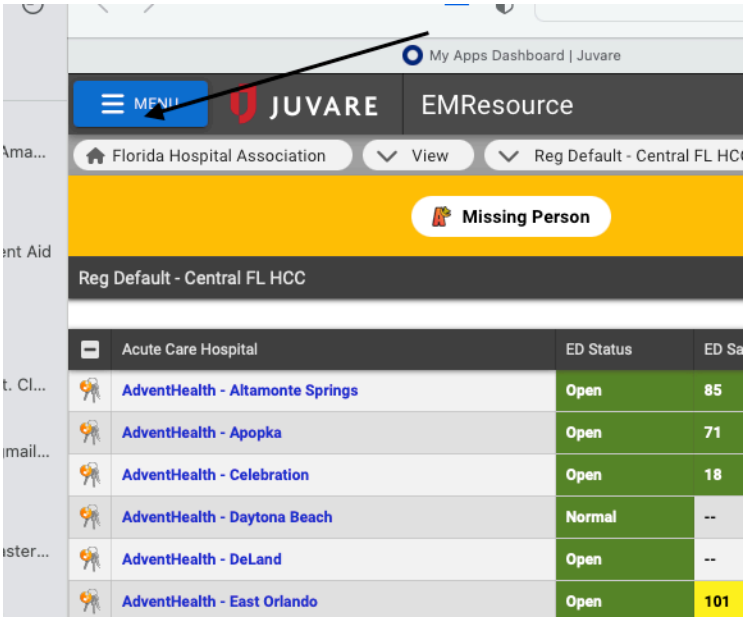
Type of Policy:	**REGION 5 EMRESOURCE POLICY GUIDELINE**	Category:	**EMERGENCY RESPONSE**

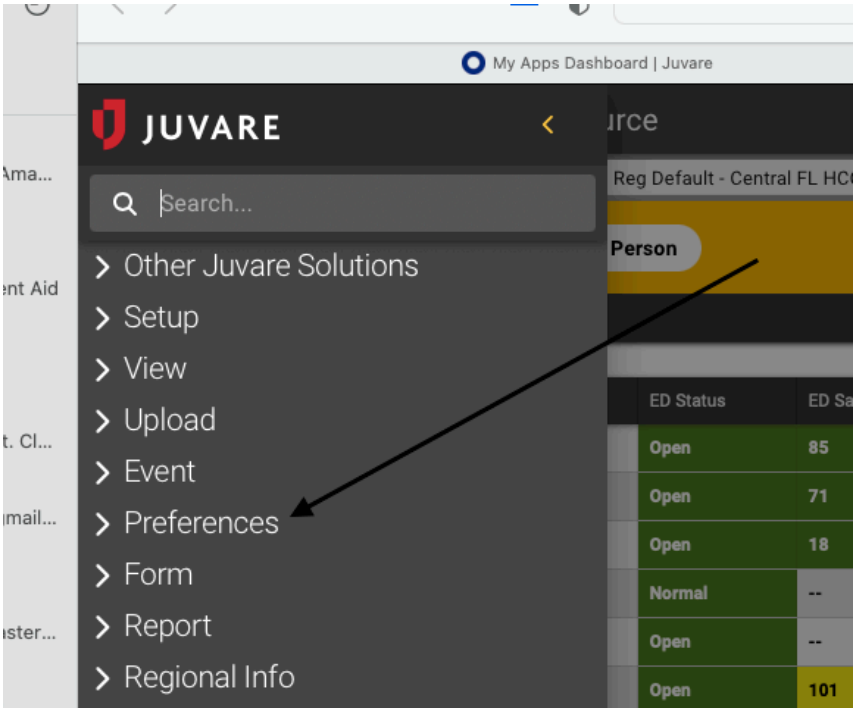
Title:	***Facility Response to Events within EMResource***	Policy #:	**#4**
		Replaces #:	
Page:	1 of 7	Developed By:	PSAP SME Group, CFDMC Staff
Issue Date:	**7/14/23**	Approved By:	Region 5 EMResource Steering Committee
Revision Dates:			

Respond to an Event Notification

When an event occurs, notifications with event details are automatically sent to the people associated with that Facility involved in the event.

To receive notifications, you must be associated with the template used to create the event, **associated with the affected resources**(Facility), subscribed to receive that type of event notifications(in your notification preferences), and have accurate contact details specified on your profile.




