



Southeast Tennessee Region Pandemic Influenza Response Plan

March 2007

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Southeast Tennessee Region Pandemic Influenza Response Plan Draft

March 2007

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I. Lead Agency

The Tennessee Department of Health (TDH) is the lead state agency for the response to a pandemic. The TDH 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 for medical licensure requirements. When a pandemic is imminent, an emergency will be declared and the TEMP will be activated.

The Southeast Regional Health Office (SERO) is responsible for implementing state Public Health response policies in the Southeast Tennessee Public Health Region once the TEMP is activated. SERO will work with the health departments in the counties of Bledsoe, Bradley, Franklin, Grundy, McMinn, Marion, Meigs, Polk, Rhea, and Sequatchie to implement response policies. The relationship between county health departments and SERO in the oversight of implementation will vary depending on the capacity of the county health department. SERO will be the primary point of contact for the communication of state Public Health response policies from TDH.

Regional health offices are specifically responsible for the following tasks.

- Developing continuity of operations plans for essential Public Health services as defined by the TDH
- Timely collection and interpretation of regional surveillance data
- 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
- Detection, response, and control, in collaboration with TDH, of initial cases of novel or pandemic influenza infection in humans
- Response, in collaboration with TDH, to human exposure to animal influenza viruses with pandemic potential during the pre-pandemic (WHO phases 3-5, page 6)
- Administration of prophylactic antiviral medication (WHO phases 3-5 only) as indicated by national or state policy
- Pandemic vaccine storage, administration, and data collection as required by state and/or federal health officials
- Antiviral medication storage, distribution (per Strategic National Stockpile [SNS] protocols), and tracking in conjunction with acute care hospitals where antivirals are administered
- Communication with regional outpatient and inpatient health care facilities, long-term care facilities, and the public using messages coordinated with state Public Health officials
- Implementation of social distancing measures under the direction of TDH
- Assuring the continuity of essential operations at regional and county health departments
- Addressing psychological needs of the Public Health workforce during a pandemic
- Communicating to the public how to access social support services available in their area during a pandemic

II. Support Agencies

Support agencies that would be requested to provide assistance to SERO in the detection and management of pandemic influenza within the region are listed below.

State

- **Tennessee Emergency Management Agency (TEMA), East Region and Middle Region** – TEMA will coordinate with the State Emergency Operation Center (SEOC) as directed under the TEMP to provide resource support not available at the local or regional level.
- **Tennessee Office of Homeland Security, East Tennessee District and Middle Tennessee District** – The Tennessee Office of Homeland Security will be asked to assist with activities as required in accordance with the TEMP.
- **Tennessee Highway Patrol (THP)** – The THP will be asked to assist local law enforcement agencies with security issues.

Regional

- **County and City Mayors** – County and city mayors will be asked to implement or assist in the implementation of measures to control the spread of novel influenza virus during the pre-pandemic period and during the response to a pandemic (i.e. social distancing).
- **County Emergency Management Agencies** – County emergency management agencies (EMA) will be asked to assist with the management of resources in the respective county.
- **County and City Law Enforcement** – Sheriff and police departments will be asked to enforce Public Health directives regarding isolation and quarantine. Law enforcement agencies will also be asked to assist with security issues as county health departments and other health care facilities.
- **Local Education Agencies (LEA)** – LEAs may be asked or required to temporarily close facilities or suspend activities in response to social distancing measures.
- **Regional Mental Health Centers** – Regional mental health centers will be asked to provide services and information regarding the emotional and mental health of Public Health response staff as well as the general public.
- **Faith-Based Organizations and Volunteer Organizations Active in Disasters (VOAD)** – The Chattanooga-Hamilton County Chapter of the American Red Cross, the Hiwassee Chapter of the American Red Cross, the Treis County Chapter of the American Red Cross, other VOADs, and faith-based organizations will be asked to provide information on how families, businesses, and other organizations can prepare for a pandemic.
- **Chambers of Commerce** – Chambers of commerce will be asked to relay information to business and industry to assist them in preparing for response to novel influenza. Business and industry will also be asked to provide information to employees regarding individual and family planning.

Subject matter experts from the following agencies served on the Southeast Tennessee Region Pandemic Influenza Response Plan Advisory Committee.

- Tennessee Emergency Management Agency (TEMA)
- Tennessee Office of Homeland Security
- Tennessee Highway Patrol (THP)
- Tennessee Department of Health
- Tennessee Department of Agriculture

- Tennessee Department of Transportation
- American Red Cross
- Bradley County Emergency Management Agency
- Home Health Care of East Tennessee
- Olin Chemical/Duracell
- Private citizens
- Rhea County Department of Education
- Sentinel providers
- Sequatchie County Executive
- Southern Tennessee Medical Center
- Taft Youth Center
- Volunteer Behavioral Health Care System

III. Situation

Novel influenza viruses periodically emerge to cause global epidemics, known as pandemics, either directly from a mutated animal influenza virus or out a combination of an animal virus and 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 this is 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; the failure to use such strategies was devastating. The key activities to minimize the impact of a pandemic influenza virus are

- surveillance for disease activity to provide situational awareness and timely activation of response strategies;
- accurate communication within and among responding volunteer and professional organizations and with the general public;
- using social distancing measures to reduce unnecessary close contacts during a pandemic wave; and
- distributing and using all available medical resources and personnel.

Pandemic Threat Categories Defined by the World Health Organization (WHO)

The duration of each period or phase is unknown, but the emergence of pandemic viruses is considered inevitable. Table 1 describes the WHO threat categories.

Table 1 – WHO Pandemic Threat Levels

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 (May 2006)	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

IV. Planning assumptions

A. Basis of the plan

1. This 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.
2. While focusing primarily on the response to a pandemic (WHO Phase 6), this 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).

B. Objectives of pandemic planning

1. The primary objective is to minimize morbidity and mortality from disease.
2. The secondary objectives are to preserve social function and minimize economic disruption.

C. Assumptions for state and local planning

1. This plan reflects current federal, state, and local response capacity and will be revised annually in light of changes in capacity or scientific understanding.
2. 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.
3. Public education and empowerment of individuals, businesses, and communities to act to protect themselves are a primary focus of state and local planning efforts.

The government's capacity to meet the needs of individuals will be limited by the magnitude of disease, the scarcity of specific therapeutic and prophylactic interventions, and the limited utility of legal measures to control disease spread.

D. Disease transmission assumptions

1. The incubation period averages 2 days (range, 1-10 days). The WHO recommends that, if quarantine is used, it be used up to 7 days following exposure.
2. 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 the first 2 days of illness. Children and immunocompromised persons shed more virus and for a longer time.
3. Each ill person could cause an average of 2-3 secondary cases if no interventions are implemented.
4. 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 or winter.
5. Each wave of pandemic disease in a community will last 6-8 weeks.
6. The entire pandemic period (all waves) will last about 2 years before the virus becomes a routine seasonal influenza strain.
7. Disease outbreaks may occur in multiple locations simultaneously or in isolated pockets.

E. Clinical assumptions during the entire pandemic period (from federal planning guidance issued in November 2005)

1. All persons are susceptible to the virus.
2. There will be a clinical disease attack rate of $\geq 30\%$ (range, 40% of school-aged children to 20% of working adults).
3. Of the clinically ill, 50% (15% of the population) will seek outpatient medical care.
4. Of those that seek outpatient medical care, 2%-20% will be hospitalized, depending on the virulence of the strain.
5. Overall mortality estimates range from 0.2% to 2% of all clinically ill patients.
6. During at 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).
7. Hospitals will have $\geq 25\%$ more patients than normal needing hospitalization during the local pandemic wave.

F. Estimates of burden of illness in SERO (derived from national estimates from the 2005 United State Department of Health and Human Services [HHS] planning guidance)

Table 2 provides estimates of moderate and severe strains of novel influenza in the Southeast Tennessee Region.

Table 2 – Estimates of the burden of illness caused by pandemic influenza in Southeast Tennessee

Characteristic	Moderate	Severe
Illness (30% of population)	93,843 (30% of population)	93,843 (30% of population)
Outpatient care	46,922 (50% of ill)	46,922 (50% of ill)
Hospitalization	938 (1% of ill)	10,323 (11% of ill)
ICU care	141 (15% of hospitalized)	1,548 (15% of hospitalized)
Mechanical ventilation	70 (50% of ICU patients)	774 (50% of ICU patients)
Death (case fatality rate 0.2%-2% of ill)	188 (0.2% of ill)	1,877 (2% of ill)

G. Assumption about the Pandemic Alert Period (WHO Phases 3-5)

1. During the Pandemic Alert Period, a novel influenza virus causes infection among humans who have direct contact with infected animals 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.
2. Individual case management will be conducted during the Pandemic Alert Period. 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 for post-exposure prophylaxis or aggressive early treatment of cases (supplies permitting).
3. 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).

V. Concept of Operations

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

The lead agency for addressing influenza disease among animals is the Tennessee Department of Agriculture (described in TEMP Emergency Services Function [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.

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, of the State of Tennessee Department of Health Pandemic Influenza Response Plan (hereafter referred to as the State Plan) for isolation and quarantine guidelines during the Pandemic Alert Period. Guidance for hospital management and investigation of cases during the pandemic alert period is located in Section 4 of the State of Tennessee Department of Health Pandemic Influenza Response Plan. The Centers for Disease Control and Prevention (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 TDH. The state response will be conducted in collaboration with federal response agencies, primarily HHS and United States 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. 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 are outlined in the Operational Sections of this plan.

VI. Section Summaries

Response policies for the region are outlined in the Operational Sections.

Section 1: Continuity of Operations

This section describes the essential regional health department operations that will be sustained during a pandemic as well as how operations will be maintained during a pandemic.

Section 2: Disease Surveillance

This section describes regional disease surveillance sources and how surveillance will be enhanced if requested by TDH.

Section 3: Laboratory Diagnostics

This section describes how laboratory testing described in the State of Tennessee Department of Health Pandemic Influenza Plan will be operationalized in the Southeast Region (SER).

Section 4: Healthcare Planning

This section describes how SERO will assure effective communications with healthcare facilities, obtain necessary data from healthcare facilities, and direct all available and necessary human and non-human resources to existing inpatient and outpatient healthcare facilities to keep them operating at optimal capacity.

Section 5: Vaccine Distribution and Use

This section describes the regional concept of operations for the distribution of vaccine in response to a novel influenza virus. The region will follow state and federal guidelines for vaccine storage and administration.

Section 6: Antiviral Drug Distribution and Use

This section describes the regional concept of operations for the distribution of antiviral drugs in response to prevent the spread of a novel influenza virus. The region will follow state and federal guidelines for the storage and administration of antivirals in response to novel influenza.

Section 7: Community Interventions

This section describes the authority to implement case investigation and outbreak control measures, including implementation and enforcement of isolation and quarantine orders. This section also describes methods of providing housing, communication, food, essential services and psychosocial support for isolated or quarantined individuals. All measures are in accordance with Tennessee Code Annotated. Also described in this section are the methods that will be used to encourage or enforce social distancing measures.

Section 8: Public Health Communications

This section describes communication methods that will be utilized to share information with TDH, emergency management officials, healthcare facilities, residential populations, businesses, educational institutions, and the general public.

Section 9: Workforce and Social Support

This section describes methods that will be utilized to support the Public Health response workforce. This includes a list of resources publicly available in the region to meet physical, financial, emotional, medical, or spiritual needs of individuals that are expected to arise during a pandemic. This list of resources will not include services provided directly by Public Health authorities.

VII. Training

Plans will be drilled in partnership with other stakeholders and updated to correct weaknesses identified through these exercises.

VIII. Acronyms

AAR	After-action report
AFB	Acid fast bacillus
AIDS	Acquired immune deficiency syndrome
ARC	American Red Cross
CDC	Centers for Disease Control and Prevention
CEDS	Communicable and Environmental Disease Services
DHS	Department of Homeland Security
DMAT	Disaster Medical Assistance Team
DOT	Directly-observed therapy
EARS	Early Aberration Reporting System
ECP	Emergency contraceptive
EMA	Emergency management agency
EMS	Emergency medical service
ERC	Emergency Response Coordinator
ESF	Emergency Support Function
FDA	United States Food and Drug Administration
FEMA	Federal Emergency Management Agency
FNP	Family nurse practitioner
FSE	Full-scale exercise
FQHC	Federally-qualified health center
HAZMAT	Hazardous material
HEICS	Hospital Emergency Incident Command System
HHS	United States Department of Health and Human Services
HIV	Human immunodeficiency virus
HRSA	Health Resources and Services Administration
HRTS	Hospital Resource Tracking System
ICP	Infection control practitioner
ICS	Incident Command System
ICU	Intensive care unit
ILI	Influenza-like illness
IUD	Intrauterine device
JAS	Job action sheet
JIC	Joint information center
JIS	Joint information system
LEA	Local education agency
LHD	Local health department
LTBI	Latent tuberculosis infection
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MRC	Medical Reserve Corp

OMS	Outbreak management system
PHIT	Public Health Investigation Team
POC	Point of contact
PPE	Personal protective equipment
PSA	Public service announcement
PTBMIS	Patient Tracking Billing Management Information System
RHC	Regional Hospital Coordinator
RHOC	Regional Health Operations Center
RMCC	Regional Medical Communications Center
RN	Registered nurse
SER	Southeast Region
SERO	Southeast Regional Office
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
THA	Tennessee Hospital Association
TEMA	Tennessee Emergency Management Agency
TEMP	Tennessee Emergency Management Plan
THP	Tennessee Highway Patrol
TTBEP	Tennessee tuberculosis elimination program
TTE	Table top exercise
USDA	United States Department of Agriculture
USPS	United States Postal Service
VAERS	Vaccine Adverse Event Reporting System
VOAD	Volunteer Organizations Active in Disaster
WHO	World Health Organization
WIC	Women, Infants, and Children Program

Southeast Tennessee Region Pandemic Influenza Response Plan

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Operational Sections

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Section 1

Continuity of Operations

I. Purpose

To describe the essential local and regional operations that must be sustained and maintained during a pandemic.

II. Assumptions

- A. Absenteeism within the Public Health workforce in the region may be as great as 40%.
- B. Public Health services would still be necessary and utilized during a pandemic.
- C. Public Health staff may be required to work unusual shifts, extended hours, and perform duties with which they are unfamiliar.
- D. Panic and fear may increase requests for information from Public Health.
- E. Medical and office supplies may be difficult to acquire.
- F. This continuity of operations plan will be implemented as necessary based on the impact of a local/regional novel influenza strain or pandemic wave.
- G. Every effort will be made to limit face-to-face encounters during a pandemic wave. Telephone or electronic communiqué will be used to provide every service that can be provided safely using these methods.
- H. The total pandemic period of 12-18 months will include months without significant local pandemic activity. During these periods, full Public Health services should resume.

III. Essential services to be provided in SER

A. Primary Care

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

- Routine follow-up of chronic illness will be postponed.
- Acute illness will be managed by phone triage and/or office visit.
- Prescriptions will be filled and/or refilled by phone using Express Scripts (for those who qualify) or patient assistance programs whenever possible. Chronic medication refills should be for 12 months if possible during pandemic flu in order to minimize visits to the health department by well persons.

