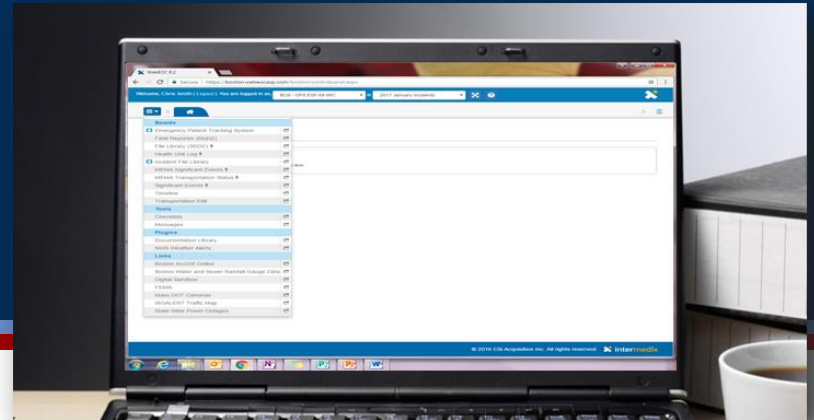


Use of the City of Boston WebEOC for ESF #8



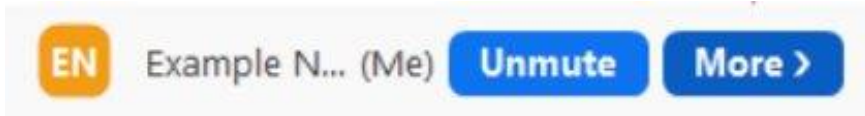
DELVALLE
INSTITUTE FOR
EMERGENCY
PREPAREDNESS

BOSTON
PUBLIC
HEALTH
COMMISSION
OFFICE OF
PUBLIC HEALTH
PREPAREDNESS

Zoom Logistics



- **This session will be recorded**
- **Make sure you're muted!**
- **Change your display name in Zoom** ↓



Your Hosts



Mea Allen

Associate Director

Office of Public Health Preparedness

Boston Public Health Commission



Katherine Tejada

Media & Technology Manager

Office of Public Health Preparedness

Boston Public Health Commission



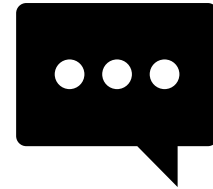
Brooke Amendola

GIS/Situational Awareness Analyst

Boston Office of Emergency Management

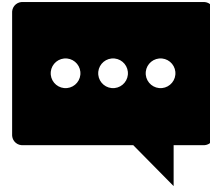
Introduce Yourself

- What's your name?
- Where do you work?
- About how many times have you used WebEOC?
 - Never?
 - 5, 10, 15 or more?



What Do You Hope to Learn?

What questions do you hope we cover today?



Course Objectives

- Describe the purpose of the City of Boston WebEOC and **how it is used** during an incident
- **Access the WebEOC boards:** Significant events, Activity log, Incident Documentation Library, and Emergency Patient Tracking System board
- Describe the characteristics of an **effective WebEOC post**
- Describe how to **post a message** to the Activity Log, using the reference guide provided
- Recall how and when to contact MIC for **WebEOC technical support**

WebEOC Reference Guide




Indicates when information can be found in your Reference Guide


Boston WebEOC 9.15 Reference Guide for ESF #8 Users

Logging Into WebEOC

1. Go to <https://boston.webeoasp.com>
2. Type Username and click Next




3. Type Password and click Sign On




4. Select the correct Position and Incident from the corresponding drop down menu, then click Continue.

NOTE: The correct Incident name can often be found in a MIC SitBrief or notification.



5. Add additional information as requested



If you have trouble accessing the City of Boston WebEOC or need to reset your password, contact the Medical Intelligence Center at 617-343-6920.

April 2023

1

Post-Course WebEOC Practice

- Today starting at 2:00pm

Remember to have your
Quick Reference Guide
handy!



Purpose and Use of WebEOC

Purpose of WebEOC

- Web-based system
- Allows authorized users to enter and view incident information
- People across disciplines and jurisdictions monitor events and share information in real-time



Who Uses the City of Boston WebEOC?



What do you think?

- What events/incidents might warrant the use of WebEOC?

Type your answer in the chat box.

Past Uses of WebEOC in Boston



Information Found in WebEOC

Type: Info Update

Priority: Minor

...

Not Submitted

THIS IS A DRILL

A Shelter site has been identified:

...

