

Goal

Re-engage offsite clinics in the volunteer Emergency Response Team (ERT) in the post-COVID environment.

What is ERT?

- A volunteer membership for staff with an interest in additional emergency response training
- The leaders and liaisons during an emergency response
- Evacuation Chair Champions

Where is ERT Available?

- All offsite clinic and office locations

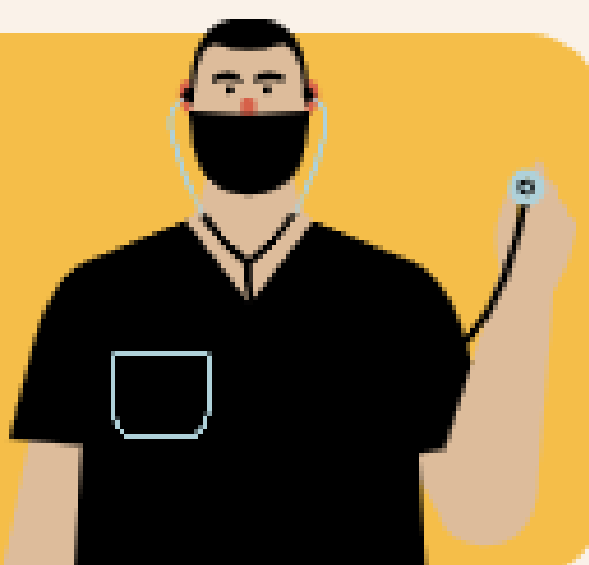
How do you become an ERT?

- Complete the online on-demand self-paced training from OEM (~1 hour)
- Pass the post-training quiz (~15 mins)
- Participate in an Evacuation Chair Champion training (~30 mins)

EMERGENCY RESPONSE TEAM (ERT) VOLUNTEERS

Join ERT Today!

Are you interested in advancing your clinic's emergency preparedness? Do you want to do more to help your coworkers and patients in the event of an emergency? ERT volunteers learn all this and more. Follow these steps to join the ERT today!



- 1 Submit an application!**
- 2 Receive an email with access to the on-demand training**
- 3 Take the quiz! Pass with at least 80%**
- 4 Sign up for an in-person Evacuation Chair Training**
- 5 Receive your ERT vest!**
- 6 Update your emergency alert profile!**

For more information, please email:

Emergency Response Team Response Actions

- Communicate
- Sweep / Assess
- Lead
- Evacuate
- Direct / Secure
- Coordinate

- Which you end up doing in each response may differ, depending on:
 - Type of incident
 - Type of support needed
 - Timing
 - Resources (people and/or equipment) available to assist
 - Your familiarity, ability, and/or confidence in performing the task



Upon completion of training, ERTs receive supplies to be used during a disaster.

ERTs are trained on all six (6) types of response roles. The type of incident, number of ERTs, and response needs will determine their role in an incident.

