

Foodborne Outbreak Investigation and Response Team Roles and Responsibilities

Team Activity – Courses 1 & 2



Introduction

- Welcome
 - The first of four complementary team activities for the online Foodborne Outbreak Investigation course series offered by the TN Food Safety Center of Excellence
 - Designed to bring together members of a local outbreak response team and help develop or refine an outbreak response plan for the jurisdiction
- Materials
 - Team Activity Facilitator PowerPoint
 - Team Activity Facilitator Guide
 - Team Activity Participant Guide
 - Communication Anticipation/Planning Guide
 - Communication Checklist



Activity: Communication Procedures



Communication Anticipation/Planning Guide

Read the following statements about communication prior to completing the activity. Decide whether each statement is applies to your role within an outbreak investigation team. Note your answer in the "Before Exercise" column. Circle Y for YES and N for NO. After completing the exercise, provide a brief description in the "After Exercise" column of the steps to be taken to address each point and the anticipated timeline for completing the indicated improvements.

Before Exercise	Statement	After Exercise Improvements Planned	Anticipated Completion Date
Y / N	1. I am aware of the members on my outbreak team and have their contact information including after-hours information.		
Y / N	2. For each outbreak, my outbreak team uses standardized procedures and paperwork.		
Y / N	3. I interact (e.g., in person, e-mail, phone) with all members of my outbreak team on a monthly to weekly basis.		
Y / N	4. I am aware of how to appropriately share confidential information with all members of my outbreak team during an outbreak.		
Y / N	5. I have established working relationships with other potential outbreak team members in case of an outbreak that my current team could not handle (e.g., involving other jurisdictions, agencies, or states).		

Communication Checklist

Create/Maintain a Contact List	Already in Place (Check)	If already in place, select a date to review, revise, and distribute	Priority for Implementation or Improvement in Your Agency/Jurisdiction (Circle 1=low, 5=high)	If not already in place, select a date to develop and distribute
Prepare contact information for people in the agency who should be contacted in the event of an outbreak, including backups and after-hours contact information.			1 2 3 4 5 N/A	
Prepare contact information for contact people in external agencies (e.g., other local, state, and federal agencies) including after-hours numbers.			1 2 3 4 5 N/A	
Prepare contact information for important food industry contacts, including trade associations.			1 2 3 4 5 N/A	
Ensure that all contact lists are updated at least twice yearly and, when feasible, made available to all stakeholders in both electronic and hard copy formats.			1 2 3 4 5 N/A	
Distribute a list of your agency's contacts to other agencies, and obtain a current list of their contacts. Provide the contact list in electronic and hard copy formats.			1 2 3 4 5 N/A	
Develop an electronic distribution list for rapid information sharing with those who should be contacted in the event of an outbreak.			1 2 3 4 5 N/A	

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Y / N	5. I have established working relationships with other potential outbreak team members in case of an outbreak that my current team could not handle (e.g., involving other jurisdictions, agencies, or states).		

Please complete the activity evaluation at https://is.gd/compl_activity_eval

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Y / N	5. I have established working relationships with other potential outbreak team members in case of an outbreak that my current team could not handle (e.g., involving other jurisdictions, agencies, or states).		

Communication Checklist

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Team Activity – Courses 1 & 2
Communication Procedures

Work with Internal Partners	Already in Place (Check)	If already in place, select a date to review, revise and distribute	Priority for Implementation or Improvement in Your Agency/Jurisdiction (Circle 1=low, 5=high)						If not already in place, , select a date to develop and distribute
Ensure that members of the outbreak response team know each other before an outbreak occurs.			1	2	3	4	5	N/A	
Establish and use routine procedures for communicating among outbreak response team members and their units and agencies before an outbreak occurs.			1	2	3	4	5	N/A	
Define a formal communication process for agencies' use during outbreaks. Options include daily phone calls and routine e-mail alerts.			1	2	3	4	5	N/A	
Decide who will be notified when an outbreak is suspected. Decision may be based on personnel roles, and should detail any changes in notification according to the nature of the outbreak (e.g., pathogen type, involvement of commercial product) and timing (weekends and holidays versus week days).			1	2	3	4	5	N/A	
Determine whether and how confidential information (e.g., from forms and questionnaires) is shared within the outbreak response team before an outbreak occurs.			1	2	3	4	5	N/A	
During an outbreak response, maintain close communication and coordination among outbreak response team members. Note any needed changes to defined processes for later update.			1	2	3	4	5	N/A	
During an outbreak response, identify persons who will be responsible for communication on behalf of their organizational unit and for the outbreak response team.			1	2	3	4	5	N/A	
During an outbreak response, communicate actions taken and new outbreak information to all members in the outbreak response team. Make sure public information officer (PIO) is routinely updated to ensure appropriate messaging to the public and media.			1	2	3	4	5	N/A	
During an outbreak response, arrange for the outbreak response team to meet regularly (often daily) to update the entire team in a timely manner.			1	2	3	4	5	N/A	

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Work with External Partners	Already in Place (Check)	If already in place, select a date to review, revise and distribute	Priority for Implementation or Improvement in Your Agency/Jurisdiction (Circle 1=low, 5=high)						If not already in place, select a date to develop and distribute
Develop standardized processes (including notification triggers and timelines) for sharing information with other local, state, and federal agencies, including who will notify the next level of public health, environmental health, or food-regulatory agencies. Identify who will notify collaborating agencies and when.			1	2	3	4	5	N/A	
Identify an agency lead for interactions with other agencies, typically the lead investigator. Establish procedures for coordinating communication with these agencies to provide consistent public messaging and accurate information flow between agencies.			1	2	3	4	5	N/A	
Foster working relationships with other agencies, holding joint meetings and planning sessions before an outbreak occurs. Take the opportunity to ensure contact information is up-to-date.			1	2	3	4	5	N/A	
Establish processes for participating in multiagency, multijurisdictional conference calls and review conference call etiquette with staff.			1	2	3	4	5	N/A	
Determine whether and how confidential information can be shared with other local, state, and federal agencies.			1	2	3	4	5	N/A	
Identify and regularly communicate with agencies or organizations that receive possible foodborne illness complaints (e.g., agriculture agencies, facility licensing agencies, poison control centers) and ensure that they have current contact information for your staff.			1	2	3	4	5	N/A	
Rapidly post subtyping results to PulseNet and report newly detected clusters to PulseNet and Foodborne Outbreak listserves or other surveillance systems.			1	2	3	4	5	N/A	
Document every outbreak investigation using a standard form to facilitate inclusion in state and national outbreak databases.			1	2	3	4	5	N/A	