



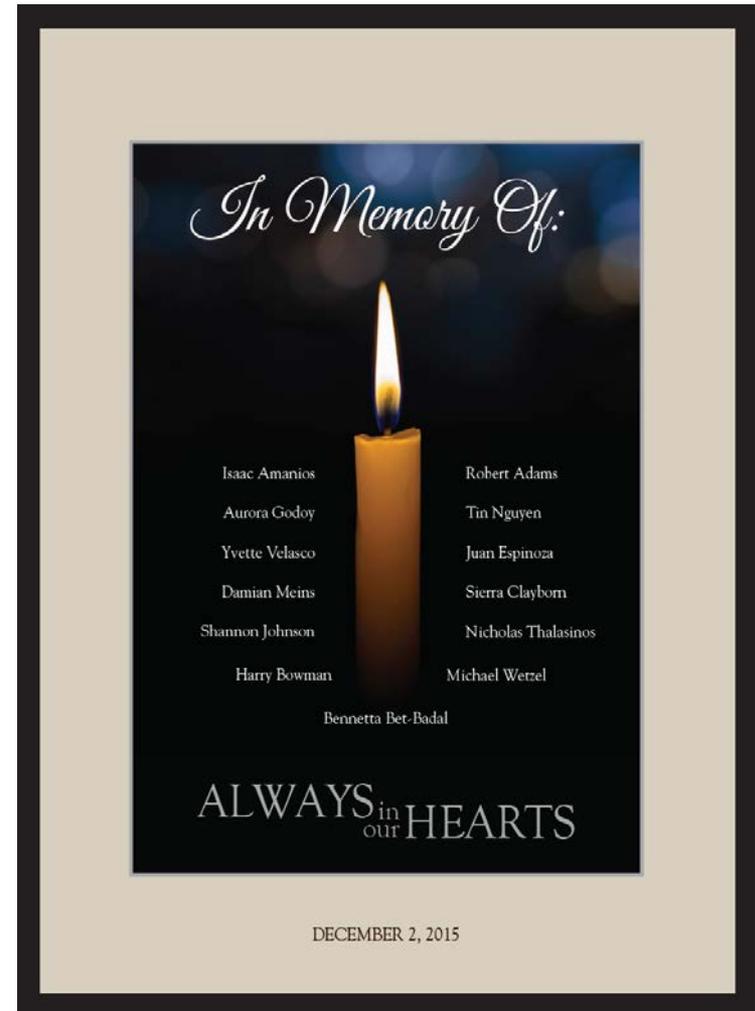
Department of Public Health

San Bernardino Incident December 2, 2015

Maxwell Ohikhuare, MD
Health Officer
October 6, 2016



- Inland Regional Center
- Educational Event
- Staff on Break at Time of Incident
 - 10:58 a.m.
 - ~70 staff
 - Inspectors
 - Technicians
 - Clerks
 - Management
 - Guest Speakers





In the words of Capt. John Perez (SAMHSA),

“The team responsible for responding to this event is the same team that was attacked and lost critical team members who would be part of this response...the response system itself is traumatized.”



- We (Public Health) prepared for catastrophic emergencies in the community, but not for ourselves
 - The entire EHS Division went dark
- We needed a lot of help
- We did not have *mental health* as part of our Emergency Operations plan
 - We did not have guidance on how to proceed



- EOC Activation → PH DOC activation and MHOAC activation
- Delegated department operation
- Volunteers (retirees) reported to EHS
- Staff from other County Departments
- Mutual Aid via Medical and Health Operational Area Coordinator (MHOAC)
 - **Riverside, LA, OC, SLO, Marin, Ventura, and Contra Costa**
- Temporary Offices for two EHS sites
- Security enhancement at work sites
 - Additional armed/unarmed security guards



- Established Help line
- DBH counselors deployed
- Connected staff with trauma counselors, psychiatrists....
- Onsite/offsite trauma counselors
- Liaisons for all EH staff
- Meetings with Risk Management, Benefits, Human Resources, Retirement etc....



- PTSD
- Anger and blame
- Triggers
 - Fire alarm, fire works, customer inquiries, other events...
- Staff are in different places
- Slow return to work
- Resignations
- Transfers

Professionals have said to expect a 60%-70% turn-over in staff



- Involve staff in decisions
- Provide mentors for staff
- Quiet room
- Effective internal messaging
- Need for management counseling
- Unions can be a partner
- Need exit plan for liaisons
- New staff orientation
- Frequent staff lunches in offices
- Need a mental health chapter in DEOP