Development

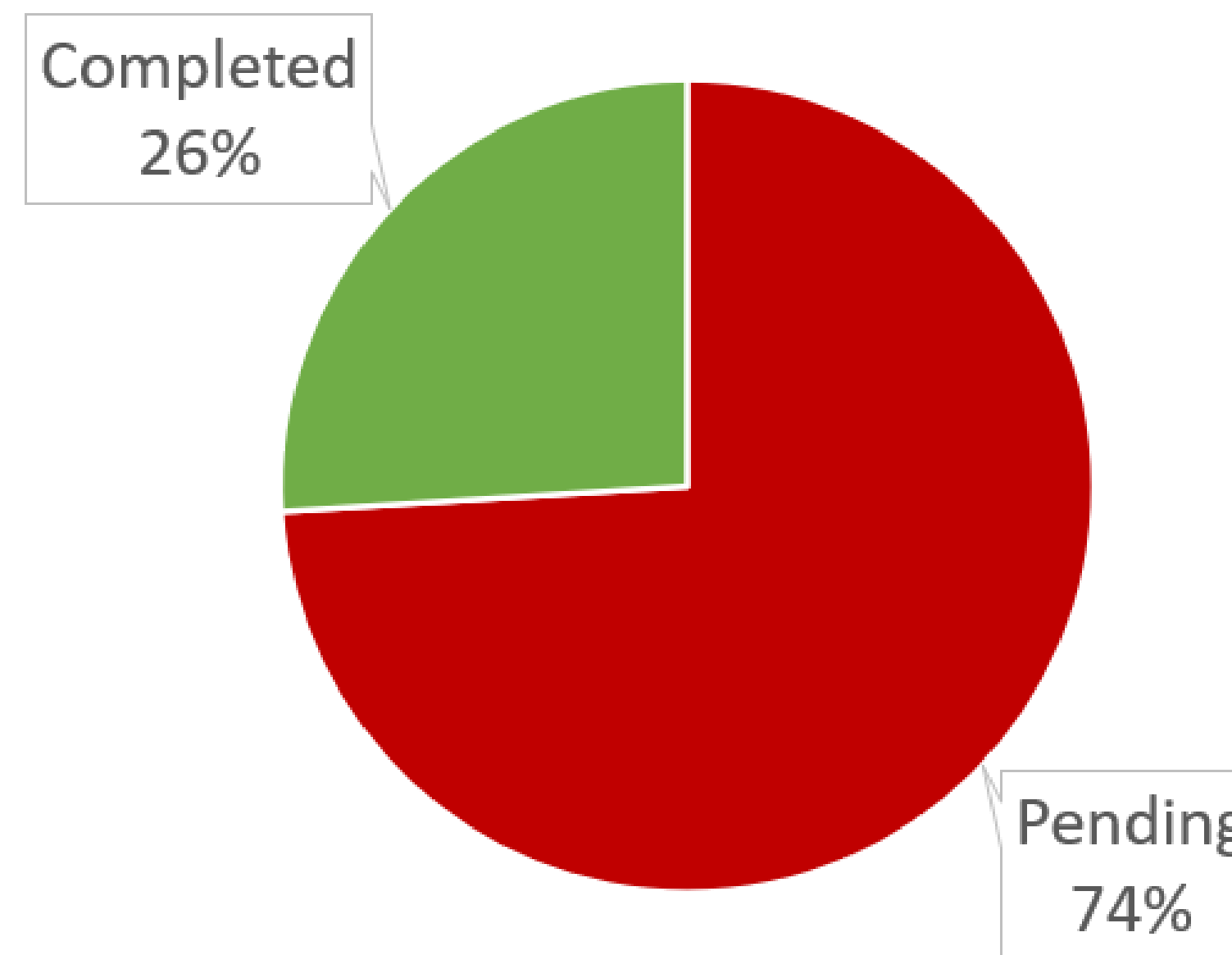
Before 2020: ERT training was held in person with slides, discussion, and evacuation equipment practice.

ERT 2023 Refresh:

