

**MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH  
PUBLIC HEALTH NEEDS ASSESSMENT DATA  
for  
Region 4B**

Number of Responses = 27

**SECTION I: LOCAL PUBLIC HEALTH AGENCY INFORMATION**

<b>Table 1 Days/Hours of Operation</b>							
<b>Town</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
Arlington	8-4				8-12		
Belmont	8am-4pm						
Braintree	8:30 - 4:30						
Brookline	8-5				8-12:30		
Cambridge	9am-5pm						
Canton	8:30-4:00pm						
Chelsea	8:00am to 4:00pm				8:00am to 12:00noon		
Cohasset	8:30 am - 4:30				8:30 - 1:30 pm		
Dedham	8:30-4:30pm						
Everett	8-7:30	8-4	8-4	8-4	8-11:30am		
Hanover	8-12 / 1-4						
Hingham	8:30-4:30	8:30-7:00	8:30-4:30	8:30-4:30	8:30-1:00		
Hull	8Am-4pm	8Am-7:30pm	8Am-4pm	8Am-7:30pm			
Milton	8:30-5pm						
Needham	8:30-5pm						
Newton	8:30 - 5:00	8:30 - 8:00	8:30 - 5:00	8:30 - 5:00	8:30 - 5:00		
Norwell	8-4:15	8-4:15	8-7:30	8-4	8-12		
Norwood	8:15 - 4:30 pm						
Quincy	8:15 - 4:30 pm					closed	closed
Revere	8:15 – 5 pm				8:15 - 12:15 pm		
Scituate	8:30-4:45	8:30-7:30	8:30-4:45	8:30-4:45	8:30-11:45		
Somerville	8:15 - 4:30 pm					On Call	On Call
Watertown	8:30-5:00						
Wellesley	8:00-5 pm					on call 24/7	on call 24/7
Westwood	8:30-4:30	8:30-7:00	8:30-4:30	8:30-4:30	8:30-1:00		
Weymouth	8:30 - 4:30 pm						
Winthrop	8-7pm	8-4pm	8-4pm	8-4pm	8-noon	on call	on call

**Table 2**  
**Summary of Questions 2-4**

Town	# of Regular Staff	# of Temporary Staff	# of Contract Staff	# of Volunteer Staff	Website/email address
Arlington	2.85				
Belmont	5.5				<a href="http://www.town.belmont.ma.us">http://www.town.belmont.ma.us</a>
Braintree	6				
Brookline	16		1	4	<a href="http://www.townofbrooklinemass.com">www.townofbrooklinemass.com</a>
Cambridge	42.53	1.09	2.33		<a href="http://www.cambridgepublichealth.org">www.cambridgepublichealth.org</a>
Canton	6			1	
Chelsea	16.5			5	City of Chelsea
Cohasset	2.3	0.5			<a href="mailto:cohassetboh@cohassetmass.org">cohassetboh@cohassetmass.org</a>
Dedham	4				<a href="http://www.town.dedham.ma.us">www.town.dedham.ma.us</a>
Everett	17		5		<a href="http://cityofeverett.com">cityofeverett.com</a>
Hanover	2.5				
Hingham	3	1			<a href="http://www.hingham-ma.com">www.hingham-ma.com</a>
Hull	2.5				<a href="http://town.hull.ma.us">town.hull.ma.us</a>
Milton	2.6		<.1	<.1	<a href="http://www.townofmilton.org">www.townofmilton.org</a>
Needham	5.5				<a href="http://www.town.needham.ma.us/boh">www.town.needham.ma.us/boh</a>
Newton	32.5			1.0	<a href="http://www.ci.newton.ma.us">www.ci.newton.ma.us</a>
Norwell	2		1		
Norwood	5		1.5		<a href="http://www.ci.norwood.ma.us">www.ci.norwood.ma.us</a>
Quincy	12				<a href="http://www.ci.quincy.ma.us">www.ci.quincy.ma.us</a>
Revere	5				
Scituate	2.74		as needed- food inspect		town website=
Somerville	35	0	0	0	<a href="http://ci.somerville.ma.us">ci.somerville.ma.us</a>
Watertown	7		2	2	<a href="http://www.ci.watertown.ma.us">www.ci.watertown.ma.us</a>
Wellesley	5.0	per diem nurses	not measured in FTE's	Pharmacists, nurses, clerical workers	<a href="http://www.ci.wellesley.ma.us/hth">www.ci.wellesley.ma.us/hth</a>
Westwood	2.75				<a href="http://www.townhall.westwood.ma.us">www.townhall.westwood.ma.us</a>
Weymouth	7	Less than 1		Less than 1	<a href="http://www.weymouth.ma.us/health/index.asp">http://www.weymouth.ma.us/health/index.asp</a>
Winthrop	FT-35 hrs per week	Nurse TE- 19hrs per week		35	1-metcalfsqwinthrop.ma.02152

## SECTION II: PREPAREDNESS PLANNING & READINESS ASSESSMENT

**Table 3**  
**Q5: Does your agency have written plans and procedures so it can respond to events or accidents involving . . . ?**  
**(% of responding public health agencies)**

	(n=)	Yes, fully	Yes, Partly	No	Don't know/not sure
a. Chemical agents	27	3.7%	14.8%	77.8%	3.7%
b. Radiological agents	27	0%	18.5%	81.5%	0%
c. Nuclear agents	27	0%	14.8%	85.2%	0%
d. Explosives	27	0%	11.1%	85.2%	3.2%
e. Biological/infectious disease outbreaks/incidents (e.g., meningitis, CDC's A list such as anthrax, smallpox)	27	18.5%	48.1%	33.3%	0%
f. Water contamination agents	27	0%	37.0%	63.0%	0%
g. Food contamination agents	27	3.7%	55.6%	40.7%	0%
h. Natural disasters (e.g., hurricanes, floods)	27	14.8%	33.3%	48.1%	3.7%

**Table 4**  
**Q6: Does your agency's emergency plan clearly define the role of, authority of, and collaboration with each of the following entities within the city/town/region?**  
**(% of responding public health agencies)**

	(n=)	Not Applicable	Yes, fully	Yes, Partly	No	Don't know/not sure
a. Local public health agency	27	37.0%	33.3%	22.2%	3.7%	3.7%
b. Local emergency management agency	27	37.0%	18.5%	37.0%	3.7%	3.7%
c. Metropolitan Medical Response System	27	37.0%	3.7%	3.7%	29.6%	25.9%
d. School administrators	27	37.0%	7.4%	33.3%	18.5%	3.7%
e. School nurses	27	37.0%	7.4%	25.9%	22.2%	7.4%
f. Hospitals	27	37.0%	14.8%	29.6%	11.1%	7.4%
g. Hazardous materials team	27	37.0%	18.5%	22.2%	11.1%	11.1%
h. Local emergency medical services	26	38.5%	19.2%	19.2%	15.4%	7.7%
i. Regional emergency medical services	27	37.0%	7.4%	11.1%	29.6%	14.8%
j. Ambulatory surgical centers	27	37.0%	0%	11.1%	40.7%	11.1%
k. Community health centers	27	37.0%	3.7%	18.4%	29.6%	11.1%
l. Local law enforcement agencies	27	37.0%	22.2%	33.3%	3.7%	3.7%
m. Local fire services	27	37.0%	18.5%	25.9%	7.4%	11.1%
n. Local public information officer	27	37.0%	14.8%	18.5%	18.5%	11.1%
o. Department of Mental Health	27	37.0%	7.4%	14.8%	33.3%	7.4%
p. Department of Public Works	27	37.0%	22.2%	25.9%	11.1%	3.7%
q. Telecommunications/utilities	27	37.0%	7.4%	22.2%	18.5%	14.8%
r. Volunteers and/or volunteer agencies (e.g., American Red Cross)	27	37.0%	14.8%	25.9%	18.5%	3.7%
s. Medical examiners	27	37.0%	7.4%	22.2%	18.5%	14.8%
t. Funeral homes	27	37.0%	14.8%	18.5%	18.5%	11.1%
u. Pharmacists	27	37.0%	0%	25.9%	25.9%	11.1%
v. Local veterinarians	27	37.0%	3.7%	14.8%	33.3%	11.1%
w. Local laboratory director	26	38.5%	3.8%	19.2%	30.8%	7.7%
x. Health care providers (e.g., physicians, nurses, dentists)	26	38.5%	3.8%	19.2%	30.8%	7.7%

**Table 4**  
**Q6: Does your agency's emergency plan clearly define the role of, authority of, and collaboration with each of the following entities within the city/town/region?**  
 (% of responding public health agencies)