My Apps Dashboard | Juvare
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Other Juvare Solutions
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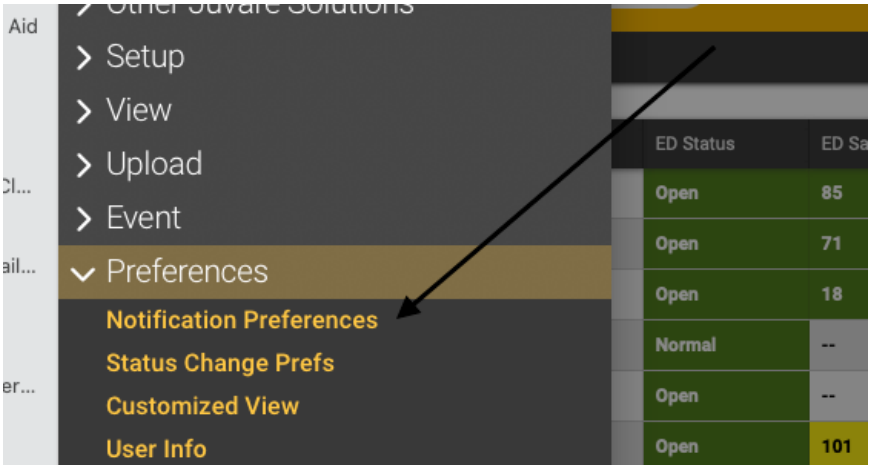
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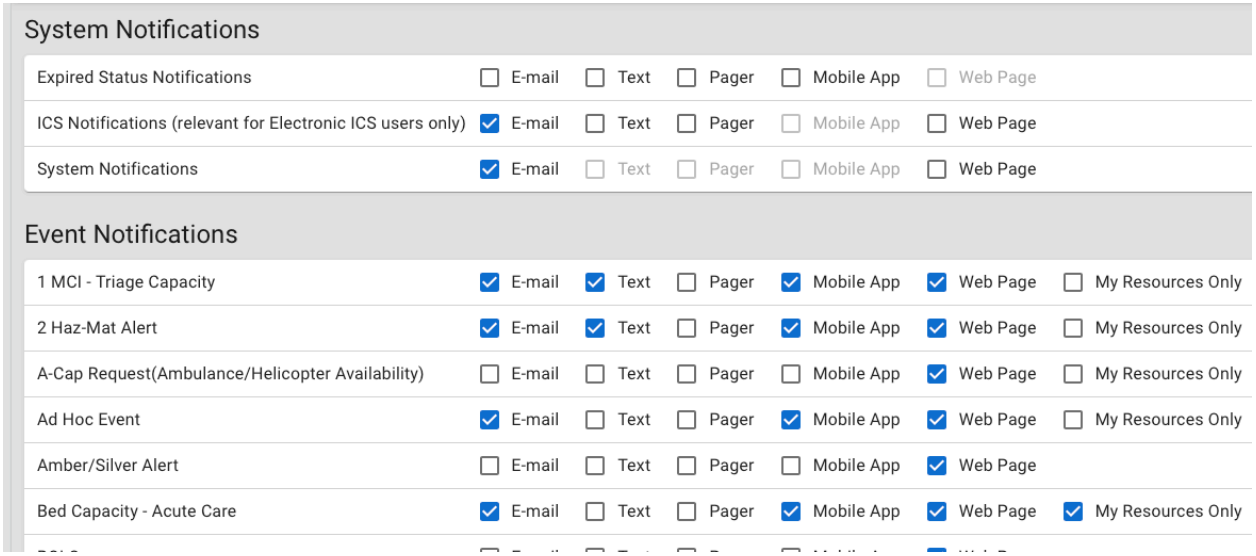


If you are not logged in to EMResource when the event occurs, you may learn about the event through an email or text message. Email and text messages include the name of the event, its details, the name of the person who created it, and the regions involved. In addition, the message includes a link to the Event Status page in EMResource.