B. Family Planning Services

1. Family planning services shall be limited in the event of pandemic flu. The following services will be temporarily suspended.
 - Initial family planning appointments (no new family planning clients enrolled during the pandemic)
 - Annual family planning examinations
 - Walk-in services
 - Method changes (brand changes may occur)
 - Intrauterine device (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 may be directed to the health department website if they have internet access. During pandemic flu, all persons should limit exposure to large groups of people. Pregnant women are at particular risk and should be especially careful about being in public areas. As soon as Public Health officials announce that risks are decreasing, pregnant women should report to their health care provider or health department clinic.
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 (RN), nurse practitioner, or physician to screen history for contraindications, side effects, or new adverse events, clients will be approved to receive up to a one year supply of combined oral contraceptives, contraceptive rings, contraceptive patches, or progestin-only pills. Amount of supply to be dispensed is to be determined by the RN, family nurse practitioner (FNP), or physician.
 - b. Old dispensing orders are superseded to assure that the individual has an adequate supply of the method throughout the pandemic.
 - c. Telephone conversations will include instructions regarding proper storage of the method.
 - d. The client or a person designated by the client will pick up the supply at the front desk after showing identification and signing a receipt.
 - e. A 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 contraceptives (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.
5. The following limited family planning services for progestin-only injections will be provided.
 - a. Following a telephone conversation with an RN, nurse practitioner, or physician to screen history for contraindications, side effects, or new adverse events, clients 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. However, 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. 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. A 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 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. Currently, few clients continue to use the diaphragm as their contraceptive method. 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. Limited family planning services for reproductive health medical complaints in an established family planning client will be provided as follows.

- a. Clients with a reproductive health complaint will be interviewed by a nurse, nurse-practitioner, or physician.
- b. If the staff member determines that the client needs to be seen and the clinic can accommodate the client and her complaint, 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.
- c. Emergency room referrals during pandemic flu should be recommended carefully given that hospital staff will be managing the seriously ill flu population.

C. HIV/AIDS/STD Services

1. 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.
 - routine HIV counseling and testing
 - annual and semi-annual Ryan White certifications
 - office visits for routine follow-up
 - routine lab work
 - non-emergency dental care
2. The following services will be provided in AIDS Centers of Excellence clinics.
 - a. After a phone consultation with a nurse practitioner or physician, prescription refills will be sent to the Ryan White mail order pharmacy.
 - b. After a phone interview with a nurse practitioner or physician, patients who have been assessed as needing to be seen in the clinic will be given a specific appointment time to limit the amount of time spent in the 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.
3. STD services will be limited in the event of pandemic flu. The following services will not be provided.
 - Group education sessions
 - Disease surveillance including both HIV and STDs
 - Disease investigation, contact tracing, and partner notification

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

- a. Following a telephone interview with an RN, nurse practitioner or physician to screen history for previous STDs and symptoms, persons assessed by the staff as needing to be 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 member 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 staffs will be dealing with seriously ill flu population.

D. Women, Infants, and Children (WIC) and Nutrition Services

According to federal regulations, a 3-month supply of WIC vouchers can be issued at one time, which would address the second 6-8 week pandemic wave. If necessary, vouchers will be mailed in accordance with the current emergency plan. In a severe pandemic, an exception would be requested from the United States Department of Agriculture (USDA) and, if granted, WIC vouchers would be issued by mail less frequently than every 3 months.

E. Tennessee Tuberculosis Elimination Program (TTBEP)

1. Evaluation, diagnosis, and appropriate treatment of active tuberculosis (TB) cases and suspected TB cases will be provided using the following guidelines.
 - Maintain scaled-back TB clinic operations to evaluate TB cases and suspected cases only (not latent TB infection [LTBI])
 - Provide history, physical examination, diagnosis and treatment by the TB physician
 - Provide appropriate diagnostic tests, including X-ray, sputum collection for processing in the state laboratory (acid fast bacillus [AFB] smears, cultures), and blood tests as indicated
 - Provide pharmacy services for directly-observed therapy (DOT) of active TB cases/suspected cases
 - Provide DOT for all patients with diagnosed or suspected active pulmonary, laryngeal or pleural TB disease
 - Provide DOT for all pediatric cases
 - Consider permitting self-administered therapy for extra-pulmonary cases only if staffing is severely limited
 - Report all active TB cases/suspected cases per routine methods
2. Identification, evaluation and appropriate treatment of TB contacts at highest risk for progression to active TB disease will be provided using the following guidelines.
 - Initiate contact investigation for close contacts of all AFB-positive TB cases/suspected cases
 - Ensure that all pediatric close contacts are fully evaluated with a tuberculin skin test (PPD), symptom screen, physical examination, and X-ray
 - 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

F. 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.

G. Vital Records

The following critical activities must be completed within current timeframes and accuracy standards.

1. The following services will be provided with regard to death certificates.
 - Death registration
 - Issuance of certified copies of death certificates to funeral directors
 - Reconciliation of facility reports of deaths within the county against death certificates received
 - Track and obtain delinquent death certificates
 - Issue Cremation Permits
 - Issue permits for burial transit out of state (rare)

2. During a pandemic wave, local health departments in the SER will suspend local issuance of birth certificates from the State Vital Records Automated Index Retrieval System (AIRS) and refer those requesting a birth certificate to the state registry office. The state registry office can be contacted at:

Mailing Address: Tennessee Vital Records
Central Services Building
1st Floor
421 5th Avenue North
Nashville, Tennessee 37243

Phone: (615) 741-1763
Fax: (615) 741-9860

IV. Staff assignments

- Public Health staff that are not ill but are home (i.e., caring for an ill family member) and able to work from home may provide telephone consultations as described above.
- Staff will be assigned throughout the region as needed based on staff availability.

- SERO staff that are able to work will provide support to Public Health services throughout the region as necessary and required.

V. Facility usage and hours of operation

During a pandemic, Public Health facilities throughout the region will be utilized to provide services in accordance with the above guidance, but staff availability and the impact of disease will also be given consideration. For example, a local health department may provide immunization services only two days a week to limit exposure and spread of disease. Hours of operation will also remain flexible. Changes in hours of operation and the alteration of services being provided will be posted at the affected facilities. Refer to Section 8 for additional information regarding Public Health communications.

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Section 2

Disease Surveillance

I. Purpose

To describe regional surveillance sources. Enhanced surveillance will be conducted as requested by TDH.

II. Assumptions

Influenza disease is tracked each season using a variety of surveillance systems at the local, state and federal levels. An individual case of influenza is not a notifiable disease under state regulations nor is it expected to become notifiable because of the resulting reporting burden with thousands of cases in a short period of time. Many years of traditional reporting systems have resulted in fairly reliable interpretation of trends in influenza-like illness (ILI) activity associated with actual influenza disease in a community despite the range of viruses capable of causing acute febrile respiratory illnesses during fall and winter months.

Details of all surveillance systems are not provided here because these surveillance systems are already in use. Additional surveillance systems may be instituted by the CDC. SERO will participate in these systems as requested. As novel technology makes new surveillance strategies possible, those available for implementation by SERO will be added to future revisions of this plan.

III. Concept of Operations

A. Sentinel Provider Network

The Sentinel Provider Network (SPN) provides weekly reporting and clinical specimens for ILI surveillance year-round. SPN is described in detail within the State Plan. In compliance with the state-wide enhanced surveillance coverage goal of one provider per 100,000 persons, SER has recruited the regional target number of three or more providers for SPN. Providers for SER are in contact with the influenza sentinel physician coordinator at Communicable and Environmental Disease Services (CEDS) with TDH. The SPN is operated by CEDS, and lab specimens are sent to the state Public Health laboratory in Nashville. SPN will provide regional data on the prevalence of ILI in outpatient facilities in the region. If a provider within SER does not report consistently, regional epidemiology staff will recruit replacement providers.

B. Syndromic Surveillance System

Syndromic surveillance systems collect non-specific health indicator information from a variety of sources. These systems have been established by each regional health office in Tennessee as a method for detecting increases in the occurrence of specific groups of symptoms as they occur in real time. Syndromic surveillance is unique in that it is based on general symptoms and patient complaints rather than diagnosis codes or lab test results and because results are observed daily for greater-than-expected occurrence of particular symptom groups. This allows for rapid detection of disease outbreaks. Several

syndromes, including ILI, are monitored using the syndromic surveillance system in SER. The ILI syndrome includes complaints of the following symptoms.

- fever
- chills
- muscle pain
- malaise
- enlarged lymph nodes

The syndrome definition can be easily modified to include a greater or lesser number of symptoms as needed.

Regional epidemiology staff process syndromic surveillance data daily as detailed below.

1. Chief complaint data is received from hospital emergency departments and call log data from 911 centers.
2. Chief complaints are grouped into symptoms.
3. Symptoms are grouped into general disease syndrome categories.
4. The daily number of visits for a syndrome is compared to the average from the past week.
5. Significant differences in the daily count and the weekly average generate a flag in the system.
6. Epidemiology staff evaluate flags and contributing complaints to determine the need for further action. Refer to Section 2, Attachment A – Southeast Region Early Aberration Reporting System [EARS] Flag Investigation Protocol for more details.

The regional syndromic surveillance system is administered by epidemiologists at SERO. The syndromic surveillance system for the SER categorizes data that is received daily from one 911 call center and seven hospital emergency departments within the region. Syndrome trends are then evaluated to identify a greater than expected occurrence of a particular type of illness. ILI is one of the syndromes targeted by the region's syndromic surveillance system. This system is expected to provide regional data on increases of ILI symptoms in hospital emergency departments in the region.

Section 2, Attachment A

Southeast Region Early Aberration Reporting System (EARS) Flag Investigation Protocol

1. Call logs from 911 centers and chief complaint logs from hospital emergency departments are compiled daily.
2. Early Aberrations Reporting System (EARS) analysis generates output that includes counts of each syndrome by day for the overall regional syndromic surveillance system and for each individual participating facility. If the count for a syndrome is greater than expected, a flag is generated.
3. EARS creates three flag types:
 - **C1 (Mild) flag** – occurs when the daily number of visits is more than three standard deviations greater than the baseline average of days -1 to -7.
 - **C2 (Medium) flag** – occurs when the daily number of visits is more than three standard deviations greater than the baseline average of days -3 to -9.
 - **C3 (Ultra) flag** – occurs when the average number of visits from the past three days is more than three standard deviations greater than the baseline average of days -3 to -9.
4. EARS output is reviewed for the presence of C1 flags, which are evaluated to determine if any of the following criteria are met.
 - The count of the flagged syndrome is greater than any daily count in the past 15 days.
 - The syndrome has generated C1 flags for 3 consecutive days.
 - Similar syndromes are flagged for other facilities.
5. If any of the criteria are true and data was not missing for any of the previous 10 days, drill-down tables are examined to identify the complaints that contributed to the flags. The complaints are evaluated to confirm that they are representative of symptoms included in the syndrome definition. Symptom selection codes are modified to prevent unrepresentative complaints from being counted as a syndrome.
6. Legitimate complaints listed in drill-down tables are examined by age group to determine if cases cluster demographically.
7. If an outbreak is suspected, contact data sources are contacted to request follow-up and enhanced data review. Data review will vary based upon the situation, but should focus on
 - confirming the current syndrome count by checking for data errors
 - determining an up-to-date count of the syndrome under review
 - checking for common exposures among cases if case history is available
 - a. Presenting symptoms
 - b. Diagnostic information
 - c. Exposure history
 - d. Contacts ill with similar symptoms
8. If cases appear to be correlated, the Regional Health Officer (RHO) or designee is notified. The RHO will determine whether an epidemiological investigation is warranted.

9. If the RHO decides that an epidemiological investigation is necessary, a member of the regional epidemiology team will alert infection control nurses at all local hospitals and request enhanced surveillance of the syndrome.
10. If an increase in cases with similar symptoms occurs in other hospitals, the Public Health Investigation Team (PHIT) will be notified to begin an epidemiologic investigation.

Section 3

Laboratory Diagnostics

I. Purpose

To confirm the diagnosis of human influenza caused by novel influenza viruses or a pandemic influenza virus. The state laboratory will communicate safety, testing protocols, and other laboratory information to clinical laboratories licensed in Tennessee.

II. Assumptions

Currently the state Public Health laboratory is the only laboratory able to test for novel influenza virus. Testing during the pre-pandemic phase will be used to detect new cases of novel influenza in the state. During a pandemic, diagnosis of pandemic influenza will be mainly clinical/epidemiological.

III. Concept of Operations

- A. During the pre-pandemic period, requests for novel influenza infection testing should be discussed with and approved by a state CEDS physician. Once a pandemic is declared, testing will be approved by the RHO using standard criteria for testing provided by CEDS.
- B. Specimen collection is not required to be done by Public Health personnel. The Regional FoodNet Nurse Consultant or Immunization Representative will instruct health care providers on how to collect and ship specimens for influenza testing properly.
- C. The Regional CEDS Director or Director of Nursing will oversee collection of specimens and shipment by health departments.
- D. Regional epidemiologists will be responsible for entering patient data and document tests requested into the outbreak management system (OMS) or other database used to log and track laboratory information from the state laboratory.
- E. Regional nurse consultants will be responsible for communicating laboratory results by phone or fax to patient care providers in the event that notification is needed more swiftly than letters sent through the postal service.

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Section 4

Healthcare Planning

I. Purpose

To provide focused guidance regarding the relationship, responsibilities, and coordination of the response of public health and healthcare facilities in southeast Tennessee in the event of an influenza pandemic.

II. Assumptions

- A. An influenza pandemic will place a substantial burden on the United States health care system.
- B. The demand for inpatient and intensive care unit (ICU) beds and assisted ventilation services could increase by more than 25%. Estimates based on extrapolation from the more severe 1918 pandemic suggest that substantially more hospitalizations and deaths could occur.
- C. Planning and preparedness must take into account the likelihood that in a severe pandemic the region's needs will exceed available resources and that medical care standards may need to be adjusted to save as many lives as possible.
- D. Estimates of both the moderate and severe medical burden of pandemic influenza in SER are contained in Section 4, Attachment A – Southeast Tennessee Estimates for Medical Burden by County.
- E. Each hospital will assign a Pandemic Flu Coordinator and backup as the point of contact (POC) within the hospital.

III. Planning guidance for healthcare facilities

Section 4 of the State Plan provides planning guidance for hospitals and other healthcare facilities. Additional information and resources can also be found at www.pandemicflu.gov.

IV. Concept of Operations

A. Coordination of Public Health services with hospitals

1. Role of the Regional Hospital Coordinator (RHC)

The Regional Hospital Coordinator (RHC) for SERO serves as the liaison between Public Health and hospitals in SER. During a pandemic, the RHC would remain the POC with which hospitals would receive and share information regarding surveillance, monitoring resources, and patient data. Surveillance will also be communicated through the syndromic surveillance system (see Section 2). The SERO Epidemiologist will serve as backup to the RHC.

The RHC will communicate with hospital Pandemic Flu Coordinators regarding resource needs and patient data. Besides sharing information through traditional means (telephone, email, fax), the Hospital Resource Tracking System (HRTS), a secure internet-based system, will be used to communicate this information to the

RHC. The RHC will ensure that hospitals provide all necessary information in a timely manner. See Section 8 for additional information regarding Public Health communication.

The RHC may also provide the following.

- Outline steps for obtaining emergency equipment and resources beyond normal use and provide access to emergency resources available through the TEMP
- Coordinate with TEMA to secure any additional required resources
- Facilitate on-going communication between hospitals, Public Health officials, emergency planners, and other stakeholders for the purposes of pandemic planning and response
- Assist hospitals and other healthcare facilities within the region in planning to provide adequate resources during a pandemic
- Collaborate with the Regional EMS Consultant and hospital personnel to direct the flow of patients among regional hospitals.
- Work with the Regional EMS Consultant and the Regional Medical Communication Center (RMCC) to coordinate communications between hospitals
- Initiate the processes for securing the SNS and other medications and equipment if assets are requested by hospitals within the region

2. Role of the Regional Volunteer Coordinator (RVC)

The RVC for SERO is responsible for the recruiting and training Public Health volunteers for response to a Public Health emergency. The RVC also has responsibility for maintaining and coordinating certain non-human resources that may be utilized during response to a Public Health emergency. During a pandemic, the RVC, if requested, would provide volunteers able and willing to assist hospitals and other healthcare facilities in which staffing shortages occur in consultation with the RHC. The RVC may also assist in the procurement and coordination of non-human resources and equipment as needed and requested. The SERO Environmental Epidemiologist will serve as backup to the RVC.