	(n=)	Not Applicable	Yes, fully	Yes, Partly	No	Don't know/not sure
y. Public transportation agency	27	37.0%	7.4%	18.5%	29.6%	7.4%
z. Council on Aging/senior center	27	37.0%	11.1%	22.2%	22.2%	7.4%
aa. Local American Indian tribes	25	40.0%	0%	4.0%	52.0%	4.0%
bb. State agencies	27	37.0%	22.2%	29.6%	7.4%	3.7%
cc. Animal control	27	37.0%	14.8%	33.3%	7.4%	7.4%

**Table 5**  
**Q7: How often does your agency conduct exercises (e.g., tabletops, drills) to test the emergency plan?**  
 (% of responding public health agencies)

	(n=27)
Don't have an Emergency Plan	37.0%
At least once per month	0%
At least once per quarter	0%
At least once per year	29.6%
Less than once per year	29.6%
Don't know/not sure	3.7

**Table 6**  
**Q.8: Does your agency . . . ?**  
 (% of responding agencies)

	(n=)	Yes	No	Don't Know/not sure
a. Have comprehensive contact information for every member of the emergency planning team so they can be reached 24 hours a day	27	55.6%	29.6%	14.8%
b. Share their emergency plans with other cities/towns in the region	27	14.8%	59.3%	25.9%

**Table 7**  
**Q.9: Public Health Agencies that maintain a directory of after-hour numbers for the following groups and individuals**  
 (% of responding agencies)

	(n=27)
MDPH Division of Epidemiology & Immunization	70.4%
MA Emergency Management Agency	44.4%
Metropolitan Medical Response System	14.8%
Department of Environmental Protection	63.0%
Local public health agency	81.5%
Local media	51.9%
Web site manager	33.3%
Coast Guard, Steamship Authority, or Harbor Master	25.9%
Site clean-up organization	40.7%
Schools	44.4%
Public Works	63.0%
None of the above	0%

<b>Table 8</b> <b>Q.10: Public Health Agencies that maintain a directory of after-hour numbers for the following local organizations</b> <b>(% of responding agencies)</b>	
	(n=27)
Hospitals	66.7%
Community health centers	25.9%
Day care centers	29.6%
Assisted living facilities/long term care	48.1%
Inpatient substance abuse programs and facilities	3.7%
Nursing care facilities	37.0%
Schools	66.7%
Residential programs	14.8%
Migrant farm labor camps	0%
Homeless shelters	14.8%
Elderly housing	51.9%
Veterinary hospital	22.2%
None of the above	18.5%

<b>Table 9</b> <b>Q.11: Does your agency have mutual aid agreements in place with other agencies within the region to support the delivery of public health services?</b> <b>(% of responding public health agencies)</b>	
	(n=26)
Yes, written agreements	11.5%
Yes, but only informal verbal agreements	30.8%
No	50.0%
Don't know/not sure	7.7%

<b>Table 10</b> <b>Q.12: Which of the following are addressed in your agency's emergency plan?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Not applicable. My agency does not have an emergency plan.	51.9%
Identification of potential emergency shelters	44.4%
Identification of emergency operations centers	40.7%
Identification of mass vaccination clinic sites/strategic national stockpile dispensing sites	25.9%
Identification of makeshift morgues	40.7%
Identification of storage facilities or food, medication, etc.	18.5%
Identification of makeshift medical facilities	18.5%
Identification of backup sites for each of the above	11.1%
Evacuation plans	25.9%
Vector control (e.g., rats, insects)	11.1%
Air quality monitoring	3.7%
Water quality monitoring	7.4%
Food quality monitoring	3.7%
Soil quality monitoring	0%
Identification of emergency response personnel	40.7%
Qualifications of emergency response personnel	18.5%
Work and relief scheduling for emergency response personnel to maintain a 24-hour operation for at least several days	7.4%

<b>Table 10</b> <b>Q.12: Which of the following are addressed in your agency's emergency plan?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Identification and scheduling of volunteers	7.4%
Access for first responders when roads to neighboring towns are impassable	11.1%
Ability to get to the incident site when roads are blocked	14.8%
Family preparedness and care	11.1%
Naturally occurring biological event	25.9%
Bioterrorist event	18.5%
Epidemiological investigation	29.6%
Development of field operations manuals for rotating workers	0%
Participation in joint information centers	14.8%
Definitions for plan activation alert thresholds	11.1%
Management of contaminated remains	3.7%
Decontamination of mass casualties	11.1%
Hazardous/infectious sample transportation plan	11.1%
Mass fatalities plan	7.4%
Disease surveillance and response	37.0%
Mental health services for workers, victims, families, and other members of the public	14.8%
An infectious disease annex	11.1%
Widespread and prolonged loss of energy or communications infrastructure	0%
Use of incident command structure as command structure during emergencies	37.0%
Management of donated goods	3.7%
Management of volunteers	7.4%
Multi-lingual prescription pharmaceutical information sheets	0%
Response planning with child care centers	14.8%
Response planning with schools	29.6%
Disposal of medical waste that may be generated at a mass vaccination clinic, shelter, or other facility	22.2%
<u>Other</u> • Currently developing a plan to include most of these issues.	3.7%

<b>Table 11</b> <b>Q.13: When was the last time your agency's emergency plan was updated?</b> <b>(% of responding public health agencies)</b>	
	(n=27 )
Not applicable. My agency does not have an emergency plan.	48.1%
Within the last 6 months	18.5%
6-12 months ago	7.4%
Between 1 and 2 years ago	7.4%
More than 2 years ago	7.4%
Don't know/not sure	11.1%

<b>Table 12</b> <b>Q.14: Does your agency maintain a registry or database of people who are vaccinated and/or certified to deliver smallpox vaccine?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Yes, of vaccinated people only	3.7%
Yes, of certified people only	3.7%
Yes, of both vaccinated and certified people	3.7%
No	88.9%
Don't know/not sure	0%

<b>Table 13</b> <b>Q.15: What specialized or unique resources does your agency have that could be offered for use in a coordinated regional response to a major incident?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
None	33.3%
Don't know/not sure	29.6%
Resources listed:	37.0%
<u>Resources listed:</u> <ul style="list-style-type: none"> <li>• Access to a large number of physicians and nurses</li> <li>• Caritas Norwood Hospital, Quest Laboratory</li> <li>• Health Alert Network, trained school health nurses, 15 networked computers</li> <li>• List of nurses willing to help in case of emergency</li> <li>• Manet Health (community health center), South Cove Community Health Center</li> <li>• Mass. General Hospital – as of yet we have not plan in place</li> <li>• NSTAR phone bank</li> <li>• Quest Diagnostics, South Shore Hospital Radiology, Commonwealth Laboratories</li> <li>• Nurses (2)</li> <li>• Multilingual staff</li> </ul>	

<b>Table 14</b> <b>Q16: Public Health Agencies that .....</b> <b>(% of responding agencies)</b>				
	(n=)	Yes	No	Don't know/not sure
a. Have a formal relationship with a local academic institution(s) that provides your agency with access to additional resources relevant to emergency preparedness	27	22.2%	74.1%	3.7%
b. Use an incident command system when responding to an emergency	27	70.4%	18.5%	11.1%
c. Participate in a unified command system when responding to an emergency	27	63.0%	11.1%	25.9%

<b>Table 15</b> <b>Q.17: In an emergency, which of the following items are immediately accessible in your agency?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Chemical resistant rubber boots	3.7%
Chemical resistant gloves	3.7%
Face shields/masks	18.5%
Powered air purifying respirators with appropriate filters	0%
Self contained breathing apparatus (SCBA)	0%
Chemical resistant suits	3.7%
Chemical resistance tape	3.7%
Hoods	0%
Supplied air respirators	0%
Detector equipment	3.7%

<b>Table 16</b> <b>Q.18: How does your agency manage its inventory of outdated resources?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Not applicable. My agency does not manage its inventory of outdated resources.	81.5%
Rotates outdated resources	7.4%
Removes outdated resources	3.7%
Disposes of outdated resources	3.7%
Other	3.7%
• Expired vaccines get returned to state lab	
Don't know/not sure	3.7%



### SECTION III: PUBLIC INFORMATION & COMMUNICATION

**Table 17**  
**Q.19 : Does your agency have a risk communication plan for use during ...**

	(n = )	Yes	No	Don't Know
a. A public health emergency	27	22.2%	77.8%	0%
b. Non-emergency events	26	23.1%	69.2%	7.7%

**Table 18**  
**Q.20: Which of the following groups does your agency's risk communication plan include coordination with?**  
**(% of responding public health agencies)**

	(n=27)
Not applicable. My agency does not have a risk communication plan.	77.8%
Local public health agency	11.1%
Local fire department	25.9%
Local police department	22.2%
Local emergency medical services (public and private)	18.5%
Local and regional emergency management offices	14.8%
City/town administrator	25.9%
Department of Public Works	18.5%
State public health department	25.9%
Massachusetts Emergency Management Agency (MEMA)	11.1%
Local schools and colleges	22.2%
Local/area hospitals	14.8%
Local/area community health centers	0%
Local physicians	3.7%
Local veterinarians	0%
Local and regional media outlets	14.8%
Local major employers (i.e., large corporation with many employers)	0%
Other	0%
Don't know/not sure	0%