[+ Show More](#)

 engl hs map attachment.PNG

 WI MS map attachment.PNG

Record ID: 4

Created By Katherine Tejadaas BOS - Boston Public Health Commission on 04/11/2023 08:57:38

Type: Planned Event

Priority: Advisory

...

****THIS IS A DRILL****

Mea Allen is now staffing the ESF-8 desk at the Boston EOC.

****THIS IS A DRILL****

mallen@bphc.org as BOS - Boston Public Health Commission on 04/10/2023 12:30:19

View

Edit

Map Zoom

Delete

Record ID: 1

Created By Mea Allenas BOS - Boston Public Health Commission on 04/10/2023 12:28:32

Today's Training



WebEOC for City of Boston

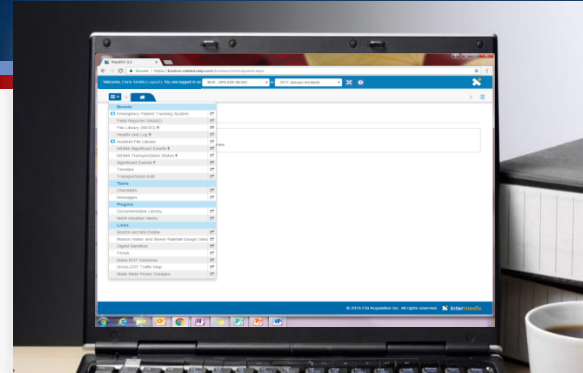
- For ESF #8, public health and medical services
- Use of City of Boston WebEOC to view important information from statewide boards

We will not cover:

- How to access and navigate other boards
- Ex. MEMA and MDPH boards



Navigating WebEOC

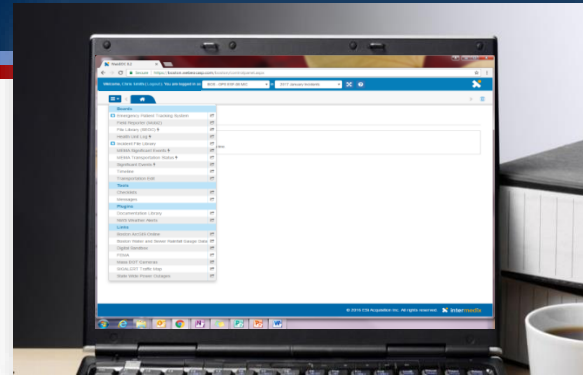


Live Demonstration: Navigating

The screenshot displays the JUVARE web application interface. The top navigation bar includes the user name 'KaTejada@bphc.org', the organization 'BOS - Boston Public Health Commission', the date 'April 2023', and a 'Log Out' button. The main content area is titled 'Activity Log' and features a 'CREATE NEW +' button and a 'FILTER/SEARCH' dropdown. Below the header, there are five filter buttons: UNKNOWN (0), ADVISORY (1), MINOR (0), MAJOR (0), and CRITICAL (0). The main content area shows a list of activity log entries, with one entry visible: 'Incident Action Plan (Published)' dated '03/24/2023 15:02:36'. The entry was 'Created By Brooke Amendolaas BOS - EOC Manageron 03/24/2023 15:02:05'. A left sidebar menu lists various boards and tools, including 'Activity Log', 'After Action Review', 'Emergency Patient Tracking System (v1.0.2)', 'Emergency Tracking System', 'EOC Schedule', 'Facility Status', 'File Library', 'Incident Action Plan (Published)', 'Incident Action Plan (Working)', 'Incident Documentation', 'MEMA File Library (Fusion)', 'MEMA Significant Events (Fusion)', 'Requests Inventory Deployments (RID)', 'Significant Events', 'Situation Report (Published)', 'Situation Report (Working)', and 'Juvare Exchange'.

<https://boston.webeocasp.com/>

Communicating Effectively in WebEOC



Guidelines for WebEOC Posts

1. Post department-specific response actions, key issues, and requests for support.
2. Be brief and specific in your description of the event
 1. Include implications of the event and any initial actions taken
3. The information should be appropriate and polite
4. Avoid jargon or acronyms when entering information
5. Do not share protected patient information in your post
6. Provide the address of the incident location in your post
7. *Remember to verify before you post!*

What Not to Post – Sensitive Information

Law enforcement information



Public safety radio communication



Draft documents



Uncleared bulletins or press releases



Unconfirmed speculation



Protected health information



Protected Health Information

- Individually-identifiable information
- Protected under Health Insurance Portability and Accountability Act (HIPAA)
- **Includes, but not limited to:**
 - Name
 - Address
 - Age
 - Gender
 - Social Security Number
 - Telephone number
 - Physical or mental condition
 - Medications
 - Type of healthcare being provided



