

## Want More Information About the ERC?

This pamphlet has been designed to provide you with an overview of the ERC Operations.

We are proud to support the Department of Health and Senior Services mission to promote the health and safety of all Missourians.

24/7 Hotline: 1-800-392-0272

Locally: 573-526-9711

Email: [drms@health.mo.gov](mailto:drms@health.mo.gov)



*When any disaster happens, there will be a public health impact!*



The DHSS Office of Emergency Coordination encourages everyone to be ready for disasters by preparing an emergency “go-kit”!

### What does a “go-kit” look like?



### What is in a “go-kit”?

- \* Water—one gallon per person per day
- \* Food—non-perishable, easy to prepare items
- \* Manual can opener
- \* Flashlight
- \* Battery-powered or hand-crank radio
- \* Medications—a 7 day supply and medical items
- \* Sanitation and personal hygiene items
- \* Copies of your personal documents: medication list, proof of address, deed/lease to home, birth certificates, insurance cards, and policies
- \* Cell phone/wall and car chargers—battery operated/solar chargers if possible
- \* Family and emergency contact information
- \* Extra cash

### Where do I keep my “go-kit”?



For more information go to:  
<https://health.mo.gov/emergencies/readyin3/>

### Be Prepared—Be Safe



912 Wildwood Drive,  
PO Box 570  
Jefferson City, MO 65102-0570

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## The Missouri Department of Health and Senior Services

OFFICE OF  
EMERGENCY COORDINATION

# Public Health Emergency Response Center

THE SITUATIONAL AWARENESS  
HUB FOR PUBLIC HEALTH

2024

## Where is the ERC?

The Office of Emergency Coordination is a secure, limited access room located in the center of the first floor of the 912 Wildwood Drive building.



## Who Works in the ERC?

Anna Long, ERC Manager

Emily Hoke, Duty Officer  
7am—4pm

Theresa Driver, Duty Officer  
4pm—midnight

### Part-time Duty Officers

Zandra Kent  
Diane Rackers  
John Dorsey

## What Happens in the ERC?

### **Non-threat level operations include:**

- ⇒ Answer the Public Health Emergency Hotline
- ⇒ Hourly monitor Missouri hospital emergency departments;
- ⇒ Hourly monitor the DRMS email account for CDC alerts, reports of hazardous substance spills on roads or in waterways;
- ⇒ Constantly monitor national, state, and local news media for weather and breaking news
- ⇒ Maintain DHSS, DCPH, LPHA, and external partner contact information;
- ⇒ Ensure all ERC equipment (computers, printers, radios, phones, etc.) are operable at all times;
- ⇒ Distribute information to leadership and staff through the Missouri Health Notification System (MO-HNS)

### **When an actual or potential threat to public health has been identified, action will be taken that includes:**

- ⇒ Continue to perform all tasks listed above;
- ⇒ Serve as the health emergency operations center
- ⇒ Provide space, equipment, and support for emergency response teams;
- ⇒ Mass notifications (phone, email, text) of situational awareness information, responder availability queries;
- ⇒ Monitor WebEOC for resource requests

## Typical Topics of Calls to the Hotline:

- ⇒ Communicable Disease Outbreaks
- ⇒ Truck accidents involving products intended for human consumption
- ⇒ Animal Bites/Diseases
- ⇒ Environmental Concerns
- ⇒ TB/Hepatitis/Influenza/Pertussis/Mumps/Zika/Ebola
- ⇒ Food Tampering
- ⇒ Radiological and Chemical Accidents
- ⇒ Food Safety in Lodging Establishments and Restaurants
- ⇒ Ambulance Services
- ⇒ Laboratory Services
- ⇒ Bioterrorism

## Examples of Past Activations:

- 2005 Hurricane Katrina
- 2006 St. Louis Power Outage
- 2007 Statewide Flooding
- 2009 H1N1
- 2011 DHSS Building Evacuation
- 2011 Joplin Tornado
- 2013 World Series
- 2014 St. Louis Region Civil Unrest
- 2015 December Statewide Flooding
- 2017 Governor's Inauguration
- 2017 January Ice Storm
- 2017 Presidential Inauguration
- 2018 April Severe Weather
- 2019 May 22 Tornadoes
- 2020 COVID-19



MISSOURI DEPARTMENT OF  
**HEALTH &  
SENIOR SERVICES**