**Table 19**  
**Q.21 : Does your agency's risk communication plan ...**

	(n = )	Not Applicable	Yes	No	Don't Know
a. Identify one or more key spokespersons	27	74.1%	14.8%	7.4%	3.7%
b. Identify a person and at least one alternate assigned the role and responsibilities of Public Information Officers	27	70.4%	18.5%	7.4%	3.7%

**Table 20**  
**Q.22 : Has formal training in risk communication been provided to ... ?**

	(n = )	Not Applicable	Yes	No	Don't Know
a. The key spokespersons	27	48.1%	33.3%	14.8%	3.7%
b. The individuals who serve as Public Information Officers	26	50.0%	11.5%	19.2%	19.2%

**Table 21**  
**Q.23: Which of the following issues are addressed in your agency's risk communication plan?**  
**(% of responding public health agencies)**

	(n=27)
Not applicable. My agency does not have a risk communication plan.	70.4%
Coordination of message content and delivery with state public health/public safety	11.1%
Coordination of message content and delivery with neighboring communities	7.4%
Operation with the context of an incident command system or unified command system	7.4%
Special communication needs in the event of evaluation or need to go to a shelter	7.4%
Implementation of a Joint Public Information Center to be used during multi-agency responses	7.4%
Specific media and public affairs protocols to be used during an emergency	7.4%
Work and relief scheduling for the public information team to maintain 24-hour per day operations (2-3 work shifts/day) for at least several days	0%
Dealing with family members of on-duty personnel during an emergency	0%
Lines of authority and responsibilities for the public information team	7.4%
Triage of media request and inquiries	3.7%
Communication with the medical community	7.4%
Specific risk communication needs in the event that the Strategic National Stockpile is activated	0%
Specific risk communication needs in the event that smallpox vaccination becomes necessary	3.7%
Directing the public to medication/vaccination dispensing sites within your community or nearby communities if the Strategic National Stockpile is activated or smallpox vaccination becomes necessary	7.4%
Mental health issues likely to arise in an emergency	3.7%
Needs of special populations within your community	0%
Providing potassium iodide in the event of a nuclear power plant accident	0%
None of the above	11.1%

**Table 22**  
**Q.24: Which of the following procedures are included in your agency's risk communication plan?**  
**(% of responding public health agencies)**

	(n=27)
Not applicable. My agency does not have a risk communication plan.	70.4%
Addressing patient and situation confidentiality	11.1%
Communication methods (e.g., two-way radios) that allow for confidential discussions	7.4%
Exercises to test the risk communication plan	3.7%
Providing and distributing prepared information materials about chemicals and specific diseases and agents with respect to terrorism	14.8%
Providing and distributing prepared information materials about crisis management and protective health actions/measures	0%
"Rumor control" to prevent public hysteria	7.4%
Developing and disseminating public health alerts	22.2%
Receiving public health alerts and notifications	25.9%
Responding to public health inquiries and request for information received by telephone (e.g., hotline)	14.8%
Responding to public health inquiries and request for information received by e-mail	11.1%
Responding to public health inquiries and request for information received in writing	11.1%
Public advertising of agency emergency contact information	7.4%
Preparing media advisories, press releases, fact sheets, etc.	11.1%
Responding to requests and inquiries from partner agencies	3.7%
Responding to requests and inquiries from legislators and special interest groups	3.7%
Translating critical information, including advisories and alerts, for non-English speaking populations in your community	3.7%
Maintaining a public website	14.8%

**Table 22**  
**Q.24: Which of the following procedures are included in your agency's risk communication plan?**  
**(% of responding public health agencies)**

	(n=27)
Using local public access channels on cable systems	18.5%
Access to reverse 911	11.1%
Identifying individuals to act as spokespersons on public health issues during an emergency for multiple audiences and formats (e.g., spokespersons representing different ethnic groups, media spokespersons, community meeting speakers)	14.8%
Monitoring the public through environmental and trends analysis to determine messages needed, misinformation to be corrected, public concerns, etc. during the emergency	7.4%
Monitoring the media through environmental and trends analysis (e.g., clipping services, monitoring news coverage, monitoring calls and web inquiries to public health agency) to determine messages needed, misinformation to be corrected, media concerns, etc. during the emergency	3.7%
Setting up press conferences	3.7%
Verification, clearance and approval protocols for information that will be released to response partners, media and the public	3.7%
None of the above	3.7%

**Table 23**  
**Q.25: Which of the following special populations are addressed in your agency's risk communication plan?**  
**(% of responding public health agencies)**

	(n=27 )
Not applicable. My agency does not have a risk communication plan.	70.4%
Wampanoag Indian Tribe	0%
Other American Indian tribes	0%
Hearing impaired persons	7.4%
Visually impaired persons	3.7%
Homeless persons	0%
Homebound persons	7.4%
Incarcerated persons	3.7%
Institutionalized persons (e.g., nursing homes, long-term care facilities, hospital in-patients, residential care facilities)	3.7%
Persons in assisted living facilities	7.4%
Chronically mentally ill	0%
Substance abusers in treatment programs	0%
Mentally retarded individuals	0%
Migrant workers	0%
Children in daycare	11.1%
Schools and colleges	22.2%
Persons with Alzheimer's Disease or other mental impairment	3.7%
Non-English speaking persons	11.1%
Recent immigrants/refugees	7.4%
Other	0%
None of the above	7.4%

<b>Table 24</b> <b>Q.26 : Does your agency have communication protocols established to ensure that all necessary individuals are contacted in the event of a ... ?</b>				
	(n = )	Yes	No	Don't Know
a. Smallpox case	27	37.0%	55.6%	7.4%
b. Suspect anthrax exposure (e.g., suspicious powder)	27	51.9%	37.0%	11.1%
c. Suspect case of SARS	26	38.5%	53.8%	7.7%
d. Strategic National Stockpile deployment	26	19.2%	65.4%	15.4%
e. Hepatitis A outbreak	27	3.7%	55.6%	40.7%
f. Foodborne illness outbreak (not Hepatitis A)	27	66.7%	29.6%	3.7%
g. Bacterial meningitis case (e.g., meningococcal disease)	27	59.3%	37.0%	3.7%
h. Measles case	27	59.3%	37.0%	3.7%
i. Rubella case	27	59.3%	37.0%	3.7%
j. Chemical spill	27	48.1%	48.1%	3.7%
k. Radiological event/accident	27	22.2%	70.4%	7.4%
l. Nuclear event/accident	27	22.2%	70.4%	7.4%
m. Explosives	27	14.8%	74.1%	11.1%
n. Natural disasters (e.g., hurricanes, floods)	27	37.0%	59.3%	3.7%

<b>Table 25</b> <b>Q.27: In general, how often does your agency update its communications protocols for the items listed above in Q.26?</b> <b>(% of responding public health agencies)</b>	
	(n=25)
At least monthly	4.0%
At least quarterly	0%
At least annually	28.0%
Less often than annually	44.0%
Don't know/not sure	28.0%

<b>Table 26</b> <b>Q.28: Which of the following resources does your agency provide to help residents prepare for a large-scale public health emergency?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Website information	63.0%
Preparedness literature	48.1%
Local cable TV	81.5%
Community meeting	37.0%
Radio	33.3%
Newspaper	81.5%
Other	3.7%
• Flyers posted in government and private buildings	
Don't know/not sure	7.4%

<b>Table 27</b> <b>Q.29: Which of the following features does your agency's public website have?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Not applicable. My agency does not have a public website.	18.5%
It can be updated regularly during the workday	74.1%
It can be updated during non-business hours, including the weekend	29.6%
It has restricted access	37.0%
It contains information on potential, suspected or confirmed hazards	18.5%
It has information in languages other than English	3.7%
Other	3.7%
• Town website, agency does not have direct access to update	
None of the above	3.7%

## SECTION IV: EDUCATION & TRAINING

<b>Table 28</b> <b>Q.30: What is your agency's preferred time for staff to attend education or training programs?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Weekdays – morning only	11.1%
Weekdays – afternoon only	3.7%
Weekdays – morning or afternoon	77.8%
Weeknights	0%
Weekends	0%
Other <ul style="list-style-type: none"> <li>• Depends on staffing and workload</li> <li>• I don't think we have a preference, in that we go to any training when it is available.</li> </ul>	7.4%
Don't know/not sure	0%