B. Coordination of Public Health services with other healthcare facilities

The SERO FoodNet Nurse Consultant will be the POC for non-hospital healthcare facilities. These include but are not limited to nursing homes, home healthcare agencies, outpatient care facilities, clinics, federally-qualified health centers (FQHC), rural health centers, and physician practices. Such facilities will provide services as defined by federal guidance and/or pandemic influenza response protocol developed by the respective agency. The SERO Emergency Preparedness Nurse Consultant will serve as backup to the FoodNet Nurse Consultant.

SERO communicates with certain non-hospital healthcare facilities on a regular basis regarding disease outbreak and control. The same methods of communication will be utilized during a pandemic response. TDH will provide information to be disseminated

to these facilities. See Section 8 for additional information regarding Public Health communication.

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Section 4, Attachment A Southeast Tennessee Estimates for Medical Burden by County

	Bledsoe County		Bradley County	
Population	12,940		93,538	
	Moderate	Severe	Moderate	Severe
Illness (30% of population)	3,882	3,882	28,061	28,061
Outpatient care (50% of ill)	1,941	1,941	14,031	14,031
Hospitalization (1-11% of ill)	39 (1%)	427 (11%)	281 (1%)	3,087 (11%)
ICU care (15% of hospitalized)	6	64	42	463
Mechanical ventilation (50% of ICU)	3	32	21	232
Death (0.2%-2% of ill)	8 (0.2%)	78 (2%)	56 (0.2%)	561 (2%)

	Franklin County		Grundy County	
Population	40,977		14,814	
	Moderate	Severe	Moderate	Severe
Illness (30% of population)	12,293	12,293	4,444	4,444
Outpatient care (50% of ill)	6,147	6,147	2,222	2,222
Hospitalization (1-11% of ill)	123 (1%)	1,352 (11%)	44 (1%)	489 (11%)
ICU care (15% of hospitalized)	18	203	7	73
Mechanical ventilation (50% of ICU)	9	101	3	37
Death (0.2%-2% of ill)	25 (0.2%)	246 (2%)	9 (0.2%)	89 (2%)

	McMinn County		Marion County	
Population	51,614		28,440	
	Moderate	Severe	Moderate	Severe
Illness (30% of population)	15,484	15,484	8,532	8,532
Outpatient care (50% of ill)	7,742	7,742	4,266	4,266
Hospitalization (1-11% of ill)	155 (1%)	1,703 (11%)	85 (1%)	939 (11%)
ICU care (15% of hospitalized)	23	255	13	141
Mechanical ventilation (50% of ICU)	12	128	6	70
Death (0.2%-2% of ill)	31 (0.2%)	310 (2%)	17 (0.2%)	171 (2%)

	Meigs County		Polk County	
Population	11,816		16,517	
	Moderate	Severe	Moderate	Severe
Illness (30% of population)	3,545	3,545	4,955	4,955
Outpatient care (50% of ill)	1,772	1,772	2,478	2,478
Hospitalization (1-11% of ill)	35 (1%)	390 (11%)	50 (1%)	545 (11%)
ICU care (15% of hospitalized)	5	58	7	82
Mechanical ventilation (50% of ICU)	3	29	4	41
Death (0.2%-2% of ill)	7 (0.2%)	71 (2%)	10 (0.2%)	99 (2%)

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	Rhea County		Sequatchie County	
Population	29,803		12,352	
	Moderate	Severe	Moderate	Severe
Illness (<i>30% of population</i>)	8,941	8,941	3,706	3,706
Outpatient care (<i>50% of ill</i>)	4,470	4,470	1,853	1,853
Hospitalization (<i>1-11% of ill</i>)	89 (<i>1%</i>)	983 (<i>11%</i>)	37 (<i>1%</i>)	408 (<i>11%</i>)
ICU care (<i>15% of hospitalized</i>)	13	148	6	61
Mechanical ventilation (<i>50% of ICU</i>)	7	74	3	31
Death (<i>0.2%-2% of ill</i>)	18 (<i>0.2%</i>)	179 (<i>2%</i>)	7 (<i>0.2%</i>)	74 (<i>2%</i>)

Section 5

Vaccine Distribution and Use

I. Purpose

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.

II. Assumptions

The regional pandemic concept of operations for vaccine distribution and use is based upon estimates of production time, capacity, and vaccine efficacy at this writing. In the event that vaccine is given as an investigational new drug, distribution and usage would follow protocol specified by the federal government. Vaccine will be administered to individuals according to priority groups established in 2005 by HHS and CDC. The prioritization of recipients may change in future federal guidance. The most important aspect of regional preparation is to determine how to identify members of each risk group and how to administer vaccine to them irrespective of their placement in future priority rankings. Therefore, the top priority in minimizing disease morbidity and mortality is to protect direct patient care providers and those who maintain the critical processes to keep health care facilities operational. The second priority group is made up of those most likely to suffer severe illness or death as a result of infection. These patients may be identified by documentation of qualifying high risk conditions (e.g., possession of prescriptions, medical records). Persons due for a second dose of vaccine take priority over persons not yet vaccinated.

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.
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., mental health facilities)
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 ≥ 65 years with one or more influenza high risk condition, not including essential hypertension

IV. Concept of Operations

- A. Vaccine received at the regional office will be administered in accordance with federal priority guidelines. Public health staff (1-2 nurses and 1-2 clerks) will create roaming Public Health vaccination teams that will administer vaccine to the first priority group in Tier 1-1 (see above) at the 10 hospital facilities in SER. Each hospital Pandemic Flu Coordinator must provide to the RHC a pre-identified, prioritized list of employees that are eligible for vaccination. Distribution of available vaccine will be based on an across-the-board percentage of pre-identified hospital personnel needing vaccine.

Once all individuals identified in Tier 1-1 have been vaccinated, vaccine will then be offered to other direct care providers in Tier 1-2 through Tier 1-9 (see Section 5 of the State Plan). These providers will be identified from the SERO region-wide provider database through broadcast fax notice detailing the process for vaccine receipt. After-hour appointments at pre-designated locations in SER will be utilized to administer and distribute vaccine to all identified individuals.

It is not expected that tiers beyond the first two would be reached with vaccine manufactured during a pandemic. Vaccine availability to lower priority groups, Tier 2 - Tier 8 will be decided at the state level and implemented at the same time statewide. Vaccine will not be allocated to a lower priority group until at least 75% of the estimated number of higher priority persons statewide have been vaccinated and/or supply exceeds the immediate demand in that group.

Identification of individuals in these tiers will require media involvement. The vaccination tier criteria will be explained via newspaper, radio, and television and anyone that meets the tier eligibility requirements will be able to present at a pre-designated health department for vaccine. Vaccine will be administered only to individuals that have

a written referral from their provider and/or employer that demonstrates vaccine eligibility status. Vaccine will be dispensed at facilities in the following counties:

- Bradley County
- McMinn County
- Marion County

A single appointment profile for each site will be utilized and appointments will be made only for vaccine as it becomes available.

- B. Vaccine received at SERO will be immediately transported, adhering to cold chain guidelines, by Public Health staff (pharmacist or designee) to a Public Health vaccination team escorted by law enforcement. Once hospital staffs have been vaccinated and after-hour appointments for subsequent subgroups and tiers are initiated, vaccine will be delivered and stored at pre-designated, secure locations under normal vaccine storage standards. In the event of a power loss, vaccine will be transferred in compliance with county emergency vaccine storage and handling plans.
- C. Vaccine will be transported via private vehicle by public health staff. Security during transport will include an escort from local law enforcement to drop-off locations. Sheriff departments will be tasked with providing business and after hour security at the locations chosen for vaccine administration.
- D. Each Public Health vaccination team will need the following items:
- vaccine
 - syringes
 - alcohol pads
 - adhesive bandages
 - cotton balls
 - ice packs
 - coolers
 - hand sanitizer
 - paper encounter forms
 - immunization cards
 - informational handouts discussing the vaccine and how to report adverse effects

Vaccination supplies will be reordered via normal operating procedures unless a shortage of materials exists. In the event of the shortage of materiel, supplies will be requested by each Public Health vaccination team to the Regional Health Operations Center (RHOC) who will request supplies according to through established channels and protocol.

- E. It is the responsibility of each hospital's Pandemic Flu Coordinator to designate a location for staff vaccine administration and any other special needs (i.e., language barrier, disability, etc.) that might be encountered by a Public Health vaccination team. Each recipient must present with picture identification and be listed by name on the pre-identified vaccine recipient list. Recipients will receive an immunization card noting the

- date of their first dose and the due date for the second dose. It is the responsibility of each recipient to communicate their immunization status to their employer. Each facility will be handicapped accessible
- F. The information systems to support tracking and allocation of vaccine distribution, use, and monitoring will be utilized through the state. In addition, vaccine safety monitoring will be reported by the SER Immunization nurse through the CDC's Vaccine Adverse Event Reporting System (VAERS).
 - G. Paper encounter forms will be used to record the necessary information for vaccine administration. The data will then be entered into the Patient Tracking Billing Management Information System (PTBMIS) and the Immunization Registry by the support staff that composes the Public Health vaccination team(s).

Section 6

Antiviral Drug Distribution and Use

I. Purpose

To optimize the use of the antiviral medications under state control to minimize morbidity and mortality from pandemic influenza and to prevent hoarding, theft, and misuse of antiviral medications

II. Assumptions

- A. The supply of antivirals will be inadequate to treat everyone who would benefit from them. They should be used to minimize severe morbidity and mortality.
- B. Specific ethical guidance on the use of scarce resources is provided in Section 4, Supplement 4, of the State Plan.
- C. Antiviral medications should be used in accordance with federal priority guidelines.
- D. The top priority is the treatment of hospitalized patients.

III. Concept of Operations

- A. The federal government supply of antiviral drugs will be pre-distributed to acute care hospitals for administration to patients ill enough to require hospitalization. Hospitals should store stockpiles in a highly secure location until they are needed. Antiviral drugs will not be handled or stored by SERO unless the SNS distribution system is requested.
- B. The RHC will be responsible for working with hospitals in SER to assure adequate supplies are received. The RHC will also monitor the appropriate use of supplies. Tracking will be accomplished through HRTS or an alternative database for tracking use of antivirals from state or federal stockpiles. Required adverse event monitoring and reporting will use the United States Food and Drug Administration's (FDA) Medwatch or other system designated by the federal government at the time. This adverse event reporting would be the responsibility of the SER Immunization Representative.
- C. The regional SNS distribution system will be utilized if the state requests from the CDC additional available supplies of antivirals.
- D. Based on the current availability of antiviral resources, it is not expected that antivirals will be prescribed via outpatient facilities.

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Section 7

Community Interventions

I. Purpose

To lower the peak numbers of cases during a pandemic wave by preventing opportunities for widespread viral transmission in crowded group settings.

II. Assumptions

- A. In the absence of an effective vaccine, the most effective means of slowing the spread of a pandemic influenza virus are strategies known collectively as “social distancing”. Social distancing involves a range of policies designed to prevent opportunities for the virus to spread in crowded settings where ill and well people mingle.
- B. Large, crowded gatherings accelerate the spread of the virus through communities, leading to a steep rise in the daily number of ill persons and deaths. Rapidly rising case counts exacerbate the strain on the healthcare system, further reducing the resources available to seriously ill patients and increasing the likelihood of poor outcomes.

III. Concept of Operations

A. Case Investigation and Management

1. Legal Authority

The RHO or designee has the legal authority to implement measures during case investigation and outbreak control efforts during the pre-pandemic period (WHO Phases 3-5) in SER.

2. Procedures for Implementing and Enforcing Isolation and Quarantine (WHO Phases 3-5)

- a. Affected persons would be asked to comply with isolation or quarantine request of the regional or county Public Health authorities. Isolation and quarantine would be implemented and enforced in accordance with Tennessee Code Annotated (TCA) 68-5-104(a)(1). Legal authority is outlined in Section 7, Supplement 1, of the State Plan.
- b. Housing, communication, food, essential services, and psychosocial support would be provided to affected persons by local resources with the financial support of local, regional and state departments. Isolation and quarantine will be at a designated facility if remaining in a private residence is not an option. Local businesses and agencies may be impacted by pandemic influenza (e.g. absenteeism, limited supplies) to a varying degree. Therefore, requests for assistance will be made to local businesses and agencies to the extent goods and services are available. Payment agreements will be developed at the time of service and/or provision of supplies. In the event that local resources are unable to meet the need, TEMA will be contacted for assistance. Faith-based and non-profit organizations may also be consulted for provision of such services.

3. Investigating and Responding to Potential Cases or Local Outbreaks of a Novel Influenza Strain

a. Pre-pandemic

- i. During the pre-pandemic phases (WHO Phases 3-5), the RHO or designee will assess each situation and determine the appropriate measure of containment in collaboration with state and federal public health authorities.
- ii. The SERO PHIT will respond to and investigate reports of suspected or confirmed cases of novel influenza in the region. The staff may perform clinical evaluation, specimen collection, testing, and epidemiologic investigation.
- iii. The OMS will be utilized for data management.
- iv. SER will follow guidance of TDH and the USDA with regards to the investigation of potential or confirmed cases of infected animals. SER response and recommendations will be managed and implemented under the direction of the RHO in consultation with the appropriate state officials.

b. Post-pandemic

Once a pandemic is established, individual case investigations will cease and aggregate case reporting using clinical diagnosis will likely become the monitoring method. The regional response will focus on social distancing measures.

B. Social Distancing

During a severe local pandemic wave, discretionary public gatherings of >100 people may be cancelled by Public Health mandate. During a milder pandemic wave, avoiding crowded public gathering may only be recommended. Measures may be implemented when criteria are met anywhere in the region or in adjoining counties, regions, or states. Gatherings that would be expected to bring in a large number of participants from outside the local area might be cancelled by mandate, even in the absence of a local/regional wave, to avoid importing disease into the area. State-imposed measures will affect discretionary public gatherings and schools (preK-12). Social distancing measures are discussed in greater detail in Section 7 of the State Plan.

1. The RHO or designee 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 (PIO) to deliver current, accurate, and specific guidance for the public on school closures as well as large and/or other discretionary public gatherings as set forth in the regional communication plan.
2. Local county directors will be notified by the RHO when social distancing measures are mandated in order that the local county's communication plan can be initiated. Such measures shall be implemented by local communities once these criteria are met. See Section 8.
3. The RHC will be responsible for notifying area hospitals.

4. It is expected that individuals, businesses, faith-based organizations, colleges/universities/private schools, and other organizations may adopt additional social distancing policies beyond those recommended in the State Plan based upon their judgment and plans. Local county officials (county mayors in consultation with public health officials) will make recommendations or mandate other measures in their communities as needed.
5. The RHO will determine when cancelled/suspended public gatherings may be resumed. This will be determined on a county-by-county basis in consultation with TDH.

C. Business Recommendations

Every business will be affected by a pandemic. Businesses not affected by closure should consider other means necessary to minimize the risks of spreading infection in the workplace. Section 7, Attachment A of the State Plan contains business planning recommendations.

D. Pre-Kindergarten through Twelfth Grade Public Schools, Private Schools, and Child Care Facilities

Interventions in schools are designed to minimize transmission of pandemic influenza virus among school children in aggregate settings. School closures will help minimize morbidity and mortality among school children and their household contacts. Schools may follow guidance already in place for school closure related to disease spread (e.g. seasonal flu). For extended closure, schools will follow the direction of the Commissioner of the Tennessee Department of Education as described in Section 7, Supplement 3, of the State Plan. Private schools should also refer to Section 7, Supplement 3, of the State Plan for guidance on pandemic preparedness. The SERO ERC will serve as the POC for schools and child care facilities in the region.

