

Inputs for the Exercise **OUTBREAK ORANGE**

To be used in conjunction with the Master Sequence of Events List



INPUT #	1
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Method:	Video	Time:	00:00	From:	Controller	To:	All Players
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Event Description:

Exercise Welcome

Message/Script:

(Host) Welcome to Exercise OUTBREAK ORANGE. This exercise examines a range of issues that communities, health care professionals and senior decision makers will be faced with during a pandemic or infectious disease outbreak. Patients, their family and friends, and the larger community experience stressors that extend beyond the presenting physical symptoms. Those required to respond, such as health care workers, decision makers, and first responders and support responders experience stressors that result from initiating high-risk/high-consequence choices within compressed timeframes. As well, they too have concerns for their own and their families' safety.

The purpose of this exercise is to build awareness of: (1) the issues facing senior decision makers in coping with a pandemic or infectious disease outbreak; (2) the associated stresses experienced by those impacted during and post-event; and (3) strategies to ameliorate the impacts of these stressors.

The relevant operational/tactical aspects of the exercise will be provided to you as the exercise unfolds – this is not an operational, nor a tactical, exercise. Rather, this table-top exercise provides an opportunity to collaborate work together on common problem solving.

During the exercise, you will represent various agencies and organizations who would be involved in a pandemic event. Some of you work in the health sector; others for local government or for federal agencies. Your role in this exercise is to work with the members of your group to make plans and policy-level decisions related to management of a pandemic event. In particular, the exercise examines how psychosocial supports for those impacted are integrated with plans and decisions.

You should assume the scenario is taking place in your community or in a community that your agency is responsible for. You may use any plans, procedures, or other resources you would normally use in your workplace. However, please limit your communications only to other Players or with the exercise Controllers. Over the next few minutes, you will receive a series of inputs that will familiarize you with the exercise scenario.

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INPUT #	2
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Method:	Video	Time:	3:00	From:	Controller	To:	All Players
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Event Description:

JITV News – Trip Preparations

Message/Script:

(Reporter 1) Welcome back to JITV news. We turn now to local news. We are well aware of the negative problems associated with global warming. However, the thawing of permafrost in northern countries is creating some unique research opportunities for a handful of students at a local University.

(Cut-away)

(Reporter 2) It may not look like the most hospitable place to live but 100 years ago Chegitun inlet was a thriving community - at least by local standards. Situated along the Russian side of the Bering Strait, Chegitun was an important point of call for local whalers who would stop in to restock supplies of food, water and coal. However, the collapse of the whaling industry in the 1930's saw the demand for whale oil plummet. With no customers to sell to, residents quickly moved away. Within months, the once bustling community became a frozen relic of abandoned buildings, shipwrecks and headstones. However, Chegitun is experiencing an unexpected return to life. Climate change has seen an increase in local temperatures. Winters now bring less snow and the permafrost is starting to melt across this region. And this has many researchers quite excited:

(Diana Campbell) "Chegitun is a marvellous example of what life was like for traditional communities in the Bering Strait"

(Reporter 2) Diana Campbell is a Professor of Anthropology, a program quite popular with local university students.

(Diana Campbell) "Chegitun saw every type of vessel at its harbours and they offered all the services you can imagine. Ships could resupply with fresh and canned food, water, clothing, and medical supplies. These visiting ships were the life-blood of the local economy; each dollar they spent kept the village alive. When Chegitun was abandoned, it was like putting the village into a deep freeze. Buildings, vehicles, clothing - everything that was left behind was preserved in practically the same condition it was left in. With the area warming, we are once again able to access the village."

(Reporter 2) Next week, Professor Campbell will be leading a group of 22 graduate students to Chegitun to explore the site. Perhaps the most exciting - and grim - work will be completed by Forensic Anthropology students like Linda Gibbon.

(Linda Gibbon) "Basically, we will be learning about life in the village by examining how they treated their dead".

(Reporter 2) You see, dollars weren't the only thing these visiting vessels left behind. Chegitun cemetery contains the remains of local residents as well as dozens of foreign sailors.

(Linda Gibbon) "Life at sea was quite hard. Sailors that became sick or were injured at sea were often left in Chegitun to recover. The medical treatment they needed often wasn't available and they quite often ended up in the graveyard. By examining their remains, we can get a better understanding of where these sailors were coming from, what their life was like and what they were dying of."

(Reporter 2) These graduate students won't be working alone. Professor Campbell has partnered with Anthropology staff and students from the University of Eastern Russia. Not only will the graduate students learn about Chegitun and life on the coast - they will also learn about life in Russia today. The people they meet and their experience in this far-flung community will likely have a major impact on their career and their personal lives. The students leave in a week for the trip of a lifetime.

(Linda Gibbon) "I'm super excited to get to Chegitun. I can't wait to see what we find!"

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INPUT #	3
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Method:	Video	Time:	5:00	From:	Controller	To:	All Players
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Event Description:

JITV News – Students Return

Message/Script:

(Screen title: Three Weeks Later)

(Reporter 1) Welcome back to JITV news. We turn now to local news. This has been an exciting week as the first batch of University graduate students return from a unique adventure overseas.

(Reporter 2) When most people think of a vacation, they think of sunny weather, sandy beaches, and sparkling water. But for 22 local graduate students, the perfect vacation involved mud, rain and hard work.

(Linda Gibbon) "It was the trip of a lifetime - I learned so much!"

(Reporter 2) Linda, along with her fellow students has spent the past two weeks in Chegitun, a historic Russian village on the Bering Strait. Led Professor Campbell, Linda was exhuming the remains of village residents and foreign sailors buried more than 80 years ago.

(Linda Gibbon) "When these people died, they were buried right into the permafrost. Basically, this was like putting them into a deep freeze. By examining their remains, we learned a lot about their diets, their clothes, and the types of ailments many of them had. The condition of the remains were amazing - besides some frost damage, many of the bodies were in a near perfect condition."

(Reporter 2) The work was hard and the conditions were harder. However, it was all worth it for Linda.
 (Linda Gibbon) "I was part of the first group, preparing the site. Me and 11 other students spent the first week preparing the site. We then got to dig for a week before coming back home. Another group of 10 students has headed over and will continue the digging. There are three professors overseeing the dig so there are lots of people at the site."

(Reporter 2) While this type of research is not for everyone, the knowledge that was gained is being shared across the university.

(Professor Campbell by phone) "During the exhumations, we came across a number of unique artifacts ranging from whaling tools to jewelry to unique types of clothing. We have received special permission to bring these artifacts with us for examination and cataloguing. The returning graduate students will be presenting to practically every one of our Anthropology classes. Our undergraduates will also have a

chance to see the returned artifacts - in many cases, they will be the ones handling and cataloguing them. This is a tremendous opportunity for the university and one will be memorable for all involved".

(Reporter 2) So, would she do it again?

