

***Texas Emergency Medical Task Force  
Program Manual***





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## EXECUTIVE SUMMARY

The Texas Emergency Medical Task Force (TX EMTF) is a response system developed by eight Lead Regional Advisory Councils (RAC) and the Department of State Health Services (DSHS), which is supported by local EMS and hospital stakeholders. TX EMTF is designed to fulfill the healthcare needs during a disaster or significant incident. The program was developed in 2009, focusing on lessons learned from the catastrophic 2008 Hurricane Season in Texas, as well as Hurricanes Katrina/Rita (2005) and the events of 9/11/2001. TX EMTF utilizes local and regional resources from jurisdictions and healthcare organizations that provide emergency services and high-quality healthcare every day through regional mutual aid agreements and a state memorandum of agreement.

TX EMTF is comprised of eight regional teams and supported by TX EMTF State Coordination Office (SCO) by activating prepositioned regional resources on a State Mission Assignment (SMA) at the request of the DSHS to support impacted jurisdictions with emergency medical infrastructure support. These eight regional teams, strategically located throughout the State of Texas, align with the DSHS Public Health Regions and are co-located with eight Lead RACs across the State. These regional teams leverage existing relationships with EMS providers, fire departments, hospitals and healthcare systems to provide personnel and essential resources available to respond throughout the State, when needed. The EMTF Program consists of twelve (12) components: Air Medical Strike Teams, Ambulance Strike Teams (AST), Ambulance Buses (AMBUS), Ambulance Staging Management (ASMT) personnel, Mobile Medical Units (MMU), Registered Nurse Strike Teams (RNST), Infectious Disease Response Teams (IDRU), Medical Incident Support Teams (MIST), Mass Fatality Operational Response Teams (TMORT), Radiological Response Unit (RRU), Tactical Medical Support and Wild Land Fire Support (WLFS). These components provide maximum flexibility for the activation, deployment and utilization of specialized teams and resources needed for unique situations and missions resulting from tragedies (e.g. hurricanes, tornadoes, earthquakes, wildfire, flooding, terrorism) or disasters.

Each regional EMTF is made up of ASTs, at least one Ambulance Bus (AMBUS), an MMU, RNSTs, and a comprehensive overhead support team, capable of providing command and control of all deployed resources. Built into this overhead team is a significant operational and logistics capability, to include MISTs and ASM teams. This model provides a modular and scalable approach to disaster response that first focuses on regional capability and can be augmented by additional resources through a regional or state activation.

The key to the success of TX EMTF depends on our partnerships with EMS providers, hospitals and healthcare systems throughout the State of Texas who provide personnel and resources to provide care to Texans during significant regional and statewide disasters. This partnership involves state government, regional coalitions, local government, as well as public and private healthcare organizations to accomplish this goal. This program serves as a model within Texas and is recognized nationwide by the United States Department of Health and Human Services and the Centers for Disease Control and Prevention.

## **PURPOSE**

This manual describes the systems, policies and processes used by the TX EMTF. The organizational structure identifies key leadership positions and establishes chains of command in reference to, the TX EMTF SCO, Lead RAC, and incident response. The policies listed in this document are not intended to supersede a Sponsoring Entities policies and/or procedures.

## **SITUATION AND ASSUMPTIONS**

Most incidents are managed locally and are typically handled by local jurisdictions and emergency management personnel within a single jurisdiction. In other instances, incidents that begin with a single jurisdictional response rapidly expand to multidisciplinary, multijurisdictional levels requiring significant additional resources and operational support. This manual, using ICS concepts, provides a flexible core mechanism for coordinated and collaborative incident response, whether for incidents where additional resources are required or are provided from different entities outside the jurisdiction, or for complex incidents with statewide implications. Effective cross-jurisdictional coordination using processes and systems is critical.

## **STANDARDS**

TX EMTF has existing organizational structures in place. TX EMTF uses the following guidelines for minimum standards of disaster management.

- National Incident Management System (NIMS)
- FEMA's National Response Framework (NRF) and Incident Command System (ICS)

## Mission, Vision, Values

### Mission Statement

To minimize suffering and loss of life through an agile, flexible, and reliable disaster medical response system that exceeds the expectations of our stakeholders and citizens across the great State of Texas.

### Vision

The TX EMTF Vision is to flawlessly perform our role as a critical public safety partner that delivers exceptional emergency medical care in a disaster environment. Alongside our state, regional and local partners, we will enhance our state's ability to be resilient when confronted by disasters (e.g. man-made, natural, significant incidents affecting healthcare) through superior disaster medical care for Texans. We will maintain the trust of our stakeholders through skilled coordination and collaboration across all levels of government and continuing to serve as a model program for other states across the Nation.

### Values

- ★ **Leadership and Integrity:** We believe in Leadership in both word and deed, understanding that motivating others requires hard work and a hands-on approach – from the front. We value and expect honest and ethical behavior from our members and assigned personnel. We are humbled by the trust and respect granted us by the communities and agencies we serve. We are committed to always upholding the highest standards and have the moral courage to do the right thing at the right time, every time.
- ★ **Preparedness:** We are a leader in the field of emergency preparedness and response, taking an active role in planning, training, and response/recovery efforts to mitigate the medical consequences of disasters. We maintain the highest level of organizational and individual preparedness to ensure the well-being of the program, its members and our families.
- ★ **Collaboration:** We strive to work effectively with our public safety, healthcare, and public health partners to solve problems, make decisions, and achieve goals that benefit Texans.
- ★ **Pride and Teamwork:** The commitment necessary to perform the mission before us requires excellence of character. We inspire each other through pride in our program, which is a belief that every action reflects on all the members of the EMTF - past, present, and future. We work as a team; cooperating locally, regionally, and across the state to improve service to the public and the jurisdictions we support. We each bring our own skills and experience, yet we recognize that we are better together. We support and depend on each other to achieve our goals. Teamwork is the building block that drives the program's success.
- ★ **Innovation and Sustainability:** By continuously improving our program and response capability, we ensure the viability of the program long into the future.

- ★ **Clinical Excellence:** The members of the TX EMTF are highly skilled, specially trained, and technically proficient, providing state of the art pre-hospital and emergency medical care in austere environments. We provide each Texan we are honored to serve with exceptional medical care.
- ★ **Communication:** We believe communication is essential to the cohesiveness and overall performance of the program. We are committed to providing effective and responsive means of communication throughout the organization, our members, and partners.
- ★ **Responsibility and Accountability:** We are ultimately liable to the success of the organization through proper fiscal and operational accountability. We make decisions that maintain the organization in a healthy financial posture and provide complete transparency.

## **GOVERNANCE STRUCTURE**

### **Purpose:**

To establish a framework for the TX EMTF Program. The TX EMTF governance committees will provide guidance for the planning, monitoring, and direction of all program activities as set forth in the TX EMTF Statement of Work.

### **Introduction:**

The TX EMTF Program, led by Lead RACs, was developed to minimize suffering and loss of life through an agile, flexible, and reliable disaster medical response system that exceeds the expectations of our stakeholders and citizens across the great State of Texas as stated in the Mission Statement.

### **Scope:**

This policy outlines the Governance Structure of the TX EMTF Program, funded by DSHS.

### **Definitions:**

**Executive Committee:** Each EMTF Lead RAC Executive Director holds a seat with voting privileges on the Executive Committee. The Executive Committee is charged with reviewing, approving, or rejecting budgetary and policy recommendations from the Operations Sub-Committee and the Medical Directors Advisory Committee. Additionally, the Executive Committee guides the further development of the TX EMTF based on emerging and changing needs of the State of Texas.

**Operations Sub-Committee:** The Operations Sub-Committee is composed of one designated member identified by each regional TX EMTF Coordination Team, each Workgroup chair(s) or designee, each of the eight TX EMTF Coordinators, and supported by the TX EMTF SCO. Ideally, these individuals are subject matter experts with experience in hospital and pre-hospital disaster response and emergency management. Operations Sub-Committee reports to the Executive Committee. The Operations Sub-Committee will discuss and when appropriate, make recommendations to:

1. Policy, protocol, procedure, and/or guideline needs and development
2. Response and operations
3. Post-response after action reviews
4. Recommendations of materials and assets based on best practices and current industry standards
5. Recommendations, development, and implementation of any training to meet the needs of the TX EMTF.

**Medical Directors Sub-committee:** The Medical Directors Sub-committee will be composed of the Medical Directors for each of the eight TX EMTF teams and the Chief Medical Officer (CMO) for the TX EMTF Program. The Medical Directors Sub-committee is responsible for ensuring that policies, procedures, guidelines, and protocols meet industry standards to improve patient outcomes during EMTF operations. The Medical Directors Sub-committee will provide clinical advice and recommendations to the Operations Sub-committee and will report to the Executive Committee.

Additional Sub-committee(s) and Working Group(s)/Task Force(s) may be created to meet operational needs by the Executive Committee.

**Responsibilities:**

**Sub-Committee Member:** Provides professional feedback on committee business to maintain the integrity of the TX EMTF Program.

**Sub-Committee Chair(s):** Works with TX EMTF SCO to finalize committee meeting agendas, leads committee meetings, facilitates the review of materials by committee members, and discussions to obtain consensus on action items. Sub-Committee Chair(s) are appointed by the EMTF Program Director and are approved by the Executive Committee. Sub-Committee Chair appointments will be reviewed in even calendar years by the Executive Committee. Sub-Committee Chair(s) will provide meeting summaries to the Executive Committee.

**Texas Emergency Medical Task Force State Coordination Office:** Responsible for day-to-day management of the TX EMTF Program in collaboration with each of the eight TX EMTF Coordination teams. The TX EMTF SCO will assist Committee and Sub-Committee Chair(s) in finalizing the meeting agendas, construction of draft policy and procedures, creation of minutes/notes, and sending out meeting invites.

**Regional Emergency Medical Task Force Coordination Center:** The TX EMTF Coordination Center is composed of a team of staff members from the TX EMTF Lead RAC, including, but not limited to the TX EMTF Coordinator. Each TX EMTF Coordination Center is responsible for full time support of the regional TX EMTF Program. The TX EMTF Coordination team serves as the primary point of contact for all TX EMTF activities within their region. Each TX EMTF Coordination team is responsible for establishing and convening regional TX EMTF workgroup(s) and providing a summary of regional workgroup activities to the Operations Sub-committee.

**Procedure:**

**Meeting Frequency**

The Executive Committee will strive to meet monthly, but at least two times per year, either in person or virtually. Agendas with supporting documentation and past meeting minutes/notes will be sent prior to each scheduled meeting.

Operations Sub-Committee will convene at least six times per year, in person or virtually. May meet more frequently as needed.

Medical Directors Sub-committee will convene at least two times per year, either in person or virtually.

Committee and Sub-Committee agendas with supporting documentation will be distributed no less than two weeks in advance of each meeting. Minutes and/or a summary of each meeting will be distributed within two weeks following each meeting.

### ***Executive Committee Voting***

A Quorum is required for a change to any TX EMTF Program policies, purchases, and/or budgets. A quorum is defined as 5 members of the voting membership. Voting membership is defined as a Lead RAC Executive Director or their designated proxy. Each participating EMTF Lead RAC casts one vote. A designated proxy must be identified prior to and in writing, via digital communication to the TX EMTF SCO.