E. 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 public schools. Refer to Section 7, Supplement 3, Attachment A, in the State Plan. The SERO ERC will serve as POC for colleges and universities in the region.

F. At-Risk Populations

Section 7, Supplement 4, of the State Plan provides planning guidance and outlines TDH policies for populations at special risk because of confinement (prisons, jails, and long-term care facilities) or language barrier. The SERO Environmental Epidemiologist will be responsible for communicating the latest infection control policies and pandemic response planning guidance with these facilities.

G. Regional Mortuary Services

The TDH Emergency Medical Services is responsible for the development of a mortuary plan at the state level. Regionally, the storage and handling of deceased persons will be handled by county governments.

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Section 8

Public Health Communications

I. Purpose

To describe the framework and means of communication by SERO will share information with the general public, community leaders, TDH, health care facilities and personnel, and the media in response to a pandemic.

II. Assumptions

- A. Communication is often the weakest link in disaster response. Unless prepared in advance, communications among agencies unfamiliar with each other can be difficult as can timely and accurate communication with the public.
- B. The demand for information from all channels will be heightened once the pandemic becomes imminent. Regularly updated, accurate, and current information must be readily available in a variety of formats to meet these information needs.
- C. Routine methods of handling public inquiries will rapidly be overwhelmed and surge capacity is required. SERO will collaborate with TDH to assure that accurate and consistent information is readily available.
- D. Once the TEMP is activated, communication will be coordinated in accordance with ESF 5 of the TEMP.

III. Concept of Operations

A variety of communication methods will be needed to share information during a pandemic. Some of these methods and strategies are described below.

A. General public

1. Citizens seeking non-clinical information

Citizens calling a local health department (LHD) or SERO will be provided with information (recorded message or scripted live message) regarding a statewide, toll-free hotline phone number described in Section 8 of the State Plan. The information provided via this hotline will be non-clinical information already released to the public.

The CDC also provides hotlines which can be accessed by the general public.

2. Citizens seeking medical information/consultation

Citizens seeking medical information specific to their personnel wellbeing should contact their private medical care provider. Citizens could also be directed to general information hotlines as detailed above.

3. Citizens wanting to volunteer

SERO has a database of volunteers trained to respond to public health emergencies. This database is managed by the RVC. These volunteers may be contacted to assist in response to a pandemic.

During a pandemic response others will likely contact SERO or LHDs with a desire to volunteer. Information on all individuals desiring to volunteer will be compiled and maintained/forwarded to the RVC. These individuals will then be directed to volunteer opportunities. Individuals may volunteer with non-public health agencies (e.g. hospitals) at the request of other agencies. These volunteers will receive “just in time” training by the agency to which they are assigned.

If volunteer recruitment is needed, the RVC will coordinate these efforts.

4. Sharing information with the general public

SER will adhere to guidance provided by TDH when sharing information with the general public. The public will be encouraged to gather this information from resources provided by TDH (see Section 8 of the State of Tennessee Department of Health Pandemic Influenza Response Plan).

B. SER Public Health Staff

Information would be shared with SER Public Health staff via email, voice mail, and in writing. Staff unable to work and that do not have access to email or voice mail outside of the office would receive pertinent information via telephone or the United States Postal Service (USPS).

Key SER Public Health staff would be contacted through the Tennessee Health Alert Network (T-HAN). T-HAN has the ability to contact staff 24-hours a day via land line telephone, mobile telephone, pager, and email. T-HAN provides messages in text format, text-to-voice format, and recorded message format. T-HAN can be used to share information and to activate staff to respond as directed. The SERO ERC serves as primary T-HAN administrator in SERO. The SERO Network Technical Specialist will serve as backup to the ERC for T-HAN activation.

Public Health staff not listed in the T-HAN that need to be activated would be contacted via traditional call-down lists developed by their base station.

C. Tennessee Department of Health

SERO would share information with TDH using current methods. SERO can also communicate with TDH and Public Health agencies throughout Tennessee via T-HAN (described above).

D. County and local governments & emergency management officials

Information will be disseminated from the RHOC to emergency operation centers (EOC) throughout the region as well as through direct contact with these offices.

E. Hospitals

As described in Section 4, the SERO RHC will serve as the primary POC for hospitals. Information will be shared via traditional methods and through HRTS. Ham radio is also available if needed.

F. Non-hospital health care facilities

As described in Section 4, the SERO FoodNet Nurse Consultant will serve as primary POC for non-hospital healthcare facilities. These include but are not limited to nursing homes, home healthcare agencies, outpatient care facilities, clinics, FQHCs, rural health centers, and physician practices. The FoodNet Nurse Consultant communicates with certain non-hospital healthcare facilities on a regular basis regarding disease outbreak and control. The same methods of communication will be utilized during a pandemic response. These facilities will also be encouraged to gather information through public channels.

G. Schools

Schools will be contacted via the county board of education (public) or individually (private). Schools will also be encouraged to gather information through public channels. Notification of school closings will be communicated through the school superintendents.

H. Media

Media contacts will be managed by the SERO PIO. The PIO will work in conjunction with other PIOs throughout the region through a joint information system (JIS). A joint information center (JIC) will be established through the JIS. The objective will be to provide accurate, current information and to limit the media time required of subject matter experts and response personnel.

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Section 9

Workforce and Social Support

I. Purpose

Although not the primary role of SERO or LHDs, the efforts to facilitate access to these services will help achieve the following important objectives.

- To readily provide information and contact numbers for groups or agencies in the region willing to assist in meeting the physical, financial, emotional and spiritual needs of individuals affected by pandemic influenza as responders or as victims
- Minimize the emotional, physical, social, and financial stresses placed upon individuals requested or required to be isolated because of illness or quarantined because of exposure to a pandemic influenza case
- Minimize the barriers that could prevent individuals from complying with Public Health instructions to stay home when sick or to be quarantined
- Minimize the burden of legal actions carried out by Public Health legal counsel to compel cooperation
- Minimize fear and resistance to social distancing measures imposed in the affected community
- Facilitate meeting the physical, mental and spiritual needs of responders in the community (e.g., healthcare workers)

II. Assumptions

- Basic assumptions concerning absenteeism and illness management are the same for the public health workforce as the general public.
- Healthcare professionals have the ethical duty to provide care and may also experience a dramatic decrease in employee workforce.
- Employees may be absent from work due to fear, illness, to care for ill family member, or to care for children that may not be in school due to closure. Additionally, there may also be increased demands on employees that will greatly affect psychosocial needs.
- Staff will experience increased demands on their physical and psychological stamina as well as increased demands of work schedules and altered work duties.
- During an acute outbreak, most anxiety can be relieved effectively by current and accurate medical information. The availability of a public pandemic information hotline and website will reduce public anxiety by making accurate and timely information available statewide.

III. Concept of Operations

The agencies and organizations listed in this section, the County Annexes of this plan, and in the State Plan are accessible by the Public Health workforce and the general public in SER. As with all services and business during a pandemic wave, limited staff and increased demand could result in limited or no services by any of the resources listed.

IV. Physical Needs

Relief agencies may provide emergency food supplies during a pandemic. The County Annexes of this plan and Section 9 of the State Plan provide contact information for agencies that may be able to provide food and other physical need in the event of pandemic.

The work schedules of Public Health staff in SER will be adjusted accordingly to ensure proper rest and time to see to personal matters. Staffing for essential services will be prioritized and adjusted according to Continuity of Operations guidance (see Section 1).

Public Health staff are encouraged to develop an emergency plan and kit for their home and family. This includes items such as

- non-perishable food
- water
- medication or a list of medication
- child care items (diapers, infant formula, etc.)
- contact information
- battery-powered radio and flashlight
- recreational items (playing cards, coloring books and crayons, board games)

More information can be found at www.pandemicflu.gov and www.ready.gov.

TennCare Information Lines

- Information regarding TennCare can be found at **1-800-669-1851** and at www.state.tn.us/tenncare/phonenumbers.html.
- The TennCare Family Assistance Service Center can be reached by calling **1-866-311-4287**.
- Tennessee Health Options can be accessed at **1-888-486-9355** or www.tnanytime.org/4tnwell/search. Tennessee Health Options can provide information regarding health care resources across Tennessee.
- TennCare TTY or TDD services can be accessed at **1-800-772-7647**.

Social Security Information

Information regarding Social Security benefits can be found at **1-800-772-1213** or at www.ssa.gov.

V. Mental and Emotional Health

Social support refers to all services pertaining to the prevention or control of distress and anxiety, in addition to more serious mental health issues. Proactive efforts to address anxiety among both well and affected individuals during a pandemic will help prevent more serious mental health problems.

In addition, some of the multi-disciplinary agencies listed above are able to provide basic social support, such as staffing crisis counseling hotlines. There are other resources focused on mental health which can provide more advanced counseling and drop-in services.

A. Employee Assistance Program (EAP)

The EAP is a counseling service for TDH employees and their eligible dependents who may be experiencing personal or work place problems. The EAP can be reached by calling **1-800-308-4934** any time of day, any day of the year. More information can also be found at www.state.tn.us/finance/ins/eap/eap.html. The EAP handles a wide range of problems. These include problems in the following areas.

- emotional

- family
- marital
- stress
- financial
- substance abuse
- legal
- workplace
- elder care

B. Community Mental Health Agencies

Mental health centers in SER can provide mental health support and social service support. Services may include

- medications
- therapy
- vocational and housing assistance
- criminal justice liaison
- peer support services.

Adult Crisis line

The state-wide crisis line for adults can be reached at **1-800-809-9957**.

Youth Crisis Lines

There are two crisis lines for youth in the SER (eight across the state). The crisis line for Franklin County is **1-866-791-9222**. The crisis line for all other counties in the region is **1-866-791-9225**.

The following agencies also provide mental health services in the region.

- Volunteer Behavioral Health Care System Crisis Hotline – **1-800-704-2651**
- Fortwood Center 24-Hour Emergency Line – **(423) 634-8995**

Consumer Affairs

The Department of Mental Health and Developmental Disabilities Office of Consumer Affairs can assist with issues related to mental health as well as helping individuals find their way through the system. The number is **1-800-560-5767**.

VI. Spiritual Needs

Faith-based organizations offer a wide variety of support resources for physical, emotional, and spiritual needs. Local faith-based organizations should be contacted to inquire about available services. Information for some faith-based organizations can be found in the county annexes.

VII. Financial Needs

In the absence of a declared state of emergency, the ability of the state or federal governments to provide financial compensation to affected individuals or to relax late payment penalties for utilities or other essential services is not known at this time. For that reason, persons in need of economic assistance will have to turn to local volunteer relief organizations.

VIII. Child and Elder Care

In some cases, housing and care will be required for several days or weeks for the children or elderly dependents of ill individuals where family or friends are not available to care for them. Placement can be difficult if the dependents are exposed and must be monitored for signs of disease. Daycares licensed to provide services to thirteen or more children may be closed by Public Health mandate.

Individuals, families, businesses, and organizations may use the following suggestions to assist in the planning efforts.

- 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.
- Buddy checks or neighbors checking on neighbors may also help persons plan when children are at home without parents or elderly are homebound.
- Local faith-based communities may also develop response plans and provide care for children or the elderly in the event of a pandemic.

Southeast Tennessee Region Pandemic Influenza Response Plan

March 2007

County Annexes

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Southeast Tennessee Region Pandemic Influenza Response Plan Draft Annex I – Bledsoe County Concept of Operations

Bledsoe County Support Agencies

Support Agency	Phone	Responsibility
Bledsoe Co. Emergency Management Agency	(423) 280-3837	Coordinate emergency management activities for Bledsoe County
Tennessee Emergency Management Agency East Region Office	(800) 533-7343	Coordinate emergency management activities for the Tennessee
Office of Homeland Security East Tennessee Regional Office	(423) 318-2566	Coordinate Homeland Security activities within the county and region
Law Enforcement a. Bledsoe Co. Sheriff's Dept. b. Pikeville Police Dept.	a. (423) 447-2197 b. (423) 447-2585	Maintain law and order
Fire Departments Pikeville Fire Dept.	(423) 447-6222	Provide fire suppression, hazardous materials management
Emergency Medical Services Bledsoe County EMS	(423) 447-2197	Provide emergency medical services
County/City Mayors a. Bledsoe County Mayor b. Pikeville City Hall	a. (423) 447-6855 b. (423) 447-2919	Manage county and city governments
Dept. of Education Bledsoe Co. Dept. of Education	(423) 447-2914	Provide educational services throughout the county
Media a. WUAT AM b. The Bledsonian Banner	a. (423) 447-7309 b. (423) 447-2996	Assist response efforts by providing information from response agencies to the public
Human Services Bledsoe Co. Dept. of Human Services	(423) 447-2147	Provide family assistance; assist in mass care shelters
Business Bledsoe Co. Chamber of Commerce	(423) 447-2791	Provide support to employers in the county

Section 1: Continuity of Operations

The Bledsoe County Health Department will follow guidelines for continuity of operations provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 2: Disease Surveillance

The Bledsoe County Health Department will follow guidelines for disease surveillance provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 3: Laboratory Diagnostics

The Bledsoe County Health Department will follow guidelines for laboratory diagnostics provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 4: Healthcare Planning

Healthcare facilities in Bledsoe County should refer to the pandemic influenza response plans of the Southeast Tennessee Region (Section 4) and the State of Tennessee Department of Health (Section 4) for planning guidance.

Licensed healthcare facilities in Bledsoe County are listed below.

Hospital

Erlanger Bledsoe Hospital

Phone

(423) 778-3366

Home Health Care Agencies

Careall Home Care Services

Amedisys Home Health

Phone

(931) 474-2273

(423) 447-6841

Nursing Homes

Bledsoe County Nursing Home

Erlanger Bledsoe Hospital-Skilled Nursing

Phone

(423) 447-6811

(423) 447-2112

Primary Care

Bledsoe County Primary Care

Pikeville Clinic

Phone

(423) 447-6287

(423) 447-6843

Section 5: Vaccine Distribution and Use

If vaccine becomes available for those other than direct patient care providers in hospital settings and top 10% of non-patient care personnel responsible for critical hospital operations, distribution locations will be established in Bradley, Marion, and McMinn counties. Guidelines for vaccine distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan will be followed.

The Bledsoe County Health Department will follow guidelines for vaccine distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 6: Antiviral Drug Distribution and Use

The Bledsoe County Health Department will follow guidelines for antiviral drug distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 7: Community Interventions

The Bledsoe County Health Department will follow guidelines for social distancing and case management provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

The following agencies and organizations in Bledsoe County may be especially impacted by such measures.

Licensed Child Care Facilities (13+ capacity)

	<u>Phone</u>
Creative Steps	(423) 447-3541
Little Angels Day Care	(423) 881-3283
Little Rascals (day care)	(423) 447-8443
Bledsoe Co. Child and Family Center	(423) 447-2459
Cecil B. Rigsby Preschool	(423) 447-6720
Bledsoe Co. Head Start	(423) 447-2459
M.V. Wheeler Preschool	(423) 881-3394
Pikeville Elementary Preschool	(423) 447-2457
Telamon-Summer City Migrant Head Start	(423) 447-3228

Transportation Services

	<u>Phone</u>
Southeast Tennessee Human Resources Agency (SETHRA)	(423) 447-2444

At-Risk Populations

	<u>Phone</u>
Bledsoe County Sheriff’s Dept.	(423) 447-2197
Bledsoe County Adult Protective Services	(423) 447-2193
Bledsoe County Dept. of Children’s Services	(423) 447-6137
Volunteer Behavioral Health Care System	(888) 756-2740
Taft Youth Center	(423) 881-3201
Southeastern Tennessee State Regional Correctional Facility	(423) 881-3251

Private Schools

	<u>Phone</u>
Pikeville SDA School	(423) 447-3026

Section 8: Public Health Communications

The Bledsoe County Health Department will follow Public Health communications guidelines provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 9: Workforce and Social Support

The agencies and organizations listed on the following page provide social support services in Bledsoe County. Agencies and organizations in other counties may also serve residents of Bledsoe County. Section 9 of the Southeast Tennessee Region Pandemic Influenza Response Plan also contains agencies and organizations that provide workforce social support services. Available services may be affected during pandemic waves.