(Linda Gibbon) (laughing) "Well, it was really wet and cold. While I learned a lot, I could really use some sleep. Everyone feels run down and it seems to have picked up the flu but I guess that's what this is all about!"

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INPUT #	4
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Method:	Document	Time:	5:00	From:	Controller	To:	All Players
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Event Description:

Social Media – University Notifications

Message/Script:

(Notice posted in university residences)

It's That Time of Year!

Several students have reported feeling the early symptoms of the flu (cough, runny nose, fever). Influenza (the flu) is a contagious respiratory illness caused by Influenza Viruses. It can cause mild to severe illness, and at times can lead to death. The best way to prevent the flu is by getting vaccinated each year. The flu is spread easily through coughing, sneezing or through touching contaminated surfaces and objects, such as unwashed hands, toys and eating utensils.

The seasonal flu can be prevented by getting the seasonal flu vaccine every year and by practicing good hand washing.

Students who are unavoidably absent because of illness or disability should report to their instructors at the earliest opportunity.

We are available if you have any concerns or require any additional information.
 Sally and Jim
 Student Resident Managers

Notes:

DOCUMENT:
 Provide the University Notifications document to all pods.

INPUT #	5
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Method:	Video	Time:	7:00	From:	Controller	To:	All Players
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Event Description:

JITV News – Students in Hospital - OPTIONAL

Message/Script:

(Reporter 1) Welcome back to JITV news. We have received reports that a number of students who recently returned from a trip overseas have come down with some type of ailment. What can you tell us about this?

(Cut-away to reporter on-scene in front of emergency sign)

(Reporter 2) Well for the past six weeks, we have been following the adventures of some local university students as they travelled to Russia on a research project. Since their return, four of these students have come down with an unknown ailment. One of these students was recently brought to emergency by their friends, complaining of severe flu-like symptoms and possibly showing symptoms of chicken pox. This student was treated and released but we have heard that three other students are now showing similar symptoms.

(Reporter 1) Is it strange that those being treated were all students from the same trip?

(Reporter 2) While it may look suspicious, this has been a group of students that have all been working closely together for the past two weeks. It is likely that if one of them got a bug, they could easily pass it on to others. Also, these students were in a part of Russia that only has basic health care. It is possible there could have been a chicken pox outbreak in the area and the students just didn't know about it.

(Reporter 1) And what is the university doing about this?

(Reporter 2) The university has told us they are contacting all of the students that were on the Russia trip. They are also advising all students to see a doctor if they feel ill.

(Reporter 1) Thanks for that report. Stay tuned for further updates.

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INPUT #	6
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Method:	Video	Time:	9:00	From:	Controller	To:	Health
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Event Description:

Location of Health Players

Message/Script:

(Host)

For the purpose of this exercise, assume you have been called to a meeting at the **Health Authority's** regional office. You know little about what is to be discussed beyond there being a potential major health emergency in the region and that the **Health Authority** needs to prepare accordingly. You have been told that local governments are also meeting with a Medical Health Officer and will be undertaking contingency planning for the city.

Throughout the exercise, you will receive a large amount of information describing the activities being taken by various response agencies. This information is meant to provide you with some insights as to what is taking place as you examine issues related to the psychosocial impacts of the event on all those involved. During the exercise, you will be prompted to complete specific tasks. Some of these tasks can be completed in minutes; others may take upwards of an hour to complete. You will be provided with much of the information you need to complete these tasks. More specifically, you will be asked to complete tasks through written responses, collaborative discussion, or both. How you delegate out responsibility for completing these tasks is up to you. You may structure your room and delegate out tasks however you feel is most appropriate. You may also contact other player groups to share information and coordinate your activities. You may find that there are some artificialities in the exercise scenario - these have been kept to a minimum. Nevertheless, if you encounter an exercise artificiality please accept this as part of the exercise.

The exercise will begin in approximately 20 minutes. During this time, there are four tasks you need to complete. First, you should introduce yourself to the other participants and explain what your role would typically be during an event of this type. Second, identify who in the pod will be responsible for providing support to personnel. This discussion should also include identifying what authority that individual may have in the way of implementing worker care practices. You should also specifically identify someone to fill a Media Liaison role. Third, brainstorm any possible psychosocial impacts that you feel patients and their family and friends may experience around this event. Record these ideas on a whiteboard or flipchart as they will help you in your discussions later in the exercise. Finally, you should review the materials provided and ensure you are familiar with the size, demographics, maps and resources of the communities identified in the scenario. You may wish to assign certain items to various participants and have them summarize their findings before the exercise starts.

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INPUT #	7
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Method:	Video	Time:	9:00	From:	Controller	To:	Local EOC
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Event Description:

Location of Local EOC Players

Message/Script:

(Host)

For the purpose of this exercise, assume you have been called to a meeting at your communities Emergency Operations Centre. You know little about what is to be discussed beyond there being a potential major health emergency in the region and the various departments and response agencies need to prepare accordingly. You have been told that health authorities are already engaged in planning for a severe health-related event.

Throughout the exercise, you will receive a large amount of information describing the activities being taken by various response agencies. This information is meant to provide you with some insights as to what is taking place as you examine issues related to the psychosocial impacts of the event on all those involved. During the exercise, you will be prompted to complete specific tasks. Some of these tasks can be completed in minutes; others may take upwards of an hour to complete. You will be provided with much of the information you need to complete these tasks. More specifically, you will be asked to complete tasks through written responses, collaborative discussion, or both. How you delegate out responsibility for completing these tasks is up to you. You may structure your room and delegate out tasks however you feel is most appropriate. You may also contact other player groups to share information and coordinate your activities. You may find that there are some artificialities in the exercise scenario - these have been kept to a minimum. Nevertheless, if you encounter an exercise artificiality please accept this as part of the exercise.

The exercise will begin in approximately 20 minutes. During this time, there are four tasks you need to complete. First, you should introduce yourself to the other participants and explain what your role would typically be during an event of this type. Second, identify who in the pod will be responsible for providing support to personnel. This discussion should also include identifying what authority that individual may have in the way of implementing worker care practices. You should also specifically identify someone to fill a Media Liaison role. Third, brainstorm any possible psychosocial impacts that you feel patients and their family and friends may experience around this event. Record these ideas on a whiteboard or flipchart as they will help you in your discussions later in the exercise. Finally, you should review the materials provided and ensure you are familiar with the size, demographics, maps and resources of the communities identified in the scenario. You may wish to assign certain items to various participants and have them summarize their findings before the exercise starts.