<b>Table 29</b> <b>Q.31 : In the last 12 months, have staff from your agency participated in exercises (e.g., tabletops, drills) on the following ?</b> <b>(% of responding public health agencies)</b>				
	(n = )	Yes	No	Don't Know
a. Chemical agents	25	56.0%	44.0%	0%
b. Radiological agents	25	16.0%	84.0%	0%
c. Nuclear events	25	12.0%	88.0%	0%
d. Explosives	24	16.7%	93.3%	0%
e. Biological/infectious disease outbreaks/incidents (e.g., meningitis, CDC's A list such as anthrax, smallpox)	27	56.5%	40.7%	3.7%
f. Water contamination agents	25	16.0%	84.0%	0%
g. Food contamination agents	26	23.1%	76.9%	0%
h. Natural disasters (e.g., hurricanes, floods)	27	22.2%	77.8%	0%

**Table 30**

**Q.32 : How much is each of the following likely to be a barrier to staff from your agency participating in training and education programs?**

**(% of responding public health agencies)**

	(n = )	A lot	Some, but not a lot	A little	Not at all	Don't know
a. Personal cost	27	63.0%	7.4%	14.8%	14.8%	0%
b. Workload/finding time during work	27	55.6%	33.3%	11.1%	0%	0%
c. Supervisor permission	27	7.4%	7.4%	3.7%	81.5%	0%
d. Travel distance	27	14.8%	37.0%	37.0%	11.1%	0%
e. Having to use personal time	27	44.4%	11.1%	3.7%	37.0%	3.7%
f. Day of the week	27	3.7%	29.6%	33.3%	33.3%	0%
g. Time of the day	27	18.5%	22.2%	33.3%	22.2%	3.7%
h. Lack of agency funding	26	65.4%	7.7%	26.9%	0%	0%
i. Not offering continuing education credits	27	7.4%	29.6%	18.5%	40.7%	3.7%

**Other barriers**

- Finding comprehensive training that can be factored in as part of a coordinated training plan. Most trainings are too vague and contain a little of this or that.
- Interest
- Staffing issues – 3.5 person office
- Value of program – pertinence, content, quality of speaker

**Table 31**

**Q.33 : How relevant is each of the following to the jobs of your agency's staff and what is your agency's level of need for education or training in each area?**

**(% of responding public health agencies)**

	How relevant is each area to the jobs of your staff?					What is your agency's level of need for education/training, including drills, tabletops, classroom instruction, etc.?				
	(n=)	Not at all relevant	Somewhat Relevant	Very relevant	Don't know	(n=)	Low need	Moderate need	High need	Don't know
a. Ability to respond to a local emergency, including:										
a1. chemical attack	26	3.8%	42.3%	50.0%	3.8%	26	3.8%	30.8%	61.5%	3.8%
a2. chemical accident	26	7.7%	19.2%	69.2%	3.8%	26	11.5%	19.2%	65.4%	3.8%
a3. biological attack	26	0%	15.4%	80.8%	3.8%	26	3.8%	15.4%	76.9%	3.8%
a4. biological event/infectious disease outbreak	26	0%	3.8%	92.3%	3.8%	26	7.7%	11.5%	76.9%	3.8%
a5. a nuclear attack	25	12.0%	44.0%	36.0%	8.0%	25	8.0%	40.0%	44.0%	8.0%
a6. nuclear accident	25	20.0%	36.0%	36.0%	8.0%	25	16.0%	28.0%	52.0%	4.0%
a7. radiological attack	25	8.0%	48.0%	40.0%	4.0%	26	7.7%	38.5%	50.0%	3.8%
a8. radiological accident	25	12.0%	36.0%	48.0%	4.0%	26	11.5%	30.8%	53.8%	3.8%
a9. explosive attack	26	26.9%	34.6%	30.8%	7.7%	24	20.8%	41.7%	29.2%	8.3%
a10. explosive accident	26	23.1%	26.9%	42.3%	7.7%	25	20.0%	40.0%	32.0%	8.0%
a11. water contamination agents	26	0%	11.5%	84.6%	3.8%	26	3.8%	11.5%	80.8%	3.8%
a12. food contamination agents	26	0%	7.7%	88.5%	3.8%	26	7.7%	19.2%	69.2%	3.8%

**Table 31**

**Q.33 : How relevant is each of the following to the jobs of your agency's staff and what is your agency's level of need for education or training in each area?  
(% of responding public health agencies)**

	How relevant is each area to the jobs of your staff?					What is your agency's level of need for education/training, including drills, tabletops, classroom instruction, etc.?				
	(n=)	Not at all relevant	Somewhat Relevant	Very relevant	Don't know	(n=)	Low need	Moderate need	High need	Don't know
a13. natural disasters (e.g., hurricanes, floods)	26	0%	42.3%	53.8%	3.8%	26	0%	53.8%	42.3%	3.8%
a14. emergency-related mental health needs	26	11.5%	50.0%	34.6%	3.8%	27	14.8%	40.7%	40.7%	3.7%
b. Regional planning for emergency response to weapons of mass destruction	27	3.7%	37.0%	55.6%	3.7%	26	7.7%	23.1%	61.5%	7.7%
c. Integration of local, regional and state responses to weapons of mass destruction	27	7.4%	22.2%	66.7%	3.7%	27	3.7%	14.8%	74.1%	7.4%
d. Collection, transportation, and triage of biological environmental specimens	27	7.4%	29.6%	59.3%	3.7%	27	11.1%	22.2%	59.3%	7.4%
e. Criminal aspects of terrorism and chain of custody	26	46.2%	30.8%	19.2%	3.8%	26	42.3%	26.9%	15.4%	15.4%
f. Design of drills, tabletops, and other exercises	26	3.8%	42.3%	46.2%	7.7%	27	0%	33.3%	63.0%	3.7%
g. Massachusetts Alert Network	27	0%	18.5%	66.7%	14.8%	27	0%	33.3%	59.3%	7.4%
h. Risk communication	25	0%	8.0%	88.0%	4.0%	26	0%	19.2%	76.9%	3.8%
i. Knowledge and use of Incident Command System in emergency management	26	0%	23.1%	69.2%	7.7%	27	0%	25.9%	70.4%	3.7%
j. Knowledge and use of Unified Command System in emergency management	27	0%	25.9%	70.4%	3.7%	27	0%	22.2%	70.4%	7.4%
k. Integration of Strategic National Stockpile into local preparedness	27	0%	25.9%	66.7%	7.4%	27	3.7%	25.9%	63.0%	7.4%
l. Emotional and mental health impacts of terrorism	27	3.7%	37.0%	55.6%	3.7%	27	11.1%	37.0%	48.1%	3.7%
m. Addressing the needs of special populations in response planning	27	3.7%	22.2%	66.7%	7.4%	27	7.4%	33.3%	51.9%	7.4%



**Table 31**

**Q.33 : How relevant is each of the following to the jobs of your agency's staff and what is your agency's level of need for education or training in each area?  
(% of responding public health agencies)**

	How relevant is each area to the jobs of your staff?					What is your agency's level of need for education/training, including drills, tabletops, classroom instruction, etc.?				
	(n=)	Not at all relevant	Somewhat Relevant	Very relevant	Don't know	(n=)	Low need	Moderate need	High need	Don't know
n. Confidentiality, security, and privacy issues related to public health emergencies, including isolation and quarantine, legal basis, etc.	26	3.8%	7.7%	84.6%	3.8%	27	7.4%	22.2%	66.7%	3.7%
o. Interagency collaboration relating to public health emergencies	27	0%	96.3%	0%	3.7%	27	3.7%	3.7%	88.9%	3.7%
p. The surveillance, epidemiology, reporting and control of reportable infectious disease agents	27	0%	3.7%	92.6%	3.7%	27	7.4%	22.2%	66.7%	3.7%
q. Specimen collection process (e.g., sample triage, collection, packaging, transport)	27	0%	18.5%	74.1%	7.4%	27	3.7%	25.9%	63.0%	7.4%

<b>Table 32</b> <b>Q.34: Which of the following technologies do you have at your agency that can be used for education and training purposes?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
CD-ROM on one or more of your agency's computers	88.9%
Speakers on one or more of your agency's computers	74.1%
Internet video conferencing	25.9%
Telephonic conferencing	63.0%
VCR player and monitor	81.5%
DVD player	18.5%
Satellite video/audio/data broadcast link	7.4%
Computer software to play video files (i.e., videostreaming or Webcast software)	44.4%
Don't know/not sure	0%
Other:	0%

<b>Table 33</b> <b>Q.35: Other than in-person instruction, please identify your agency's three most preferred methods of receiving education and training</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Data CD	29.6%
Internet video-conferencing	33.3%
Telephone conferencing	29.6%
Video tape	63.0%
DVD disk	18.5%
Satellite video/audio/data broadcast link	29.6%
Self study references and guides	59.3%
Don't know/not sure	7.4%
Not applicable/none of the above	0%
Other	11.1%
• Interactive web site	
• Local seminars	
• Regional conference	

## SECTION V: TECHNOLOGY

**Table 34**

**Q.37 : How many desktop and laptop/notebook computers (i.e., battery operated and portable) and personal digital assistants are used in your agency ?  
(% of responding public health agencies)**