### ***Policy Development***

Texas EMTF Program policy development or changes initiate from the Executive Committee. Additionally, a Sub-Committee may propose policy development or changes. The policy will then be reviewed and edited as needed in the assigned Sub-committee(s). Once a draft has been vetted in the assigned Sub-committee(s) it will be presented to the Executive Committee for final review and consideration. The TX EMTF SCO staff in collaboration with the EMTF Coordination Centers may also create drafts of any requested policy or changes. The Executive Committee may implement policy at its discretion.

Administrative, non-policy, non-fiscal items and documents (e.g. JASs, QRGs, etc.) will be placed on a consent agenda for approval by the Executive Committee prior to implementation.

## GOVERNANCE STRUCTURE: Addendum A

### EMTF Lead Regional Advisory Councils (RAC):

EMTF 1: Panhandle RAC

EMTF 2: North Central Texas Trauma RAC

EMTF 4: Piney Woods RAC

EMTF 6: SouthEast Texas RAC

EMTF 7: Capital Area of Texas RAC

EMTF 8: Southwest Texas RAC

EMTF 9: BorderRAC

EMTF 11: Coastal Bend RAC

State Coordination Office: Southwest Texas RAC

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## TX EMTF 1

Lead RAC: Panhandle RAC  
TSAs: A & B ~ HSR 1  
[www.PanhandleRAC.com](http://www.PanhandleRAC.com)

## TX EMTF 2

Lead RAC: NCTRAC  
TSAs: C, D, & E ~ HSR 2/3  
[www.NCTRAC.org](http://www.NCTRAC.org)

## TX EMTF 4

Lead RAC: Piney Woods RAC  
TSAs: F & G ~ HSR 4/5N  
[www.RAC-G.org](http://www.RAC-G.org)

## TX EMTF 6

Lead RAC: SETRAC  
TSAs: H, Q, & R ~ HSR 6/5S  
[www.SETRAC.org](http://www.SETRAC.org)

## TX EMTF

### State Coordinating Office

Lead RAC: STRAC  
[www.TXEMTF.org](http://www.TXEMTF.org) / [www.TDMS.org](http://www.TDMS.org)

## TX EMTF 7

Lead RAC: Capital Area Trauma RAC  
TSAs: L, M, N, & O ~ HSR 7  
[www.CATRAC.org/EMTF](http://www.CATRAC.org/EMTF)

## TX EMTF 8

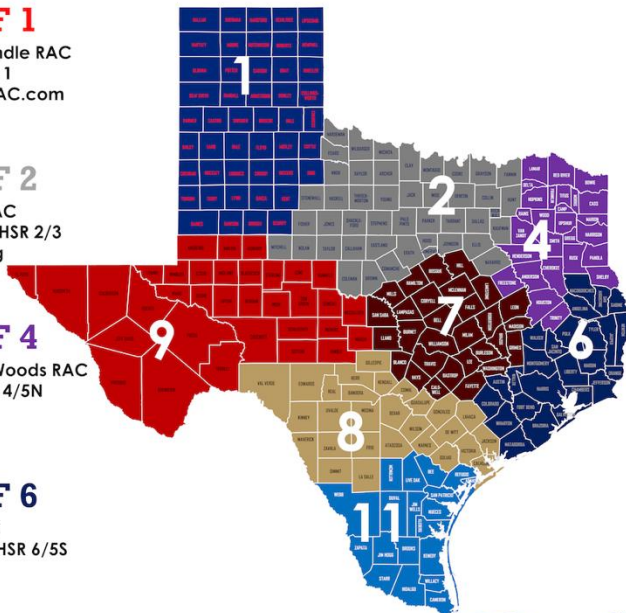
Lead RAC: STRAC  
TSAs: P & S ~ HSR 8  
[www.STRAC.org](http://www.STRAC.org)

## TX EMTF 9

Lead RAC: Border RAC  
TSAs: I, J, & K ~ HSR 9/10  
[www.BorderRAC.org](http://www.BorderRAC.org)

## TX EMTF 11

Lead RAC: CBRAC  
TSAs: T, U, & V ~ HSR 11  
[www.CBRAC.org](http://www.CBRAC.org)

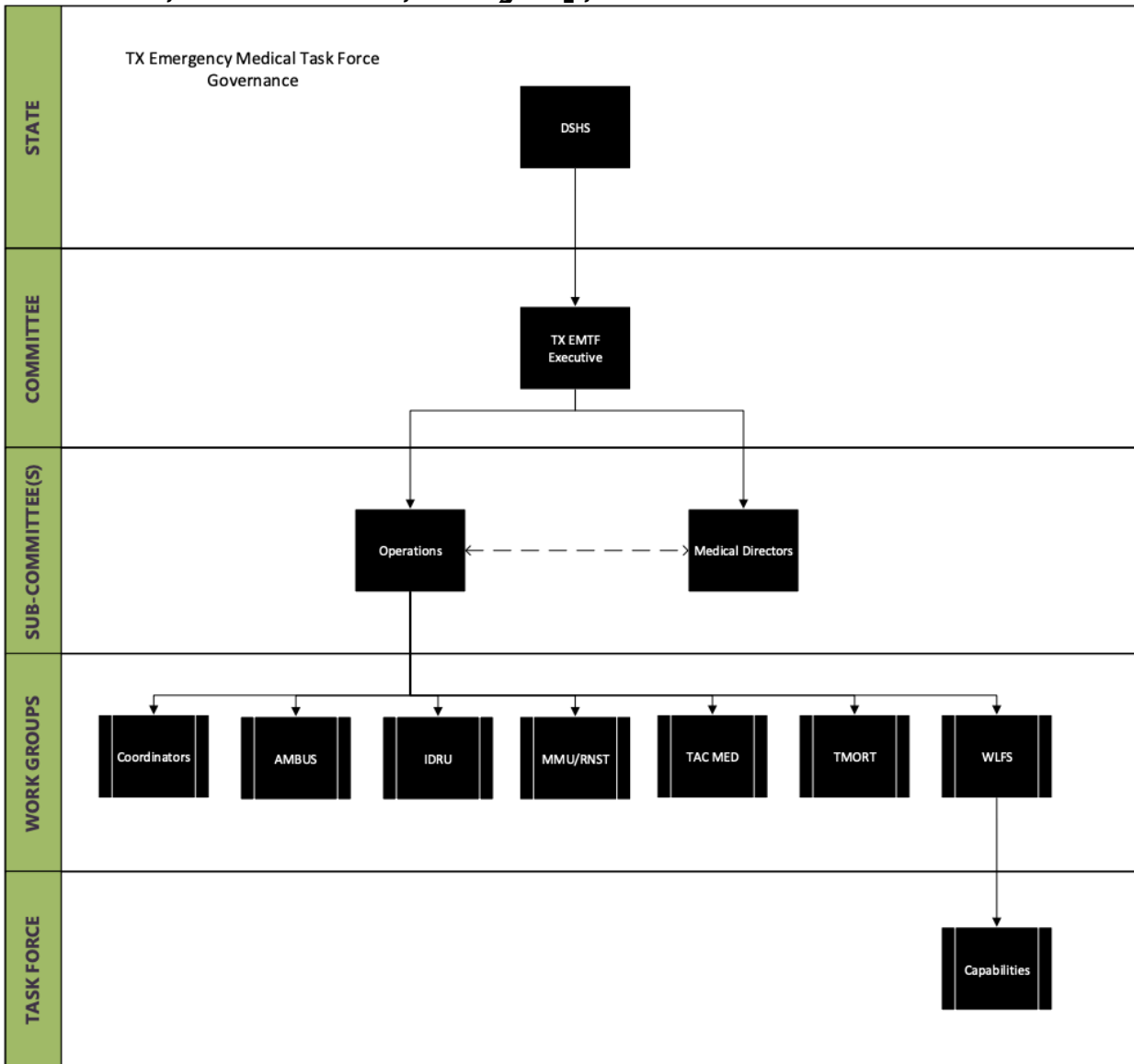


Texas Department of State Health Services



# GOVERNANCE STRUCTURE: Addendum B

## Committee, Sub-committee, Workgroup, and Taskforce Structure:



## STANDARDS AND EXPECTATIONS

### **Purpose:**

To establish the expectations for TX EMTF team members' while deployed as a member of the TX EMTF.

### **Scope:**

This guideline is in addition to the code of conduct policies from a team member's Sponsoring Entity.

### **Guidelines:**

Since each team member is a representative of the TX EMTF and their Sponsoring Entity, a violation of principals or adverse behavior demonstrated will be deemed unprofessional. Such conduct may discredit the mission TX EMTF team completes and may reflect poorly upon the entire TX EMTF team and their Sponsoring Entity. Each deployed team member is bound by the policies / regulations regarding professional conduct established by their Sponsoring Entity. It is the responsibility of the TX EMTF Leadership and Lead RACs to reinforce the expectations during all training sessions, meetings, and activations. Any violation will be addressed and documented, with follow-up action taken by the Task Force Leader (TFL) or his designee, the Sponsoring Entity, and or TX EMTF SCO, as appropriate. For the purpose of continuous quality improvement, summaries of incidents, injuries that result in a Sponsoring Entity workman's compensation claim and exposures will be summarized with the TX EMTF Executive Committee.

Team members will base all actions and decisions on the ethical, moral, and legal consequences of those actions. It is in this manner that positive and beneficial outcomes will prevail in all situations. These expectations are not to supersede or replace a Sponsoring Entities policies and/or procedures.

Team members, during activations will:

- Abide by these expectations
- Conduct themselves ethically at all times.
- Keep the value of life and the welfare of team members and the patients first.
- Remain cognizant of cultural issues including race, religion, gender, and nationality.
- Follow direction of the TX EMTF chain of command
- Follow all regulations and authority having jurisdiction (AHJ) law enforcement practices and policies regarding weapons.
- Follow all regulations regarding handling sensitive or protected information.
- Follow prescribed TX EMTF policies/guidelines regarding dress code and personal protective equipment.
- Not possess or use alcohol at any time.
- Not possess or use illegal drugs at any time.
- Not use information or property from an operational site for personal gain.
- Not accept gratuities.
- Demonstrate proper respect for public and private property.
- Demonstrate proper respect for other team members and peers.