Bledsoe County Workforce and Social Support Resource List

Bledsoe County Department of Human Services (423) 447-2193

*Specific services are listed in the categories below.

Health

Bledsoe Erlanger Hospital (423) 447-2112
Bledsoe Primary Care (423) 447-6287
Pikeville Clinic (423) 447-6843
Medicaid/TennCare* (423) 447-2193

Food

Food Stamp Program* (423) 447-2193
First Southern Baptist Food Bank (423) 447-2849

Financial

Families First* (423) 447-2193
(Provides time-limited cash benefits to eligible recipients as well as other services.)

Mental/Emotional

Volunteer Behavioral Health Care (423) 570-0077

Utilities

Sequatchie Valley Electric Cares (423) 949-2198

Public Transportation

Southeast Tennessee Human Resource Agency (423) 338-2335

Faith-Based Organizations

The Ministry Center (423) 533-2738
Kingdom Hall (423) 949-2765 or (423) 447-7077

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Southeast Tennessee Region Pandemic Influenza Response Plan Draft Annex II – Bradley County Concept of Operations

Bradley County Support Agencies

Support Agency	Phone	Responsibility
Bradley Co. Emergency Management Agency	(423) 728-7289	Coordinate emergency management activities for Bradley County
Tennessee Emergency Management Agency East Region Office	(800) 533-7343	Coordinate emergency management activities for the Tennessee
Office of Homeland Security East Tennessee Regional Office	(423) 318-2566	Coordinate Homeland Security activities within the county and region
Law Enforcement a. Bradley Co. Sheriff’s Dept. b. Cleveland Police Dept.	a. (423) 728-7300 b. (423) 559-3311	Maintain law and order
Fire Departments a. Bradley Co. Fire Dept. b. Cleveland Fire Dept.	a. (423) 472-2181 b. (423) 476-6713	Provide fire suppression, hazardous materials management
Emergency Medical Services Bradley County EMS	(423) 728-7010	Provide emergency medical services
County/City Mayors a. Bradley County Mayor b. Cleveland City Hall	a. (423) 728-7141 b. (423) 476-8931	Manage county and city governments
Boards of Education a. Bradley Co. Dept. of Education b. Cleveland City Schools	a. (423) 476-0620 b. (423) 472-9571	Provide educational services throughout the county
Media Cleveland Daily Banner	(423) 472-5041	Assist response efforts by providing information from response agencies to the public
Human Services Bradley Co. Dept. of Human Services	(423) 478-0300	Provide family assistance; assist in mass care shelters
Business Bradley Co. Chamber of Commerce	(423) 472-6587	Provide support to employers in the county

Section 1: Continuity of Operations

The Bradley County Health Department will follow guidelines for continuity of operations provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 2: Disease Surveillance

The Bradley County Health Department will follow guidelines for disease surveillance provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 3: Laboratory Diagnostics

The Bradley County Health Department will follow guidelines for laboratory diagnostics provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 4: Healthcare Planning

Healthcare facilities in Bradley County should refer to the pandemic influenza response plans of the Southeast Tennessee Region (Section 4) and the State of Tennessee Department of Health (Section 4) for planning guidance.

Licensed healthcare facilities in Bradley County are listed below.

Hospitals

Skyridge Medical Center
Skyridge West Medical Center

Phone

(423) 559-6034
(423) 339-4116

Home Health Agencies

Skyridge Home Health
Guardian Home Care, LLC
Home Health Care of East Tennessee
Life Care at Home of East Tennessee
Memorial Hospital Home Health

Phone

(423) 559-6000
(423) 870-9971
(423) 479-4581
(423) 478-8023
(423) 745-2461

Dialysis Center

Bradley Dialysis Clinic

Phone

(423) 476-6166

Assisted Living Facilities

Garden Plaza of Cleveland
Morning Side of Cleveland
Gardens at Wellington Place
Wellington Place

Phone

(423) 479-4447
(423) 614-5424
(423) 473-7300
(423) 479-8899

Hospice

Skyridge Hospice
Home Health Care of East Tennessee Hospice

Phone

(423) 559-6000
(423) 479-4581

Nursing Homes

Bradley Healthcare & Rehab Center
Cleveland Care & Rehab Center
Lifecare Center

Phone

(423) 472-7116
(423) 476-4444
(423) 476-3254

Section 5: Vaccine Distribution and Use

If vaccine becomes available for those other than direct patient care providers in hospital settings and top 10% of non-patient care personnel responsible for critical hospital operations, distribution locations will be established in Bradley, Marion, and McMinn counties. Guidelines for vaccine distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan will be followed.

Section 6: Antiviral Drug Distribution and Use

The Bradley County Health Department will follow guidelines for antiviral drug distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 7: Community Interventions

The Bradley County Health Department will follow guidelines for social distancing and case management provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

The following agencies and organizations in Bradley County may be especially impacted by such measures.

Licensed Child Care Facility (13+ capacity)

Alice's Wonderland
Donna's Busy Bees
Jerri's Day Care Home
Lisa's Lilly Pad
Tot Spot
Alice's Wonderland II
Arnold Memorial School
Arnold Pre-K/Head Start
Blythe Tower Elementary, CLC
Blythe-Bower Pre-K/Head Start
Cleveland Middle School, CLC
Cuddle Bugs Learning Center
Donald P. Yates Primary School, ESP
Durkee Road Pre-school & Day Care
E. L. Ross Elementary, ESP
East Cleveland Early Childhood Center
First Baptist Weekday Ministry

Phone

(423) 559-9012
(423) 476-2640
(423) 479-5389
(423) 472-4505
(423) 472-8790
(423) 339-8922
(423) 504-6325
(423) 472-2241
(423) 504-6329
(423) 479-5121
(423) 504-6338
(423) 478-1354
(423) 504-6378
(423) 472-4384
(423) 504-6371
(423) 478-3727
(423) 472-5001

First United Methodist Center Development Center	(423) 478-1426
George R. Stuart Elementary	(423) 504-6374
Black Fox Head Start	(423) 479-4210
East Cleveland Head Start	(423) 473-0405
Charleston Head Start	(423) 336-8484
Hopewell Pre-K/Head Start	(423) 478-8802
Korner Kampus I	(423) 339-0408
Korner Kampuss II	(423) 476-5531
La Petite Academy	(423) 479-4060
Little Lamb After School Program	(423) 614-4449
Little Lambs Child Care	(423) 473-8005
Mayfield Elementary School, CLC	(423) 504-6382
Miss Maranda’s Playmates	(423) 614-3441
Miss Peaches Sunny Day Care	(423) 559-8360
Ms. Carol’s Playschool	(423) 559-2608
North Cleveland Baptist Child Dev.	(423) 472-4172
Oak Grove Pre-K/Head Start	(423) 478-8812
Prospect Pre-K/Head Start	(423) 478-8816
Shenandoah Baptist Academy Preschool	(423) 339-0992
St. Therese Preschool	(423) 476-8123
Stuart Pre-K/Head Start	(423) 476-8246
Sweet Pea’s Day Care & Learning Center	(423) 476-0077
Tennessee Christian Academy	(423) 472-0865
United Christian	(423) 478-2500
Valley View Pre-K/Head Start	(423) 472-7707
Village Preschool	(423) 479-5121
Waterville Pre-K/Head Start	(423) 478-8827
Wesley Memorial United Methodist Preschool	(423) 472-9578
Westwood Baptist Day School	(423) 476-2653
Yates Pre-K/Head Start	(423) 479-1723

Institutes of Higher Learning

Cleveland State Community College	(423) 472-7141
Lee University	(423) 614-8000
Church of God Theological Seminary	(423) 478-1131

Private Schools

Bownam Hills SDA School	(423) 476-6014
Cleveland Christian School	(423) 476-2642
Harvest Christian Academy	(423) 339-1112
Shenandoah Baptist Academy	(423) 339-0992
Tennessee Christian Academy	(423) 559-8939
United Christian Academy	(423) 478-2500
Vanguard Christian Academy	(423) 559-1335
Bachman Academy	(423) 479-4523

Transportation Services

Southeast Tennessee Human Resource Agency (SETHRA)

Phone

(423) 478-3053

At-Risk Populations

Bradley County Sheriff’s Dept.

Phone

(423) 728-7300

Bradley County Juvenile Detention Center

(423) 728-7081

Bradley/Cleveland Developmental Service

(423) 479-8606

Bradley County Adult Protective Services

(423) 478-0300

Volunteer Behavioral Health Care System

(888) 756-2740

Section 8: Public Health Communications

The Bradley County Health Department will follow Public Health communications guidelines provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 9: Workforce and Social Support

The agencies and organizations listed on the following pages provide social support services in Bradley County. Agencies and organizations in other counties may also serve residents of Bradley County. Section 9 of the Southeast Tennessee Region Pandemic Influenza Response Plan also contains agencies and organizations that provide workforce social support services. Available services may be affected during pandemic waves.

Bradley County Social Support Resource List

Bradley County Department of Human Services (423) 478-0300

*Specific services are listed in the categories below.

Health Care

Skyridge Medical Center ER	(423) 559-6183
• Prenatal classes	(423) 559-6123
• Women’s Center	(423) 559-6171
Skyridge West Medical Center ER	(423) 339-4131
Good Samaritan Clinic	(423) 478-7469
Medicaid/TennCare*	(423) 478-0300

Food

Food Stamp Program*	(423) 478-0300
First Baptist Church of Cleveland Food Bank	(423) 479-8575
Feed the People	(423) 476-5526
Food Commodities Distribution	(423) 472-2636
The Caring Place	(423) 472-4414
Westwood Baptist Church	(423) 472-1534
Bradley Community Services	(423) 728-7020
Enrichment House	(423) 614-3111
Faith Memorial Outreach	(423) 476-6281
Storehouse for the Needy	(423) 476-6281

Financial

Families First*	(423) 478-0300
(Provides time-limited cash benefits to eligible recipients as well as other services.)	

Mental/Emotional

Hiwassee Mental Health	(423) 479-5454
Help Line of Cleveland	(423) 479-9666
Cleveland Family Counseling	(423) 479-9652

Utilities

Heating Assistance Program	(423) 479-4111
Volunteer Energy Cooperative – Georgetown	(423) 334-1020
American Red Cross	(423) 472-1595

Public Transportation

Southeast Tennessee Human Resources Agency	(423) 338-2335
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Faith-Based Organizations

Church of God of Prophecy International Offices	(423) 559-5100
Church of God International Offices	(423) 472-3361

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Annex II – Bradley County Concept of Operations

Rock of Ages Prison Ministry
Shoreshim Ministries

(423) 479-3243
(423) 559-1177

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Southeast Tennessee Region Pandemic Influenza Response Plan Draft Annex III – Franklin County Concept of Operations

Franklin County Support Agencies

Support Agency	Contact number	Responsibility
Franklin Co. Emergency Management Agency	(931) 967-4532	Coordinate emergency management activities for Franklin County
Tennessee Emergency Management Agency Middle Region Office	(615) 741-0495	Coordinate emergency management activities for the Tennessee
Office of Homeland Security Middle Tennessee Regional Office	(931) 840-4136	Coordinate Homeland Security activities within the county and region
Law Enforcement a. Franklin Co. Sheriff’s Dept. b. Cowan Police Dept. c. Decherd Police Dept. d. Estill Springs Police Dept. e. Huntland Police Dept. f. Sewanee Police Dept. g. Winchester Police Dept.	a. (931) 962-0123 b. (931) 962-0110 c. (931) 962-1675 d. (931) 649-2233 e. (931) 469-7702 f. (931) 598-1111 g. (931) 967-3840	Maintain law and order
Fire Departments Winchester Fire Dept.	(931) 967-2267	Provide fire suppression, hazardous materials management
Emergency Medical Services Rural Metro	(931) 967-2331	Provide emergency medical services
County/City Mayors a. Franklin County Mayor b. Cowan City Hall c. Decherd City Hall d. Estill Springs City Hall e. Huntland City Hall f. Winchester City Hall	a. (931) 967-2905 b. (931) 967-7318 c. (931) 967-5181 d. (931) 649-5188 e. (931) 469-0283 f. (931) 967-2532	Manage county and city governments
Boards of Education Franklin Co. Dept. of Education	(931) 967-0626	Provide educational services throughout the county
Media a. WCDT AM b. WXYX AM c. WFTZ FM d. The Cumberland View e. The Herald Chronicle	a. (931) 967-2201 b. (931) 967-7471 c. (931) 728-3458 d. (931) 924-3040 e. (931) 967-2272	Assist response efforts by providing information from response agencies to the public
Human Services Franklin Co. Dept. of Human Services	(931) 962-1150	Provide family assistance; assist in mass care shelters

Business Franklin Co. Chamber of Commerce	(931) 967-6788	Provide support to employers in the county
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Section 1: Continuity of Operations

The Franklin County Health Department will follow guidelines for continuity of operations provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 2: Disease Surveillance

The Franklin County Health Department will follow guidelines for disease surveillance provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 3: Laboratory Diagnostics

The Franklin County Health Department will follow guidelines for laboratory diagnostics provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 4: Healthcare Planning

Healthcare facilities in Franklin County should refer to the pandemic influenza response plans of the Southeast Tennessee Region (Section 4) and the State of Tennessee Department of Health (Section 4) for planning guidance.

Licensed healthcare facilities in Franklin County are listed below.

Hospitals

Southern Tennessee Medical Center
Emerald-Hodgson Hospital

Phone

(931) 967-8200
(931) 598-5691

Assisted Living

Southern Living Center
The Heart Remembers, Inc.
Bailey Manor

Phone

(931) 967-9765
(931) 680-4486
(931) 967-2772

Home Health Care Agencies

Caresouth of Tennessee
Amedisys Home Health

Phone

(931) 967-0633
(931) 962-4663

Homes for the Aged

Country Haven
Laurel Oaks
Lakeside Manor, LLC

Phone

(931) 968-0700
(931) 967-9567
(931) 962-3133

Nursing Homes

Golden Living Center – Mountain View
Southern TN Medical Center-Skilled Nursing
Sunbridge Care & Rehab

Phone

(931) 967-7082
(931) 967-8249
(931) 967-0200

Dialysis Center
Renal Care Group

Phone
(931) 962-1356

Section 5: Vaccine Distribution and Use

If vaccine becomes available for those other than direct patient care providers in hospital settings and top 10% of non-patient care personnel responsible for critical hospital operations, distribution locations will be established in Bradley, Marion, and McMinn counties. Guidelines for vaccine distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan will be followed.

Section 6: Antiviral Drug Distribution and Use

The Franklin County Health Department will follow guidelines for antiviral drug distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 7: Community Interventions

The Franklin County Health Department will follow guidelines for social distancing and case management provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

The following agencies and organizations in Franklin County may be especially impacted by such measures.