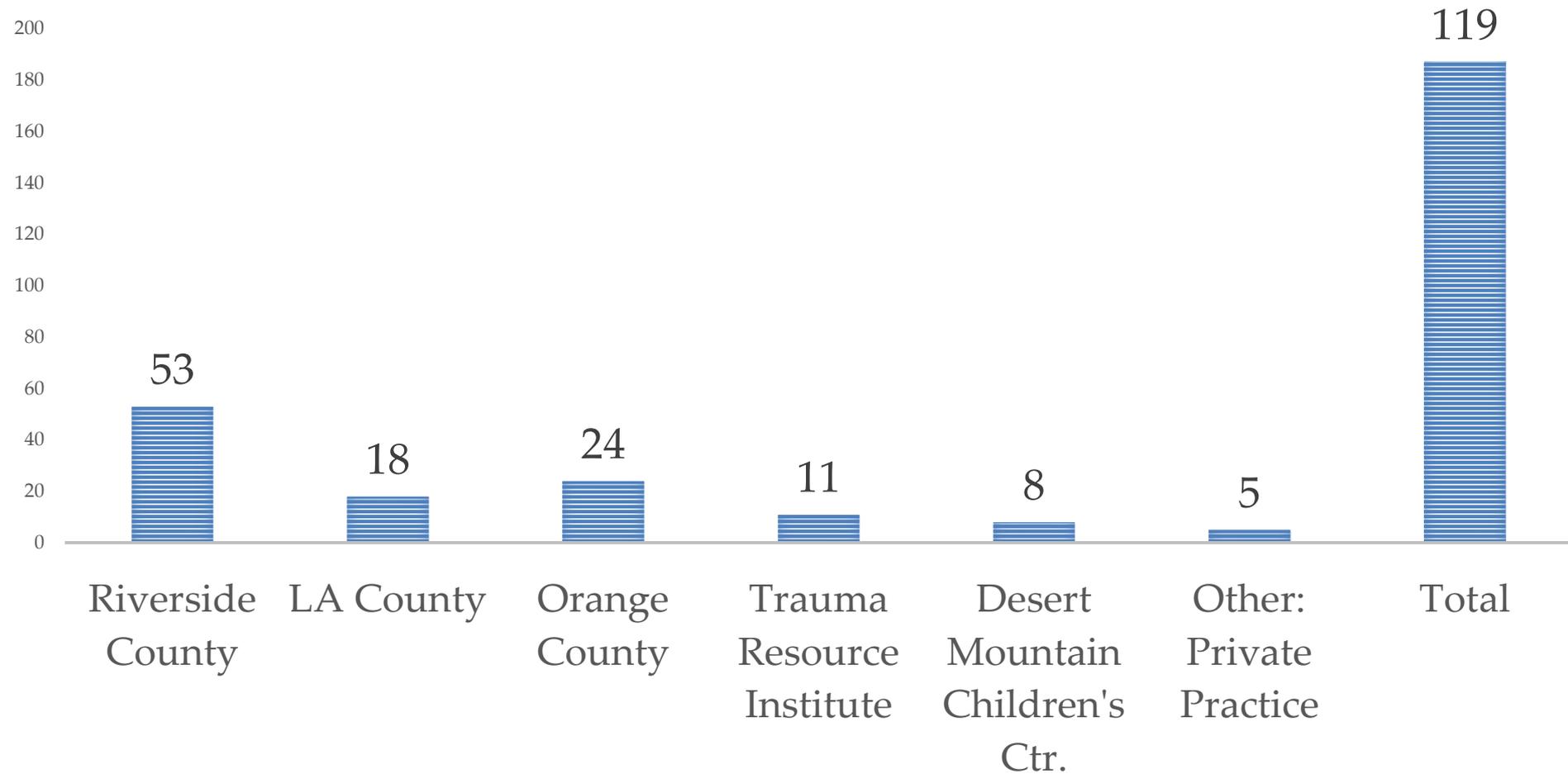
- Incentivize return
- Counselors at events
- Group counseling for staff
- Plan for the “long haul”



- State and Counties – 124 Persons
 - Cal Recycle – 7
 - CDPH – 11
 - Riverside – 62
 - LA – 27
 - OC – 12
 - Contra Costa – 2
 - Ventura – 1
 - Marin – 1
 - SLO – 1
- San Bernardino – 38 Persons
 - DPH – 13
 - ISD – 1
 - DPW – 1
 - HazMat – 6
 - Volunteers – 10
 - TAD – 7
- Contracted staff – 26

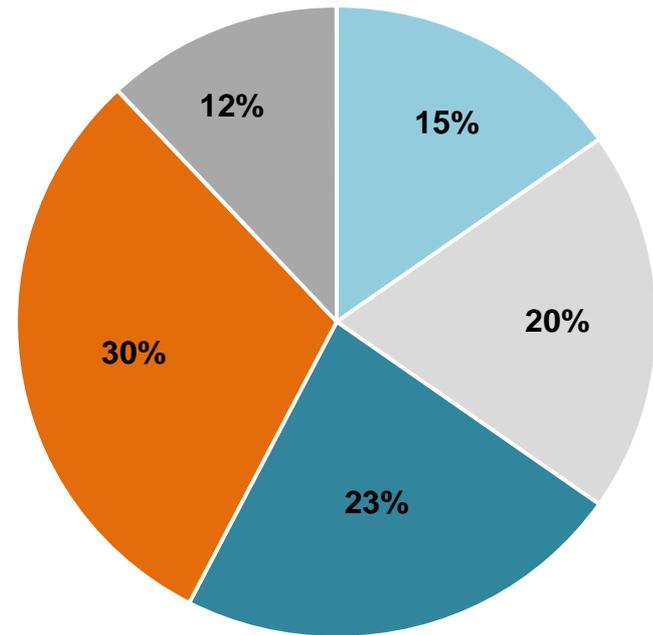
Grand Total – 188 Persons

BEHAVIORAL HEALTH RESPONSE



As of today, the numbers below reflect staff employed on December 2:

- **47%** - Deceased, left the County, or have not returned to work
- **23%** - Modified Schedules
- **30%** - Full Time



- Deceased
- Staff that have not returned to work
- Staff on modified duty
- Staff working 40 hours or more per week

- We are committed to move forward and rebuild; to be stronger.
- We are strengthened in our resolve to succeed due to the outpouring of support from you and from so many from around the country.



Thank you