## General Guidelines for all activated TX EMTF Members:

- Members activated on a SMA are tracked 'portal to portal'; from leaving home base until return to home base maintaining 100% accountability.
- A Regional EMTF Coordination Center will provide muster location and down range reporting locations and point of contact details.
- Activated members will be provided a State iPhone for communication and tracking.
- Members are considered 'on duty/available' 24/7, there is no 'off duty' while deployed.
- While activated, 100% accountability continues to apply, checking in and out with your team lead and on and off site will be required
- Members are activated and are deploying as an employee of your Sponsoring Entity, representing them, the TX EMTF, and the jurisdiction being supported. Please act accordingly.
- Activated members are expected to adhere to their Sponsoring Entity media policies. The TX EMTF media policy is NO DIRECT MEDIA interactions for activated team members from an area of operation. If an activated member receives a request from any media source, the request will be forwarded to the TX EMTF SCO for a disposition. ALL media requests originating from the area of operation will be vetted through the TX EMTF SCO and pre-authorization is needed before engaging with media on all platforms. Please see [Interaction with the Media Policy](#) for additional information.
- Activated members are expected to adhere to their Sponsoring Entity Social Media policies. Appropriate pictures and or posts of team members, sites, operations, etc. are encouraged to be shared by members and their Sponsoring Entity with a reference to TX EMTF. All pictures must also be shared with TX EMTF in advance. Please see [Social Media Policy](#) for additional information.
- Pictures of patients are strictly prohibited.
- Safety parameters regarding the demobilization process will include appropriate travel time considerations, including rest-work cycles. General rule is to travel in daylight and if members cannot make it back to home base by sundown, they will either leave the next day or travel over two days, depending on distance.
- Please do not eat or drink anything that has not been provided by the team or was personally acquired.
- Daily completion of an ICS 214 Activity Log is required for all activated TX EMTF members
- Save itemized receipts for all reimbursable expenses, including, but not limited to:
  - Fuel
  - Materials
  - Lodging
- Each activated member is responsible for adhering to their Sponsoring Entity policies, procedures and protocols, including:
  - Medical protocols
  - Documentation of all patient care activities
  - Protection and safeguarding all protected health information (PHI)

## Example Daily Battle Rhythm (Schedule)

- 0700 Submit CAN report from previous operational period
- 0800 Complete morning PAR
- 0830 Submit daily Sit Rep
- 0830 State of TX Tactics Briefing
- 1000 State of TX Daily Weather Call (Non-Tropical Weather)
- 1100 Daily TX EMTF Operations Briefing
- 1200 State of TX Daily Weather Call (Tropical Weather)
- 2000 Complete evening PAR

Key terms members may hear in relation to the Activation cycle:

- Activation
  - The TX EMTF level that indicates a SMA has been issued and the identified assets and teams will be deployed on behalf of the state.
- Mobilization
  - The preparatory and actual activities (rostering, making ready, mustering) surrounding the sending of teams and assets enroute to deployment location.
- Crew Swaps
  - Coordinate team member rotation operations for sustained longer term deployments through the EMTF Coordination Centers.
- Mission / Task
  - Deployment assignment to be carried out: transport a patient from 'X' nursing home to 'Y' nursing home; evacuate that assisted living center; set up staging at 'XYZ' arena, etc.
- Release
  - Completion of a mission or task and 'release' from that mission by the team lead, making a team or member available for the next mission tasking.
- Demobilization
  - The end of operations, movement of team members back to home base, we track all team members back to home base, maintaining 100% accountability.



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## TRAINING AND EDUCATION

### **Purpose:**

To establish the guidelines for tracking the training and qualifications of TX EMTF members.

Membership within the TX EMTF program is voluntary and requires a fully executed Memorandum of Agreement (MOA) between the Sponsoring Entity and one of eight Lead RACs. The TX EMTF MOA is a mechanism for activation and reimbursement for SMA. A Sponsoring Entity retains administrative control over their employees for the purposes of pay, benefits, policies, procedures and Medical Direction and member organizations have the right to accept or decline an activation request.

TX EMTF Sponsoring Entities are responsible for preparedness and response of its employees and designating a point of contact to receive communications from their designated TX EMTF Coordinator. Each TX EMTF Sponsoring Entity is responsible for ensuring that personnel activated during a TX EMTF response meet certification requirements as per approved TX EMTF typing and equipment meet industry standards for operations.

The TX EMTF is a response ready program which may be requested to deploy with little or no notice. It is the responsibility of the Sponsoring Entity to ensure all deployed personnel have and maintain current licenses, certifications, and qualifications for the positions in which they may deploy for. It is the goal of the TX EMTF program to ensure the right person is deployed for the right position. The TX EMTF program reserves the right to request and evaluate certifications to determine if a deployable member meets specific qualifications, per approved Typing and Position Description.

### **Training Guidelines:**

A team member's training and qualification will be logged in the EMTF Contacts Board in WebEOC. The TX EMTF Coordinator is responsible for maintaining this roster and updating in in real time.

### **Roles and Responsibilities:**

#### **TX EMTF Member**

EMTF deployable personnel are required to create an entry in the [TX EMTF WebEOC](#) Contacts Board. The Contacts Board list following key elements which may be accessed for purpose of contacting the member and making any necessary Sponsoring Entity contacts:

- Name
- 24/7 Contact Number
- Work/Sponsoring Entity Email
- Emergency Contact Name
- Emergency Contact Relationship
- Emergency Contact Phone Number
- Sponsoring Entity
- Direct Supervisor
- Direct Supervisor Contact Number
- Direct Supervisor Email
- Licensure/Certifications
  - Upload any documentation for required certifications and/or trainings.
- EMTF Positions



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- Qualifications
  - Upload any documentation for required certifications and/or trainings.
- Deployments

It is the individual members responsibility to ensure all contact information is correct and all required documentation has been uploaded. Members are required to verify information no less than one (1) time annually.

### **TX EMTF Coordinator**

It is the responsibility of the assigned TX EMTF Coordinator to ensure each member meets qualifications according to approved Typing and Position Descriptions. TX EMTF Coordinators shall verify information in the TX EMTF Contacts Board while rostering for activated positions. In the event the required information is missing for a specific qualification, the TX EMTF Coordinator will request additional information from the sponsoring entity. TX EMTF Coordinators should not roster members that do not meet qualifications. The TX EMTF Coordinator shall be responsible for verifying each TX EMTF Contacts entry has been updated annually.

The regional TX EMTF Coordinators will also be responsible for updating any TX EMTF training courses (e.g.MIST, Ambulance Staging Management Team (ASMT) and/or Medical Unit Leader (MEDL)).



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**MEMBERS: TASK BOOKS**

**Purpose:**

To establish the guidelines for TX EMTF team members competencies while deployed as a member of the TX EMTF.

**Scope:**

Task Books have been developed within the TX EMTF Workgroups for the AMBUS, MMU, and TFL and are approved through the TX EMTF Executive Committee. Task Books will be reviewed and updated at least annually.

**Guidelines:**

TX EMTF Task Books for the following team members have been established:

- ★ Task Force Leader
- ★ AMBUS Crew Chief
- ★ AMBUS Crew Member
- ★ MMU Group Supervisor
- ★ MMU Clinician
- ★ NWCG Medical Unit Leader

The Task Books have been designed to ensure team members filling a specific position meet minimum training and experience expectations and are designed to provide guidance and capture experience of EMTF leaders in training.



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**MEMBERS: UNIFORMS AND DRESS CODE**

**Purpose:**

To establish uniformed dress code for all TX EMTF members while on-duty or when conducting or representing the TX EMTF on official business.

**Scope:**

These guidelines will outline the appropriate uniform and dress code for all team members. The TFL, OPS MGR, and or GS or their designee(s) are responsible for the enforcement and interpretation of these guidelines. The following list of approved uniforms and or dress codes are designed to keep all team members deployed consistently uniformed. Uniforms and the dress codes are intended to be safe, functional, and present a professional appearance. These guidelines are designed to work in conjunction with the sponsoring entity's dress code policies.

**Guidelines:**

- Any use of the TX EMTF logo and/or patch requires Executive Committee approval.
- Ultimate uniform determination is up to the Task Force Leader, Operations Manager, Group Supervisor, or their designee(s) during a SMA.
- General Grooming: All team members will adhere to their Sponsoring Entity's guidelines and policies in regard to personal hygiene and grooming. TX EMTF members not only represent the Task Force during deployments and training, but members are also representatives of their Sponsoring Entity. Any member failing to follow basic hygiene guidelines will be removed.
- Identification Badge: Team members are required to wear an issued TX EMTF ID badge at all times during deployment. Any member that has not received an TX EMTF ID badge will wear their ID from their Sponsoring Entity or PIV-I.
- Jewelry: For team member's personal safety, all personnel are encouraged to refrain from wearing excessive jewelry while on deployments.
  - No excessive jewelry is permitted.
  - Stud style earrings are permitted.
  - Necklaces or chains that do not extend out of clothing are permitted.
  - Rings are permitted, but extreme caution should be taken when loading, unloading and working around mechanical equipment.
  - Wrist watches are permitted. Decorative wrist wear is not permitted.
- Rest Cycle / Off Shift: While in a responder shelter or other designated staff area for a rest cycle, members are expected to wear attire that is appropriate for co-ed quarters. The following items are not permitted:
  - Shirts displaying or promoting alcohol or tobacco products.
  - Shirts displaying profanity or any type of discriminatory wording or phrases printed on them.
  - Sleeveless shirts
  - Shorts that expose the buttocks in any manner
  - Pants that have large holes in them
  - Any inappropriate attire



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- Component / Position Specific Uniforms:
  - Task Force Leaders and Operations Managers
    - 5.11 Navy long sleeve shirt or Sponsoring Entity Uniform
    - Designation should identify name and title.
    - Navy BDU pants
    - Black duty belt, leather, or web style belts
    - Black boots (preferred) or black shoes
  - Group Supervisors – uniform for when working with local officials during deployment
    - 5.11 Navy long sleeve shirt
    - Coyote or khaki BDU pants
    - Black duty belt, leather, or web style belts
    - Black boots (preferred) or black shoes
  - Ambulance Staging Manager
    - 5.11 Navy long sleeve shirt or Sponsoring Entity uniform
    - Navy or Black (preferred) or Coyote (tan) (acceptable) BDU pants
    - Black duty belt, leather or web style belts
    - Black boots (preferred) or black shoes
  - MIST
    - 5.11 Navy long sleeve shirt or Sponsoring Entity uniform
    - Coyote or khaki BDU pants
    - Black duty belt, leather, or web style belts
    - Black boots (preferred) or black shoes
  - Ambulance Strike Team
    - Sponsoring Entity uniform
      - Personnel assigned to the asset should be dressed in a consistent Sponsoring Entity uniform.
  - AMBUS
    - Sponsoring Entity uniform
      - Personnel assigned to the asset should be dressed in a consistent Sponsoring Entity uniform.
  - MMU
    - Clinical Uniform – uniform assigned to all clinicians for assigned clinical shifts
      - TX EMTF issued scrub top
      - White (preferred) under shirt
      - Navy (preferred) or black BDU pants
      - Black boots (preferred) or closed toe shoes
    - Logistics Uniform – uniform for all logistics team members and for all team members during mobilization, MMU set up, and demobilization operations.
      - Long sleeved gray TX EMTF T-shirt
      - Navy (preferred) or black BDU pants
      - Black duty belt, leather, or web style belts
      - Black boots (preferred) or closed toe shoes
  - RNST
    - Clinical Uniform –
      - Sponsoring Entity issued scrubs or deployed facility assigned scrubs or TX EMTF issued scrub top.