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INPUT #	8
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Method:	Video	Time:	30:00	From:	Controller	To:	All Players
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Event Description:
STARTEX
Message/Script:
STARTEX
Notes:
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INPUT #	9
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Method:	Video, Task & Document	Time:	30:00	From:	Controller	To:	Health
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Event Description:
Report of Presumed Case of Smallpox - HA
Message/Script:
<p>(Phone call from Dr. Kendall)</p> <p>“Thank you all for attending this meeting on such short notice. Approximately an hour ago, I was notified by one of the Medical Health Officers in your Health Authority that a patient presumed to have smallpox has been identified at one of the regional hospitals. The patient, Linda Gibbon, is a university student who had recently travelled to Russia as part of a school project involving the exhumation of remains in a remote village. Linda arrived back in Canada on September 1 and began to show symptoms of some form of illness on September 7. Late last night, she took a dramatic turn for the worse and was brought to Vancouver General by some of her friends. Doctor Marks, the emergency room physician, has experience with foreign and tropical diseases and suspects Linda is displaying signs of smallpox. Based on her symptoms, her recent travels, the risky activity she was involved in, and the potential impact of an outbreak, we are treating this as a presumed case.</p> <p>I have been in contact with Health Canada and the Public Health Agency of Canada and alerted them to the situation. They will be providing some short term direction and messaging on this event. The Ministry of Health is also working with the Health Portfolio around the collection and transportation of samples to the micro-biology lab in Winnipeg.</p> <p>A team from Vancouver Coastal Health is taking the lead on tracing the various contacts the student has had. The university has provided a list of the students and faculty that were part of the project. The Medical Health Officer has already briefed and dispatched Public Health Nurses to speak with some of these individuals. Further tracing will be performed to identify all of the contacts these individuals may have had. I have directed the Tracing Committee to keep you informed on the status and location of each patient and their contacts. You should expect to receive frequent updates on these individuals and may be required to determine an appropriate management strategy for each.</p> <p>I realize this may be alarming, however we must act quickly in order to prevent the spread of this disease.”</p>

TASK:

Using the flipchart, create a list of the information sources you will access in order to inform and structure the health authorities response to this event. These sources may include individuals, websites, documents, phone lines, etc. You have 10 minutes to complete this task.

Notes:**DOCUMENT:**

Provide the Tracing Committee email for Linda Gibbon to the pod. Email should identify the hospital where Linda is a patient.

INPUT #	10
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Method:	Video, Task & Document	Time:	30:00	From:	Controller	To:	Health Portfolio
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Event Description:
Report of Presumed Case of Smallpox – Health Portfolio
Message/Script:
<p>(Phone call from Dr. Kendall)</p> <p>“Thank you all for attending this meeting on such short notice. Approximately an hour ago, I was notified by one of the Medical Health Officers in your Health Authority that a patient presumed to have smallpox has been identified at one of the regions hospitals. The patient, Linda Gibbon, is a university student who had recently travelled to Russia as part of a school project involving the exhumation of remains in a remote village. Linda arrived back in Canada on September 1 and began to show symptoms of some form of illness on September 7. Late last night, she took a dramatic turn for the worse and was brought to Vancouver General by some of her friends. Doctor Marks, the emergency room physician, has experience with foreign and tropical diseases and suspects Linda is displaying signs of smallpox. Based on her symptoms, her recent travels, the risky activity she was involved in, and the potential impact of an outbreak, we are treating this as a presumed case.</p> <p>I have been in contact with Health Canada and the Public Health Agency of Canada and alerted them to the situation. They will be providing some short term direction and messaging on this event. The Ministry of Health is also working with the Health Portfolio around the collection and transportation of samples to the micro-biology lab in Winnipeg.</p> <p>A team from Vancouver Coastal Health is taking the lead on tracing the various contacts the student has had. The university has provided a list of the students and faculty that were part of the project. The Medical Health Officer has already briefed and dispatched Public Health Nurses to speak with some of these individuals. Further tracing will be performed to identify all of the contacts these individuals may have had. I have directed the Tracing Committee to keep you informed on the status and location of each patient and their contacts. You should expect to receive frequent updates on these individuals and may be required to determine an appropriate management strategy for each.</p> <p>I realize this may be alarming, however we must act quickly in order to prevent the spread of this disease.”</p>

TASK:

Consistent, coherent and timely communications will be critical to ensure the Health Portfolio stays ahead of this event. Using your plans and guidelines, create a list of the agencies/departments that you will need to notify/inform of this event. Beside each agency/department, provide a brief summary of the information they require from the HP. Structure your response as follows:

Agency A - Summary of information needs

Department B - Summary of information needs

Notes:**DOCUMENT:**

Provide the Tracing Committee email for Linda Gibbon to the pod. Email should identify the hospital where Linda is a patient.

INPUT #	11
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Method:	Video & Task	Time:	30:00	From:	Controller	To:	Local EOC
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Event Description:

Report of Presumed Case of Smallpox - EOC

Message/Script:

(Phone call from Medical Health Officer)

“Thank you all for attending this meeting on such short notice. My name is Reka Gustafson and I am one of the regions Medical Health Officers. Part of my role is to work with local hospitals to promote and protect public health.

Approximately an hour ago, I was notified by an emergency room physician at a local hospital that they have identified a patient presumed to have smallpox. The patient is a university student who had recently travelled to Russia as part of a school project involving the exhumation of remains in a remote village. The patient arrived back in **Canada** on September 1 and began to show symptoms of some form of illness on September 7. Late last night, she took a dramatic turn for the worse and was brought to **Vancouver General** by some of her friends. The emergency room physician that examined the student has experience with foreign and tropical diseases and suspects the patient is displaying signs of smallpox. Based on the student’s symptoms and her recent activities, the physician feels it is very likely the student contracted smallpox at some point during her travels. Testing is being carried out to confirm if it is smallpox but due to the seriousness of the disease, we must act as if it is a confirmed case until tests confirm otherwise.

A team from **Vancouver Coastal Health** is taking the lead on tracing the various contacts the student has had over the past few weeks. The university has provided a list of the students and faculty that were part of the project. The Medical Health Officer has already briefed and dispatched Public Health Nurses to speak with some of these individuals. Further tracing will be performed to identify all of the contacts these individuals may have had.

The **Health Authority** is taking this case very seriously and is already working on identifying who might have been in contact with the students and how we can prevent the potential transmission of the disease. However, this requires us to move very quickly. We will require the support and resources of the community if we are to be effective.

One of your senior managers is currently meeting with **Health Authority** staff to provide input on strategic plans. To successfully manage this event, we will need the full cooperation of your agencies and departments

I realize this may be alarming, however we must act quickly. We will be providing more information shortly.

TASK:

Due to the nature of this disease, health officials will be working extremely quickly in order to prevent the spread of the disease. They will be relying on the support and cooperation of your agency.

Using the flipchart provided, create a list of the information sources you will access to gather more information about this event and the actions being taken by the health authorities. These sources may include individuals, websites, documents, phone lines, etc.

Then on a separate page, create a list of the services and activities that you feel your agency may be asked to provide to support these efforts. A runner will come to pick these pages in 20 minutes.