	(n = )	None	Number Available (range)	Don't Know
a. Desktop computers	24	0%	2-43	0%
b. Laptop computers	25	68.0%	1-3	0%
c. Personal Digital Assistants	25	84.0%	1-30	0%

**Table 35**

**Q.38: For the four factors below, please tell us about the MOST POWERFUL (typically the newest) computer in your agency  
(% of responding public health agencies)**

	(n=27 )
a. Memory <ul style="list-style-type: none"> <li>Less than 128 megabytes</li> <li>128 Megabytes or more</li> <li>Don't know/not sure</li> </ul>	7.4% 77.8% 14.8%
b. Disk space <ul style="list-style-type: none"> <li>Less than 4 Gigabytes</li> <li>4 Gigabytes or more</li> <li>Don't know/not sure</li> </ul>	18.5% 59.3% 22.2%
c. Processor speed <ul style="list-style-type: none"> <li>Less than 200 Megahertz</li> <li>200-500 Megahertz</li> <li>501-750 Megahertz</li> <li>More than 750 Megahertz</li> <li>Don't know/not sure</li> </ul>	0% 18.5% 3.7% 55.6% 18.5%
d. Operating system <ul style="list-style-type: none"> <li>DOS</li> <li>Windows (version 3.xxx or version 9.xxx)</li> <li>Windows 2000 (all editions)</li> <li>Windows NT</li> <li>Windows XP</li> <li>Linux</li> <li>Mac OS</li> <li>Don't know/not sure</li> </ul>	0% 11.1% 37.0% 18.5% 18.5% 0% 0% 18.5%

<b>Table 36</b> <b>Q.39: Which of the following computer software applications does your agency have?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Excel	100%
Word	100%
Power Point	81.5%
Microsoft Access	81.5%
Microsoft Publisher	44.4%
Microsoft Outlook	81.5%
Adobe Acrobat	92.6%
Don't know/not sure	0%
None of the above	0%

<b>Table 37</b> <b>Q.40: What type of Internet access does your agency have?</b> <b>(% of responding public health agencies)</b>	
	(n=26)
None. My agency does not have Internet access.	0%
Wireline/landline (i.e., includes all connections using physical wiring)	84.6%
Wireless	3.8%
Both wireline and wireless	3.8%
Don't know/not sure	7.7%
<b>Q.41. Name of Internet Service Provider</b>	
<ul style="list-style-type: none"> <li>• AT&amp;T</li> <li>• Braintree Electric Light Department</li> <li>• Comcast</li> <li>• GDS (s)</li> <li>• Mass Ed Consortium (3)</li> </ul>	<ul style="list-style-type: none"> <li>• Norwood Electric Light Broadband</li> <li>• RCN (2)</li> <li>• SS Educational Collaborative</li> <li>• Tech Help, Pembroke, MA</li> <li>• Towerstream</li> </ul>

<b>Table 38</b> <b>Q.42: How does your agency connect with the Internet?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Not applicable. My agency does not have a Internet access.	0%
Dial up access	3.7%
Continuous connection (e.g., DSL, Frame Relay, ISDN, cable modem)	88.9%
Don't know/not sure	3.7%

<b>Table 39</b> <b>Q.43: What bandwidth does your agency use to connect to the Internet?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Not applicable. My agency does not have Internet access.	0%
Less than 364 kilobytes/second	11.1%
364 kilobytes/second or more	66.7%
Don't know/not sure	22.2%

<b>Table 40</b> <b>Q.44: What browser does your agency use <u>most frequently</u> to search/browse the Internet?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Not applicable. My agency does not have Internet access.	0%
AOL	0%
Microsoft Internet Explorer	88.9%
Netscape Navigator	7.4%
Don't know/not sure	3.7%
<u>Other</u>	0%

<b>Table 41</b> <b>Q.45 &amp; Q.46 : How much does your agency pay <u>monthly</u> for ... ?</b> <b>(% of responding public health agencies)</b>				
	(n = )	NA, no Internet access	Cost Per Month (range)	Don't Know
a. Wireline/landline Internet access	27	0%	\$0-\$1,500	40.7%
b. Wireless Internet access	26	50.0%	\$0	30.8%

<b>Table 42</b> <b>Q.47: Which of the following types of communications technology are available at your agency?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Voice mail	85.2%
Conference calling	59.3%
Audio conferencing	18.5%
Teleconferencing (i.e., visual phone call via computer)	3.7%
Video conferencing	11.1%
Videostreaming (i.e., computer software to play video files)	14.8%
Satellite uplink/downlink	0%
None of the above	11.1%
Don't know/not sure	3.7%
<u>Other</u>	

<b>Table 43</b> <b>Q.48: Which of the following devices are available at your agency?</b> <b>(% of responding public health agencies)</b>		
	(n=27)	Number available (range)
Satellite phone	0%	NA
Alpha pager	11.1%	3-15
Numeric pager	14.8%	1-4
Cell phone	92.6%	1-10
High frequency radio	7.4%	2-3
Blackberry or other 2-way pager	0%	NA
Fax	96.3%	1-4
Printer	96.3%	1-27
Laptop computer capable of connecting to the Internet	33.3%	1-3
Don't know/not sure	0%	

<b>Table 44</b> <b>Q.49: What mobile phone service does your agency use?</b> <b>(% of responding public health agencies)</b>	
	(n=21)
None. My agency does not have mobile phone service.	14.3%
Don't know/not sure	0%
<u>Names of mobile phone service</u> <ul style="list-style-type: none"> <li>• Nextel (14)</li> <li>• Verizon (4)</li> </ul>	

<b>Table 45</b> <b>Q.50: What pager service provider does your agency use?</b> <b>(% of responding public health agencies)</b>	
	(n=25)
None. My agency does not have pager service.	76.0%
Don't know/not sure	4.0%
<u>Names of pager service providers</u> <ul style="list-style-type: none"> <li>• Arch (2)</li> <li>• Motorola</li> <li>• Nextel</li> <li>• Pagenet</li> </ul>	

<b>Table 46</b> <b>Q.51: Does your agency have . . . ?</b> <b>(% of responding agencies)</b>				
	(n=)	Yes	No	Don't Know/not sure
a. Computer applications, spreadsheets and/or databases which contain HIPAA protected data elements (e.g., patient name, SSN, address)	26	30.8%	50.0%	19.2%
b. Methods of secure communication (e.g., encrypted e-mail, Virtual Private Network)	27	18.5%	48.1%	33.3%
c. Geographic Information Systems (GIS) capabilities (e.g., mapping software, tracking devices)	27	33.3%	55.6%	11.1%

<b>Table 47</b> <b>Q.52: Are you aware of the Massachusetts Alert Network System?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Yes, and have received training	22.2%
Yes, but have not received training	55.6%
No	14.8%
Don't know/not sure	7.4%

<b>Table 48</b> <b>Q.53: Which of the following sign-on methods does your agency use to authenticate users to its computers for security purposes?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Username with password	88.9%
Password only	11.1%
Other	0%
None	0%
Don't know/not sure	3.7%
<u>Other</u>	

<b>Table 49</b> <b>Q.54: Is virus protection software installed on your agency's computers?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Yes, on all systems	88.9%
Yes, on some systems	7.4%
No	0%
Don't know/not sure	3.7%

## SECTION VI: PUBLIC HEALTH

<b>Table 50</b> <b>Q.55: Is your city/town part of a formal health district where public health responsibilities are shared across jurisdictions?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Yes	7.4%
No	92.6%
Don't know/not sure	0%
<u>If yes, name of health district</u> 4B North East Region – Area 4	
<u>If yes, what cities/towns does the health district cover?</u> Over 25	
<u>If yes, what agency serves as the lead agency?</u> Not sure	

<b>Table 51</b> <b>Q.56: Does your agency . . . ?</b> <b>(% of responding agencies)</b>				
	(n=)	Yes	No	Don't Know/not sure
a. Have a copy of the 2003 Summary of Reportable Diseases and Isolation and Quarantine Requirements (105.CMR 300.000)	27	92.6%	7.4%	0%
b. Have a copy of the MA Guide to Surveillance and Reporting (March 2001)	27	95.6%	7.4%	0%
c. Have a copy of the Foodborne Illness Investigation and Control Reference Manual	27	96.3%	3.7%	0%
d. Have a list of the names of specific individual and entities that are required to report infectious diseases to your agency	26	61.5%	30.8%	7.7%
e. Handle infectious disease reports in a confidential manner	27	100%	0%	0%
f. Review infectious disease reports over time to identify disease trends	27	74.1%	22.2%	3.7%
g. Have a written plan to get extra epidemiologic investigative staff during a public health emergency	26	7.7%	88.5%	3.8%
h. Have a list of veterinarians practicing in the community	27	51.9%	44.4%	3.7%
i. Receive reports of diseases identified in animals, other than rabies, that could cause diseases in humans	27	29.6%	59.3%	11.1%
j. Have, or have access to, an animal control officer	27	96.3%	3.7%	0%
k. Participate in the Center for Disease Control's Epidemic Information Exchange (Epi-X)	27	14.8%	81.5%	3.7%