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- Ambulance Staging Management Team
  - Sponsoring Entity uniform or
  - Long sleeved gray TX EMTF T-shirt
  - Navy (preferred) or black BDU pants
  - Black duty belt, leather or web style belts
  - Black boots (preferred) or closed toe shoes
- IDRU
  - Sponsoring Entity uniform
  - Sponsoring Entity assigned scrubs or TX EMTF assigned scrubs
- TMORT
  - As determined by the TMORT Group Supervisor
- Wildland Fire Support Assets
  - Sponsoring Entity uniform
- TX EMTF Coordinators
  - 5.11 Khaki long sleeve shirt
  - Navy or Black (acceptable) BDU pants
  - Black duty belt, leather, or web style belts
  - Black or tan boots (preferred) or black shoes



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### **READINESS LEVELS**

The TX EMTF SCO will communicate situational awareness daily via {HOW IS THIS DONE} to maintain an increased state of readiness. TX EMTF has four (4) levels of readiness that are universal for all regions. These levels are:

- Awareness
  - There is a possible incident that has occurred, or will occur such as weather-related incidents, that may require a response of TX EMTF resources
- Standby
  - An incident has occurred, or a high probability of occurrence, with TX EMTF Coordinators polling and identifying assets within the region to be placed on standby
- Alert
  - A request or the possibility of a request for TX EMTF resources is imminent
    - This level of awareness will be activated by the State Medical Operations Center (SMOC)
  - Resources should be rostered and preparing for activation
- Activation
  - Deployment of TX EMTF resources has been approved by the SMOC



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**READINESS LEVEL CHANGES**

**Purpose**

To establish a standard guideline for the TX EMTF SCO to identify any threats which may prompt changes in TX EMTF Readiness Levels.

**Scope**

This guideline is to be used to assist all TX EMTF Coordination Centers and TX EMTF stakeholders in maintaining situational awareness.

**General**


It is the responsibility of each TX EMTF Coordination Center to maintain regional situational awareness identifying threats that may prompt an activation and response of TX EMTF assets. The TX EMTF SCO maintains an overall view of the State of TX while each TX EMTF Coordination Center participates in focused briefings and communications from local stakeholders.

**Process**

The TX EMTF SCO will communicate and report potential threats as identified by the National Weather Service Storm Prediction Center (SPC) and Texas A&M Forest Service (TAMFS). The following threats from the NWS will prompt changes in TX EMTF Readiness Levels\*:



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AWARENESS	STANDBY
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">"SLIGHT" &amp; "ENHANCED" Risk of SWX forecasted by the NWS SPC</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">2% Tornado Probability forecasted by the NWS SPC</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">"SLIGHT" Risk of Flash Flooding as forecasted by the NWS</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">"CRITICAL" Fire Weather forecasted by the NWS SPC</div> <div style="border: 1px solid black; padding: 5px;">"MODERATE" Impact of Winter Weather forecasted by NWS</div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">"MODERATE" Risk of SWX forecasted by the NWS SPC</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">5% or greater Tornado probability as forecasted by the NWS SPC</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">"MODERATE" Risk or greater of Flash Flooding forecasted by the NWS SPC</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">"EXTREMELY" Critical Fire Weather forecasted by the NWS SPC</div> <div style="border: 1px solid black; padding: 5px;">"MAJOR" Impact of Winter Weather forecasted by the NWS</div>
<p>These guidelines are subject to change based on regional conditions and environmental factors.</p> <p>NWS: National Weather Service SPC: Storm Prediction Services</p>	



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The TX EMTF SCO will communicate threats identified prompting any changes in readiness post release of NWS and/or TAMFS forecast information. Changes in Readiness levels will be communicated with the following process:

- TX EMTF Coordination Centers will be notified of changes in Readiness Levels through standard communication processes.
- Other TX EMTF stakeholders including DSHS and Texas Division of Emergency Management (TDEM) will also be notified of any changes through standard communications processes.
- Other TX EMTF Stakeholders will be informed of changes in readiness levels through standard communications processes.
  - Specific information such as deployed assets, home EMTF and nature of activation will be communicated.

Each TX EMTF Coordination Center will be notified of specific assets where Readiness Levels have changed could include the following:

- Severe weather: Severe Weather Packages (SWX PKG)
  - Standard SWX PKG includes Task Force Leader (TFL), [2] MIST personnel, [1] Ambulance Strike Team (AST) and [1] AMBUS
- Fire: WLFS PKG
  - Standard WLFS PKG includes [1] MIST qualified as Medical Unit Leader (MEDL), [1] Wildland Paramedic Unit (WPU), [1] Ambulance
    - A Rapid Extraction Module (REM) is an additional WLFS asset

EMTF Coordination Centers are responsible for the following actions per changes in readiness levels:

- AWARENESS
  - Communicate threats to members within region.
- STANDBY
  - Poll for member and asset availability
  - Roster personnel for TFL, MIST, MEDL and ASTL in WebEOC Personnel Roster for the specific WebEOC Incident
  - Roster assets identified in WebEOC Response Resources for the specific WebEOC Incident
    - TFL, MIST, MEDL and ASTL must include personnel with asset.
    - WPU, REM, Ambulance and AMBUS will be rostered with Sponsoring Entity but without personnel names if unknown at the time
  - Update WebEOC Status Board
  - Report on assigned GroupMe thread when assets are on Standby
- ACTIVATION
  - Follow any specific instructions for rostering personnel and assets for a no-notice ACTIVATION



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### STATE MISSION ASSIGNMENTS

A SMA is issued by DSHS and received by the EMTF SCO. Request for assistance can be in any format but must be followed up with a State of Texas Assistance Request (STAR) submitted by the requesting AHJ. Once DSHS approves a request for TX EMTF resources, a SMA will be issued. Once the TX EMTF SCO receives SMA approval, the TX EMTF Coordinator of the deploying resource will be contacted to activate the resource and activate the regional TX EMTF Coordination Team.

### ACTIVATIONS

TX EMTF resources do not deploy or activate without approval from the TX EMTF SCO and the regional TX EMTF Coordinator. The regional TX EMTF Coordinator will ensure all activated resources are rostered appropriately in WebEOC and provide any necessary information (e.g. reporting location, staging information, points of contact). A TX EMTF Coordinator will make the decision if resources need to report to a central location (e.g. a RAC warehouse) to obtain necessary equipment or if they can depart for the reporting location direct from their Sponsoring Entity or home of origin. All deployed resources will be issued a TDEM device for the purposes of communications and asset tracking.

Coordination of deployed resources while traveling to their assigned area of operation (AO) is the responsibility of the deploying regional TX EMTF Coordinator. Once the assets arrive at their AO and/or staging site they become the responsibility of the existing command structure for the AO.

### CHAIN OF COMMAND

In keeping with standards set forth by the ICS each deployed personnel or resource is assigned a direct supervisor based on their response component. Component supervisors have the experience and training necessary to carry out supervisory duties within the TX EMTF. The TX EMTF response packages are designed to be scalable and flexible with a manageable span of control. It's imperative that all deployed personnel know and understand their chain of command to assist with reporting and accountability.



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## DEMobilIZATION

### Purpose

This Standard Operations Guideline outlines the process for a safe and efficient demobilization of TX EMTF personnel and assets once released by the AHJ and/or during a swap of personnel of an asset. TX EMTF has a responsibility for accountability of all personnel and assets and this SOG will outline effective and orderly demobilization to complete this objective.

### Process

Demobilization plans should begin during the early onset of TX EMTF operations. Plans should include the demobilization of any large-scale assets (e.g. MMU) or staging site, as well as personnel and assets assigned to the Area of Operation (AO). The order of demobilization could vary and be dependent on resource assignments, schedule of last workday or any other factors. The demobilization plan will be collaborative effort between all TX EMTF stakeholders, including the TX EMTF Overhead Team, TX EMTF Coordinators and the TX EMTF SCO.

Demobilization is a three (3) phase process consisting of the following:

- Release
  - TX EMTF personnel and assets have been released by the AHJ and approved for Demobilization or personnel are being released based on a scheduled crew swap.
- Demobilization
  - Any required rehab and completion of incident required documentation has completed and travel beginning to return to home base and final destination is beginning.
- Demobilization Complete
  - The personnel have returned all necessary equipment and have arrived at their final destination

The TX EMTF Task Force Leader or Area Task Force Leader, if assigned, is responsible for maintaining communications and situational awareness with the local jurisdiction. Once operations and utilization of TX EMTF personnel and assets are not needed the AHJ and/or Regional Medical Operations Center shall release TX EMTF support. Once the release occurs this information will be communicated to the TX EMTF SCO. The TX EMTF SCO will confirm the release with the AHJ for final release approval. Once approved, a Demobilization Plan shall be implemented.



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Key elements to a successful Demobilization Plan consist of:

- Collaborative planning between the TX EMTF Overhead Team, TX EMTF Coordinators and the TX EMTF SCO
- Clearly defined and documented plan communicated with all TX EMTF Supervisors
- A Demobilization Unit Manager to assume responsibility of plan completion for large scale activations, if applicable
- Demobilization requirements such as vehicle inspections, completion of any After Action and/or Personnel Performance Surveys
- Defined communications expectations during travel
  - Creation of demobilization communications threads
- Time frames for travel
- Securing of any lodging during demobilization travel

### **Demobilization Tasks**

Demobilization task may differ based on the activation but shall include the following in check list form:

- Verification an ICS 214 Activity Log completed for each operational period for the duration of activation.
- Completion of vehicle inspection at check-in and demobilization
- Completion of an ICS 225 Incident Personnel Performance Rating survey on their assigned Supervisor and a peer.
- Completion of an After-Action Review survey for the incident
- Completion of TX EMTF Claims Incident Report for any potential claims
- Communicated with their activating TX EMTF Coordinator and received instructions on returning any issued equipment
- Communicated with their activating TX EMTF Coordinator that an anticipated time of arrival at final destination is beyond 22:00
  - Activating TX EMTF Coordinator will collaborate with the demobilized personnel and their Sponsoring Entity on any potential overnight rehab during demobilization.
- Personnel are in the appropriate messaging thread\*
  - a "Demobilization" messaging thread may be created for large scale activations to better organize communications. In the event these threads are created personnel will be placed in the thread based on their activating EMTF and not final destination.
- WebEOC Response Resources for the asset has been updated to "Demobilized"
- WebEOC Personnel Roster entry for the demobilized personnel have been updated to "Demobilized" with the Destination City, Departing AO and estimated time of arrival updated.
- Personnel are briefed on communications expectations:
  - Communicate any issues or significant delays during travel
  - Communicate when they arrive at their Sponsoring Entity to return any equipment
  - Communicate when they depart their Sponsoring Entity for their final destination
  - Communicate when they arrive at their final destination and have completed demobilization



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### **Demobilization Travel**

TX EMTF personnel are not authorized to begin Demobilization on the same day if they have been on an assignment for greater than four (>4) hours to ensure activated personnel have had adequate rest for travel to complete a safe demobilization.

The deadline to have a Demobilization Complete status is 22:00 (10:00 pm). In the event personnel cannot arrive to their final destination by 22:00 on the same date of their status change to Demobilization they are to communicate with their activating TX EMTF Coordinator on a resolution. Potential resolutions are overnight rehab at the Sponsoring Entities expense or delaying demobilization until the next date. In the event travel cannot be completed in the same day by 22:00 overnight lodging shall be recommended. If overnight rehab is necessary during Demobilization travel a rehab location will be identified and secured prior to beginning any travel. Any travel beyond 22:00 will require approval by the activating TX EMTF Coordinator.