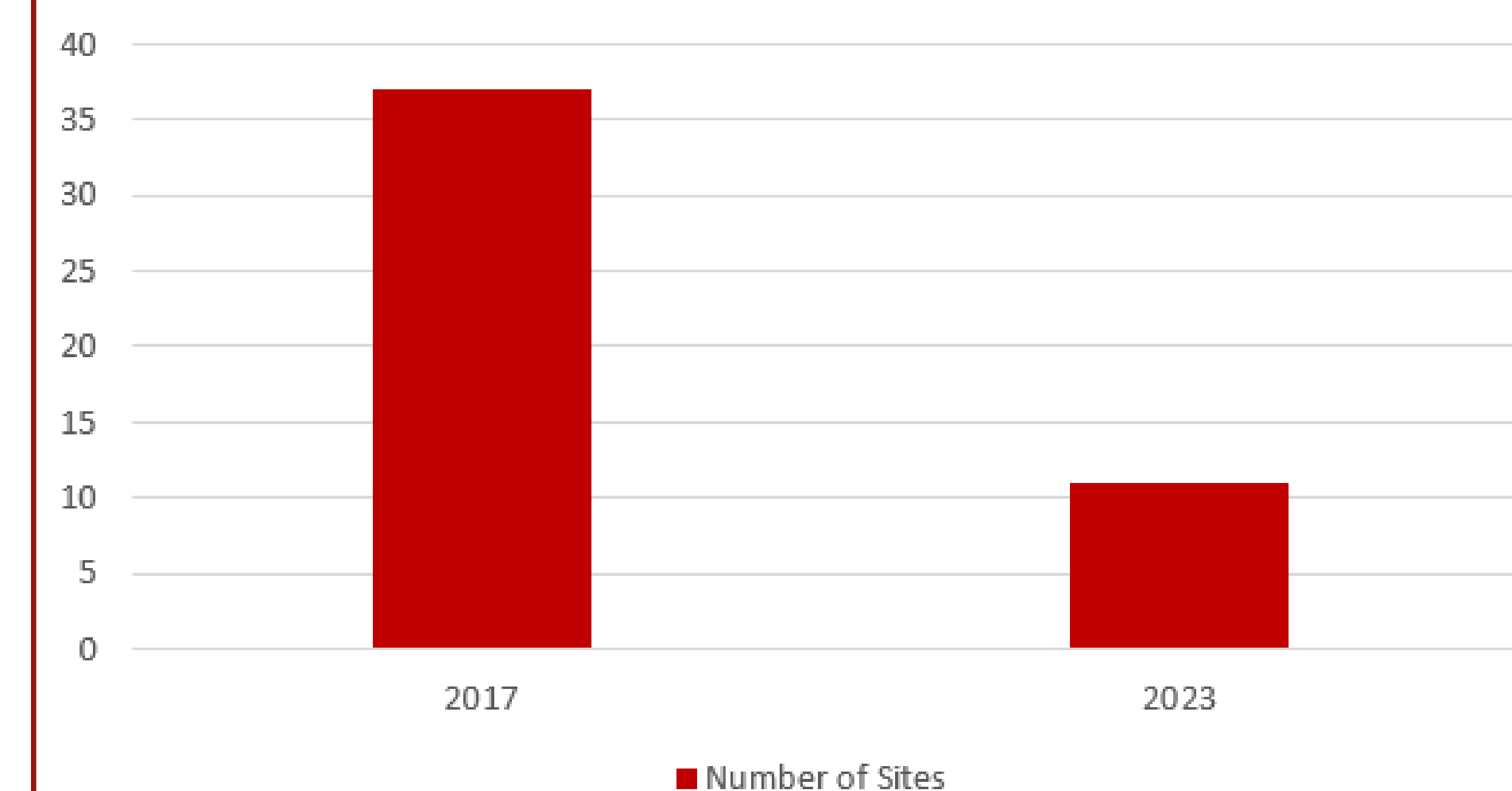
- Updated slides and recorded voice narration turned the class into a self-paced virtual lesson to allow increased accessibility for all staff.
- A post-lesson quiz was developed to check knowledge gained from the virtual training.
- In-person Champion Evacuation Chair courses held at various sites to make the training more accessible.

By having ERTs be Evacuation Chair Champions they can then help train others in their building to use the devices. This also increased our reach at off-site locations.

Evacuation Chair Champion



Number of Sites with ERT Members 2017 vs 2023



Lessons Learned

- All results are based on new ERT members from June to mid-September of 2023. All previous ERT members were required to retake the course if they wished to continue their membership.
- Engagement post-COVID is lower than before. This is likely due to turnover of past volunteers and employees who switched to remote work.
 - Adapting to use virtual trainings proved to be useful to engage all the sites at once.
 - Sending out the flyer and speaking at leadership meetings spread awareness.
- Scheduling Champion trainings, which remained in person, has been the most difficult step.
 - Invite everyone from sites in the area when a class is being held. OEM drives to distant sites to limit the time taken out of their day for the class.

A Look Ahead

Moving forward ERT members will be engaged in offsite exercises and equipment checks. Efforts to engage smaller and farther clinics in ERT will be furthered by conducting in-person engagement efforts during offsite rounding and in collaboration with other trainings.