Licensed Child Care Facilities (13+ capacity)

	<u>Phone</u>
Bugs Corner	(931) 461-1136
Busy Bee Day Care	(931) 967-0035
Friends Day Care	(931) 967-2823
Kiddieland	(931) 967-9004
Kids Are Us Day Care	(931) 469-7872
Kids' Korner	(931) 962-2372
Kids' World	(931) 962-0219
Kidz First II	(931) 968-6391
Ms. Annie's Place	(931) 649-7210
Precious Little Angels Day Care	(931) 967-9221
Tiggerland Day Care I	(931) 469-0727
Tiggerland Day Care II	(931) 469-0727
Broadview School ESP	(931) 968-4953
Clark Memorial Preschool	(931) 967-0071
Clark Memorial School ESP	(931) 967-2407
Cowan Preschool	(931) 967-9599
Decherd Elementary School ESP	(931) 967-1020
Franklin County Day Care	(931) 967-0179
Huntland Preschool	(931) 469-7028

Kidz Galore	(931) 968-0806
North Lake Elementary ESP	(931) 455-7320
North Lake Preschool	(931) 455-8293
Oak Grove Head Start	(931) 967-9264
Rock Creek Extended School Program	(931) 649-5002
Sewanee Children’s Center	(931) 598-5928
Sewanee Extended School Program	(931) 598-5951
Sewanee Head Start	(931) 598-5978
University of the South Child Care	(931) 598-1699
Winchester Head Start	(931) 967-1543

Private Schools

St. Andrews Sewanee School	(931) 598-5651
School of the Good Shepherd	(931) 967-5673
Tullahoma SDA School	(931) 455-1924

Institutes of Higher Learning

University of the South (Sewanee)	(931) 598-1000
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Transportation Services

Franklin County Rural Public Transportation	(931) 967-0741
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At-Risk Populations

Franklin County Sheriff’s Dept.	(931) 962-0123
Franklin County Adult Protective Services	(888) 227-8366
Franklin County Dept. of Children’s Services	(931) 962-1156
Volunteer Behavioral Health Care System	(888) 756-2740

Section 8: Public Health Communications

The Franklin County Health Department will follow Public Health communications guidelines provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 9: Workforce and Social Support

The agencies and organizations listed on the following page provide social support services in Franklin County. Agencies and organizations in other counties may also serve residents of Franklin County. Section 9 of the Southeast Tennessee Region Pandemic Influenza Response Plan also contains agencies and organizations that provide workforce social support services. Available services may be affected during pandemic waves.

Franklin County Social Support Resource List

Franklin County Department of Human Services (931) 962-1150

*Specific services listed in the categories below.

Health

Winchester Pediatrics	(931) 962-0672
Sewanee Pediatrics	(931) 598-9761
Southern Tennessee Medical Center	(931) 967-8200
• Southern TN Skilled Center	(931) 967-8249
• The Women’s Center	(931) 967-8342
• The Child Birth Center	(931) 962-4453
• The Rehab Center	(931) 962-9947
• Inpatient Acute Rehab Center	(931) 967-8393
• Community Programs	(931) 967-8165
• Senior Advantage Program	(931) 967-8333
Emerald Hodgson Hospital	(931) 598-5691
• Urgent Care	(931) 967-1514
Medicaid/TennCare*	(931) 962-1150

Food

Food Stamp Program*	(931) 962-1150
South Central Human Resource Agency	(931) 967-1438

Financial

Families First*	(931) 962-1150
(Provides time-limited cash benefits to eligible recipients as well as other services.)	

Mental/Emotional

Centerstone Mental Health Center	(931) 649-3408
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Utilities

Elk River Public Utility District	(931) 455-9311
South Central Human Resource Agency	(931) 967-1438

Public Transportation

Franklin County Rural Public Transportation	(931) 967-0741
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Faith-Based Organizations

Cowan Ministerial Association	(931) 967-7431
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Southeast Tennessee Region Pandemic Influenza Response Plan Draft Annex IV – Grundy County Concept of Operations

Grundy County Support Agencies

Support Agency	Phone	Responsibility
Grundy Co. Emergency Management Agency	(931) 592-2252	Coordinate emergency management activities for Grundy County
Tennessee Emergency Management Agency Middle Region Office	(615) 741-0495	Coordinate emergency management activities for the Tennessee
Office of Homeland Security East Tennessee Regional Office	(423) 318-2566	Coordinate Homeland Security activities within the county and region
Law Enforcement a. Grundy Co. Sheriff’s Dept. b. Monteagle Police Dept. c. Tracy City Police Dept.	a. (931) 692-3466 b. (931) 924-2077 c. (931) 592-0277	Maintain law and order
Fire Departments a. Altamont Fire Dept. b. Beersheba Springs Rescue Squad c. Coalmont Fire Dept. d. Gruetli-Laager Fire Dept. e. Palmer Fire Dept. f. Monteagle Fire Dept. g. Tracy City Fire Dept.	a. (931) 692-2737 b. (931) 692-3508 c. (931) 592-9370 d. (931) 779-3249 e. (931) 779-3249 f. (931) 924-2077 g. (931) 592-3473	Provide fire suppression, hazardous materials management
Emergency Medical Services Grundy County EMS, Inc.	(931) 592-2252	Provide emergency medical services
County/City Mayor a. Grundy County Mayor b. Coalmont City Hall c. Gruetli-Laager City Hall d. Monteagle City Hall e. Palmer City Hall f. Tracy City City Hall	a. (931) 692-7318 b. (931) 592-9373 c. (931) 779-5147 d. (931) 924-2265 e. (931) 779-3247 f. (931) 592-6213	Manage county and city governments
Boards of Education Grundy Co. Dept. of Education	(931) 692-3467	Provide educational services throughout the county
Media a. WSGM FM b. The Grundy County Herald	a. (931) 592-7777 b. (931) 592-2781	Assist response efforts by providing information from response agencies to the public
Human Services Grundy Co. Dept. of Human Services	(931) 592-9231	Provide family assistance; assist in mass care shelters

Business Grundy Co. Chamber of Commerce	(931) 779-4050	Provide support to employers in the county
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Section 1: Continuity of Operations

The Grundy County Health Department will follow guidelines for continuity of operations provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 2: Disease Surveillance

The Grundy County Health Department will follow guidelines for disease surveillance provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 3: Laboratory Diagnostics

The Grundy County Health Department will follow guidelines for laboratory diagnostics provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 4: Healthcare Planning

Healthcare facilities in Grundy County should refer to the pandemic influenza response plans of the Southeast Tennessee Region (Section 4) and the State of Tennessee Department of Health (Section 4) for planning guidance.

Licensed healthcare facilities in Grundy County are listed below.

Home for the Aged

Haven of Rest 1 & 2

Phone

(931) 592-9621

Psychiatric and Geriatric Unit

The Bridge at Monteagle

Phone

(931) 924-2041

Home Health Care Agencies

Home Health Care of East Tennessee
Caresouth Home Health Agency

Phone

(931) 592-4200

(931) 967-0633

Section 5: Vaccine Distribution and Use

If vaccine becomes available for those other than direct patient care providers in hospital settings and top 10% of non-patient care personnel responsible for critical hospital operations, distribution locations will be established in Bradley, Marion, and McMinn counties. Guidelines for vaccine distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan will be followed.

Section 6: Antiviral Drug Distribution and Use

The Grundy County Health Department will follow guidelines for antiviral drug distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 7: Community Interventions

The Grundy County Health Department will follow guidelines for social distancing and case management provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

The following agencies and organizations in Grundy County may be especially impacted by such measures.

Licensed Child Care Facilities (13+ capacity)

	<u>Phone</u>
Kids Come First Day Care	(931) 592-5437
Mama Pat’s Day Care	(931) 924-3423
Sweet Dreams Day Care	(931) 779-5437
Tender Hearts Day Care	(931) 779-4000
Coalmont Leaps	(931) 592-9453
Tracy City Head Start	(931) 592-2311
Kindle Preschool	(931) 779-3383
Kindle Preschool at Swiss Mem. Elem.	(931) 779-3129
Kindle Preschool at TCE	(931) 592-5755
Little Jacket’s Childcare	(931) 692-5225
North Grundy County Head Start	(931) 692-3079
Tracy City Elementary SOAR-LEAPS	(931) 592-5741

Private Schools

	<u>Phone</u>
Cumberland Heights SDA School	(931) 692-3982

Transportation Services

	<u>Phone</u>
Southeast Tennessee Human Resources Agency (SETHRA)	(931) 592-8260

At-Risk Populations

	<u>Phone</u>
Grundy County Sheriff’s Dept.	(931) 692-3466
Grundy County Dept. of Children’s Services	(931) 592-9235
Grundy County Adult Protective Services	(931) 592-9231
Volunteer Behavioral Health Care System	(888) 756-2740

Section 8: Public Health Communications

The Grundy County Health Department will follow Public Health communications guidelines provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 9: Workforce and Social Support

The agencies and organizations listed on the following page provide social support services in Grundy County. Agencies and organizations in other counties may also serve

residents of Grundy County. Section 9 of the Southeast Tennessee Region Pandemic Influenza Response Plan also contains agencies and organizations that provide workforce social support services. Available services may be affected during pandemic waves.

Grundy County Social Support Resource List

Grundy County Department of Human Services (931) 592-9231

*Specific services listed in the categories below.

Health

Grundy County Primary Care (931) 779-4002
Monteagle Internal Medicine (931) 924-4045
Tracy Clinic (931) 592-4242
Medicaid/TennCare* (931) 592-9231

Food

Food Stamp Program* (931) 592-9231
Grundy County Food Bank (931) 592-3631
Meals on Wheels (931) 592-9628
Union Gospel Mission (423) 752-4998

Financial

Families First* (931) 592-9231
(Provides time-limited cash benefits to eligible recipients as well as other services.)

Mental/Emotional

Volunteer Behavioral Healthcare 1-800-281-4943 (Crisis Line)
Mountain Valley Mental Health Center (931) 942-3961

Utilities

Sequatchie Valley Electric Cares (423) 949-2198

Public Transportation

Southeast Tennessee Human Resource Agency (423) 338-2335

Faith-Based Organizations

Marion County Ministries (423) 942-9556
Dunlap Ministerial Association (423) 949-2441

Southeast Tennessee Region Pandemic Influenza Response Plan Draft Annex V – McMinn County Concept of Operations

McMinn County Support Agencies

Support Agency	Phone	Responsibility
McMinn Co. Emergency Management Agency	(423) 744-5256	Coordinate emergency management activities for McMinn County
Tennessee Emergency Management Agency East Region Office	(800) 533-7343	Coordinate emergency management activities for the Tennessee
Office of Homeland Security East Tennessee Regional Office	(423) 318-2566	Coordinate Homeland Security activities within the county and region
Law Enforcement a. McMinn Co. Sheriff’s Dept. b. Athens Police Dept. c. Calhoun Police Dept. d. Englewood Police Dept. e. Etowah Police Dept. f. Niota Police Dept.	a. (423) 745-5622 b. (423) 744-2730 c. (423) 336-3930 d. (423) 887-6801 e. (423) 263-7088 f. (423) 568-2530	Maintain law and order
Fire Departments McMinn Co. Rescue Squad	(423) 745-6666	Provide fire suppression, hazardous materials management
Emergency Medical Services a. McMinn County EMS b. Med Trans	a. (423) 744-3336 b. (423) 745-3132	Provide emergency medical services
County/City Mayors a. Marion County Mayor b. Athens City Hall c. Calhoun City Hall d. Englewood City Hall e. Etowah City Hall f. Niota City Hall	a. (423) 745-7634 b. (423) 744-2702 c. (423) 336-2348 d. (423) 887-7224 e. (423) 263-2202 f. (423) 568-2584	Manage county and city governments
Boards of Education a. McMinn Co. Dept. of Education b. Athens City Schools	a. (423) 745-1612 b. (423) 745-5111	Provide educational services throughout the county
Media a. WJSQ FM/WLAR AM b. WYXI AM c. The Daily Post-Athenian	a. (423) 745-1000 b. (423) 745-1390 c. (423) 745-5664	Assist response efforts by providing information from response agencies to the public
Human Services McMinn Co. Dept. of Human Services	(423) 744-2800	Provide family assistance; assist in mass care shelters

Business McMinn Co. Economic Development Authority	(423) 745-1506	Provide support to employers in the county
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Section 1: Continuity of Operations

The McMinn County Health Department will follow guidelines for continuity of operations provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 2: Disease Surveillance

The McMinn County Health Department will follow guidelines for disease surveillance provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 3: Laboratory Diagnostics

The McMinn County Health Department will follow guidelines for laboratory diagnostics provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 4: Healthcare Planning

Healthcare facilities in McMinn County should refer to the pandemic influenza response plans of the Southeast Tennessee Region (Section 4) and the State of Tennessee Department of Health (Section 4) for planning guidance.

Licensed healthcare facilities in McMinn County are listed below.

Hospitals

Athens Regional Medical Center
Woods Memorial Hospital

Phone

(423) 745-1411
(423) 263-3600

Home Health Care Agencies

Woods Memorial Home Health
Amedisys Home Health
Guardian Home Care, LLC
Home Care Solutions
NHC Homecare

Phone

(423) 263-3600
(423) 744-8404
(888) 473-8886
(423) 745-4800
(423) 745-0434

Assisted Care Living Facilities

Morning Pointe of Athens
Wellington Place of Athens
LifeCare Center of Athens
NHC Healthcare of Athens

Phone

(423) 745-0608
(423) 744-7272
(423) 745-8181
(423) 745-4246

Nursing Homes

McMinn Memorial Nursing Home
Etowah Health Care Center

Phone

(423) 263-3600
(423) 263-1138

Home for the Aged

Willow Acres

Phone

(423) 336-1677

Dialysis Centers

BMA Athens (dialysis)
 Woods Memorial Regional Dialysis Center

Phone

(423) 507-9712
 (423) 263-3666

Ambulatory Surgery Center

The Surgery Center of Athens

Phone

(423) 649-3300

Hospice

Adventa Hospice
 Caris Healthcare

Phone

(423) 507-8755
 (423) 745-4246

Section 5: Vaccine Distribution and Use

If vaccine becomes available for those other than direct patient care providers in hospital settings and top 10% of non-patient care personnel responsible for critical hospital operations, distribution locations will be established in Bradley, Marion, and McMinn counties. Guidelines for vaccine distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan will be followed.

Section 6: Antiviral Drug Distribution and Use

The McMinn County Health Department will follow guidelines for antiviral drug distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 7: Community Interventions

The McMinn County Health Department will follow guidelines for social distancing and case management provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

The following agencies and organizations in McMinn County may be especially impacted by such measures.

Licensed Child Care Facilities (13+ capacity)

Fairview Christian Academy
 Bright Beginnings
 Calhoun Elementary Pre-K
 Christ Academy
 Christian Children’s Center
 Englewood Elementary Pre-K
 Etowah City Pre-K
 First Baptist Preschool
 Four Star Academy
 Athens Head Start
 Calhoun Head Start

Phone

(423) 745-3242
 (423) 745-5437
 (423) 336-2974
 (423) 744-0566
 (423) 263-3470
 (423) 887-5260
 (423) 263-5483
 (423) 745-5441
 (423) 745-0912
 (423) 479-9339
 (423) 336-1049

E.K. Baker Head Start	(423) 479-4210
Englewood Head Start	(423) 479-9339
Mountain View Head Start	(423) 479-4210
Niota Head Start	(423) 479-4210
Keith Memorial Child Care Center	(423) 745-2612
Restoration Preschool	(423) 744-7701
Rogers Creek Elementary Pre-K	(423) 745-2123
Signal Centers, Inc.	(423) 745-4673

Private Schools

Athens Pentecostal Christian School	(423) 744-7186
Fairview Christian Academy	(423) 745-6781
Liberty Christian	(423) 745-9248
Advent Home Junior Academy	(423) 336-5052

Institutes of Higher Learning

Tennessee Wesleyan College	(423) 745-7504
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At-Risk Populations

McMinn County Sheriff’s Dept.	(423) 745-5622
McMinn County Adult Protective Services	(423) 744-2800
McMinn County Dept. of Children’s Services	(423) 744-2804
Volunteer Behavioral Health Care System	(888) 756-2740

Section 8: Public Health Communications

The McMinn County Health Department will follow Public Health communications guidelines provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 9: Workforce and Social Support

The agencies and organizations listed on the following page provide social support services in McMinn County. Agencies and organizations in other counties may also serve residents of McMinn County. Section 9 of the Southeast Tennessee Region Pandemic Influenza Response Plan also contains agencies and organizations that provide workforce social support services. Available services may be affected during pandemic waves.