### **Demobilization Complete**

The activating TX EMTF Coordinator is responsible for monitoring demobilized members and documentation of Demobilization Complete. The TX EMTF Coordinator shall utilize the WebEOC Personnel Roster "Demob List" to track estimated arrival times. The receiving TX EMTF Coordinator will contact the Demobilized members that are greater than thirty (>30) minutes past due for Demobilization Complete. The TX EMTF Coordinator will update the Demobilized personnel estimated arrival time if necessary and/or update their status to Demobilization Complete. In the event a TX EMTF Coordinator cannot contact the personnel they will contact the personnels Sponsoring Entity to determine their status with the appropriate updates completed. If the Sponsoring Entity cannot make contact with the member, the appropriate actions will be taken with collaboration between the personnels Sponsoring Entity and the TX EMTF Coordinator based on last known Asset Trak location with the TX EMTF SCO notified of the incident.

In the event an Asset Trak device has been turned in, the TX EMTF Coordinator will specify any recommendations on communicating travel during Demobilization for the activated personnel.

Once personnel have verbalized on the assigned communications thread, they have arrived at their final destination the TX EMTF Coordinator will update their status to Demobilization Complete. Once all personnel for a TX EMTF Coordinator have been updated to Demobilization Complete a status message will be posted that the activating EMTF is Demobilization Complete for the incident.

In the event the TX EMTF Coordinator cannot track his/her personnel through Demobilization he/she will request assistance from another TX EMTF Coordinator or the TX EMTF SCO. The TX EMTF Coordinator will communicate any changes in responsibility to the TX EMTF SCO for the purposes of quality assurance.



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## COMMUNICATIONS

The TX EMTF requires all deployable resources begin deployments with a VHF capable radio and Asset Trak device issued by a TX EMTF Coordinator. TX EMTF utilizes the following communications platforms:

- VHF radio platform utilizing talk groups from the [Texas Statewide Interoperability Channel Plan](#)
- Messaging platform, such as GroupMe
  - Instant messaging platform utilized for command and tactical communications
- WAVE
  - Motorola WAVE is a PTT communications application which can be found on the Asset Trak device.
  - Once a communications plan is created WAVE channels will be assigned to different groups for the purpose of backup or redundant communications
- MSAT
  - The MSAT is a mobile satellite radio which can be issued by the deploying EMTF Coordination Center
  - The MSAT will have two main channels utilized for backup or redundant communications
    - *STRAC 1* monitored 24/7 by STRAC Med Comm
    - *Inner Agency* utilized for tactical communications between assets
  - The MSAT issued shall be made operational at all times once it is issued to a member
- Star Link
  - The Star Link issued shall be made operational at all times once it is issued to a member
  - Although not a communications platform, Star Link is a platform to allow internet access to facilitate communications



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## STATE ISSUED IPHONE

### **Purpose**

TDEM maintains a large supply of iPhone devices which can be activated and deployed to support Disaster Response and Operations. These devices are activated as needed and remain in a “Suspend Mode”.

TDEM provided one thousand (1,000) of these devices to the TX EMTF to house, maintain, update, deploy & recover as needed. Devices are strategically located throughout each EMTF and the TX EMTF SCO.

### **Quarterly Updates**

Each device is to be updated as critical releases are identified and/or at a minimum, the first month of each quarter.

### **TDEM Device Update Process**

1. The devices are to be fully charged and placed on a WIFI connection.
2. Check for the most recent IOS release and upgrade the device.
3. Select the “TDEM Device” APP Icon for Asset Inventory Check-In
  - a. Mark the Device as OS Updated & Charged

### **Quarterly Applications Verification & Operative IQ Update**

#### **Applications**

Verify the following applications are operational and updated to the latest version.

1. AssetTrak
2. Pulsara
3. Field Maps
4. WAVE
5. WebEOC
6. GroupMe

#### **Operative IQ Updates**

1. Update the record for each device in Operative IQ during the 1<sup>st</sup> month of each quarter.
2. Verify each device is in good working condition and is free of damage / defects.
3. Identify and document the current IOS version installed.



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**Accountability**

### **Device Counts by Location**

Verify Operative IQ has the correct location and count of devices.

1. Some EMTFs may distribute or pre-stage TDEM devices with partners or at remote locations.
2. The TX EMTF Coordinator is responsible for ensuring all TDEM devices are managed maintained, updated, and documented regardless of the storage location.

### **Activation Process**

When issued a SMA, TDEM's Operations Technology Unit will "Activate" the service for each device requested, for a period of 30 days or until a deactivation request is received. These devices have cellular phone capability with a variety of EMTF specific and other non-specific applications and a personal hotspot.

### **Deployment expectations**

All TX EMTF devices Activated by a SMA, including crew swaps, are expected to travel with an operational TDEM device with AssetTrak displaying their correct location and asset type under the correct viewcode.

1. TX EMTF Coordinators will request activation of each device in writing to the TX EMTF SCO with the TDEM Device Phone number.
  - a. To expedite the process a picture of the back of the phone is not an acceptable request due to multiple numbers and size of font on label.
2. The TX EMTF SCO will forward the request to TDEM for Activation while referencing the STAR number and/or appropriate Action number for the STAR. The request should be sent to the following:
  - a. TDEM Support
  - b. TDEM CIS
3. TX EMTF Coordinators shall configure AssetTrak on each device using WIFI and verify it is operational.
4. Deployment Teams should **NOT** be required to wait for device activation to be completed before being allowed to mobilize.
  - a. Each Team Leader should take at least 1 additional device which can be activated if needed.
5. All personnel should be reminded the devices need to be rebooted at the beginning of each shift and verified to be visible and operational on <https://Maps.Strac.Org> using the appropriate viewcode.
6. Devices should be "Checked Out" or assigned to the responsible party within Operative IQ.

### **Post Deployment expectations**

1. Device should be:
  - a. Cleaned
  - b. Fully Charged,
  - c. Updated with the latest IOS version and Apps.
  - d. Inspected for damage and confirmed fully operational.
  - e. "Checked In" on Operative IQ



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- f. "Deactivated" via TDEM Application from the activated device

**Damaged or Lost Device**

1. Any devices damaged or lost should be reported to the TX EMTF SCO immediately in writing and accompanied with the 214 which includes the documentation of incident or event in which the device was damaged or lost.
2. An Incident report explaining the damage or loss must also be included and provided to the TX EMTF SCO.

**Regional Use with and without service activation**

1. TDEM Devices can be used regionally without activation or incurring a cost by connecting the device to an active WIFI system or hotspot.
2. Each TX EMTF has the option to request TDEM Device service activations on a specific number of devices for a Regional Event but will be responsible for any associated costs and supporting documentation.
  - a. You may request local Device Activations by emailing [SCO@TXEMTF.org](mailto:SCO@TXEMTF.org)
    - i. Include the Device phone numbers to be activated.
    - ii. Provide a summary of the intended use.
    - iii. Define when the devices must be activated by date.
    - iv. Define the anticipated date to turn the service off.
    - v. Provide confirmation you have approval to provide payment for service and/or use fees incurred by TDEM.
  - b. The TX EMTF SCO will forward your request to TDEM including the requesting EMTF.
  - c. The TX EMTF SCO will request TDEM Operations Technology to "include all" for all further communications and coordination related to this request.
  - d. The requesting EMTF will be responsible for the distribution and recovery of the devices utilizing the normal Activation processes.
  - e. The requesting EMTF will be responsible for costs related to damaged or lost devices.
  - f. Email the TX EMTF SCO and Include all parties when the event has concluded to have the service turned off for these devices.
  - g. Utilize the Normal Post Activation processes to return these devices to their standby status.



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### WEBEOC UTILIZATION

#### **Purpose**

WebEOC is a web-based crisis management system developed to improve collaboration, communication, and coordination of organizations, agencies, and assets while planning for, responding to, or recovering from man-made and natural disasters. WebEOC is used by healthcare, emergency management, law enforcement, fire, EMS, and public health to plan, practice, and execute routine operations, disaster responses, and special events throughout the State. WebEOC is designed to support the mission of disaster management for the TX EMTF and has evolved to provide a simplified information sharing platform while promoting intelligent incident response coordination.

#### **WebEOC Parameters**

TX EMTF utilizes WebEOC as a platform to share real-time status and or location of assets and personnel and is used administratively as a collection point for key programmatic elements such as executed TX EMTF Memorandum of Agreements (MOA) and key component personnel and leadership contacts.

#### **Texas EMTF Server**

TX EMTF utilizes the Texas EMTF WebEOC server (<https://webeoc.txemtf.org/eoc7/>) for daily TX EMTF Operations and when Activated on a SMA.

TX EMTF WebEOC Administrators provide account maintenance for TX EMTF members, produce updates, conduct development, and apply enhancements to the TX EMTF specific WebEOC boards. For local and regional activations, each Lead RAC within a TX EMTF region may incorporate additional local/regional boards and or utilize local servers.

The TX EMTF WebEOC Server is managed by the Southwest Texas Regional Advisory Council (STRAC) Support Team and several WebEOC Administrators.

#### **EMTF Menu**

Within WebEOC, the TX EMTF created a Menu that contains all the boards specific to the program. The boards TX EMTF utilizes are located on this single Menu. This allows for ease of locating boards and consolidating all the TX EMTF boards in one location. Within the *EMTF Menu* there are boards specific to the TX EMTF program and boards utilized by our partners outside the program, such as TDEM and the DSHS, and boards that are in development or were created for use in a *Just-in-Time* case pending full integration/development.



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### **Boards**

The following boards have operational functions during an Activation and are updated in real-time by the TX EMTF Coordinators, Coordination Centers and or activated leadership personnel.

- + EMTF Status
  - Real-time status of TX EMTF assets and teams
- + EMTF Member Roster
  - Activated member and lodging documentation.
  - Demobilization Tracking until Demob Complete.
- + Response Resources
  - Asset and team tracking and assignments.
  - Jobs Documentation is key to track assignments.
- + EMTF Battle Rhythm
  - Battle Rhythm related to TX EMTF & other activities.
- + EMTF Tasks
  - Taskings for TX EMTF teams/assets
- + EMTF MMU Staffing
  - Rostering of MMU teams

The TX EMTF SCO also has several boards that serve specific administrative functions. WebEOC's inherent capabilities make it ideal to capture certain subsets of information from across the state.

- + EMTF SMA Generator
  - SMA documentation, creation and running updates through demobilization
- + TX EMTF Status
  - Updated in real-time when asset/team status changes but at a minimum once every week.
- + MOA Tracker
  - Updated annually or when sponsoring entities are added, contact information changes or become inactive.
- + TX EMTF Contacts
  - Verify and/or update status changes and/or contact information annually once members are added. Captures contact information, deployment experience of key positions and leadership

The TX EMTF provides recurring WebEOC Training and installs enhancements to improve operational coordination and response.



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**APPLICATIONS, TOOLS, AND ACCOUNTS**

**Purpose**

TX EMTF utilizes a variety of field applications and tools which must also be response ready with little or no notice. Key personnel must maintain their account access and application utilization skills by using the applications on a regular basis either real-world or during training sessions.

**TX EMTF Frequently Used Applications**

**GroupMe**

GroupMe is the primary messaging platform used by TX EMTF. GroupMe is supported on both IOS and Android platforms and allows real-time dynamic conversations and document sharing. The application can be downloaded and configured on the fly if needed.

**Pulsara**

Pulsara is designed for use during a Mass Casualty Incident (MCI), Evacuation, Wildland Fire Support and/or other EMTF responses. All patients should receive a Texas EMS wristband to then be scanned to initiate the patient channel which will provide real-time communications with the receiving facility. Account Access is available and can be provided by the TX EMTF SCO.

