



# KOIN Member Planning Checklist

- Plan before the alert.** Be sure to:
  - Know your agency's emergency response policies;
  - Connect with local emergency and community contacts; and
  - Translate and format pre-existing messages and plan how you can adapt KOIN Alert messages for your population group.
  
- Prepare a list of key people you will contact after you receive a KOIN Alert.** Include:
  - Key staff within your agency or organization;
  - Local emergency management professionals, such as first responders, fire and rescue personnel;
  - Emergency personnel for water, power and gas utilities; and
  - Members of the special population group you must reach.
  
- Keep two hard copies of your list of key contacts and save a digital copy on a disk or flash drive.** Include these details:
  - Names;
  - Addresses;
  - Phone numbers (landline and cell); and
  - E-mail addresses.
  
- Know how to reach people quickly in the event of a power outage.** Consider these options for outreach:
  - Call via landline telephone;
  - Go door-to-door by car, on a bicycle, on foot; or
  - Meet at a community gathering place.
  
- Make sure the KOIN manager has your most up-to-date contact information.** Include the following details:
  - All landline and cell phone numbers;
  - Street addresses with ZIP codes;
  - E-mail addresses at home and work, including at least one e-mail account through a public portal (e.g., Yahoo, Hotmail, Gmail) so that you can be reached outside of work hours; and
  - Name and contact information of a backup person in the event that you are traveling or not available for personal reasons.



# KOIN Alert Response Checklist

## When an alert comes from an official source:

- Step 1: Assess the KOIN Alert message.**
  - Look at the message from the perspective of the population you must reach.
  - Identify the population group/s that are most vulnerable.
  
- Step 2: Determine how the message affects your group.**
  - Assess the message's immediacy and urgency.
  - Determine if the needs of your population group affect the urgency or immediacy of the situation.
  - If the risk does not pose an immediate threat to the people in your group, take more time to reach them.
  
- Step 3: Determine how you will deliver the information.**
  - Follow your agency's emergency plan.
  - Adapt and frame the message to make it meaningful to your population.
  - Determine how the situation (such as a power outage) affects the best way to deliver the message to your group.
  
- Step 4: Activate your network.**
  - Begin delivering the message through phone calls, e-mails, text messages or other pre-determined methods.
  - Keep your agency's staff informed about the alert.
  - Contact others who can provide extra help to your population, such as fire and rescue personnel.
  
- Step 5: Use your expertise.**
  - The KOIN relies on you as an expert to reach and inform your special population.
  - Plan for the possibility of new or spreading risks.
  - Alert CHFS/DPH if you have information to share or you need additional help.



# KOIN Member Follow-up Checklist

## Keep communication channels open.

- Look for new KOIN messages about recovery activities, such as immunization clinics and food and water distribution.
- Adapt these new messages and deliver them – use the KOIN Alert Response Checklist each time.
- Determine if the needs of your population group warrant additional contact with local agencies or organizations.
- Stay in touch with your community partners.
- Contact CHFS/DPH if you have new information to share about the recovery in your geographic area.

## Take time to evaluate.

- Update information about people on your contact list:
  - Members of your special population group;
  - Local emergency management professionals;
  - Emergency personnel for local utilities; and
  - Community partners.
- Ask members of your population group if they received the KOIN Alert message and how they responded to it. For example, if the message was about a contagious disease outbreak, were they able to be immunized?
- Ask yourself what went well in the KOIN Alert process and what could have been handled differently.
  - Was adapting the message easier or more difficult than you expected?
  - How long did it take to deliver the message to members of your population group?
  - Were there people you could not reach? Why?
  - What will you do to prepare for a future event?
- Plan to attend the next KOIN workshop to share your experiences with other KOIN members.