McMinn County Social Support Resource List

McMinn County Department of Human Services (423) 744-2800

*Specific services listed in the categories below.

Health

Athens Regional Hospital	(423) 745-1411
• Diabetes Center	(423) 744-3249
• Emergency Center	(423) 744-3260
• Women’s Center	(423) 744-3390
Athens Women’s Clinic	(423) 745-3394
Athens Family Practice	(423) 744-7585
Good Faith Clinic	(423) 744-7589
Women’s Center of East Tennessee	(423) 507-8067
Woods Memorial Hospital	(423) 263-3600
Medicaid/TennCare*	(423) 744-2800

Food

Food Stamp Program*	(423) 744-2800
Coordinated Charities	(423) 745-2248

Financial

Families First*	(423) 744-2800
(Provides time-limited cash benefits to eligible recipients as well as other services.)	

Mental/Emotional

Family Preservation Counseling	(423) 745-3934
Hiwassee Mental Health Center	(423) 745-8802
Tri-County Center	(423) 745-8902

Utilities

Athens Utility Board	(423) 745-4501
City of Etowah Utilities Dept.	(423) 263-9441

Public Transportation

Southeast Tennessee Human Resource Agency	(423) 745-8095
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Faith-Based Organizations

McMinn-Meigs Association of Baptist	(423) 745-2248
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Southeast Tennessee Region Pandemic Influenza Response Plan Draft Annex VI – Marion County Concept of Operations

Marion County Support Agencies

Support Agency	Phone	Responsibility
Marion Co. Emergency Management Agency	(423) 942-8026	Coordinate emergency management activities for Marion County
Tennessee Emergency Management Agency East Region Office	(800) 533-7343	Coordinate emergency management activities for the Tennessee
Office of Homeland Security East Tennessee Regional Office	(423) 318-2566	Coordinate Homeland Security activities within the county and region
Law Enforcement a. Marion Co. Sheriff’s Dept. b. Kimball Police Dept. c. Jasper Police Dept. d. New Hope Police Dept. e. South Pittsburg Police Dept. f. Whitwell Police Dept.	a. (423) 942-2525 b. (423) 837-7554 c. (423) 942-3805 d. (423) 942-2525 e. (423) 837-6115 f. (423) 658-5151	Maintain law and order
Fire Departments a. Jasper Fire Department b. South Pittsburg City Fire Department c. South Pittsburg Volunteer Fire Dept. d. Whitwell City Fire Department e. Whitwell Mountain Volunteer Fire Dept.	a. (423) 942-3825 b. (423) 837-5000 c. (423) 949-5678 d. (423) 658-5202 e. (423) 658-0301	Provide fire suppression, hazardous materials management
Emergency Medical Services Grandview EMS	(423) 837-3490	Provide emergency medical services
County/City Mayors a. Marion County Mayor b. Kimball City Hall c. Jasper City Hall d. South Pittsburg City Hall e. Whitwell City Hall	a. (423) 942-2552 b. (423) 837-7040 c. (423) 942-3180 d. (423) 837-5000 e. (423) 658-5151	Manage county and city governments
Boards of Education Marion Co. Dept. of Education	(423) 942-3434	Provide educational services throughout the county
Media a. WEPG AM b. TV 2 (Charter Cable, WEPG AM) c. The Jasper Journal d. South Pittsburg Hustler	a. (423) 837-0747 b. (423) 837-0747 c. (423) 942-2433 d. (423) 837-6312	Assist response efforts by providing information from response agencies to the public

Human Services Marion Co. Dept. of Human Services	(423) 942-3481	Provide family assistance; assist in mass care shelters
Business Marion Co. Chamber of Commerce	(423) 942-5103	Provide support to employers in the county

Section 1: Continuity of Operations

The Marion County Health Department will follow guidelines for continuity of operations provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 2: Disease Surveillance

The Marion County Health Department will follow guidelines for disease surveillance provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 3: Laboratory Diagnostics

The Marion County Health Department will follow guidelines for laboratory diagnostics provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 4: Healthcare Planning

Healthcare facilities in Marion County should refer to the pandemic influenza response plans of the Southeast Tennessee Region (Section 4) and the State of Tennessee Department of Health (Section 4) for planning guidance.

Licensed healthcare facilities in Marion County are listed below.

Hospital

Grandview Medical Center

Phone

(423) 837-9500

Home Health Care Agencies

Amedisys Home Health

Phone

(423) 837-5583

Home Health Care of East Tennessee – South Pittsburg

(423) 837-8210

Home Health Care of East Tennessee – Whitwell

(423) 658-2111

Nursing Home

Rivermont Care & Rehab Center

Phone

(423) 837-7981

Walk-In Clinic

Whitwell Medical Center

Phone

(423) 837-9500

Hospice

Adventa Hospice, Inc.

Phone

(423) 837-4151

Assisted Living

Assistacare of Tennessee Valley View at Whitwell

Phone

(423) 658-0100

Section 5: Vaccine Distribution and Use

If vaccine becomes available for those other than direct patient care providers in hospital settings and top 10% of non-patient care personnel responsible for critical hospital operations, distribution locations will be established in Bradley, Marion, and McMinn counties. Guidelines for vaccine distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan will be followed.

Section 6: Antiviral Drug Distribution and Use

The Marion County Health Department will follow guidelines for antiviral drug distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 7: Community Interventions

The Marion County Health Department will follow guidelines for social distancing and case management provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

The following agencies and organizations in Marion County may be especially impacted by such measures.

Licensed Child Care Facilities (13+ capacity)

Phone

Beverly's Christian Day Care	(423) 658-2734
Family First Day Care	(423) 658-2464
Lois's Day Care	(423) 942-5483
Sunny Patch Playschool	(423) 837-7855
Turtle and Frog Preschool	(423) 942-0665
ABC Children's Learning Center	(423) 837-1904
ABC Children's Learning Center II	(423) 942-7100
First Mates Day Care	(423) 837-0323
Griffith Creek Head Start	(423) 658-9457
Hemlock Head Start	(423) 837-1101
Jasper Head Start	(423) 942-9451
Jasper Elementary, ESP	(423) 942-2110
Jasper Elementary Preschool Program	(423) 942-8070
Kid's Bank Learning Center	(424) 837-8212
Monteagle Elementary Title I Preschool	(931) 924-2136
Pumpkin Patch Preschool	(423) 658-0005
South Pittsburg Elementary Pre-K Program	(423) 837-6636
South Pittsburg Elementary ESP	(615) 837-6117
The Learning Center	(423) 942-3317
Whitwell Elementary Title I Preschool	(423) 658-7509
Whitwell Elementary Tiger Tots Day Care	(423) 658-2651
Whitwell Head Start	(423) 658-7544

Private Schools

Valley of Praise Church
Jasper Adventist Christian School
The Learning Center

Phone

(423) 837-1138
(931) 592-8048
(423) 942-3317

Transportation Services

Southeast Tennessee Human Resources Agency (SETHRA)

Phone

(423) 942-5946

At-Risk Populations

Marion County Sheriff’s Dept.
Marion County Adult Protective Services
Marion County Dept. of Children’s Services
Volunteer Behavioral Health Care System

Phone

(423) 942-2525
(423) 942-3481
(423) 942-3485
(888) 756-2740

Section 8: Public Health Communications

The Marion County Health Department will follow Public Health communications guidelines provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 9: Workforce and Social Support

The agencies and organizations listed on the following page provide social support services in Marion County. Agencies and organizations in other counties may also serve residents of Marion County. Section 9 of the Southeast Tennessee Region Pandemic Influenza Response Plan also contains agencies and organizations that provide workforce social support services. Available services may be affected during pandemic waves.

Marion County Social Support Resource List

Marion County Department of Human Services (423) 942-3481

*Specific services listed in the categories below.

Health

Grandview Medical Center (423) 837-9500

Medicaid/TennCare* (423) 942-3481

Food

Food Stamp Program* (423) 942-3481

Marion County Food Bank (423) 942-9556

Kimball Church of Christ (423) 837-8594

Randolph United Methodist Church (423) 837-2852

Cumberland Presbyterian Church (423) 837-6488

Financial

Families First* (423) 942-3481

(Provides time-limited cash benefits to eligible recipients as well as other services.)

Mental/Emotional

Mountain Valley Mental Health (423) 942-3961

Utilities

Sequatchie Valley Electric Cares (423) 949-2198

Public Transportation

Southeast Tennessee Human Resources Agency (423) 338-2335

Faith-Based Organizations

Marion County Ministries (423) 942-9566

Sequatchie Valley Baptist Association (423)658-5491

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Southeast Tennessee Region Pandemic Influenza Response Plan Draft Annex VII – Meigs County Concept of Operations

Meigs County Support Agencies

Support Agency	Phone	Responsibility
Meigs Co. Emergency Management Agency	(423) 334-3211	Coordinate emergency management activities for Meigs County
Tennessee Emergency Management Agency East Region Office	(800) 533-7343	Coordinate emergency management activities for the Tennessee
Office of Homeland Security East Tennessee Regional Office	(423) 318-2566	Coordinate Homeland Security activities within the county and region
Law Enforcement a. Meigs Co. Sheriff’s Dept. b. Decatur Police Dept.	a. (423) 334-5268 b. (423) 334-5716	Maintain law and order
Fire Departments Meigs Co. Fire Dept.	(423) 334-5268	Provide fire suppression, hazardous materials management
Emergency Medical Services Meigs County EMS	(423) 334-3211	Provide emergency medical services
County/City Mayors a. Meigs County Mayor b. Decatur City Hall	a. (423) 334-5850 b. (423) 334-5716	Manage county and city governments
Boards of Education Meigs Co. Dept. of Education	(423) 334-5793	Provide educational services throughout the county
Human Services Meigs Co. Dept. of Human Services	(423) 334-5787	Provide family assistance; assist in mass care shelters
Business Meigs Co. Chamber of Commerce	(423) 334-5496	Provide support to employers in the county

Section 1: Continuity of Operations

The Meigs County Health Department will follow guidelines for continuity of operations provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 2: Disease Surveillance

The Meigs County Health Department will follow guidelines for disease surveillance provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 3: Laboratory Diagnostics

The Meigs County Health Department will follow guidelines for laboratory diagnostics provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 4: Healthcare Planning

Healthcare facilities in Meigs County should refer to the pandemic influenza response plans of the Southeast Tennessee Region (Section 4) and the State of Tennessee Department of Health (Section 4) for planning guidance.

Licensed healthcare facilities in Meigs County are listed below.

Nursing Home

Brookwood Nursing Center

Phone

(423) 334-3002

Section 5: Vaccine Distribution and Use

If vaccine becomes available for those other than direct patient care providers in hospital settings and top 10% of non-patient care personnel responsible for critical hospital operations, distribution locations will be established in Bradley, Marion, and McMinn counties. Guidelines for vaccine distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan will be followed.

Section 6: Antiviral Drug Distribution and Use

The Meigs County Health Department will follow guidelines for antiviral drug distribution and Use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 7: Community Interventions

The Meigs County Health Department will follow guidelines for social distancing and case management provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

The following agencies and organizations in Meigs County may be especially impacted by such measures.

Licensed Child Care Facilities (13+ capacity)

	<u>Phone</u>
Ms. Jean’s Day Care	(423) 334-9077
Early Childhood Spec. Ed. Preschool/Teen Learning	(423) 334-4467
Meigs Head Start North	(423) 479-9339
Meigs Head Start South	(423) 479-4210
Meigs Elementary North	(423) 334-5454
Meigs Elementary South	(423) 334-5444

Private Schools

	<u>Phone</u>
Cedar Ridge SDA School	(423) 961-2424

Transportation Services

	<u>Phone</u>
Southeast Tennessee Human Resource Agency (SETHRA)	(423) 334-3305

At-Risk Populations

	<u>Phone</u>
Meigs County Sheriff’s Dept.	(423) 334-5268
Meigs County Adult Protective Services	(423) 334-5787
Meigs County Dept. of Children’s Services	(423) 334-5787

Section 8: Public Health Communications

The Meigs County Health Department will follow Public Health communications guidelines provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 9: Workforce and Social Support

The agencies and organizations listed on the following page provide social support services in Meigs County. Agencies and organizations in other counties may also serve residents of Meigs County. Section 9 of the Southeast Tennessee Region Pandemic Influenza Response Plan also contains agencies and organizations that provide workforce social support services. Available services may be affected during pandemic waves.

Meigs County Social Support Resource List

Meigs County Department of Human Services (423) 334-5787

*Specific services listed in the categories below

Health

Athens Community Hospital	(423) 745-1411
Skyridge Medical Center ER	(423) 559-6183
Woods Memorial Hospital	(423) 263-3600
Meigs Primary Care Center	(423) 334-4154
Dr. Shane Roberts (Primary Care)	(423) 334-2222
Medicaid/TennCare*	(423) 334-5787

Food

Food Stamp Program*	(423) 334-5787
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Mental/Emotional

Hiwassee Mental Center	
• Athens	(423) 745-8802
• Cleveland	(423) 479-5454

Financial

Families First*	(423) 334-5787
(Provides time-limited cash benefits to eligible recipients as well as other services.)	

Utilities

Sequatchie Valley Electric Cares	(423) 949-2198
Volunteer Energy Cooperative	(423) 334-1020

Public Transportation

Southeast Tennessee Human Resource Agency	(423) 338-2335
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Faith-Based Organizations

Meigs County Ministries	(423) 334-1071
McMinn-Meigs Association of Baptist	(423) 745-2248

Southeast Tennessee Region Pandemic Influenza Response Plan Draft Annex VIII – Polk County Concept of Operations

Polk County Support Agencies

Support Agency	Phone	Responsibility
Polk Co. Emergency Management Agency	(423) 338-4530	Coordinate emergency management activities for Bledsoe County
Tennessee Emergency Management Agency East Region Office	(800) 533-7343	Coordinate emergency management activities for the Tennessee
Office of Homeland Security East Tennessee Regional Office	(423) 318-2566	Coordinate Homeland Security activities within the county and region
Law Enforcement a. Polk Co. Sheriff’s Dept. b. Benton Police Dept. c. Copperhill Police Dept.	a. (423) 496-3301 b. (423) 338-5733 c. (423) 496-5141	Maintain law and order
Fire Departments a. Polk Co. Fire Dept. – East b. Polk Co. Fire Dept. – West	a. (423) 496-3341 b. (423) 338-8215	Provide fire suppression, hazardous materials management
Emergency Medical Services a. Main dispatch b. Benton c. Ducktown	a. (423) 496-3301 b. (423) 338-1530 c. (423) 496-1530	Provide emergency medical services
County/City Mayors a. Polk Co. Mayor b. Benton City Hall c. Copperhill City Hall	a. (423) 338-4527 b. (423) 338-5733 c. (423) 496-5141	Manage county and city governments
Boards of Education Polk Co. Dept. of Education	(423) 338-8935	Provide educational services throughout the county
Human Services Polk Co. Dept. of Human Services	(423) 338-5332	Provide family assistance; assist in mass care shelters
Business Polk Co. Chamber of Commerce	(423) 338-5040	Provide support to employers in the county

Section 1: Continuity of Operations

The Polk County Health Department will follow guidelines for continuity of operations provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 2: Disease Surveillance

The Polk County Health Department will follow guidelines for disease surveillance provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 3: Laboratory Diagnostics

The Polk County Health Department will follow guidelines for laboratory diagnostics provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 4: Healthcare Planning

Healthcare facilities in Polk County should refer to the pandemic influenza response plans of the Southeast Tennessee Region (Section 4) and the State of Tennessee Department of Health (Section 4) for planning guidance.