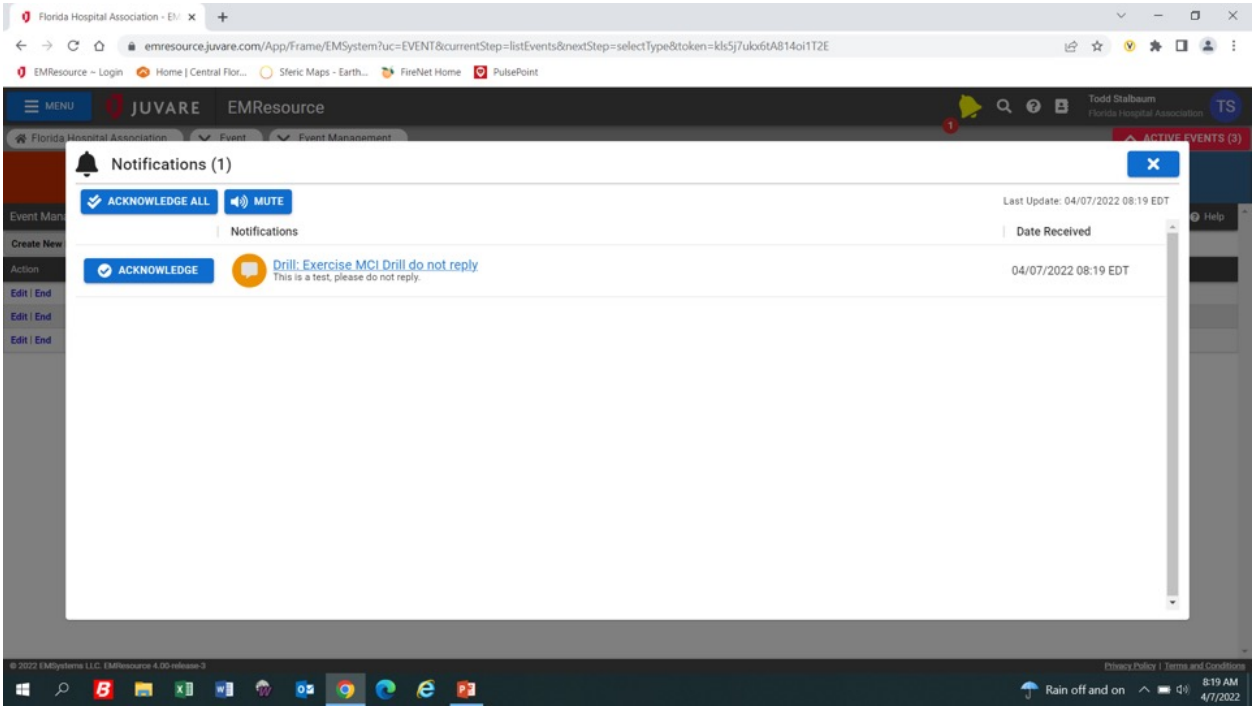
To respond to a notification

1. On your computer, laptop, or mobile device, open the message.
2. Click the event details link.
3. Log in to **EMResource**. The *Event Status* page opens.
4. If you also subscribe to notifications through the web page, the event notification window opens. Potentially, an audible alert accompanies the window. Acknowledge the notification and, if appropriate, update the event statuses.

Update an Event Status

Event statuses offer specific information related to the resources and statuses of an event.

For example, for a mass casualty incident, your organization may report the status of patients by resource and triage category. In addition, you might report on the availability of specific equipment or your facility's decontamination capacity.



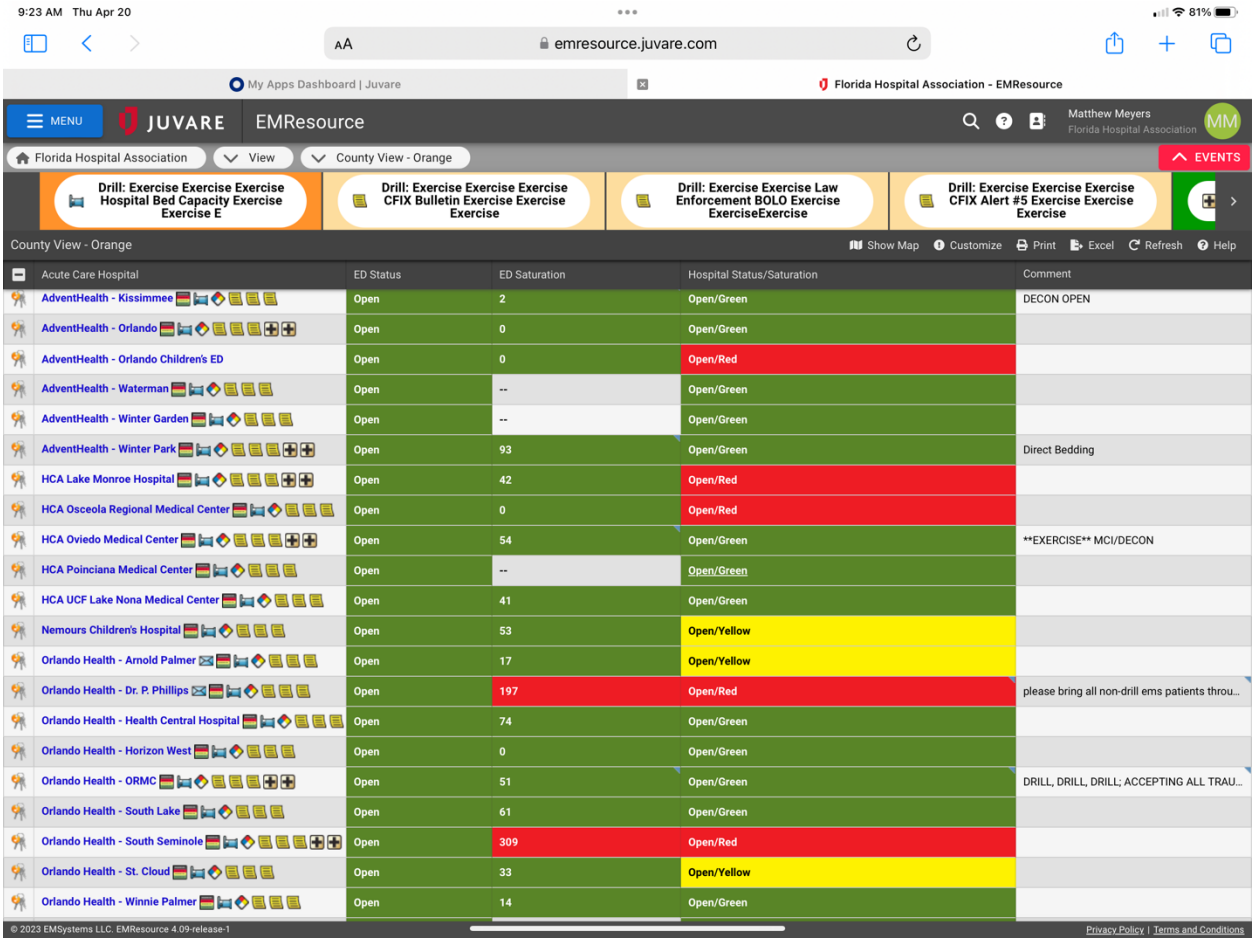
The picture above displays a web page notice that pops up on your screen when the application is open. There is also an audible alarm that will sound alerting you of an event. You can either Acknowledge, Mute, or select the link to the event. Selecting the link or selecting the banner icon will allow you to respond with your facility information.