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INPUT #	12
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Method:	Video & Document	Time:	35:00	From:	Controller	To:	Health
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Event Description:
Second Student Admitted to Hospital - HA
Message/Script:
<p>(Phone call from Doctor Natarajan – Abbotsford Regional Hospital)</p> <p>“This is Doctor Seagal, the emergency room physician at Abbotsford Regional Hospital. We have just admitted a patient named Trinity Weathers who is displaying symptoms similar to those of Linda Gibbon. I have been in contact with Doctor Marks at Vancouver General. Based on his input, I have placed Trinity into isolation. However, we don’t have the equipment or space to handle isolation cases. Plus, my staffs are extremely concerned about this. I only have one nurse willing to interact with the patient.</p> <p>I have been in touch with the Tracing Committee. They are aware of Trinity’s location.”</p>
Notes:
<p>DOCUMENT: Provide the Tracing Committee email for Trinity Weathers to the pod.</p>

INPUT #	13
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Method:	Video & Document	Time:	35:00	From:	Controller	To:	Health Portfolio
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Event Description:
Second Student Admitted to Hospital – Health Portfolio
Message/Script:
<p>(Phone call from Doctor Natarajan – Abbotsford Regional Hospital)</p> <p>“This is Doctor Natarajan, the emergency room physician at Abbotsford Regional Hospital. We have just admitted a patient named Trinity Weathers who is displaying symptoms similar to those of Linda Gibbon. I have been in contact with Doctor Marks at Vancouver General. Based on his input, I have placed Trinity into isolation. However, we don’t have the equipment or space to handle isolation cases. Plus, my staffs are extremely concerned about this. I only have one nurse willing to interact with the patient.</p> <p>I have been in touch with the Tracing Committee. They are aware of Trinity’s location.”</p>
Notes:
<p>DOCUMENT: Provide the Tracing Committee email for Trinity Weathers to the pod.</p>

INPUT #	14
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Method:	Video	Time:	35:00	From:	Controller	To:	Local EOC
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Event Description:
Second Student Admitted to Hospital - EOC
Message/Script:
<p>(Phone call from Medical Health Officer)</p> <p>“Hi, this is Reka Gustafson, the Medical Health Officer, calling with an update. About 40 minutes ago, Abbotsford Regional Hospital admitted a patient with symptoms similar to smallpox. The patient was one of the students that recently returned from Russia. The student is in isolation at the hospital while we try to confirm if they have smallpox.”</p>
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INPUT #	15
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Method:	Task & Document	Time:	40:00	From:	Controller	To:	Health
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Event Description:
Support from Local Government & Services
Message/Script:
<p>TASK: Due to the nature of this disease, the Ministry of Health, Centre for Disease Control, and HEALTH AUTHORITY A staff will be working extremely quickly in order to prevent the spread of the disease. You will likely be relying heavily on the services and authorities of first responders and municipal government in order to safeguard the health of the public.</p> <p>Using the flipchart provided, create a list of the services and activities that you would require from first response agencies and municipal governments.</p> <p>A runner will collect this list in 10 minutes.</p>
Notes:
<p>DOCUMENT: Provide the Tracing Committee email for Clark Freeman to the pod.</p> <p>DOCUMENT: Provide the Tracing Committee email for Dancia Flasser to the pod.</p>



INPUT #	16
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Method:	Document	Time:	40:00	From:	Controller	To:	Health Portfolio
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Event Description:
Additional Student Profiles
Message/Script:
(Email from Tracing Committee)
Notes:
DOCUMENT: Provide the Tracing Committee email for Clark Freeman to the pod.
DOCUMENT: Provide the Tracing Committee email for Dancia Flasser to the pod.

INPUT #	17
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Method:	Task & Document	Time:	40:00	From:	Controller	To:	Local EOC
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Event Description:
Service Requirements of Health Authority
Message/Script:
<p>TASK:</p> <p>In a few minutes, a runner will be providing you with a flipchart created by the Health Authority. This flipchart lists the services and activities health officials require your agencies and departments to perform in order to support their public safety efforts.</p> <p>Review this list then on a flipchart, then craft a response to the Health Authority pod detailing:</p> <ul style="list-style-type: none"> • The resources your agency/department will require in order to provide these services/activities • The challenges your agency/department may have in completing these services/activities • Any areas requiring clarification by the Health Authority pod. <p>A runner will collect your response in 20 minutes.</p>
Notes:
<p>DOCUMENT:</p> <p>Provide the pod with the list of the services and activities required from first response agencies and municipal governments generated by the Health Authority pod.</p>



INPUT #	18
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Method:	Document	Time:	42:00	From:	Controller	To:	Health
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Event Description:
Students Remaining in Russia
Message/Script:
(Email from Tracing Committee)
Notes:
DOCUMENT: Provide the Tracing Committee email for the students remaining in Russia to the pod.

INPUT #	19
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Method:	Document	Time:	42:00	From:	Controller	To:	Health Portfolio
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Event Description:
Students Remaining in Russia
Message/Script:
(Email from Tracing Committee)
Notes:
<p>DOCUMENT: Provide the Tracing Committee email for the students remaining in Russia to the pod.</p>

INPUT #	20
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Method:	In-person	Time:	42:00	From:	Controller	To:	Health & Local EOC
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Event Description:
Media Leaks
Message/Script:
<p>A reporter will contact the Health Authority pod, either in-person or by phone. The reporter will tell the pod they were contacted by an anonymous source at either CITY A General or HOSPITAL B. The source told the reporters that a patient with smallpox is currently being held in isolation and that additional people infected with the disease are expected to arrive. The source told them the patients were recently on a flight from Russia so there is a concern that other passengers on the plane may have been exposed. The source described the hospital staff as being “freaked out and confused”.</p> <p>The reporters should be pressing for a comment as well as any information they can get about the patient. The representatives should be listening for:</p> <ul style="list-style-type: none"> • Level of confidence in replies • Degree to which the players are forthcoming with information • Requests for assistance made to representatives <p>Media representatives should attempt to copy any details they see on flipcharts, etc. for use in Twitter messages.</p> <p>The representative will then draft a tweet, Facebook post, breaking new story or other story based on this information. This document will be provided to all pods. The representative will then repeat this process with the Local EOC pod, asking for comment and generating a story. This process will continue throughout the exercise. All news releases should go to all pods.</p>
Notes:
This can be a member of the exercise team or you can bring in a reporter from a local news agency.

INPUT #	21
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Method:	Task	Time:	42:00	From:	Controller	To:	Health Portfolio
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Event Description:

Messaging from Federal Agencies

Message/Script:

TASK:

The recent outbreaks of Ebola have seen numerous media stories about the disease. Many of these stories provide conflicting and inaccurate information to the public. It is likely the same media challenge will occur during this event. It is likely the media will begin reporting on this event within the next hour. In order to maintain public confidence in the work being undertaken by the federal government, it will be critical that communications from federal agencies are aligned, consistent and timely.