Licensed healthcare facilities in Polk County are listed below.

Hospital

Copper Basin Medical Center

Phone

(423) 496-5511

Nursing Home

Life Care Center of Copper Basin

Phone

(423) 496-3245

Home Health Care Agencies

Life Care at Home of Tennessee

Home Health Care of East Tennessee

Phone

(423) 496-1626

(423) 338-0501

Section 5: Vaccine Distribution and Use

If vaccine becomes available for those other than direct patient care providers in hospital settings and top 10% of non-patient care personnel responsible for critical hospital operations, distribution locations will be established in Bradley, Marion, and McMinn counties. Guidelines for vaccine distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan will be followed.

Section 6: Antiviral Drug Distribution and Use

The Polk County Health Department will follow guidelines for antiviral drug distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 7: Community Interventions

The Polk County Health Department will follow guidelines for social distancing and case management provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

The following agencies and organizations in Polk County may be especially impacted by such measures.

Licensed Child Care Facility (13+ capacity)

	<u>Phone</u>
All My Children Day Care Center	(423) 496-5343
Angel Wings Daycare	(423) 338-8809
Benton Elementary Pre-K	(423) 338-4513
Copper Basin Elementary Pre-K	(423) 496-3291
Delano Head Start	(423) 479-9339
South Polk Elementary Pre-K	(423) 338-4513
Ocoee Head Start	(423) 479-9339

Private Schools

	<u>Phone</u>
Miracle of Salvation Christian School	(423) 338-8453

Transportation Services

	<u>Phone</u>
Southeast Tennessee Human Resource Agency (SETHRA)	(423) 338-2335

At-Risk Populations

	<u>Phone</u>
Polk County Sheriff’s Dept.	(423) 338-4540
Polk County Adult Protective Services	(423) 338-5332
Polk County Dept. of Children’s Services	(423) 338-5332

Section 8: Public Health Communications

The Polk County Health Department will follow Public Health communications guidelines provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 9: Workforce and Social Support

The agencies and organizations listed on the following page provide social support services in Polk County. Agencies and organizations in other counties may also serve residents of Polk County. Section 9 of the Southeast Tennessee Region Pandemic Influenza Response Plan also contains agencies and organizations that provide workforce social support services. Available services may be affected during pandemic waves.

Polk County Social Support Resource List

Polk County Department of Human Services (423) 338-5332

*Specific services listed in the categories below

Health

Benton Family Practice (423) 338-2831
Copper Basin Medical Center (423) 496-5511
Medicaid/TennCare* (423) 338-5332

Food

Food Stamp Program* (423) 338-5332
Polk Baptist Assoc. Food Bank (423) 338-2749

Financial

Families First* (423) 338-5332
(Provides time-limited cash benefits to eligible recipients as well as other services.)

Mental/Emotional

Hiwassee Mental Health Center (423) 479-5454

Utilities

Heating Assistance Program (423) 479-4111
Ocoee Utility District (423) 559-8505
Volunteer Energy Cooperative (Benton) (423) 334-1020

Public Transportation

Southeast Tennessee Human Resource Agency (423) 338-2335

Southeast Tennessee Region Pandemic Influenza Response Plan Draft Annex IX – Rhea County Concept of Operations

Rhea County Support Agencies

Support Agency	Phone	Responsibility
Rhea Co. Emergency Management Agency	(423) 775-2505	Coordinate emergency management activities for Rhea County
Tennessee Emergency Management Agency East Region Office	(800) 533-7343	Coordinate State-level emergency management activities within the county and region
Office of Homeland Security East Tennessee Regional Office	(423) 318-2566	Coordinate Homeland Security activities within the county and region
Law Enforcement a. Rhea Co. Sheriff’s Dept. b. Dayton Police Dept. c. Graysville Police Dept. d. Spring City Police Dept.	a. (423) 775-7837 b. (423) 775-8403 c. (423) 775-9242 d. (423) 365-6225	Maintain law and order
Fire Departments a. Rhea Co. Fire Dept. b. Dayton Fire Dept.	f. (423) 775-2505 g. (423) 775-8402	Provide fire suppression, hazardous materials management
Emergency Medical Services Rhea County EMS	(423) 775-2141	Provide emergency medical services
County/City Mayors a. Rhea Co. County Executive b. Dayton City Hall c. Graysville City Hall d. Spring City City Hall	a. (423) 775-7801 b. (423) 775-1817 c. (423) 775-9242 d. (423) 365-6441	Manage county and city governments
Boards of Education a. Rhea Co. Dept. of Education b. Dayton City Schools	a. (423) 775-7813 b. (423) 775-8414	Provide educational services throughout the county
Human Services Rhea Co. Dept. of Human Services	(423) 775-2681	Provide family assistance
Media a. WAYA FM/WXQK AM/WBAC AM b. The Herald News	a. (423) 775-2331 b. (423) 775-6111	Assist response efforts by providing information from response agencies to the public
Business Rhea Co. Chamber of Commerce	(423) 775-0361	Provide support to employers in the county

Section 1: Continuity of Operations

The Rhea County Health Department will follow guidelines for continuity of operations provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 2: Disease Surveillance

The Rhea County Health Department will follow guidelines for disease surveillance provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 3: Laboratory Diagnostics

The Rhea County Health Department will follow guidelines for laboratory diagnostics provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 4: Healthcare Planning

Healthcare facilities in Rhea County should refer to the pandemic influenza response plans of the Southeast Tennessee Region (Section 4) and the State of Tennessee Department of Health (Section 4) for planning guidance.

Licensed healthcare facilities in Rhea County are listed below.

Hospital

Rhea County Medical Center

Phone

(423) 775-1121

Dialysis Center

Dialysis Clinic, Inc.

Phone

(423) 775-3386

Homes for the Aged

Golden Years Retirement Resort

Quiet Oaks Senior Living

The Courtyard

The Heritage Senior Living Home

Phone

(423) 365-5001

(423) 775-7658

(423) 775-7071

(423) 775-6451

Home Health Care Agencies

Memorial Hospital Home Health

Quality Home Health

Home Health Care of East Tennessee

Phone

(423) 570-8001

(423) 775-4840

(423) 570-0800

Nursing Homes

Laurelbrook Sanitarium

Rhea Nursing Home

Spring City Care & Rehabilitation Center

Phone

(423) 775-0771

(423) 775-1121

(423) 365-4355

Section 5: Vaccine Distribution and Use

If vaccine becomes available for those other than direct patient care providers in hospital settings and top 10% of non-patient care personnel responsible for critical hospital operations, distribution locations will be established in Bradley, Marion, and McMinn counties. Guidelines for vaccine distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan will be followed.

Section 6: Antiviral Drug Distribution and Use

The Rhea County Health Department will follow guidelines for antiviral drug distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 7: Community Interventions

The Rhea County Health Department will follow guidelines for social distancing and case management provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

The following agencies and organizations in Rhea County may be especially impacted by such measures.

Licensed Child Care Facilities (13+ capacity)

	<u>Phone</u>
Little Bee’s Day Care	(423) 775-7842
Little Lamb Day Care	(423) 365-7062
Teacher’s Pets	(423) 775-3539
ABC Daycare	(423) 775-3809
Bright Beginnings Academy LLC	(423) 775-8495
Dayton City School Pre-K	(423) 775-8414
Dayton Industrial Preschool & Day Care	(423) 775-2184
Dayton Learning Center	(423) 775-5578
Dayton Preschool	(423) 775-4577
Discovery Child Care & Learning Center	(423) 775-8495
Graysville Elementary Pre-K	(423) 775-7850
Spring City Head Start	(423) 365-7031
Rhea County Head Start	(423) 775-7723
Spring City Elementary School Pre-K	(423) 365-0565
Spring City Kiddie Academy	(423) 365-7575
Rhea Family YMCA	(423) 775-5859

Private Schools

	<u>Phone</u>
Calvary Baptist School	(423) 570-8985
Laurelbrook School	(423) 775-3339
King Memorial SDA School	(423) 365-5044

Institutes of Higher Learning

	<u>Phone</u>
Bryan College	(423) 775-2041

At-Risk Populations

Rhea County Sheriff’s Dept.
Rhea County Adult Protective Services
Rhea County Dept. of Children’s Services

Phone

(423) 775-7837
(423) 775-2681
(423) 775-2852

Section 8: Public Health Communications

The Rhea County Health Department will follow Public Health communications guidelines provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 9: Workforce and Social Support

The agencies and organizations listed on the following page provide social support services in Rhea County. Agencies and organizations in other counties may also serve residents of Rhea County. Section 9 of the Southeast Tennessee Region Pandemic Influenza Response Plan also contains agencies and organizations that provide workforce social support services. Available services may be affected during pandemic waves.

Rhea County Social Support Resource List

Rhea County Department of Human Services (423) 775-2681

*Specific services are listed in the categories below.

Health

Dayton Pediatrics	(423) 775-5512
Horton Family Medicine	(423) 570-8545
Physician's Care	(423) 570-0252
Rapha Medical Center	(423) 775-8117
Rhea County Primary Care	(423) 775-1160
Rhea Family Physicians	(423) 775-4261
Rhea Medical Center	(423) 775-1121
Spring City Family Medicine	(423) 365-9000
Spring City Walk-In Center	(423) 452-9984
Medicaid/TennCare*	(423) 775-2681

Food

Food Stamp Program*	(423) 775-2681
7 th Day Adventist Church	(423) 775-1961
Dayton Food Pantry	(423) 775-1000
Our Daily Bread	(423) 365-9481

Financial

Families First*	(423) 775-2681
(Provides time-limited cash benefits to eligible recipients as well as other services.)	

Mental/Emotional

Danny's Haven	(423) 365-2126 / 285-3132
Crossroads Resource Center	(423) 570-7300
Rhea County Mental Health	(423) 570-0077

Utilities

Volunteer Energy Cooperative – Spring City	(423) 334-1020
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Public Transportation

Southeast Tennessee Human Resource Agency	(423) 775-4010
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Faith-Based Organizations

Dayton Ministerial Association	(423) 775-3457
North Rhea Cooperative Ministry	(423) 365-5791
We Care Community Service Center	(423) 775-1000
Our Daily Bread	(423) 365-9481
Tennessee Valley Baptist Association	(423) 775-6192

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Southeast Tennessee Region Pandemic Influenza Response Plan Draft Annex X – Sequatchie County Concept of Operations

Sequatchie County Support Agencies

Support Agency	Phone	Responsibility
Sequatchie Co. Emergency Management Agency	(423) 763-8927	Coordinate emergency management activities for Sequatchie County
Tennessee Emergency Management Agency East Region Office	(800) 533-7343	Coordinate emergency management activities for the Tennessee
Office of Homeland Security East Tennessee Regional Office	(423) 318-2566	Coordinate Homeland Security activities within the county and region
Law Enforcement a. Sequatchie Co. Sheriff’s Dept. b. Dunlap Police Dept.	a. (423) 949-2193 b. (423) 949-3319	Maintain law and order
Fire Departments Dunlap Fire Dept.	(423) 949-2404	Provide fire suppression, hazardous materials management
Emergency Medical Services Sequatchie County EMS	(423) 949-9912	Provide emergency medical services
County/City Mayors a. Sequatchie County Mayor b. Dunlap City Hall	a. (423) 949-3479 b. (423) 949-2115	Manage county and city governments
Boards of Education Sequatchie Co. Dept. of Education	(423) 949-4615	Provide educational services throughout the county
Human Services Sequatchie Co. Dept. of Human Services	(423) 949-4621	Provide family assistance; assist in mass care shelters
Media WSDQ AM	94230 949-4114	Assist response efforts by providing information from response agencies to the public
Business Sequatchie Co. Chamber of Commerce	(423) 949-7608	Provide support to employers in the county

Section 1: Continuity of Operations

The Sequatchie County Health Department will follow guidelines for continuity of operations provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 2: Disease Surveillance

The Sequatchie County Health Department will follow guidelines for disease surveillance provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 3: Laboratory Diagnostics

The Sequatchie County Health Department will follow guidelines for laboratory diagnostics provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 4: Healthcare Planning

Healthcare facilities in Sequatchie County should refer to the pandemic influenza response plans of the Southeast Tennessee Region (Section 4) and the State of Tennessee Department of Health (Section 4) for planning guidance.

Licensed healthcare facilities in Sequatchie County are listed below.

Home Health Care Agencies

Careall Home Care Services
Guardian Home Care, LLC

Phone

(423) 949-6638
(423) 949-9222

Nursing Home

NHC Healthcare

Phone

(423) 949-4651

Section 5: Vaccine Distribution and Use

If vaccine becomes available for those other than direct patient care providers in hospital settings and top 10% of non-patient care personnel responsible for critical hospital operations, distribution locations will be established in Bradley, Marion, and McMinn counties. Guidelines for vaccine distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan will be followed.

Section 6: Antiviral Drug Distribution and Use

The Sequatchie County Health Department will follow guidelines for antiviral drug distribution and use provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 7: Community Interventions

The Sequatchie County Health Department will follow guidelines for social distancing and case management provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

The following agencies and organizations in Sequatchie County may be especially impacted by such measures.

Licensed Child Care Facilities (13+ capacity)

	<u>Phone</u>
Happy Times Day Care	(423) 949-5319
Sunshine Day Care	(423) 949-5555
Doodlebugs Nursery and Preschool	(423) 949-6610
Hand in Hand Learning Center	(423) 949-2399
Lone Oak Head Start	(423) 886-6232
Dunlap Head Start	(423) 949-5015
Mt. Carmel Baptist Child Development Center	(423) 886-2276
Tiny Tots Day Care	(423) 949-3043

Private Schools

	<u>Phone</u>
Dunlap SDA School	(423) 949-2920

Transportation Services

	<u>Phone</u>
Southeast Tennessee Human Resource Agency (SETHRA)	(423) 949-2191

At-Risk Populations

	<u>Phone</u>
Sequatchie County Sheriff’s Dept.	(423) 949-2193
Sequatchie County Adult Protective Services	(423) 949-4621
Sequatchie County Dept. of Children’s Services	(423) 949-4621

Section 8: Public Health Communications

The Sequatchie County Health Department will follow Public Health communications guidelines provided in the Southeast Tennessee Region Pandemic Influenza Response Plan.

Section 9: Workforce and Social Support

The agencies and organizations listed on the following page provide social support services in Sequatchie County. Agencies and organizations in other counties may also serve residents of Sequatchie County. Section 9 of the Southeast Tennessee Region Pandemic Influenza Response Plan also contains agencies and organizations that provide workforce social support services. Available services may be affected during pandemic waves.

Sequatchie County Social Support Resource List

Sequatchie County Department of Human Services (423) 949-4621

*Specific services listed in the categories below

Health

North Valley Medical Center (423) 949-6300
Dunlap Medical Center (423) 949-2171
Covenant MedCare LLC (423) 949-9200
Mary E. Baldwin, MD (423) 949-2224
Karen R. Shepherd (423) 949-2324
Medicaid/TennCare* (423) 949-4621

Food

Food Stamp Program* (423) 949-4621
Dunlap Baptist Food Bank (423) 949-2441

Financial

Families First* (423) 744-2800
(Provides time-limited cash benefits to eligible recipients as well as other services.)

Mental/Emotional

Mountain Valley Mental Health Center (423) 942-3691
Volunteer Behavioral Healthcare – Rhea 1-800-281-4943 (Crisis Line)

Public Transportation

Southeast Tennessee Human Resource Agency (423) 338-2335

Faith-Based Organizations

Dunlap Ministerial Association (423) 949-2441