<b>Table 52</b> <b>Q.57: In your opinion, how much does your staff know about ... ?</b> <b>(% of responding public health agencies)</b>						
	(n = )	A lot	Some, but not a lot	A little	Not at all	Don't know
a. Local and state public health regulations addressing isolation and quarantine of persons afflicted with infectious diseases	27	37.0%	44.4%	18.5%	0%	0%
b. The Bioterrorism and Emergency Readiness Competencies for all Public Health Workers (Published by the Center for Health Policy, Columbia University, 11/02)	27	0%	25.9%	14.8%	55.6%	3.7%

<b>Table 53</b> <b>Q.58: How frequently does your staff use the MA Guide to Surveillance Reporting to do infectious disease case investigations?</b> <b>(% of responding public health agencies)</b>	
	(n=26)
Always	76.9%
Sometimes	7.7%
Rarely	7.7%
Never	7.7%
Don't know/not sure	0%

<b>Table 54</b> <b>Q.59: Other than the MA Guide to Surveillance and Reporting, does your agency have written protocols outlining actions to respond to ... ?</b> <b>(% of responding public health agencies)</b>					
	(n=)	Yes, fully	Yes, Partly	No	Don't know/not sure
a. Foodborne illness	27	22.2%	11.1%	66.7%	0%
b. Waterborne illness	27	18.5%	11.1%	70.4%	0%
c. Airborne illness	27	14.8%	7.4%	77.8%	0%

<b>Table 55</b> <b>Q.60: In addition to existing state regulations, for which of the following has your agency passed local ordinances and/or regulations?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Not applicable. My agency has not passed any local regulations on these issues.	3.7%
Food establishment only	48.1%
Animal registration/control	55.6%
Private water well registration/control	48.1%
Hazardous materials registration/control	37.0%
Biotechnology registration/control	29.6%
Tobacco control	92.6%
Don't know/not sure	0%
<u>Other</u> <ul style="list-style-type: none"> <li>• Massge, body art (6)</li> <li>• Septic systems</li> <li>• Dumpster</li> <li>• Nuisance</li> <li>• Cats, Dogs and Livestock</li> <li>• Wells</li> <li>• Floor Drains</li> <li>• Smoking</li> <li>• Title 5 (2)</li> </ul>	29.6%

<b>Table 56</b> <b>Q.61 : In what form are your agency's local public health regulations available for each of the following?</b> <b>(% of responding public health agencies)</b>						
	(n = )	Electronic file	Paper copy	Posted on web site	Other	Don't know
a. Food establishment safety	27	18.5%	74.1%	3.7%	3.7%	0%
b. Animal registration/control	27	18.5%	77.8%	7.4%	0%	3.7%
c. Private water well registration/control	27	18.5%	48.1%	7.4%	3.7%	7.4%
d. Hazardous materials registration/control	27	3.7%	33.3%	7.4%	7.4%	22.2%
e. Bioengineering registration/control	27	7.4%	33.3%	3.7%	3.7%	18.5%

<b>Table 57</b> <b>Q.62: What local emergency public health issues (e.g., clearing a location for re-occupancy following quarantine) has your agency identified that are not adequately addressed through existing law, regulations, and ordinances?</b>
Bioengineering registration/control; air quality monitoring Traffic control, crowd control, panic. We have no core group who can handle smallpox. We are still discussing the issue of how a building would be cleared once a chemical or biological event should take place within.

<b>Table 58</b> <b>Q.63: On average, approximately how many infectious disease reports does your agency receive from any source in a typical month?</b> <b>(% of responding public health agencies)</b>	
	(n=25)
None	32.0%
1-10	0%
11-25	0%
26-50	0%
More than 50	0%
Don't know/not sure	68.0%

<b>Table 59</b> <b>Q.64 : How frequently does your agency receive infectious disease/foodborne disease reports by each of the following methods ?</b> <b>(% of responding public health agencies)</b>						
	(n = )	Always	Sometimes	Rarely	Never	Don't know
a. Telephone	27	7.4%	81.5%	11.1%	0%	0%
b. Fax	26	15.4%	69.2%	11.5%	3.8%	0%
c. U.S. mail	25	36.0%	56.0%	0%	4.0%	4.0%
d. In person	25	0%	16.0%	32.0%	52.0%	0%
e. E-mail	25	0%	8.0%	12.0%	76.0%	4.0%
f. Express delivery services (e.g., UPS, Federal Express, courier)	25	0%	4.0%	16.0%	76.0%	4.0%

<b>Table 60</b> <b>Q.65: Is your agency able to . . . ?</b> <b>(% of responding agencies)</b>				
	(n=)	Yes	No	Don't Know/ not sure
a. Receive routine (non-emergency) infectious disease inquiries after normal business hours	27	40.7%	55.6%	3.7%
b. Initiate routine (non-emergency) infectious disease case investigations after normal business hours	27	33.3%	66.7%	0%
c. Respond to a public health emergency 24 hours day	26	80.8%	11.5%	7.7%

<b>Table 61</b> <b>Q.66: Who from your agency is primarily responsible for responding to <u>routine (non-emergency) infectious disease inquiries</u> from the public?</b> <b>(% of responding agencies)</b>			
	(n = )	During normal business hours?	Outside normal business hours?
No staff, unable to respond	27	0%	44.4%
Public health nurse	27	88.9%	25.9%
Environmental health agent	27	14.8%	7.4%
Health director or agent	27	63.0%	48.9%
Clerical staff	27	22.2%	0%
Refer to MDPH	27	7.4%	11.1%
Refer to contracted Visiting Nurse Assoc.	27	7.4%	7.4%
Don't know/not sure	27	0%	0%
<u>Other</u>			
• Food Inspectors	27	7.4%	3.7%
• Inspectors			

<b>Table 62</b> <b>Q.67: Who from your agency is primarily responsible for responding to <u>routine (non-emergency) reports of infectious disease</u> from the public?</b> <b>(% of responding agencies)</b>			
	(n = )	During normal business hours?	Outside normal business hours?
No staff, unable to respond	27	0%	37.0%
Public health nurse	27	88.9%	29.6%
Environmental health agent	27	14.8%	11.1%
Health director or agent	27	48.1%	44.4%
Clerical staff	27	11.1%	0%
Refer to MDPH	27	7.4%	7.4%
Refer to contracted Visiting Nurse Assoc.	27	7.4%	7.4%
Don't know/not sure	27	0%	0%
<u>Other</u>	27	3.7%	3.7%
• Food Inspectors			

<b>Table 63</b> <b>Q.68: Who from your agency is primarily responsible for responding to <u>infectious disease emergencies</u> from the public?</b> <b>(% of responding agencies)</b>			
	(n = )	During normal business hours?	Outside normal business hours?
No staff, unable to respond	37	0%	14.8%
Public health nurse	37	85.2%	44.4%
Environmental health agent	37	18.5%	18.5%
Health director or agent	37	66.7%	66.7%
Clerical staff	37	7.4%	0%
Refer to MDPH	37	3.7%	7.4%
Refer to contracted Visiting Nurse Assoc.	37	7.4%	3.7%
Don't know/not sure	37	0%	0%
<u>Other</u>	37	3.7%	7.4%
• Food Inspectors			
• Chair of Board of Health			

<b>Table 64</b> <b>Q.69: How should your agency be notified if there is a public health emergency after normal business hours?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Not applicable. My agency does not have a notification system in place.	0%
Staff on-call system	11.1%
Pager notification	7.4%
Cell phone	51.9%
Voice mail	22.2%
Message to contact the police department	59.3%
Message to contact the fire department	33.3%
Don't know/not sure	0%
<u>Other</u>	22.2%
• Police/fire department/emergency communication center (5)	

**Table 65**  
**Q.70: Which of the following methods does your agency CURRENTLY use to notify the MDPH of ... ?**  
**(% of responding agencies)**

	(n = )	Reportable diseases	Public health Emergencies
Telephone	27	88.9%	100%
Fax	27	77.8%	59.3%
U.S. mail	27	74.1%	14.8%
In person	27	11.1%	14.8%
Express delivery services (e.g., Federal Express)	27	7.4%	7.4%
Don't know/not sure	27	0%	0%
<u>Other</u>	27	3.7%	3.7%
• E-mail			

**Table 66**  
**Q.71: In the FUTURE, how would you like your agency to notify the MDPH of ... ?**  
**(% of responding agencies)**

	(n = )	Reportable diseases	Public health Emergencies
Telephone	27	74.1%	92.6%
Fax	27	74.1%	63.0%
U.S. mail	27	33.3%	11.1%
In person	27	11.1%	11.1%
Electronically via the Internet	27	70.4%	55.6%
Express delivery services (e.g., Federal Express)	27	11.1%	7.4%
Don't know/not sure	27	0%	0%
<u>Other</u>	27	0%	3.7%
• Pager, cell phone, e-mail			

