academy 202 Smothers Rd Seymour, TN 37865 865-573-8321 Fax 865-573-8323</p> <p>c. Covenant Christian Academy P.O. Box 5080 Sevierville, TN 37864 865-429-4324 Fax 865-429-8808</p> <p>d. New Center Christian School 2669 Old Newport Hwy Sevierville, TN 37876 865-453-2123 Fax 865-453-7321</p> <p>e. St. Andrew's School at Wears Valley Ranch 3601 Lyon Springs Rd Sevierville, TN 37862 865-429-5437 Fax 865-429-2104</p> <p>f. Seymour Community Christian School P.O. Box 220 Seymour, TN 37865 865-577-5500 Fax 865-577-2646</p>		

Sevier County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<p><b>Major Industries</b></p> <ul style="list-style-type: none"> <li>a. DollyWood, Splash Country</li> <li>b. Dixie Stampede</li> <li>c. Great Smoky Mountain National Park</li> <li>d. Tennessee Valley Authority</li> <li>e. Johnson Mathey Catalyst</li> <li>f. Industrial Washings (Pigeon Forge)</li> <li>g. Fort Loudon Electric Cooperative</li> </ul>		<p>Chamber of Commerce will disseminate critical information to employees and members. Large industries to develop pandemic influenza response plans and will follow them accordingly. National Park would be closed as deemed by the superintendent in collaboration with local authorities as per protocol and Federal oversight.</p>
<p><b>Poultry farms</b> N/A</p>		<p>Report any sick birds to USDA (U.S. Department of Agriculture) 1-866-536-7593 USDA will implement their policy and procedure for quarantine and/or destruction of flocks.</p>
<p><b>Mass Transportation</b></p>	<p>Gatlinburg Trolley 865-436-3897 Pigeon Forge Trolley 865-453-6444</p>	
<p><b>Language barriers</b></p>	<p>--The Hispanic population has doubled in the county since the 2000 census.</p>	<p>Utilize language line and interpreter services through the East Tennessee Regional Health Office. Additional Assistance has been requested from Department of Education's language teachers and other multi-lingual persons to assist with communication of critical information.</p>
<p><b>Homeless populations</b></p>		<p>Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request housing temporarily.</p>

Sevier County Annex

**Section 8. Communication**

Sevier County will utilize existing county emergency communication plans to disseminate information under the direction of State and Regional authorities. All releases will be approved by ETRO.

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. PIO	City of Sevierville	865-453-5506 865-755-4914	All public information dissemination for the City of Sevierville
2. PIO	Ft. Sanders Sevier Hospital	865-429-6613	Public Relations
3. PIO	Gatlinburg	865-436-2362	Public Relations Manager
4. Mayor	County Mayor	865-774-3612	County Mayor
5. PIO	Great Smoky Mountain National Park	865-436-1207	Media relations
6. PIO	DollyWood	865- 755-7972.	Media Relations

Sevier County Annex

Media Outlets 9

Media	Contact Information	Pre/Post/During Event
<b>Television Stations</b>		
WATE-TV 6	865-637-6666	
WBIR-TV 10	865-637-1272	
WVLT-TV 8	865-450-8888	
<b>Newspapers</b>		
The Mountain Press	865-428-0748	
The Herald	865-577-6609	
Tennessee Star Journal	865-453-0626	
Knoxville-News Sentinel	865-523-3131	
<b>Radio Stations</b>		
WSEV FM 105.5	865-453-2844	
WIVK FM 107.7	865-588-6511	
<b>Bulletin Boards</b>		
<b>Web Sites</b>		
<a href="http://www.seviervilletn.org">www.seviervilletn.org</a>		
<b>Community Newsletters</b>		
The Citizen Newsletter		
<b>Hotlines/Phone recordings</b>		

**Section 9. Workforce and Psychosocial support**

**Local Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Cherokee Health Systems	Behavioral Health	865-573-0698
Peninsula Outpatient Center	Counseling	865-453-3446
Pigeon Forge Police Department	Counseling	865-453-9063
First Baptist Church Sevierville	Spiritual Counseling	865-453-9001
<b>Food Pantry</b>		
Food Ministries	Food	865-428-5182
Tennessee Life Resources	Food	865-428-8650
Salvation Army		865-908-4010 (Main number)

Sevier County Annex

**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Tennessee Suicide Prevention Network	Suicide prevention, training, or publications	(615) 298-3359 fax (615) 383-9714
Tennessee Mental Health	Resources	<a href="http://mentalhealth.about.com">mentalhealth.about.com</a>
Mental Health Association of East TN	Resources	865-584-9125
Child and Family Tennessee	Mental Health	865-524-7483
Crisis Information		1-800-560-5767
Suicide Prevention	Certified local crisis center Knoxville, TN	(865) 523-9124
Tennessee Baptist Relief		865-254-5498

