

Influenza A (H1N1) preparedness & Response
Centre for Community Health and Disease Control, Maldives
Guidance for Provincial Forward Communication Desk

PROVINCIAL EMERGENCY OPERATION CENTRE FORWARD
COMMUNICATION DESK

LEAD AGENCY: Health

COORDINATING AGENCY: Province Office

LOCATION: Province Office or Regional Hospital Island

STAFF TO BE PRESENT: Designated Health Official, Provincial Official & Secretary

FACILITIES BE MADE AVAILABLE: Designated phone number, fax number, office equipments (computer system, printer, photocopier) materials for filing documents

STAFF: Senior Health Official (2); Provincial Official (2); secretarial support staff (2);

Health Team should identify focal points for the following. The focal points need not be placed at the FC desk and may operate from the health facility

- 1- Surveillance (Public Health Unit)
- 2- Quarantine health official(Public Health Unit)
- 3- Sample collection and transfer (Laboratory)
- 4- Health supplies (Hospital Admin)
- 5- Port health (Port Health)
- 6- Medical treatment (Hospital)

Provincial Team should identify focal points for the following. The focal points need not be placed at the FC desk and may operate from off-site.

1. Transport official (police/MNDF)
2. Logistics official (facilities and supplies)
3. Security and safety (police/MNDF)
4. Ports official & Customs official (in provinces where there is international ports)

Responsibilities of staff at FC:

Personnel	Responsibilities
Provincial State Minister	<ul style="list-style-type: none"> - Overall coordination of PEOC - Convene inter-sector committee, atoll/island committee - Mobilize funds - Mobilize private sector and community,NGOs
Health Official	<ul style="list-style-type: none"> - Support development of provincial preparedness plans for Influenza pandemic in collaboration with relevant stakeholders - Designate quarantine & isolation facilities identified by provincial officials - Communicate with NEOC - Develop the necessary requirements of health supplies according to the Provincial Preparedness Plan. - Attend to calls made to designated hotline number - Take health decisions according to the guidelines & protocols of NEOC - Ensure all health facilities are informed of the Provincial plan - Ensure disease surveillance system is set up and data analyzed & reported to NEOC - Ensure community awareness and guidance to stake holders - Monitor availability of health supplies at ports, quarantine and isolation facilities - Ensure proper disposal of hazardous waste
Provincial Official	<ul style="list-style-type: none"> - Develop provincial emergency plans for Influenza pandemic in collaboration with relevant stakeholders - Set up and ensure facilities are available for functioning of foreword communication desk - Provide logistics including transport support to carry out emergency response - Ensure readiness of quarantine facility and availability of adequate support staff, health and general supplies to the quarantine facility - Ensure availability of food and water supplies - Liaise and coordinate with Maldives Red Crescent Society volunteers (when MRCS is formed) - Liaise with other sectors (MNDF, Police , Ports, Atoll & Island Councilors, Private Sector) - Develop response budget and approve according to the NEOC guideline

Personnel	Responsibilities
Secretarial support	<ul style="list-style-type: none"> - Provide secretarial support to the health response activities - Ensure documentation of response activities - Provide administrative support to the Foreword Communication Desk - Maintain Situation Analysis on a day to day basis -documented - Maintain a LOG BOOK of calls received
Telecommunication	<p>Ensure communications support to the PEOC Back-up plan in-case of communication Failure Provide HOTLINE in case of MASS EPIDEMIC Make available CALLING CARDS when PEOC is on High Alert Make available Wireless Zone if needed Designate Senior Focal Points to all Province</p>
Police	<p>Helps to cordon of area/security issues Main agency for coordination at on-site Report activities on a regular basis to PEOC Helps in Disseminating information to public-posters/pamphlet Provides inland transportation when needed Provides necessary communications back up if set up communication fails Provides transportation to Quarantine Facility Provides Communication Back up when needed</p>
MNDF	<p>Helps to cordon of area/security issues – WHEN BEYOND CONTROL OF POLICE Provides transportation arrangements if beyond capacity of above assigned members</p> <p><i>Acts as a Monitoring and Reporting Agency in the Field/ Overall Operations at province level</i></p>
STELCO/Local Electricity Provider	<p>Provide necessary Energy Supply when requested by Minister of Province Designate one Focal Point at all Provinces</p>