Based on what is known so far in the scenario, create a brief list of the departments/agencies that would need to be engaged in communicating with the public.

Then, prepare a brief message that would be released to the public. The message may contain whatever information you feel is appropriate. You may contact the Health Pods to discuss the content of the message if you feel it is necessary. Once you have completed the message, submit it in the decision box. It will then be shared with the other Player groups and media representatives.

Notes:

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INPUT #	22
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Method:	Document	Time:	50:00	From:	Media	To:	All Players
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Event Description:
Initial Media Feedback
Message/Script:
<p>(Documents produced by media representatives for JITV NEWS)</p> <p>This will be the earliest that Players will receive documents created by the media.</p>
Notes:
<p>DOCUMENT: Provide the documents created by the media representatives to all pods.</p>

INPUT #	23
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Method:	Video & Task	Time:	50:00	From:	Controller	To:	Health
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Event Description:

Messaging to Patients Family

Message/Script:

(Phone call from Doctor Marks - **Vancouver General Hospital**)

“This is Doctor Marks, the emergency room physician managing the assumed case of smallpox at **Vancouver General Hospital**. I have provided Linda’s family with some general information about smallpox and what they might expect if the case is confirmed. As you can imagine, they are extremely upset. They keep asking when they can take Linda home. Linda’s condition is extremely fragile. There is little else I can tell the family other than we need to wait for the test results.

If Linda truly does have smallpox, we are going to have to determine what we are going to tell families. They simply won’t be ready to hear that their child died of smallpox.”

TASK:

Using the message forms provided, script a message that will be used by physicians when speaking to patients and their families about their possible infection. Include any information, direction, and details on support services that you feel are appropriate and useful.

Then describe the strategy that will be used to communicate these messages. The strategy should include how this scripted message will be provided, who will provide it, and any other relevant details. This strategy should be recorded onto the back of the message.

A runner will be sent to pick up your completed messages and strategies in 15 minutes.

Notes:

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INPUT #	24
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Method:	Task	Time:	50:00	From:	Controller	To:	Local EOC
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Event Description:

Messaging to Community

Message/Script:

TASK:

Using the message forms provided, script a message that will be provided to community members regarding this event. Include any information, direction, and details on support services that you feel are appropriate and useful.

Then describe the strategy that will be used to communicate these messages. The strategy should include how this scripted message will be provided, who will provide it, and any other relevant details. This strategy should be recorded onto the back of the message.

A runner will be sent to pick up your completed messages and strategies in 15 minutes.

Notes:

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INPUT #	25
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Method:	Task & Document	Time:	60:00	From:	Controller	To:	Health
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Event Description:
Feedback from Local Government & Services
Message/Script:
<p>TASK:</p> <p>The Local EOC pod has reviewed the flipchart detailing the services you require of them to help support public health efforts. In a few minutes, a runner will be providing you with their response to your planning.</p> <p>Review this response and discuss what, if any, actions, clarifications, or messaging needs to occur.</p>
Notes:
<p>DOCUMENT:</p> <p>Provide the pod with the response document created by the Local EOC.</p>

INPUT #	26
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Method:	Video & Task	Time:	65:00	From:	Controller	To:	Health
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Event Description:

Messaging to Staff - HA

Message/Script:

(Phone call from HR)

“This is Rose Forbes. I work in the Human Resources department at the **Health Authority**. I’m calling because staff have begun calling HR with questions about the patient and about protective measures being taken. There are lots of rumours floating around – all the students have smallpox, there is no PPE, vaccines will be given out to all staff. We have to get ahead of this with a uniform, comprehensive message to staff. If we don’t, you can bet the hospitals will be providing their own messaging.”

TASK:

Using the message forms provided, craft one message that will be sent to the front-line healthcare staff and one that will be sent to the **Health Authority** staff advising of the assumed case of smallpox. Include any information and direction you feel are appropriate and useful to staff.

Then describe the strategy that will be used to communicate these messages. The strategy should include how the message will be sent, who it will be sent by, and any other relevant details. This strategy should be recorded onto the back of the message.

A runner will be sent to pick up your completed messages and strategies in 15 minutes.

Notes:

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INPUT #	27
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Method:	Video & Task	Time:	65:00	From:	Controller	To:	Health Portfolio
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Event Description:
Messaging to Staff – Health Portfolio
Message/Script:
<p>(Phone call from HR)</p> <p>“This is Rose Forbes. I work in the Human Resources department at the Health Authority. I’m calling because staff have begun calling HR with questions about the patient and about protective measures being taken. There are lots of rumours floating around – all the students have smallpox, there is no PPE, vaccines will be given out to all staff. We have to get ahead of this with a uniform, comprehensive message to staff. If we don’t, you can bet the hospitals will be providing their own messaging.”</p>
<p>TASK:</p> <p>The Health Portfolio (Health Canada in particular) has a responsibility to develop health policy and advance best practices in occupational health and safety. This event create a unique challenge in that workers in a variety of sectors could be impacted by or exposed to the disease. The Health Portfolio will play a critical role in ensuring all workers, especially federal employees, have a clear understanding of how to protect themselves if they may be exposed to this hazard.</p> <p>Based on what is known so far about the scenario, craft a message that provides information and guidance on the personal protective gear appropriate for workers that may be exposed to the disease. You should assume this guidance will be accessed by health care workers, federal employees (such as RCMP) who may interact with infected individuals, as well as front-line workers with local government (such as Emergency Social Services workers). Once you have completed this guidance, submit it in the decision box. It will then be shared with the other Player groups and media representatives.</p>
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INPUT #	28
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Method:	Video & Task	Time:	65:00	From:	Controller	To:	Local EOC
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Event Description:
Messaging to Staff - EOC
Message/Script:
<p>(Phone call from HR)</p> <p>“This is Rose Forbes. I work in the Human Resources at City Hall. I’m calling because staff are calling us with questions about a smallpox outbreak. I literally have nothing to tell them because I haven’t heard anything myself. Seriously- is there a smallpox outbreak? Whatever is going on, we have to get ahead of this with a uniform, comprehensive message to staff. If we don’t, you can bet the rumours are going to start flying.”</p> <hr/> <p>TASK:</p> <p>Using the message forms provided, craft a message that will be sent to the agency staff advising of the assumed case of smallpox. Include any information and direction you feel are appropriate and useful to staff.</p> <p>Then describe the strategy that will be used to communicate these messages. The strategy should include how the message will be sent, who it will be sent by, and any other relevant details. This strategy should be recorded onto the back of the message.</p> <p>A runner will be sent to pick up your completed messages and strategies in 15 minutes.</p>
Notes:
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INPUT #	29
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Method:	Task & Document	Time:	72:00	From:	Controller	To:	Health
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Event Description:

Guidance for Other Health Authorities

Message/Script:

(Phone call from Northern Health Representative)

“Hi, it’s Andrew Malchick calling. I work in with **Northern Health**. I have an administrator from **Fort St. John** hospital on the other line. They received a call a few minutes ago from Clark Freeman who was one of the **University of British Columbia** students that just returned from Russia. Clark has spoken with the Tracing Committee but he is still unclear on what should he do. He wants to get checked out at the hospital but is concerned about getting other people sick. Right now, he is waiting at his parents house for us to call him and give him some instructions. What should we do with him?”