**National Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
National Alliance on Mental Illness (NAMI)	Mental Health Resources	1-800-950-NAMI (6264) 865-483-5700
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211

Union County Annex

**1. Core Plan:**

County Specific Support Agencies to carry out essential roles during a pandemic period

**Emergency and Support Agencies**

Support Agency	Phone	Responsibility
1) EMA Union County Office of Emergency Management and Homeland Security	865-776-3621 865-992-9366 FAX: 865-992-2063	During a pandemic, EMA will coordinate all Union County EOC activity including the county's response logistics and deployment of available assets.
2) TEMA-Area 1 836 Louisville Road Alcoa, TN 37701 a. East Area Coordinator  b. State EOC	a. 865-981-5287 Fax 865-981-2389 b. 1-800-533-7343	During a pandemic, TEMA East will assist the Union County EMA with coordination of emergency management activities within Union County.
3) State Homeland Security District # 2 1069 College Park Drive, Box 10 Morristown, TN 37812 Regional Coordinator Regional Advisor	423-318-2566 fax: 423-318-2577	During a pandemic, District 2 Homeland Security will assist law enforcement in monitoring possible terrorism activities.
4) Law Enforcement a. Union County Sheriff's Department b. Maynardville Police Department c. Plainview Police Department	a. 865-992-5212  b. 865-992-3821 c. 865-992-5841	During a pandemic, Union County's law enforcement agencies will ensure public safety and facilitate response activities including security and access control in and around the hospital and possible dispensing locations.
5) Primary EMS Provider Union County EMS	865-992-7603  FAX: 992-7595	During a pandemic, Union County EMS will provide emergency triage, treatment, and transport of patients.
6) County/City Mayors office a. County Mayor b. Maynardville Mayor c. Plainview Mayor	a. 865-992-3061 b. 865-992-3821 c. 865-992-5841	During a pandemic, the Mayors of Union County and its municipalities will assure continuity of operations and serve as the Incident Commander in their respective EOCs.

Union County Annex

Support Agency	Phone	Responsibility
7) Hospitals N/A		Refer to Regional Plan, Section 4 for hospital information
8) Rescue Squad Union County Rescue Squad	865-992-3811	During a pandemic, the Union County Rescue Squad will provide rescue services as needed for the pandemic response.
9) Fire Department a. Luttrell Vol. Fire Dept. b. Maynardville Vol. Fire Dept. c. Northeast Union Vol. Fire Dept. d. Paulette Vol. Fire Dept. e. Sharps Chapel Vol. Fire Dept.	All-865-992-5212 a. 865-992-5244 b. 865-992-7022 c. 865-250-5529 865-992-8070 d. 865-992-2293 865-992-2955 e. 865-278-3231	During a pandemic, Union County's fire departments will provide fire suppression, hazardous materials response and management and assist with decontamination issues if needed.
10) Board of Education Union County Board of Education 3006 Maynardville, TN 37807	865-992-5466 Fax: 992-0126	During a pandemic, the Union County Board of Education will prepare students, parents, and teachers with information that will reduce the transmission of influenza. School closure policy is addressed in Section 7 of this Regional plan and Section 7, Supplement 3, page 179 of the State plan.
11) Red Cross Knoxville Chapter 6921 Middlebrook Pike Knoxville, TN 37763 <a href="http://www.knoxvilleredcross.org">www.knoxvilleredcross.org</a>	865-584-2999 FAX:	During a pandemic, the Red Cross will provide welfare support and family assistance to the residents of Union County.
12) Media (See Communications, Section 8)		During a pandemic, the media will disseminate up to date information and risk messages to the public from the Public Information Officer (PIO). Communications will flow from the state to regional to local PIOs to deliver consistent, timely, and accurate information.

Union County Annex

Support Agency	Phone	Responsibility
13) State Dept of Human Services Region a. Union Co. Dept. of Human Services District 1 1403 Main Street Maynardville, TN 37807 b. DCS	a. 865-992-5802 Fax: 992-7250  b. 865-992-2944	During a pandemic, the local DHS and DCS offices will continue business as listed in their Continuity of Operations Plan.
14) Chamber of Commerce/Union Co  Marie.ryhne@unioncochamber.com	865-992-2811 Fax: 865-992-2812	During a pandemic, the Chamber will support local businesses by disseminating information and checklists to assist with continuity of operations planning etc. in order to maintain the economic engine for Union County.
15) U.T. Extension Office Union County	865-992-8038 Fax 865-992-1112	During a pandemic, the extension offices will provide educational and training programs to address the county's issues and needs

**2. Operational sections: County**

**Section 1: Continuity of Operations** ( Refer to Regional plan)

The Union County Health Department will follow continuity of operations as established in the Regional Pandemic Flu Response Plan and the State of Tennessee DOH.