What to Post for ESF-8 Only

- Information that does not need to be shared beyond public health & medical (ESF #8)
- Detailed posts around an incident impact, which the MIC may summarize in a single post to Sig Events
- ESF #8 focused activation
 - Ex: Use of WebEOC in lieu of email due to cybersecurity concerns, November 2020

Examples of Activity Log Posts

Type: Info Update

Priority: Minor

Not Submitted

THIS IS A DRILL

A Shelter site has been identified:

The English High School – capacity 250 including 10 functional needs

Washington Irving Middle School- capacity 100 including 7 functional needs

KaTejada@bphc.org as BOS - Boston Public Health Commission on 04/11/2023 09:11:03

[Show Less](#)

 engl hs map attachment.PNG  WI MS map attachment.PNG

Record ID: 4



Activity Log
BPHC TRAINING INCIDENT

Details

Record ID: 3

Date/Time: 04/10/2023 14:16:22

Event Type: Road Accident

Priority: **MAJOR**

Description

Boston EMS units arriving at 742 Evergreen Terrace for a report of a school bus collision with 20 possible injuries.

THIS IS A TEST

KaTejada@bphc.org as BOS - Boston Public Health Commission on 04/10/2023 14:18:19

Location Details

Location Name: Evergreen Terrace

Address: 742 Evergreen Terrace

[OPEN MAP](#) 

Knowledge Check

- *There is a HAZMAT incident at Mojo Pharmaceuticals. 5 Workers were potentially exposed to a Chemical X spill. Two female patients, ages 35, 24, and 3 male patients, ages 50, 26, 38, are currently being transported to a hospital for further evaluation.*

Is this considered sensitive information?

- Yes
- No ✓



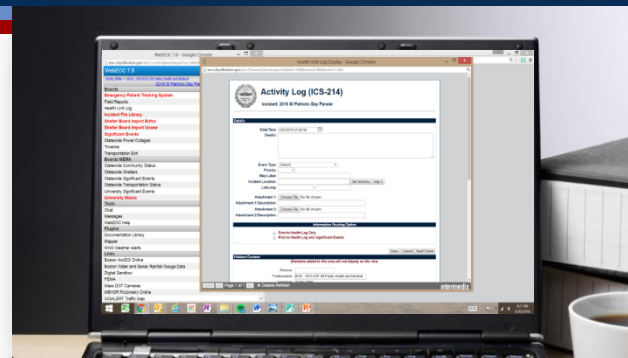
Knowledge Check

- *There is a HAZMAT incident at Mojo Pharmaceuticals. 5 Workers were potentially exposed to a Chemical X spill. Two female patients, ~~ages 35, 24, and 3~~ male patients, ~~ages 50, 26, 38,~~ are currently being transported to a hospital for further evaluation.*
- ***How would you change this message so that it can be posted to WebEOC?***

There is a HAZMAT incident at Mojo Pharmaceuticals. 5 Workers were potentially exposed to a Chemical X spill and are currently being transported to a hospital for further evaluation.



Posting to WebEOC Boards



Posting in WebEOC

- As an ESF #8 user in WebEOC, you have access to post in the **Activity Log**.



The screenshot shows the 'Activity Log' interface for April 2023. It features a header with the title 'Activity Log' and the date 'APRIL 2023'. On the right side of the header, there is a 'CREATE NEW +' button and a 'FILTER/SEARCH' dropdown menu. Below the header, there is a 'SORT FIELDS' button set to 'Default'. At the bottom of the interface, there are five status filters: '0 UNKNOWN', '1 ADVISORY', '0 MINOR', '0 MAJOR', and '0 CRITICAL'.

- NOTE: You will also be able to send your post to the Citywide **Significant Events board**.


Significant Events – When to Post

- The **Significant Events** boards communicates with all WebEOC users (including local, state and federal partners)
- For use *only* in situations which **multiple agencies** need to be aware of such as:
 - Traffic or transportation impacts/closures
 - Terrorism threats
 - Critical infrastructure status (i.e. hospital evacuation)
 - Situation reports



Significant Events
BPHC TRAINING INCIDENT

Live Demonstration: New Post

 **New Log Entry**
BPHC TRAINING INCIDENT

Details

* Date/Time * Event Type * Priority

Description

Location Details

Location Name

Location Address Map

Attachments

Attachment 1 Attachment 1 Description

<https://boston.webeocasp.com/>

Knowledge Check

For ESF #8 City of Boston users, which board should you click on to post a new message?