TASK:

Student populations are transient by nature, particularly at the start and end of a school term. It is possible that some students who live in the jurisdiction of one **Health Authority** may require medical services while in a different **Health Authority**.

Review the Tracing Committee profile for Clark Freeman. Then discuss options for managing Clark. These may include isolating him with family in Fort St. John; isolating him at a hospital in Fort St. John; transporting him back to the GVRD; or any other options you feel might be appropriate.

Notes:

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INPUT #	30
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Method:	Video, Task & Document	Time:	90:00	From:	Controller	To:	Health
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Event Description:
Personal Protective Equipment - HA
Message/Script:
<p>(Phone call from Doctor Marks - Vancouver General)</p> <p>“This is Doctor Marks at Vancouver General. I have placed a second patient into isolation. His name is Brad Drumlan and he was one of the students that recently returned from Russia. His symptoms closely match those of Linda Gibbon. We now have two assumed cases of smallpox here as well as one at Abbotsford Regional Hospital. I’ve been in contact with the Tracing Committee and informed them that Brad is here.”</p> <hr style="border: 1px solid black;"/> <p>TASK:</p> <p>With the arrival of an additional suspected case of smallpox at the hospital, the need for widespread use of PPE will become critical. However, each facility will have a finite amount of PPE available. Using the flipchart, create a list prioritizing which staff have access to personal protective equipment.</p> <p>Then, identify how you will convey to staff that the equipment is adequate for ensuring their safety as they complete their jobs. You have 10 minutes to complete this task.</p>
Notes:
<p>DOCUMENT:</p> <p>Provide the Tracing Committee email for Brad Drumlan to the pod.</p>

INPUT #	31
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Method:	Task	Time:	90:00	From:	Controller	To:	Local EOC
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Event Description:

Personal Protective Equipment - EOC

Message/Script:

TASK:

Unless precautions are taken, a virulent disease like smallpox has the potential to spread quickly. First responders supporting the public health efforts may find themselves dealing with potentially infected individuals. The need for widespread access to personal protective equipment amongst first responders will become critical. However, most agencies have a finite amount of PPE available and access to vaccines and equipment will be limited. Using the flipchart, create a list prioritizing which staff have access to personal protective equipment.

Then, identify how you will convey to staff that the equipment is adequate for ensuring their safety as they complete their jobs. You have 10 minutes to complete this task.

Notes:

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INPUT #	32
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Method:	Task & Document	Time:	100:00	From:	Controller	To:	Health
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Event Description:
Patient Management Strategies
Message/Script:
<p>TASK: Assume you are providing direction to Kyle Lussier, who is being requested to remain in isolation. Using the flipchart, create a list of what you perceive to be Kyle’s needs in isolation as well as how you would address each need.</p>
Notes:
<p>DOCUMENT: Provide the Tracing Committee email for Kyle Lussier to the pod.</p>

INPUT #	33
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Method:	Task & Document	Time:	100:00	From:	Controller	To:	Health Portfolio
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Event Description:
Enhanced Quarantine
Message/Script:
<p>TASK:</p> <p>At this stage, it is believed that the students were exposed to the disease in Russia. Assume that Russian health officials have provided little information on the potential source of the disease, whether any Russian citizens are thought to have been infected, or whether any steps are being taken to control what may be a potential outbreak.</p> <p>With this in mind, it may be critical to ensure steps are being taken to implement and/or enhance quarantine measures at points of entry into Canada.</p> <p>Using your plans and guidelines, identify the triggers that would lead to the implementation of enhanced quarantine measures at points of entry. Then, identify the lead department/agency and the supports they will require from other federal departments/agencies to fully implement the measures.</p>
Notes:
<p>DOCUMENT:</p> <p>Provide the Tracing Committee email for Kyle Lussier to the pod.</p>

INPUT #	34
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Method:	Video & Task	Time:	100:00	From:	Controller	To:	Local EOC
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Event Description:
Interacting with Patients
Message/Script:
<p>(Phone call from Public Health Nurse)</p> <p>“Hi, this is Mary Watson. I’m a public health nurse that is assisting in the tracing activities. I’m about to meet with Pierce Haverford, one of the students that has been asked to enter isolation. I’ve been advised by the Tracing Committee that he was very argumentative and abusive on the phone. The Committee is concerned he won’t follow their instructions which is why I have been asked to follow up in person. I’ve been told that you can assist me on this call. I would appreciate a police presence – can you help with this?”</p> <hr/> <p>TASK:</p> <p>It is possible that your staff may be asked to interact with individuals who could potentially be infected with smallpox. Discuss how your agency would identify which staff member would be selected to manage calls like this one, why they were selected, and identify the resources they would require in responding to the call. You have 10 minutes to complete this task.</p>
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INPUT #	35
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Method:	Task & Document	Time:	100:00	From:	Controller	To:	Health
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Event Description:
Out-of-Province Patient - HA
Message/Script:
<p>TASK:</p> <p>In a few moments, you will receive the Tracing Committee email related to Fran Branford. Fran is currently in Washington State, attending a conference. Fran currently feels unwell. What actions would you take regarding this information?</p>
Notes:
<p>DOCUMENT:</p> <p>Provide the Tracing Committee email for Fran Branford to the pod.</p>



INPUT #	36
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Method:	Video & Task	Time:	100:00	From:	Controller	To:	Health Portfolio
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Event Description:
Out-of-Province Patient – Health Portfolio
Message/Script:
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Notes:
DOCUMENT: Provide the Tracing Committee email for Fran Branford to the pod.