**Section 2: Disease Surveillance** (Refer to Regional Plan)

The East Tennessee Regional Office (ETRO) will continue to coordinate disease surveillance activities in Union County. There will be ongoing risk communication and strategies between the local health department and the community. Refer to Section 8 of the ETRO Regional Plan.

**Section 3: Laboratory** (Refer to Regional Plan)

Laboratory testing will follow the State and Regional Plan.

Union County Annex

**Section 4: Healthcare Planning**

Union County's contact information and healthcare resources necessary for response.

<b>Long-term care facility</b>	<b>Capacity</b>	<b>Phone</b>
Sunbridge Care and Rehabilitation for Maynardville	77	865-992-5816 865-992-4031
Assisted Care Facility		

<b>Walk in Clinics</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Caring Medical Center		865-992-2221 Fax 865-992-2251

<b>Primary Care Offices</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Mohammed Bidyha, MD		865-992-3000 Fax 865-992-7787
Cherokee Health Systems		865-992-3849 Fax 865-992-5166

<b>Pediatrician</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Mazky Pediatric		865-992-8709 865-278-3928

<b>Home Health Agency</b>	<b>(Avg Daily Visits)</b>	<b>Phone</b>
Family Home Health Care, S.E.		865-992-1540 Fax 865-992-7635-
St. Mary's Home Care Services		865-992-3840 Fax 865-992-0558

<b>Mental Health Agency</b>	<b>Capacity (Inpatient)</b>	<b>Phone</b>
	<b>(Outpatient Daily Visits)</b>	
Cherokee Health Systems	50	865-992-3849 Fax: 865-992-6150

<b>Other/Shelters/Homeless</b>		

<b>Correctional facilities</b>	<b>Capacity</b>	<b>Phone</b>
Union County Jail	37 Beds	865-992-5212

## Union County Annex

### **Section 5. Vaccine** (Refer to Regional Plan)

Vaccine will be dispensed based on federal priority tiers and directives from the State of Tennessee DOH and ETRO.

### **Section 6. Antivirals** (Refer to Regional Plan)

Antivirals will be dispensed according to the State of Tennessee DOH guidelines and ETRO according to availability of medication.

## **Section 7. Community Interventions**

Union County has an established emergency response plan. This pandemic flu response plan will be incorporated into that plan under ESF 8. Each Emergency Service Function agency is knowledgeable and experienced in its assigned duties. The Union County Office of Emergency Management and Homeland Security activates the county response plan either by local directive or by order of regional or state officials. Interventions are made as indicated using Incident Command techniques and NIMS standards.

Union County has limited industry. Many residents travel to surrounding counties for work. Local industry/business has been encouraged to develop continuity of operations plans if not already in place. The Union County Chamber of Commerce could be a resource to reach additional businesses and members during an event. Other methods of communication with the public will follow previously established channels and will rely on emergency alerts, public service announcements, and other media techniques. Media outlets available in the community include newspapers, regional radio, regional television, internet web based tools, bank marques, and church bulletins and newsletters, etc. In addition, the NOAA radio system that is part of the National Weather Service could be used to bring the community's attention to pandemic alerts and updates that are provided on the above media outlets. Communications in an event are addressed in ESF 2 of the Union County Emergency Management Plan.

Social distancing measures may be enacted to reduce exposure to the pandemic virus. Appropriate local staff with support and direction from other regional and state officials would decide these. This could include the delay or cancellation of events where more than 100 individuals are expected to attend. Depending on the nature and severity of the pandemic these values could shift up or down and could include such activities as athletic events, theater productions, community activities, etc. Social distancing policies would be enforced by all Union County law enforcement agencies with the support of other emergency response organizations.