**Table 67**  
**Q.72: What are the two most important factors that your agency uses to ... ?**  
**(% of responding agencies)**

	(n = )	Determine when to notify MDPH of infectious diseases?	Prioritize infectious disease case investigations?
Type of illness	27	74.1%	77.8%
Severity of illness	27	22.2%	29.6%
Completeness of report information	27	7.4%	0%
Complexity of case report form	27	3.7%	0%
Risk of transmission to others	27	85.2%	85.2%
By date/time of receipt	27	3.7%	3.7%
As time and personnel permit	27	0%	3.7%
Don't know/not sure	27	3.7%	0%
<u>Other</u>	27	0%	0%

<b>Table 68</b> <b>Q.73: On average, how long does it take your agency to notify the MDPH of ... ?</b> <b>(% of responding agencies)</b>		
	A lower priority reportable disease (e.g., Lyme disease) (n=27)	A high priority reportable disease (e.g., measles) (n=26)
Less than 24 hours	100%	100%
1-3 days	0%	0%
4-7 days	0%	0%
More than 7 days	0%	0%
We do not report	0%	0%
Don't know/not sure	0%	0%

<b>Table 69</b> <b>Q.74: On average, how long does it take your agency to notify the Department of Environmental Protection of public health emergencies (e.g., chemical release)?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Less than 24 hours	74.1%
1-3 days	3.7%
4-7 days	0%
More than 7 days	0%
We do not report	11.1%
Don't know/not sure	11.1%

<b>Table 70</b> <b>Q.75 : Please indicate how frequently each of the following has occurred when your agency has made reports of infectious disease cases to MDPH</b> <b>(% of responding public health agencies)</b>						
	(n = )	Always	Sometimes	Rarely	Never	Don't know
a. The MDPH telephones are answered in a timely manner (i.e., within 3 rings).	26	65.4%	26.9%	3.8%	0%	3.8%
b. MDPH staff return calls within 2 hours.	27	40.7%	51.9%	0%	0%	7.4%
c. MDPH staff are helpful.	27	66.7%	29.6%	0%	0%	3.7%
d. MDPH staff provide accurate information.	27	77.8%	18.5%	0%	0%	3.7%
e. MDPH staff are able to answer my questions.	27	59.3%	37.0%	0%	0%	3.7%

<b>Table 71</b> <b>Q.76: How does your agency maintain records of reportable diseases?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Not applicable. My agency does not maintain records of reportable diseases.	0%
Computer database	18.5%
Spreadsheet	11.1%
Paper files	92.6%
Don't know/not sure	0%
<u>Other</u>	7.4%
• Bound logbook	
• Ledger	

<b>Table 72</b> <b>Q.77: In which of the following surveillance activities does your agency participate?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Absenteeism tracking (e.g., school, work, daycare)	14.8%
Water quality monitoring	37.0%
Poison control calls	14.8%
Illnesses at long term care facilities	29.6%
Local sales of pharmaceutical drugs	3.7%
Hospital Emergency Department admissions	14.8%
Emergency Medical Services calls	7.4%
Death certificate review	33.3%
School health room visits	40.7%
Don't know/not sure	3.7%
None	18.5%
<u>Other</u>	0%

<b>Table 73</b> <b>Q.78: How frequently does your agency prepare reports about the health of the community?</b> <b>(% of responding public health agencies)</b>	
	(n=26)
Never. My agency does not prepare reports.	38.5%
Weekly	0%
Monthly	3.8%
Quarterly	0%
Semi-annually	3.8%
Annually	46.2%
Don't know/.not sure	3.8%
<u>Other</u>	3.8%
• Citywide Health Assessments – every 2 to 3 years; specific health issues – every year or as needed	

<b>Table 74</b> <b>Q.79: Who supervises your city/town's animal control officer?</b> <b>(% of responding public health agencies)</b>	
	(n=26)
Not applicable. Out city/town does not have an animal control officer.	0%
Our city/town shares an animal control officer with another city/town.	0%
The police department	73.1%
The health department	11.5%
Selectmen or Mayor	15.4%
Don't know/not sure	0%
<u>Other</u>	0%

<b>Table 75</b> <b>Q.80: How is your agency governed?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Not applicable	0%
Elected Board	44.4%
Appointed Board	25.9%
City/town manager or mayor	22.2%
City Council or Selectmen	11.1%
Don't know/not sure	0%
<u>Other</u>	3.7%
<ul style="list-style-type: none"> <li>Town Administration has authority over personnel</li> </ul>	

<b>Table 76</b> <b>Q.81: Which of the following procedures does your public health agency use to reach your city/town's legal counsel?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Not applicable. My agency does not have access to your city/town's legal counsel.	0%
Has direct access to legal counsel (e.g., telephone, pager)	66.7%
Seeks permission from the selectmen/mayor	25.9%
Seeks permission from the town manager (or equivalent)	18.5%
Don't know/not sure	0%
<u>Other</u>	0%

<b>Table 77</b> <b>Q.82: Do you believe that your municipality's legal counsel has a good understanding of the authority, roles, and responsibilities of local public health?</b> <b>(% of responding public health agencies)</b>	
	(n=26)
Yes	53.8%
Yes, partially	30.8%
No	11.5%
Don't know/not sure	3.8%



**Table 78**  
**Q.83: Does your agency have a public health director or health agent?**  
 (% of responding agencies)

	(n=)	Yes	No	Don't know/ not sure
Have public health director or health agent?	27	96.3%	0%	3.7%
<u>Employee type</u>				
• Contract employee	26	0%		
• Municipal employee		100%		
• Volunteer employee		0%		
• Don't know/not sure		0%		
<u>Employment status</u>				
• Full time	26	92.3%		
• Part time		7.7%		
• Don't know/not sure		0%		

**Table 79**  
**Q.84: Does your agency use the services of a public health nurse?**  
 (% of responding agencies)

	(n=)	Yes	No	Don't know/ not sure
Use services of a public health nurse?	27	92.6%		
<u>Employee type</u>				
• Contract employee	25	20.0%		
• Municipal employee		92.0%		
• Volunteer employee		4.0%		
• Don't know/not sure		0%		
<u>Range of Full Time Equivalents (FTEs)</u>				
• Contract employee		.15-10		
• Municipal employee		0.1-7.25		
• Volunteer employee		4-5		

**Table 80**  
**Q.85 : Please rate your agency's capacity to do each of the following.**  
 (% of responding public health agencies)

	(n = )	Excellent	Good	Fair	Poor	Don't know
a. Assist in triage of environmental bioterrorism specimens	26	15.4%	3.8%	26.9%	46.2%	7.7%
b. Be a regional repository for first responders to drop off bioterrorism samples	26	3.8%	3.8%	19.2%	57.7%	15.4%
c. Serve as a regional repository for pick up of bioterrorism samples.	26	3.8%	3.8%	15.4%	61.5%	15.4%
d. Be a regional distribution center for specimen collection kits.	25	12.0%	8.0%	32.0%	36.0%	12.0%

<b>Table 81</b> <b>Q.86 : In your opinion, how challenging is each of the following factors in delivering public health services in your area?</b> <b>(% of responding public health agencies)</b>							
	(n = )	Very challenging	Challenging	Not very challenging	Not at all Challenging	Don't know	NA
a. Monitoring health status to identify and resolve community health problems	26	34.6%	57.7%	3.8%	0%	0%	3.8%
b. Mobilizing community partnerships and action to identify and resolve community health problems	26	34.6%	57.7%	7.7%	0%	0%	0%
c. Developing policies and plans that support individual and community health efforts	26	23.1%	61.5%	15.4%	0%	0%	0%
d. Enforcing laws and regulations that protect health	26	30.8%	46.2%	23.1%	0%	0%	0%
e. Ensuring a competent public health care workforce	26	26.9%	53.8%	15.4%	0%	0%	3.8%
f. Applying basic public health epidemiology	26	15.4%	38.5%	46.2%	0%	0%	0%
g. Applying basic environmental public health regulations	26	7.7%	42.3%	46.2%	3.8%	0%	0%
h. Preventing chronic and infectious disease and injuries	26	30.8%	61.5%	3.8%	0%	3.8%	0%
i. Establishing and maintaining linkages with key emergency planning and response stakeholders	27	25.9%	37.0%	33.3%	0%	3.7%	0%
j. Availability of MDPH staff	27	3.7%	25.9%	59.3%	11.1%	0%	0%
k. Quality/accuracy of information from MDPH staff	27	3.7%	18.5%	55.6%	22.2%	0%	0%
l. Communication with health care providers	27	22.2%	51.9%	22.2%	3.7%	0%	0%