INPUT #	37
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Method:	Task & Document	Time:	110:00	From:	Controller	To:	Health
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Event Description:
Enforcing Isolation - HA
Message/Script:
<p>(Phone call from Public Health Nurse)</p> <p>“Hi, this is Mary Watson. I’m a public health nurse that is assisting in the tracing activities. I’m currently meeting with Pierce Haverford, one of the students that has been asked to enter isolation. He is being very argumentative and refusing to listen to me, much less stay in isolation. He has told me he has no intention of staying isolated and is literally packing a bag to leave. I need some guidance on what I should do here.”</p> <hr/> <p>TASK:</p> <p>It is possible that some individuals will refuse to cooperate with requests to stay in isolation. Using the flipchart, identify the steps that would be taken to enforce the isolation of patients. Be specific, identifying facilities by name, resources requirements, and any plans that would be followed. You have 10 minutes to complete this task.</p>
Notes:
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INPUT #	38
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Method:	Video & Task	Time:	110:00	From:	Controller	To:	Local EOC
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Event Description:
Enforcing Isolation - EOC
Message/Script:
<p>(Phone call from Public Health Nurse)</p> <p>“Hi, this is Mary Watson, the public health nurse. I’m currently meeting with Pierce Haverford, one of the students that has been asked to enter isolation. He is being very argumentative and refusing to listen to me, much less stay in isolation. He has told me he has no intention of staying isolated and is literally packing a bag to leave. I need you to take him into custody and transport him to hospital.”</p> <hr/> <p>TASK:</p> <p>Assume that a request is being made for emergency services to actively support the apprehension and transport of a patient who is refusing isolation. The patient needs to be transported to a local hospital.</p> <p>On the flipchart provided, identify the tasks required to provide this support and the agency responsible for providing this support. These tasks would likely include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Dispatching appropriate personnel to attend the call • Apprehending the patient • Transporting the patient by vehicle to hospital • Sanitizing the vehicle and equipment following the call • Any other required tasks that are not listed here <p>You have 10 minutes to complete this task.</p>
Notes:
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INPUT #	39
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Method:	Task & Document	Time:	125:00	From:	Controller	To:	Health & Local EOC
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Event Description:
Review of Isolation/Quarantine Expectations
Message/Script:
<p>TASK:</p> <p>In a few minutes, a runner will provide you with a flipchart created by the other pod. The flipchart details their expectations of the local government services that will be provided to individuals in isolation at home.</p> <p>Review this document and discuss what, if any, actions, clarifications, or messaging needs to occur.</p>
Notes:
<p>DOCUMENT:</p> <p>Provide the Local EOC pod with the Health pod flipchart responses to their expectations of local government services to individuals in quarantine.</p> <p>Provide the Health pod with the Local EOC pod flipchart responses to their expectations of local government services to individuals in quarantine.</p>

INPUT #	40
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Method:	In-person	Time:	125:00	From:	Observer	To:	Health
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Event Description:
In-Person Support from Ministry of Health
Message/Script:
One of the Ministry of Health observers should enter the Health pod and ask for a briefing of the planning efforts and decisions made by the pod so far.
Notes:
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INPUT #	41
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Method:	Video & Task	Time:	130:00	From:	Controller	To:	Local EOC
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Event Description:
Role of Emergency Social Services - EOC
Message/Script:
<p>(Phone call from ESS representative)</p> <p>“Hi, this is Sandrine. I help coordinate the ESS volunteers in the city. I have received a number of phone calls from our volunteers about the smallpox case being reported in the news. Some of our older volunteers that were vaccinated for smallpox as children are offering to help the family out with groceries and housework. However, some other volunteers have asked to be taken off the call list until more information is known about the outbreak. To be honest, I don’t know if there even is an outbreak and if there is, what ESS would even do. Can you help clarify this?”</p>
<p>TASK:</p> <p>ESS workers provide a variety of important services to community members during traditional emergencies. However, there are a number of opinions on what the role of ESS workers would be in the event of a health emergency. The needs of community members will be different, particularly for individuals that are in isolation/quarantine.</p> <p>Using the flipchart, define the role of ESS workers in supporting the community during a health emergency. Identify the services ESS workers would provide and activities they would not perform. (For example, would ESS workers be tasked with delivering groceries to individuals in isolation?) Then, identify the resources the ESS workers would need to complete these activities.</p>
Notes:
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INPUT #	42
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Method:	Video & Task	Time:	130:00	From:	Controller	To:	Health
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Event Description:
Protection of Emergency Social Services Workers - HA
Message/Script:
<p>(Phone call from ESS representative)</p> <p>“Hi, this is Sandrine. I help coordinate the ESS volunteers in the city. I have received a number of phone calls from our volunteers about the smallpox case being reported in the news. Some of our older volunteers that were vaccinated for smallpox as children are offering to help the family out with groceries and housework. However, some other volunteers have asked to be taken off the call list until more information is known about the outbreak. To be honest, I don’t know if there even is an outbreak and if there is, what ESS would even do. Can you help clarify this?”</p> <hr/> <p>TASK:</p> <p>During an emergency, ESS workers provide a variety of important services to community members during traditional emergencies. However, there are a number of opinions on what the role of ESS workers would be in the event of a health emergency. The needs of community members will be different, particularly for individuals that are in isolation/quarantine. The Local EOC pod is working on defining the role of ESS workers during this event.</p> <p>In order for ESS workers to be effective, they will need to know they are safe. Using the flipchart, outline the safety precautions that are required for ESS workers. These should include the need for vaccinations, the timeframe in which the vaccination would need to be delivered, any personal protective equipment they would require, and any other safety precautions they would need to take when dealing with a potentially infected individual.</p>
Notes:
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INPUT #	43
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Method:	Task & Document	Time:	132:00	From:	Controller	To:	Health
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Event Description:
Consequences of Identification - HA
Message/Script:
<p>(Phone call from Public Health Nurse)</p> <p>“Hi, this is Mary Watson. I’m the public health nurse that is working with Pierce Haverford, one of the students that has been asked to enter isolation. Pierce has just received a call from one of his friends. Apparently, Pierce’s roommates have bagged up all of his possessions and thrown them out in a nearby dumpster. They have also told their landlord that Pierce is no longer living at the residence. Pierce is very upset – it sounds like he expected his friends would react this way. I’m really not sure what we can do at this point.”</p>
TASK:
Discuss what, if any, consequences might result in directly or indirectly publicly identifying a person suspected of having smallpox. Then, suggest ways to mitigate the impacts of this identification on the individual, their family/friends and community.
Notes:
DOCUMENT:
Provide the Tracing Committee email for Pierce Haverford to the pod.



INPUT #	44
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Method:	Document	Time:	132:00	From:	Controller	To:	Health
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Event Description:
Additional Student Profiles - HA
Message/Script:
(Email from Tracing Committee)
Notes:
DOCUMENT: Provide the Tracing Committee email for remaining students except Charlotte Nadine to the pods.

INPUT #	45
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Method:	Document	Time:	132:00	From:	Controller	To:	Health Portfolio
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Event Description:
Additional Student Profiles – Health Portfolio
Message/Script:
(Email from Tracing Committee)
Notes:
DOCUMENT: Provide the Tracing Committee email for Pierce Haverford and remaining students except Charlotte Nadine to the pods.

INPUT #	46
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Method:	Task & Document	Time:	132:00	From:	Controller	To:	Local EOC
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Event Description:

Consequences of Identification - EOC

Message/Script:

(Phone call from Public Health Nurse)

“Hi, this is Mary Watson. I’m the public health nurse that is working with Pierce Haverford, one of the students that has been asked to enter isolation. Pierce has just received a call from one of his friends. Apparently, Pierce’s roommates have bagged up all of his possessions and thrown them out in a nearby dumpster. They have also told their landlord that Pierce is no longer living at the residence. Pierce is very upset – it sounds like he expected his friends would react this way. I’m really not sure what we can do at this point.”