**Field Maps**

Field Maps is used for Wildland Fire Response to support personnel with real-time on scene operational information and locations of activity, equipment & personnel. Account access is required and can be requested from [the National Interagency Fire Center](https://www.nifc.gov/).

**AssetTrak**

AssetTrak is a mobile tracking / map display system. TDEM IOS Devices, Xirgos, Sponsoring Entity Devices, & other GPS transmitting devices can be configured to submit data to the AssetTrak system which can then be viewed at <https://maps.strac.org> with the proper security viewcode to allow access.

**WebEOC & WebEOC Mobile**

WebEOC access is available and can be provided by TX EMFS SCO & Support. All boards can be access from a browser and have been designed and tested to be most effective using Chrome. The primary field operations boards have been designed for use on a mobile device using the WebEOC App. By Juvare.

**WAVE**

WAVE is a Motorola Push-to-Talk Application designed to connect teams across different devices, network and locations. Account access can be requested from the TX EMTF SCO.



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#### **Operative IQ**

Operative IQ is asset and inventory management system which is sponsored by the TX EMTF SCO. Equipment and supplies entered into the system can be monitored for expiration dates, par levels, and assigned then recovered after a deployment or activation. Preventive Maintenance schedules are entered to facilitate the ease of use and consistency of elements statewide.

#### **Wires**

Wires is a Wildland Fire Information software used by the Texas A&M Forest Service designed to provide real-time information related to wildland fire incidents. Account access for Wires is initiated through the [TX A&M Forest Service](#).

#### **StarLink**

StarLink Satellite systems will provide high speed internet access and may be shared by a network or WIFI access. TX EMTF has multiple StarLink systems available for deployment.

#### **BK Programming / cloning**

BK Radio Programming / Cloning capability is available for our communication specialist. The radios are designed to be reconfigured just-in-time by an experience user.

#### **MSAT**

Mobile Satellite Radios are used across the TX EMTF Program as a radio to radio or satellite telephone. Users do not need user accounts but should be familiar with the operations of the devices.



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User Accounts needed by type and other tools.

Component	Group Me	Pulsara	WAVE	WebEOC	Asset Trak View Codes	TDEM Device	MSAT	Star Link	BK Programming & Operations	Puxing Operations	Operative IQ	Wires	Field Maps
Air Medical Strike Team Leader	X	X	X	X	X	X							
Ambulance Personnel	X	X	X			X							
Ambulance Personnel- Wildland	X	X	X			X							X
Ambulance Staging Management Personnel	X		X	X	X	X	X	X					
Ambulance Strike Team Leader	X	X	X	X	X	X							
AMBUS Crew Chief	X	X	X	X	X	X	X	X					
AMBUS Crew Member	X	X				X							
EMTF Coordination Center	X	X	X	X	X								
EMTF Coordinators	X	X	X	X	X		X	X	X	X	X		
Group Supervisors	X	X	X	X	X	X	X	X					
IDRU Personnel	X	X	X			X							
Logistics Personnel	X		X	X	X		X	X				X	
MIST	X	X	X	X	X	X	X	X					
MIST-MEDL	X	X	X	X	X	X	X	X	X			X	X
MMU Group Supervisor	X	X	X	X	X	X	X	X					
MMU Personnel	X	X	X	X	X		X	X		X			
Rapid Extraction Module Personnel	X	X	X			X	X	X	X				X
RN Strike Team Leader	X	X	X	X	X	X	X						
RN Strike Team Personnel	X	X	X			X							
Task Force Leaders	X	X	X	X	X	X	X	X					
Technical Specialist	X	X	X	X	X	X			X		X	X	X
TMORT Personnel	X	X	X										
Wildland Paramedic Unit	X	X	X			X	X	X	X				X



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**PATIENT PRIVACY AND HIPAA**

TX EMTF members must comply with various laws governing patient privacy, including the Health Insurance Portability and Accountability Act (HIPAA). Under HIPAA and each Sponsoring Entity policies, members must aggressively protect the privacy and security of all PHI in any form, including electronic, paper, oral, and visual. Members are prohibited from posting or sharing anything regarding patient care, PHI, or a patient's condition on social media. Even the fact that an individual is or is not a TX EMTF patient is PHI. Patient health information and other PHI may only be discussed, disclosed, or shared even within the TX EMTF or sending organization on a strict need to know basis and only as minimally necessary in the normal course of operations for patient treatment, or as necessary for TX EMTF operations.

Members must make every reasonable effort to ensure that all patient records and other PHI is properly safeguarded, that it can be reconstructed in the unlikely event of fire or other disaster, and that it will not be seen by unauthorized persons. Do not leave patient care information or other PHI unsecured at any time or give anyone electronic access to such information other than in the specific performance of your authorized job duties. Members are not to reproduce, photograph, or photo copy any data collected while providing patient care, except as specifically requested or required for treatment purposes or data collection processes by the receiving facility or TX EMTF.

Members are prohibited from taking pictures, video, or other recordings of patients and while on scene and during transport, except for the purpose of Pulsara in-application documentation. No on-scene, transport, or patient images taken for these limited purposes may be used, printed, copied, scanned, e-mailed, posted, shared, or distributed in any manner without the prior express written approval of TX EMTF SCO.



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**MEDICAL RECORDS:**

**Purpose:**

To establish the procedures for members of the TX EMTF MMU to follow when opening and completing all required patient care documentation.

**Scope:**

This guideline is to be followed by all members of the MMU team and used as a standard guideline for all medical documentation and all supplements pertaining to patient care.

**Guidelines:**

All MMU medical records generated on any deployment will be stored by the TX EMTF. All medical records for patients that have been discharged or transferred from the MMU must be completed by the end of the members' designated shift. The MMU team members will utilize paper T-Sheets to document all patient care interactions.

The MMU Group Supervisors have identified the following *Nursing / Physician* T-Sheets as the primary care records to be used by all clinical staff:

- Adult Multiple Trauma
- General Adult
- Pediatric Illness
- Pediatric Injury
- Uterine Contractions
- Cardiopulmonary Resuscitation
- Progress Notes
- Transfer of Care
- ECG Supplements
- Critical Care Continuation Sheet
- Physicians Order Sheet

MMU medical charts will be started by the clinician when a patient is seen at Triage. Patients who are critical or brought in by EMS may bypass the normal triage process and be moved directly to a treatment bed, the medical chart will be started by a member of that patient's care team.

- Nursing T-Sheets will be printed on White paper, Physician T-sheets should be printed on Golden Rod paper and the Order Sheet in Blue
- The Triage Nurse and or Paramedic should select the most appropriate T-Sheet that meets the patient's signs or symptoms
- All patients will be banded with the state approved wrist band and the ID number will be placed in the top right corner of the T-Sheet
- All entries must be made in blue ink
- All notes and entries must be signed
- Errors must be marked through with a single line, mark error and initial before making correction; the error must still be legible
- Each page must have proper identification:
  - Patient last and first name
  - Date of Birth
  - ID/Wrist Band Number



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### **Medical Record Storage**

In accordance with Texas Department of State Health Services Retention Schedule for Medical Records TITLE 22, PART 9, CHAPTER 165, RULE §165.1 , patient care records shall be kept for a total of 7 years past the last date on which service was given or until the patient's 21st birthday, whichever occurs later.

### **State Mission Assignments**

All MMU patient records generated during a State deployment are the property of DSHS, Response Division. All patient care reports and associated documentation generated in the MMU will be turned over to the Group Supervisor when they are completed, reviewed and secured appropriately at all times. At the end of the deployment, the Group Supervisor will turn all patient care records over to the Task Force Leader overseeing the last clinical operational period or their TX EMTF Coordinator, who will then turn all records over to the TX EMTF SCO and /or authorized agent.

The EMTF SCO will properly secure records electronically that meets the privacy and security provisions of the Health Information Technology for Economic and Clinical Health (HITECH) Act/HIPAA compliant. Once the original record is digitally secured, the original copies will be destroyed per state and federal regulations.

### **Regional Deployments**

All MMU patient records generated during a regional deployment are the property of that TX EMTF Regional Lead RAC. All patient care reports and associated documentation generated in the MMU will be turned over to the Group Supervisor when they are completed, reviewed and secured appropriately. At the end of the deployment the Group Supervisor will turn all patient care records over to the Regional TX EMTF Coordinator. It is the sole responsibility of the Lead RAC to properly store and maintain these documents. The TX EMTF Lead RAC will properly secure records per state and federal guidelines.



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**SEXUAL AND OTHER UNLAWFUL HARASSMENT**

All TX EMTF members are entitled to a workplace free of unlawful discrimination, harassment, and retaliation by management, supervisors, co-workers, vendors, and others. TX EMTF members are also prohibited from discriminating against or harassing others.

**Sexual Harassment.** Sexual harassment is a form of unlawful discrimination. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's deployment, or
- submission to or rejection of such conduct by an individual is used as a basis for deployment decisions affecting such individual, or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment may include a range of behaviors and may involve individuals of the same or different gender. Conduct prohibited by this policy includes, but is not limited to: sexual advances; requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess, sexual preference, or sexual deficiencies; leering, whistling, or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal, or visual conduct of a sexual nature.

**Other Prohibited Harassment.** In addition to its prohibition against sexual harassment, TX EMTF also prohibits any other form of harassment. This means that verbal or physical conduct, comments, or innuendo that singles out, denigrates, or shows hostility or aversion toward someone because of race, religion, color, national origin, age, sexual orientation, gender identity or expression, pregnancy, disability, marital status, veteran status, citizenship, genetic information, or any other characteristic protected by law is not permitted. Prohibited conduct includes, but is not limited to: epithets, slurs and negative stereotyping; threatening, intimidating, or hostile conduct; denigrating jokes and comments; and writings or pictures that single out, denigrate, or show hostility or aversion toward someone on the basis of a protected characteristic. This policy also prohibits sending, showing, sharing, or distributing inappropriate jokes, pictures, comics, stories, etc., including via text, e-mail, and social media. This policy applies to TX EMTF members, visitors to the workplace, and others with whom employees interact in carrying out their job duties.

**Zero Tolerance & Mandatory Reporting.** TX EMTF requires that members immediately report all perceived incidents of discrimination, harassment, retaliation, and other potential violations of this policy, regardless of the offender's identity or position. While not all incidents of harassment violate the law, TX EMTF's policy is to prevent and correct harassment and other inappropriate conduct long before it gets to that point. A member who observes or otherwise learns of possible harassment or who feels that he/she has been subjected to conduct prohibited by this policy must report it immediately to their immediate deployment Supervisor.

Any member who reports a potential violation of this policy and who feels their report was not adequately or timely addressed, must then put their report in writing and submit the written complaint to TX EMTF SCO. Voice messages or e-mails may be left at any time.



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In addition, TX EMTF encourages members who believe they are being subjected to conduct prohibited by this policy, and who feel comfortable doing so, to promptly advise the offender that their behavior is unwelcome and request that it be discontinued. Often this action will resolve the problem. TX EMTF members must still, however, report the offending conduct as set out above.