Union County Annex

These industries specific are specific to Union County and may impact communities in the event of a pandemic. Some examples are included but not limited to:

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<b>Office of Tourism</b> Lakeview Boat Dock Sharp Chapel Boat Dock Pennington's 33 Bridge Marina Hickory Star Campground Big Ridge State Park	--Traffic Control/flow --Communication with out of town tourists	Methods of communication in pre/during/post pandemic phases will be implemented as described in Section 8 of the Regional Plan.
<b>Higher Educational or Technological Institutions</b>	N/A	
<b>Licensed child care facilities</b>  a. Classy Kids b. Craddles and Crayons c. Trilma Day Care	Businesses will have greater absenteeism rates if employees are working parents of young children. a. 865-992-5437 No Fax b. 865-992-6666 No Fax c. 865-992-3672 No Fax	Information dissemination will follow the Regional Communication Plan in Section 8. If schools closed by TDH, licensed childcare facilities will automatically close and reopen on same schedule as county school systems. School closure policy is outlined in Section 7, Supplement 3 of the Tennessee State Response Plan.
<b>Private Schools</b>	N/A	
<b>Major Industries</b>  a. Clayton Homes b. Cooper Containers c. PolyPac		
<b>Poultry farms</b>	--There are no commercial poultry farms in the county. There are individuals that do raise limited numbers of poultry.	Report any sick birds to USDA (U.S. Department of Agriculture) 1-866-536-7593 USDA will implement their policy and procedure for quarantine and/or destruction of flocks.

Union County Annex

Major County Industry	Impact on Community Interventions	County Procedures/ Plans
<b>Mass Transportation</b>	<i>N/A</i>	
<b>Language barriers</b>	<i>N/A</i>	Utilize language line and interpreter service through the East Tennessee Regional Health Office. Additional assistance has been requested from Department of Education's language teachers and other multilingual persons to assist with communication of critical information.
<b>Homeless populations</b>		Infection control practices will be reinforced during a pandemic. UT extension will assist in education of infection control practices for any persons who are homeless and request housing temporarily

## Union County Annex

### **Section 8. Communication**

Union County will utilize existing emergency communication plans to disseminate information under the direction of the state and regional authorities. All media releases will be approved by ETRO.

Public Information Officer/alternates/support staff	Title/Agency	Phone/contact numbers	Responsibility
1. County Mayor		865-992-3061	Serves as Public Information Officer
2. EMA Director	Union County Office of Emergency Management and Homeland Security	865-992-9366	Serves as PIO for Union EMA office.

Union County Annex

Media Outlets

Media	Contact Information	Pre/Post/During Event
<b>Television Stations</b>		
WATE (ABC)-Knoxville	865-992-3392	
WVLT (CBS)-Knoxville	423-626-3222	
WBIR (NBC)-Knoxville	865-922-4136	
Newspapers		
a. Union News Leader	a. 865-637-6397	
b. Union County Times	b. 865-450-8888	
c. Union News Shopper	c.865-541-5323	
Radio Stations		
Only Regional Resources		
Bulletin Boards		
Web Sites		
<a href="http://www.maynardville.com">www.maynardville.com</a>	Enter website for posting instructions	
<a href="http://www.talkunioncounty.com">www.talkunioncounty.com</a>	Enter website for posting instructions	
<a href="http://www.unioncountyttn.com">www.unioncountyttn.com</a>	865-992-5466	
Community Newsletters		
Northern Midland Baptist Association	865-992-3117	
Hotlines/Phone recordings		
211 (See Section 9)	211	
Other		

**Section 9. Workforce and Psychosocial support**

**Local Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
American Red Cross Knoxville Branch	Provides disaster assistance services	865-584-2999
Local Churches	Provides counseling and spiritual resources; food delivery	Local list is being developed
Cherokee Health Systems	Provides mental health and counseling services	865-992-3849
<b>Food Pantry</b>		
Hinds Creek Food Pantry	Food	865-992-7729
Salvation Army		865-686-1719

**Regional Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
Mental Health Association of East TN	Resource Listing	(865) 584-9125
National Alliance on Mental Illness (NAMI)	Resource Listing	1-800-467-3589
NAMI of Knoxville	Resource Listing	(865) 602-7807
Child & Family TN	Mental Health	(865) 524-7483
Tennessee Baptist Disaster Relief	(865) 254-5498	Area Coordinator

**National Mental Health, Spiritual and Physical Support Resources:**

<b>Organization</b>	<b>Services willing &amp; able to provide:</b>	<b>Contact information</b>
National Alliance on Mental Illness	Mental Health Resources	1-800-950-NAMI (6264)
Substance Abuse & Mental Health Services (SAMHSA)	Mental Health Resources / Crisis	1-800-789-2647; Crisis Line 1-800-273-8255
Drug Helpline	Drug Abuse/Dependence	1-800-662-HELP (4357)
Mental Health Crisis Services Hotline	Mental Health Crisis	1-800-809-9957
National Hopeline Network	Suicide Prevention	1-800-SUICIDE (784-2433)
211	Basic need resources, physical and mental health resources, employment support, support for children, families, elderly, and support for disabled	<a href="http://www.211.org">www.211.org</a> or call 211