TASK:

Discuss what, if any, consequences might result in directly or indirectly publicly identifying a person suspected of having smallpox. Then, suggest ways to mitigate the impacts of this identification on the individual, their family/friends and community. Finally, identify how Pierce’s possessions should be managed.

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INPUT #	47
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Method:	Task & Document	Time:	135:00	From:	Controller	To:	Health
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Event Description:
First Nations Interface
Message/Script:
<p>TASK: Review the email provided by the Tracing Committee. On the flipchart, identify the process that would be followed to support Charlotte and her family if she is to be isolated.</p>
Notes:
<p>DOCUMENT: Provide the Tracing Committee email for Charlotte Nadine to the pod.</p>

INPUT #	48
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Method:	Video & Task	Time:	140:00	From:	Controller	To:	Health
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Event Description:
Death of Linda Gibbon - HA
Message/Script:
<p>(Phone call from Doctor Marks - Vancouver General)</p> <p>“This is Doctor Marks at Vancouver General. I want to inform you that 30 minutes ago, Linda Gibbon succumbed to her illness. Her body is being transferred to the morgue.”</p> <hr/> <p>TASK: On the flipchart, identify what actions would be taken to manage Linda’s remains. Also, identify what, if any, input would you seek from the Linda’s family regarding the management of Linda’s remains. You have 10 minutes to complete this task.</p>
Notes:
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INPUT #	49
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Method:	Video & Task	Time:	140:00	From:	Controller	To:	Health Portfolio
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Event Description:
Death of Linda Gibbon – Health Portfolio
Message/Script:
<p>(Phone call from Doctor Marks - Vancouver General Hospital)</p> <p>“This is Doctor Marks at Vancouver General. I want to inform you that 30 minutes ago, Linda Gibbon succumbed to her illness. Her body is being transferred to the morgue.”</p> <hr/> <p>TASK:</p> <p>The Health Portfolio may soon be contacted by health officials, requesting access to federal stockpiles of vaccine. Create a list of the criteria that would need to be met in order for these officials to be given access to these vaccines. Then briefly describe the steps that you would expect health officials to follow when making a formal request.</p>
Notes:
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INPUT #	50
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Method:	Video	Time:	145:00	From:	Controller	To:	All Players
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Event Description:
Responder Refusing Service
Message/Script:
(Phone call from Public Health Nurse) “Hi, this is Mary Watson. I’m the public health nurse that is working with Pierce Haverford. I have requested a patrol member from the police to help me manage Pierce. The member that has arrived is refusing to enter Pierce’s residence. He says he feels it is unsafe and he is refusing to help me. Can he do this? I thought the police were on board with helping us manage this incident?”
Notes:
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INPUT #	51
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Method:	Document	Time:	145:00	From:	Controller	To:	All Players
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Event Description:

Family Member Quarantined

Message/Script:

(Phone Message:

A phone message will be provided to one of the players in the health pod and one in the local EOC pod. The phone message will be from the players family doctor, indicating they need to contact them urgently regarding the potential need for the players child to be placed in isolation due to contact with one of the confirmed student cases. The player will leave the pod under the pretense of calling the doctor's office and will not return to the exercise).

Notes:

DOCUMENT:

Provide the Phone Message to one player in the health pod.

DOCUMENT:

Provide the Phone Message to one player in the EOC pod.

INPUT #	52
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Method:	Task	Time:	150:00	From:	Controller	To:	Local EOC
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Event Description:
Managing Public Perceptions
Message/Script:
<p>(Email from Student Landlord to Mayor)</p> <p>“My name is John Marshal and I own an apartment building in the City. I’ve just received a call from one of my tenants saying they have been quarantined with smallpox. They have asked me to waive their rent next month because they can’t get out to work. This is ridiculous! If the other tenants find out, they are all going to move out. I’m not a charity – if they don’t pay their bills, they have to go. And I expect the city to clean up their apartment so I can rent it out again. What support can the city give me?”</p> <p>-----</p> <p>TASK: Describe what, if any, support the City would provide to those experiencing the secondary impacts of quarantine.</p>
Notes:
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INPUT #	53
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Method:	Video & Task	Time:	150:00	From:	Controller	To:	Health
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Event Description:
Staff Refusing to Work
Message/Script:
<p>(Phone call from HR)</p> <p>“This is Rose Forbes in HR. We’ve got a problem - two emergency room nurses at Vancouver General are refusing to work. They have contacted the union and are saying their work conditions are unsafe. I also received a call from Abbotsford Regional Hospital. A number of technicians and other personnel have asked for leave time until the patients are moved out of isolation.”</p>
<p>TASK:</p> <p>The response of healthcare workers to the assumed case of smallpox will vary depending on how they interpret the actions being taken by the hospital. Using the flipchart, create a list of issues that may arise amongst staff due to the assumed case. Then identify one strategy to address each issue.</p>
Notes:
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INPUT #	54
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Method:	Video & Task	Time:	165:00	From:	Controller	To:	Health
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Event Description:

Staff Access to Information

Message/Script:

(Phone call from HR)

“This is Rose Forbes in HR. We’re getting inundated with calls from concerned staff members. I’ve spoken with everyone from physicians, to nurses, to janitorial staff. I’ve had two calls where staff have refused to give me their names. are refusing to give me their name. We need to identify a more systematic way to share information about this event with health staff. The idea of a staff support hotline was discussed in that past. I’m looking into whether the logistics of getting this setup.”

TASK:

Assume the **Health Authority** will be establishing a support hotline for staff. Using the flipchart provided, identify:

- Which staff would be allowed to access the hotline
- The types of information that would be provided to staff
- Any other relevant details about how the line would be managed

Notes:

...

INPUT #	55
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Method:	Task & Document	Time:	165:00	From:	Controller	To:	Local EOC
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Event Description:
Updates to Emergency/Pandemic Plans
Message/Script:
<p>(Email from Mayor)</p> <p>“I'm concerned about how this event will escalate in the upcoming days and weeks. I know that we have undertaken some pandemic planning but I believe the focus was on a bad flu season. If there truly is smallpox in our community, we're going to have to be ready to respond. I need you to look at our emergency and pandemic plans in context of a virulent disease like smallpox and identify what we are missing. I want to know we are ahead of this thing just in case it blows up on us.”</p>
TASK:
Based on the conversations which have occurred so far, create a list of items that need to be amended, included, or omitted from your emergency and pandemic plans. Then, identify the person/role that would be responsible for developing each of these items.
Notes:
<p>DOCUMENT: Provide the email from the Mayor to the pod.</p>

INPUT #	56
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Method:	...	Time:	180:00	From:	Controller	To:	All Players
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Event Description:
ENDEX
Message/Script:
ENDEX
Notes:
...