**Investigation.** All reports of prohibited conduct will be investigated promptly by TX EMTF leadership in as confidential manner as possible. This may include individual interviews with the parties involved and, where necessary, with other individuals who may have relevant knowledge. All members are required to cooperate fully with the investigation.

**Retaliation Prohibited.** Retaliation against members because they made a good faith charge or report of prohibited conduct or because they assisted in a complaint investigation in good faith is prohibited. Acts of retaliation must be reported immediately as set out above.

**Responsive Action.** TX EMTF takes violations of this policy very seriously. Misconduct constituting discrimination, harassment, or retaliation will be dealt with appropriately. Any investigative documentation who is found to have violated this policy will be provided to the members home organization for resolution.

## **CONFIDENTIALITY & NONDISCLOSURE OF CONFIDENTIAL INFORMATION**

In addition to its HIPAA policies, it is the policy of TX EMTF to maintain the confidentiality of its confidential and proprietary information and that of its members, patients/customers, other healthcare providers, vendors, and other stakeholders. Members must affirmatively protect all confidential information acquired while performing their duties and share it only on a strict "need-to-know" basis. Members who handle confidential information are responsible for its security during storage and transit. Unauthorized members may not attempt to obtain or observe such information. TX EMTF confidential information may not be used by members for personal gain or in any way that is detrimental to TX EMTF or to its interests.

Confidential information includes, by way of example, patient/customer records and information; member records, including medical records; memoranda, correspondence, documents, and notes; market studies and plans; policies and procedures; computer programs and software; strategic plans; technological data; financial information; and all other confidential and proprietary information.

Upon demobilization from an incident or separation from the TX EMTF program, all materials, including copies in any form, regarding patient/customers, vendors, members, and all other confidential and proprietary information must remain with TX EMTF and may not be copied or removed in any form, except as required by law and authorized by the TX EMTF SCO.

**This duty and obligation of confidentiality and nondisclosure continues even after you demobilized from a TX EMTF incident.** If you are unclear about your responsibilities under this policy or you believe someone has or may be about to violate this policy, you must immediately inform the TX EMTF SCO immediately.



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### **SOCIAL MEDIA**

TX EMTF members and their Sponsoring Entities are responsible for the content they post online during a deployment in accordance with their Social Media policies. While members have protected free speech rights on matters of public concern, online conduct that adversely affects your own or the legitimate interests of patients, other health care providers, state stakeholders, vendors, or other business partners, or that or that disrupts TX EMTF's ability to perform its essential functions, may result in immediate demobilization from an incident and communications with their Sponsoring Entity.

**Social Media.** Social media includes all means of communicating or posting information or content of any sort on the Internet, including to a members own or someone else's web log or blog, journal or diary; personal web sites; social networking or affinity web sites; web bulletin boards or chat rooms; and all other forms of electronic communication whether or not associated or affiliated with TX EMTF. By way of example, social media includes online forums, Twitter, Facebook, YouTube, LinkedIn, Google+, Instagram, other social networking sites, and other similar technologies. Keep in mind the permanency of online content and be aware that others, including management, coworkers, and the general public may be actively reading what is published online.

**Maintain Confidentiality of PHI & Other Confidential Information.** Do not disclose PHI (e.g. patient's name, address, race, extent or nature of illness/injury, and hospital destination) or member names, trade secrets, private, proprietary, or confidential information, such as information about TX EMTF's development of products/services/projects, pricing, marketing, processes, know-how and technology. Do not disclose internal reports, policies, procedures, or other confidential communications. Do not disclose PHI or other financial, personal or other confidential information about TX EMTF patients, stakeholders, or vendors. Never disclose financial, personal or other confidential information about TX EMTF members that you have (or had) access to as a result of the position you had or have during a TX EMTF deployment. Do not post personal information about others unless you have received their permission. Do not post photos, videos, or images of any kind which might potentially identify patients, addresses, vehicle license plates, or any other PHI.

### **INTERACTION WITH THE MEDIA**

TX EMTF and its stakeholder's values communications with the media to encourage accurate coverage of incidents, events, programs, and public health issues but such interaction must always be within the limits of all applicable laws and regulations, including HIPAA. TX EMTF members are not, under any circumstances, to disclose information that identifies, or could potentially be used to identify, patients or their health conditions. All communications with the media, including electronic paging and text messages, are subject to this policy.

Unless expressly authorized by the TX EMTF SCO and/or it's designated Public Information Officer (PIO), no member or Sponsoring Entity is authorized to speak for or on behalf of TX EMTF to the press, on social media, by phone or electronic communication, or any in any other manner. This prohibition covers all communications with the media including requests for information, statements, press releases, interviews, press conferences and briefings, letters to the editor, opinion pieces that are opposite the editorial page ("op-eds"), and other information or material given to media representatives. Sponsoring Entities or activated members asked to respond to the media on behalf of TX EMTF shall immediately notify the TX EMTF SCO and/or designated PIO. No media ride-outs in a Sponsoring Entity vehicle will be permitted.

Notify the TX EMTF SCO or TX EMTF Coordinator of any deviations of this policy.



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### **GIFTS AND/OR DONATIONS**

No deployed member of TX EMTF (or an immediate family member) shall accept or solicit any gift and/or donation, service, special accommodation, or other favors or material gain from any current or potential vendors or other third parties with whom TX EMTF conducts business if it might reasonably be inferred that such action could affect the member or TX EMTF's business decisions. This policy does not prohibit normal, ethical business practices such as business luncheons, token gifts, advertising items such as pens, pencils, and calendars, or other gifts of a nominal nature. No TX EMTF member shall, directly or indirectly, give, offer, or promise anything of value to any representative of any organization in connection with any transaction or business that TX EMTF may have with the organization.

### **TX EMTF EQUIPMENT & PROPERTY**

TX EMTF members must safeguard TX EMTF equipment and other assets. Members are responsible and accountable for all TX EMTF equipment, property, and supplies formally issued to them, as well as for other TX EMTF property used in the performance of their job duties, including tools, equipment, supplies, vehicles, and other assets.

**Issuance & Acknowledgement.** TX EMTF property (e.g. keys, access cards, identification badges, uniforms, SOP manuals, paging devices, radios, laptops, medical equipment, supplies) may be issued to members for their use while deployed. Members are required to acknowledge in writing their receipt of this property in accordance with regional procedures.

**Care & Maintenance.** Members are expected to exercise care, perform any required maintenance, and follow all operating instructions, safety standards, and other applicable guidelines. Members must immediately notify the appropriate supervisor if any vehicle, equipment, machine, tool, or other item appears to be damaged, defective, or needs repair. The appropriate supervisor can answer questions about your responsibility for maintenance and care of tools, equipment, and other items used on deployment.

**Acceptable Use.** TX EMTF property shall only be used as required to carry out your job duties unless an member has prior written approval from the TX EMTF SCO. TX EMTF property shall not be removed from vehicles or worksites except as necessary and appropriate to carry out your job duties. Improper, careless, negligent, destructive, or unsafe use or operation of TX EMTF property will likely result in communications with the deployed members home organization for resolution.

**Damaged, Lost, or Misplaced Equipment / Property.** If items are lost, damaged or misplaced, and it is determined that the loss, damage, or misplacement was intentional, the result of neglect or abuse, or failure to follow policy or procedure, the responsible members home organization may be accountable for the cost of repairs or replacement. In addition to financial reimburse, TX EMTF may take other action to recover and/or protect its property.

**Return.** TX EMTF members must immediately return all TX EMTF property upon demobilization from an incident or at any other time when requested by TX EMTF.



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**DRUG & ALCOHOL USE**

To ensure the safety of our members, patients, and citizens, and to provide a reliable and safe service to all stakeholders, TX EMTF members are required to report for deployments in appropriate mental and physical condition to perform their job duties in a safe, satisfactory, and competent manner. TX EMTF Members are also prohibited from engaging in any of the disapproved actions in this policy while off work sites that may adversely affect work performance and/or safety. TX EMTF members are strictly prohibited from reporting to a site or being under the influence of a prohibited drug, alcohol, or in an impaired condition Throughout the entire deployment. TX EMTF is committed to a ZERO TOLERANCE drug and alcohol environment for all members. Any member deemed in violation of this policy are subject to immediate demobilization and communications with the members deploying Sponsoring Entity.

**PROHIBITED WEAPONS & VIOLENCE PREVENTION**

This policy is designed to provide a safe and secure work environment for all TX EMTF members, help prevent incidents of violence from occurring during deployment, and to provide for the appropriate response when and if such incidents do occur.

**Zero Tolerance/Prohibited Conduct.** Conduct prohibited by this policy includes harassment, intimidation, threats, and violent behavior by or towards anyone in the workplace that is or might be carried out on TX EMTF work sites or work area, and/or that is in any way connected to TX EMTF deployment. TX EMTF does not tolerate any type of workplace violence committed by or against its members. TX EMTF members are prohibited from making threats or engaging in violent activities. This list of behaviors, while not all-inclusive, provides examples of conduct that is prohibited:

- Causing physical injury to another person;
- Making threatening remarks;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;
- Intentionally damaging employer, patient or another's property;
- Unlawful or unauthorized possession of a weapon or possession of a prohibited weapon while deployed as a member of TX EMTF.
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

**Prohibited Weapons Banned.** Prohibited weapons include: blackjack, nightstick, mace, tomahawk, knife with a blade over five and one-half inches long, dagger, Bowie knife, sword, spear, knuckles, and explosive devices, zip gun, armor piercing ammunition, firearms silencer, short barrel rifle.

**Firearms.** TX EMTF activated members that are authorized by their Sponsoring Entity policy to possess and carry a firearm on duty may do so during a TX EMTF SMA. The activating member will be responsible for notifying their TX EMTF Coordinator and TX EMTF SCO of their intent and provide Sponsoring Entity policy and Sponsoring Entity approval to carry a firearm. It is the activating members responsibility secure their firearm at all times in accordance with their Sponsoring Entity policies and notify their assigned highest ranking TX EMTF Supervisor that they are in legal possession of a firearm.



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**Mandatory Reporting.** Any potentially dangerous situation, including suspicious workplace activity, situations, or incidents that are threatened or observed must be reported immediately to a supervisor, manager, and/or TX EMTF SCO. Reports can be made anonymously, and all reported incidents will be investigated immediately. TX EMTF and its command staff will actively intervene at any indication of a possibly hostile or violent situation, including notifying the Police Department when appropriate.

### **CELL PHONES & CAMERAS**

TX EMTF encourages its deployed member to have and use personal cell phones to communicate with families and their deployed organizations. Use of these and other devices is limited to promote a safe and productive environment, maintain confidentiality of PHI, and avoid disruptions in the workplace.

**Use of Personal Cell Phones & Other Devices.** Personal calls, texts, and use of other applications during non-rehab time must be brief and kept to a minimum. Personal cell phones and other devices must be on silent or vibrate while deployed unless your supervisor approves otherwise. Use of cell phones and other devices must not interfere with job duties or work performance or distract other members.

**Cameras.** TX EMTF members may not take unauthorized pictures or videos while deployed or while conducting TX EMTF business. Under no circumstances may cameras be used to invade anyone's privacy, or to photograph or record PHI or other confidential information. Photographs, videos, or other recordings of patients are strictly prohibited.