- a) Citywide Significant Events
 - b) File Library
 - c) Emergency Patient Tracking
 - ✓ d) Activity Log
-

Knowledge Check

Read the Activity Log post below. *Should Katherine also post to the Significant Events board?*

Type: Road Accident

Priority: Major

Boston EMS units arriving at 742 Evergreen Terrace for a report of a school bus collision with 20 possible injuries.

****THIS IS A TEST****

KaTejada@bphc.org as BOS - Boston Public Health Commission on 04/10/2023 14:18:19

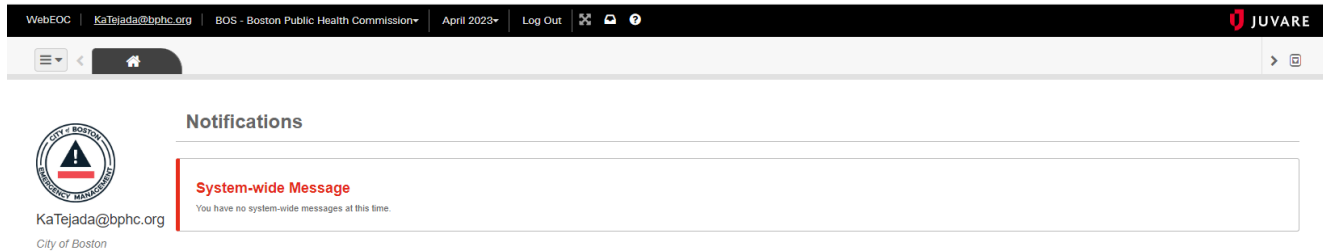
Record ID: 3

Created By Katherine Tejadaas BOS - Boston Public Health Commission on 04/10/2023 14:18:19

- ✓ Yes
- No

Putting It All Together

<https://boston.webeocasp.com>



The screenshot displays the WebEOC application interface. At the top, a black navigation bar contains the text "WebEOC", the user email "KaTejada@bphc.org", the organization "BOS - Boston Public Health Commission", the date "April 2023", and a "Log Out" button. On the right side of the navigation bar is the "JUVARE" logo. Below the navigation bar is a browser address bar with a home icon and navigation arrows. The main content area features the City of Boston logo on the left, which includes the text "CITY OF BOSTON" and "EMERGENCY MANAGEMENT". Below the logo is the user email "KaTejada@bphc.org" and the text "City of Boston". To the right of the logo is a "Notifications" section with a red vertical bar on its left side. Inside this section, there is a "System-wide Message" header and a message body that reads "You have no system-wide messages at this time."

MIC Assistance for Technical Support

Contact the Medical Intelligence Center (MIC)
(617) 343-6920, MIC@bphc.org

- New WebEOC account setup
- Password reset
- WebEOC access issues, such as viewing a particular board or using a particular feature

Conclusion

Course Summary

Today you learned...

- How to use the City of Boston WebEOC to:
 - Log in and access the control panel
 - View citywide and statewide boards
 - Write an effective and concise message
 - Post a message to the activity log
- How to contact MIC for technical assistance

Post-Course WebEOC Practice

- Today starting at 2:00pm

Remember to have your
Quick Reference Guide
handy!



Next Steps

- Complete the evaluation
 - <https://forms.microsoft.com/g/5zisT7zswH>
- Request a new WebEOC account if you haven't already!
- Practice



Any questions?



Thank you for participating

**For further questions or comments,
please contact:**

DelValle Institute for Emergency Preparedness

617-343-1370

delvalle@bphc.org

<http://delvalle.bphc.org>

The DelValle Institute for Emergency Preparedness is the Education & Training branch of the Office of Public Health Preparedness. In conjunction with Boston EMS, a bureau of the Boston Public Health Commission, the DelValle Institute provides high-quality all-hazards training and exercises to develop and enhance capabilities-based preparedness. This course is supported by the Massachusetts Executive Office of Public Safety and Security through the City of Boston Mayor's Office of Emergency Management with funding from the U.S. Department of Homeland Security Urban Area Security Initiative (UASI) Homeland Security Grant Program. For more information regarding DelValle Institute funding, please visit <http://delvalle.bphc.org/funding>.



Thank you for participating

**For further questions or comments,
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