<b>Table 82</b> <b>Q.87: Which of the following do you consider to be obstacles to delivering public health services in your jurisdiction?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
Lack of personnel	85.2%
Lack of funding	92.6%
Lack of community understanding of public health services	66.7%
Lack of technical support from MDPH	25.9%
Don't know/not sure	0%
<u>Other</u> <ul style="list-style-type: none"> <li>• “Public health” viewed as superfluous</li> <li>• Competing priorities</li> <li>• Lack of exercise drills</li> <li>• Lack of time, staff, training time</li> <li>• Lack of translators and/or bilingual staff</li> <li>• Prop 2/ lack of legal assistance, training, resources</li> </ul>	22.2%

<b>Table 83</b> <b>Q.88: Which of the following types of staff are included in your agency's plan for an <u>emergency medication dispensing clinic</u>?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
None. My agency does not have a plan.	74.1%
Physicians	11.1%
Nurses/nurse practitioners	25.9%
Pharmacists	7.4%
Pharmacy technicians	3.7%
Emergency medical Service Personnel	11.1%
Physicians assistants	3.7%
Site Incident Commander	7.4%
Translators	7.4%
Administrative/clerical support (non-clinical)	14.8%
Don't know/not sure	0%
<u>Other</u>	0%

<b>Table 84</b> <b>Q.89: How many staff does your agency have that are certified to administer smallpox vaccine?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
None	74.1%
1-2 people	11.1%
3-5 people	11.1%
6-10 people	0%
11-15 people	3.7%
More than 15 people	0%
Don't know/not sure	0%

**Table 85**  
**Q.90: Does your agency's plan to set up an emergency medication dispensing clinic include provisions for the following?**  
**(% of responding agencies)**

	(n=)	Yes	No	Don't Know/not sure
Not Applicable. No emergency plan.	27	63.0%		
a. Food and water	9	44.4%	22.2%	33.3%
b. Restrooms	9	55.6%	11.1%	33.3%
c. Disabled and impaired (e.g., physical, visual, hearing, mental) access and accommodations	9	55.6%	11.1%	33.3%
d. Climate control (e.g., heat, air conditioning, fans)	8	62.5%	12.5%	25.0%
e. Shelter/protection from the elements	8	62.5%	12.5%	25.0%
f. Parking	9	66.7%	11.1%	22.2%
g. Waiting areas	9	66.7%	11.1%	22.2%
h. Seating	9	55.6%	22.2%	22.2%
i. Beds	9	22.2%	55.6%	22.2%
j. Signage	9	44.4%	22.2%	33.3%
k. Traffic control	9	55.6%	11.1%	33.3%
l. Computers, printers, and other needed technology	9	44.4%	22.2%	33.3%
m. <u>Other</u>				
• We're still in the thinking stage	27	7.4%		
• We are currently in the process of developing this plan				

**Table 86**  
**Q.91: How many sites have been designated as emergency medication dispensing clinics in your ... ?**  
**(% of responding public health agencies)**

	a. City/town (n=26)	b. Region (n=20)
None. We do not have any sites.	65.4%	30.0%
1 site	15.4%	10.0%
2-4 sites	7.7%	0%
5-7 sites	7.7%	0%
8-10 sites	0%	0%
More than 10 sites	0%	0%
Don't know/not sure	3.8%	60.0%

<b>Table 87</b> <b>Q.92: On average, what is the total number of people per hour your emergency medication dispensing clinic(s) can give ...?</b> <b>(% of responding public health agencies)</b>		
	a. Vaccinations (n=25)	b. Oral antibiotics (n=24)
None	40.0%	37.5%
Less than 25 per hour	4.0%	0%
25-50 per hour	0%	0%
51-75 per hour	4.0%	0%
76-100 per hour	8.0%	8.3%
101-150 per hour	4.0%	4.2%
151-200 per hour	0%	0%
More than 200 per hour	8.0%	12.5%
Don't know/not sure	32.0%	37.5%

<b>Table 88</b> <b>Q.93: Which of the following groups and organizations are included in your agency's plan to deliver medication to in case of an emergency?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
None. My agency does not have a plan to deliver medications in case of an emergency.	70.4%
Homebound persons	7.4%
Seasonal visitors to your community/region	3.7%
Homeless persons	0%
Incarcerated persons	0%
Institutionalized persons	7.4%
Persons living in assisted living facilities	7.4%
Migrant workers	0%
Non-English speaking persons	7.4%
Disabled persons (e.g., physically, hearing, visually, mentally impaired)	3.7%
Recent immigrants/refugees	0%
Local physicians	3.7%
Hospitals	3.7%
Community Health Centers	0%
Day care centers	0%
Schools	3.7%
Residential program facilities	0%
Don't know/not sure	7.4%
None of the above	0%
Other	11.1%
• Haven't figured that out, have identified sites and are working on staffing	
• We're still in the thinking stage	
• We are currently developing this plan	

<b>Table 89</b> <b>Q.94: In case of an emergency, what method will your agency use to control the flow of people in your city/town to a medication dispensing clinic?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
On a first-come, first-serve basis	11.1%
Alphabetically by last name	7.4%
Alphabetically by street name	0%
By auto license registration numbers	0%
By home address numbers	3.7%
By exposure history	11.1%
Don't know/not sure	59.3%
<u>Other</u> <ul style="list-style-type: none"> <li>Alphabetically by last name by precinct</li> <li>Depends on the nature of the disease</li> <li>Still in the thinking stage</li> <li>Triage</li> <li>We are currently developing a plan</li> </ul>	18.5%

<b>Table 90</b> <b>Q.95: In case of an emergency, what arrangements has your agency made to get the people in your city/town to and from a medication dispensing clinic?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
None. My agency has not made any arrangements.	63.0%
By personal automobile	3.7%
By bus from an offsite staging area (e.g., parking lot)	7.4%
By bus from their home	0%
Don't know/not sure	25.9%
<u>Other</u> <ul style="list-style-type: none"> <li>Currently developing a plan</li> </ul>	3.7%

<b>Table 91</b> <b>Q.96: Does your agency's emergency medication dispensing clinic plan include policies and procedures for ... ?</b> <b>(% of responding agencies)</b>				
	(n=)	Yes	No	Don't know/ not sure
Not applicable. My agency does not have an emergency medication dispensing clinic plan.	27	74.1%		
a. Requesting additional medications	8	25.0%	37.5%	37.5%
b. Handling and disposing of infectious wastes	8	12.5%	50.0%	37.5%
c. Handling and disposing of hazardous wastes	8	12.5%	50.0%	37.5%

<b>Table 92</b> <b>Q.97: Within the last 12 months, how many training exercises (e.g., tabletops, drills) has your agency conducted and/or participated in at emergency medication dispensing clinics?</b> <b>(% of responding public health agencies)</b>	
	(n=27)
None	92.6%
1-3 sessions	7.4%
4-6 sessions	0%
7-10 sessions	0%
More than 10 sessions	0%
Don't know/not sure	0%

<b>Table 93</b> <b>Q.98: For which of the following equipment does your agency have policies to ensure protection of critical and/or confidential information?</b> <b>(% of responding public health agencies)</b>	
	(n=26)
None. My agency does not have these policies.	50.0%
Laptop computers	3.8%
Desktop computers	19.2%
Pagers	0%
Personal Digital Assistants (e.g., palm pilots, pocket PCs)	3.8%
Don't know/not sure	19.2
Other	3.8%
<ul style="list-style-type: none"> <li>Computers are password-protected; offices can be locked</li> </ul>	

<b>Table 94</b> <b>Q.99: How relevant is each of the following to the jobs of your agency's staff and what is your agency's level of need for education or training in each area?</b> <b>(% of responding public health agencies)</b>										
	How relevant is each area to the jobs of your staff?					What is your agency's level of need for education/training, including drills, tabletops, classroom instruction, etc.?				
	(n=)	Not at all relevant	Somewhat Relevant	Very relevant	Don't know	(n=)	Low need	Moderate need	High need	Don't know
a. Disease, surveillance, investigation and control	27	0%	0%	96.3%	3.7%	27	3.7%	63.0%	33.0%	0%
b. Public health epidemiology	27	0%	7.4%	88.9%	3.7%	27	3.7%	55.6%	40.7%	0%
c. Animal epidemiology and surveillance	27	3.7%	48.1%	44.4%	3.7%	27	14.8%	51.9%	33.3%	0%
d. Public health laws and regulations	27	0%	7.4%	92.6%	0%	27	7.4%	59.3%	33.3%	0%
e. Public health system (i.e., 3 core functions and 10 essential services)	27	3.7%	3.7%	81.5%	11.1%	27	3.7%	37.0%	51.9%	7.4%
f. Specimen collection process including sample triage, collection, packaging, and transport by first responders	27	3.7%	29.6%	55.6%	11.1%	27	7.4%	37.0%	51.9%	3.7%