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**TX EMTF REIMBURSEMENT**

**Summary**

The Texas Emergency Medical Task Force Program (TX EMTF), in conjunction with the Department of State Health Services (DSHS), committed to timely reimbursement of Sponsoring Entities that provide resources and personnel in times of disaster. Sponsoring Entities are encouraged to file their reimbursement packets through their Lead RAC as quickly as possible to ensure timely reimbursement from DSHS but no later than [6] months after the demobilization. Reimbursement for costs associated with TX EMTF activities will be processed and paid within 45 days. The 45-day reimbursement timeline will begin only after a completed reimbursement packet is accepted and approved by the State DSHS.

**Process**

Current reimbursement forms are sent to the TX EMTF Coordination Centers after State Mission Assignments (SMA) are issued and no later than when SMA Demobilization Orders are issued.

The Lead RAC will provide the reimbursement forms to the Sponsoring Entity.

The Sponsoring Entity will fill out and submit the reimbursement packet to the Lead RAC.

The Lead RAC will review the Packet for completeness.

If complete, the Lead RAC will submit reimbursement package to DSHS as defined within the reimbursement forms provided.

If incomplete, the Lead RAC will work with the Sponsoring Entity to complete the packet.

DSHS will review the Packet received from the Lead RAC.

If complete, DSHS will provide confirmation of packages approved for reimbursement.

If incomplete, DSHS will work with the Lead RAC or directly with the Sponsoring Entity only if appropriate, to identify the corrective action needed.

DSHS will reimburse the Lead RAC *within 45 days of an approved reimbursement package*.

The Lead RAC will provide reimbursement to the Sponsoring Entity.

**Reimbursement Parameters**

**Vehicles and Equipment**

The mission will start when the asset is activated to be "made-ready" for deployment and will conclude at the time the deployed asset is ready for re-deployment from its home base.

FEMA Schedule of Equipment Rates: <https://www.fema.gov/schedule-equipment-rates>.

Activity Logs (SITREP/ICS 214) with appropriate mission, usage, and or activity required for all resources.



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**Sponsoring Entity / Resource Owned**

Ambulance and AMBUS equipment rates listed in tables below. All other Resource Owned vehicles, trailers, and or equipment as approved by the SMA will be reimbursed at the current daily FEMA established rate per hour by type.

- Repair of damaged vehicles or equipment; if applicable with receipts
- Tolls and reasonable parking costs with receipts
- Maintenance (preventative or operational) if applicable for the time period specified by SMA
- Fuel with receipts

<b>AMBUS Reimbursement</b> (details for rate determination below)	Per Hour	Per Day
Vehicle – one AMBUS	\$40.00	\$960.00
Per Diem – \$35.00 per day/per person for a six-person AMBUS crew	\$8.75	\$210.00
Medical Supplies Cost – Based on daily rates (AMBUS \$360.00 per day)	\$15.00	\$360.00
<b>Total AMBUS Reimbursement Rate</b>	<b>\$63.75</b>	<b>\$1530.00</b>

<b>Ambulance Reimbursement</b> (details for rate determination below)	BLS	ALS	MICU	
Vehicle – one Ambulance	Per hour	\$35.00	\$40.00	\$40.00
Per Diem – \$35.00 per day/per person for a two-person crew	Per hour	\$2.92	\$2.92	\$2.92
Medical Supplies Cost – Based on daily rates (BLS \$240.00 per day) (ALS \$288.00 per day) (MICU \$360.00 per day)	Per hour	\$10.00	\$12.00	\$15.00
<b>Total Ambulance Reimbursement Rate</b>	<b>Per hour</b>	<b>\$47.92</b>	<b>\$54.92</b>	<b>\$57.92</b>
	<b>Per day</b>	<b>\$1150.08</b>	<b>\$1318.08</b>	<b>\$1390.08</b>

**Privately Owned Vehicles**

Mileage from home station to deployment site and return to home station at a rate per mile as published by the State Comptroller for the time period specified.

Use of personal vehicles while deployed will only be reimbursed for mileage using the mileage rates currently in effect at the time of deployment as published by the State Comptroller's office. No other expenses related to the use of personal vehicles will be reimbursed.

Mileage must be calculated to/from locations using <http://maps.google.com/> or <http://TXDriving.org> and a copy must be submitted with the reimbursement package.

**Rental Vehicles**

Use of rented vehicles will only be reimbursed at the rental rate as established by the State Comptroller or as approved by the SMA, as appropriate.

- Repair of damaged vehicles or equipment; if applicable with receipts
- Tolls and reasonable parking costs with receipts
- Maintenance (preventative or operational) if applicable for the time period specified by SMA
- Fuel with receipts



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**Rental Equipment**

Use of rental equipment will be reimbursed at the current daily FEMA established rate per hour by type, the current rate established by the State Comptroller's office, or as approved by the SMA, as appropriate.

- Repair of damaged vehicles or equipment; if applicable with receipts
- Tolls and reasonable parking costs; if applicable with receipts
- Maintenance (preventative or operational) if applicable for the time period specified by SMA
- Fuel with receipts

**Contracted Services / Equipment**

Use of contracted services or equipment will be reimbursed at the current daily FEMA established rate per hour by type, the current rate established by the State Comptroller's office, or as approved by the SMA, as appropriate.

- Repair of damaged vehicles or equipment; if applicable with receipts
- Tolls and reasonable parking costs with receipts
- Maintenance (preventative or operational) if applicable for the time period specified by SMA
- Fuel with receipts

**Personnel**

The mission will start when personnel are activated and "make-ready" for deployment and will conclude at the time the deployed personnel have returned to their home base.

Up to \$50.00 per team member per deployment for items needed for the member to be self-sufficient during the deployment. These items may include food, water, and personal care items. The team member must keep receipts for these items and the Sponsoring Entity must submit them with their reimbursement package.

**Labor:**

Supporting documentation for labor costs are to be made available *upon request* for the costs being requested for reimbursement.

**Volunteer Fire/EMS Personnel:**

Labor Rate for Volunteer Fire or EMS personnel are:

- \$20.00 per hour for Paramedics, ASMT and logistics support personnel
- \$17.50 per hour for EMT Intermediates,
- \$13.50 per hour for EMT Basics

Rates will be calculated for each hour deployed in seven-day periods. Overtime will be calculated at time-and-a-half the established rate for any hours worked over 8 within each 24-hour period until 40-hours of regular time is worked in each seven-day period. All time after that will be time-and-a-half for that within the seven-day period.



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**Paid Personnel:**

Actual labor costs plus Fringe and Benefit costs for the deployed team members.

Actual backfill overtime labor costs for cost above regular time for personnel required to fill the regularly scheduled shift of deployed team members (example: overtime for backfill staff is time-and-a-half, the half-time portion is reimbursable).

Specialty, Flat-Rate for Physicians, Nurse Practitioners, and Physician Assistants:

[please note, these are specialty, flat-rates and will not get time-and-a-half rates applied]

Physicians: \$200/hr.

Nurse Practitioners and Physician Assistants: \$100/hr.

**Food and Lodging**

Actual costs for food and lodging will be reimbursed with receipts at the rates established by the State Comptroller or as approved by the SMA, as appropriate.



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**ACRONYMS AND ABBREVIATIONS**

AAR – After Action Review/Report  
ACS – Alternate Care Site  
AHJ – Authority Having Jurisdiction  
ALS – Advanced Life Support  
AMBUS – Ambulance Bus  
AO – Area of Operations; Operational Area  
AOR – Area of Responsibility  
AMST – Air Medical Strike Team  
ASMT – Ambulance Staging Management Team  
AST – Ambulance Strike Team  
ASTL – Ambulance Strike Team Leader  
BLS – Basic Life Support  
BOO – Base of Operations  
CDC – Centers for Disease Control & Prevention  
CERT – Community Emergency Response Team  
CI/KR – Critical Infrastructure and Key Resources  
CISM – Critical Incident Stress Management  
DC – District Coordinator  
DDC – Disaster District Committee/Chair  
DHS – U.S. Department of Homeland Security  
DMAT – Disaster Medical Assistance Team  
DMORT – Disaster Mortuary Operational Response Team  
DPMU – Disaster Portable Morgue Unit  
DPS – Texas Department of Public Safety  
DSHS – Texas Department of State Health Services  
EM – Emergency Management  
EMAC – Emergency Management Assistance Compact  
EMTF – Emergency Medical Task Force  
EOC – Emergency Operations Center  
EOP – Emergency Operations Plan  
ESF – Essential Support Function  
FEMA – Federal Emergency Management Agency  
FOD – Foreign Objects and Debris  
FOGS – Forward Operating Group Supervisor  
GRP SUP – Group Supervisor  
HAZMAT – Hazardous Materials  
HHS – U.S. Department of Health and Human Services  
HR – Human Remains  
HSR – Health Service Region  
IAP – Incident Action Plan  
IC – Incident Commander  
ICP – Incident Command Post  
ICS – Incident Command System  
IMT – Incident Management Team  
JIT – Just In Time  
LHA – Local Health Authority  
LHD – Local Health Department  
MCI – Mass Casualty Incident



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*MEDL – Medical Unit Leader*  
*MERC – Mortuary Enhanced Remains Cooling System*  
*MICU – Mobile Intensive Care Unit*  
*MIST – Medical Incident Support Team*  
*MISTL – Medical Incident Support Team Leader*  
*MMU – Mobile Medical Unit*  
*MOA – Memorandum of Agreement*  
*MOC – Medical Operations Center*  
*MPV – Multi-Patient Vehicle*  
*MRP – Mission Ready Package*  
*NDMS – National Disaster Medical System*  
*NIMS – National Incident Management System*  
*NRF – National Response Framework*  
*NRP – National Response Plan*  
*OEM – Office of Emergency Management*  
*OPS MGR – Operations Manager*  
*PIO – Public Information Officer*  
*POA – Point of Activation*  
*POC – Point of Contact*  
*POD – Point of Distribution*  
*QRF – Quick Response Force*  
*RAC – Regional Advisory Council*  
*RHMOC – Regional Health & Medical Operations Center*  
*RNST – Registered Nurse Strike Team*  
*RNSTL – Registered Nurse Strike Team Leader*  
*SAR – Search and Rescue*  
*SCO – State Coordinating Office*  
*SMA – State Mission Assignment*  
*SMOC – State Medical Operations Center*  
*SO – Safety Officer*  
*SOC – State Operations Center*  
*SOG – Standard Operating Guidelines*  
*SOP – Standard Operating Plan*  
*STAR – State of Texas Assistance Request*  
*STL – Strike Team Leader*  
*TACMED – Tactical Medic/Medicine*  
*TDEM – Texas Department of Emergency Management*  
*TDMS – Texas Disaster Medical System*  
*TDVR – Texas Disaster Volunteer Registry*  
*TFL – Task Force Leader*  
*TFS – Texas A&M Forest Service*  
*TMD – Texas Military Department*  
*TMORT – Texas Mass Fatality Operational Response Team*  
*TSA – Trauma Service Area*  
*TSICP – Texas Statewide Interoperability Channel Plan*  
*TX EMTF – Texas Emergency Medical Task Force*  
*TX ETN – Texas Emergency Tracking Network*  
*TXMF – Texas Military Forces*  
*WLFS – Wildland Fire Support*  
*WPU – Wildland Paramedic Unit*