Your organization may also create ongoing events for non-emergency situations. For instance, you can track bed counts, with each status representing the bed availability in a specific unit or ward.

Most events appear in the banner at the top of every page, offering quick access to event details. In some cases, events are not displayed in the banner, but can be accessed through the *Event List*.

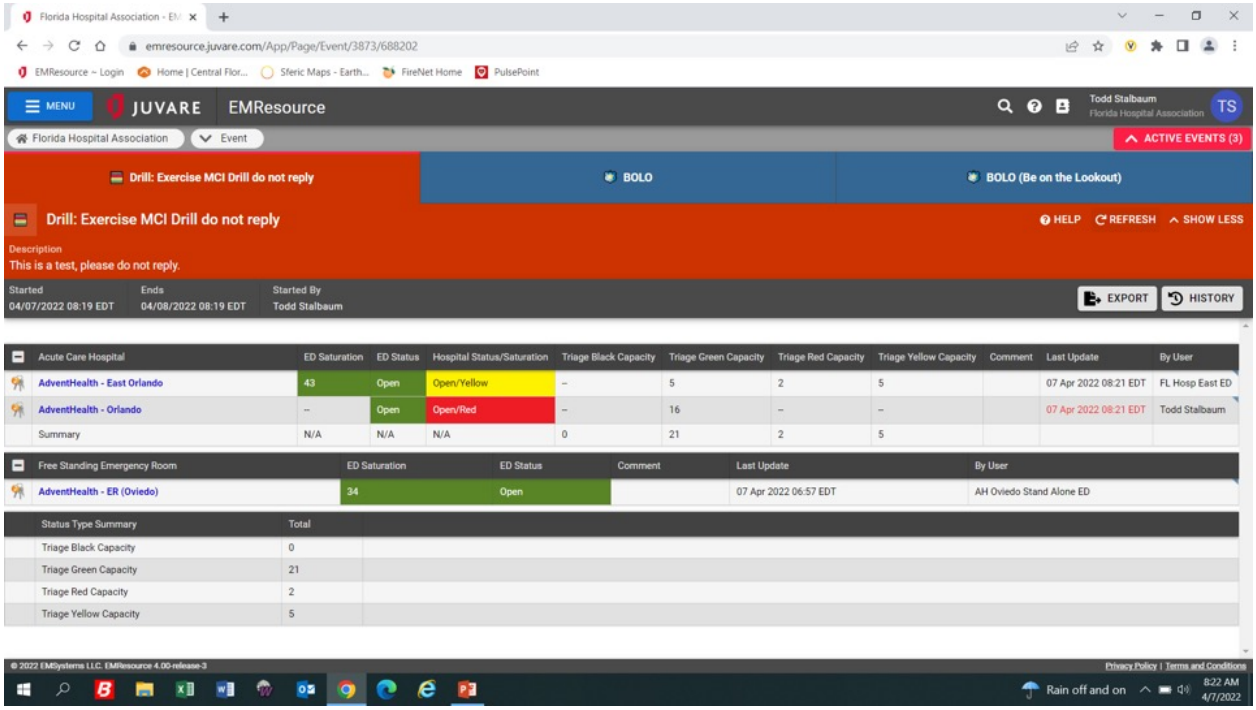
> **Note:** If the event ends while you are in the process of using the Update Status page, changes you make to any of the statuses will not be retained. EMResource displays a message indicating that the event ended.

To update an event status

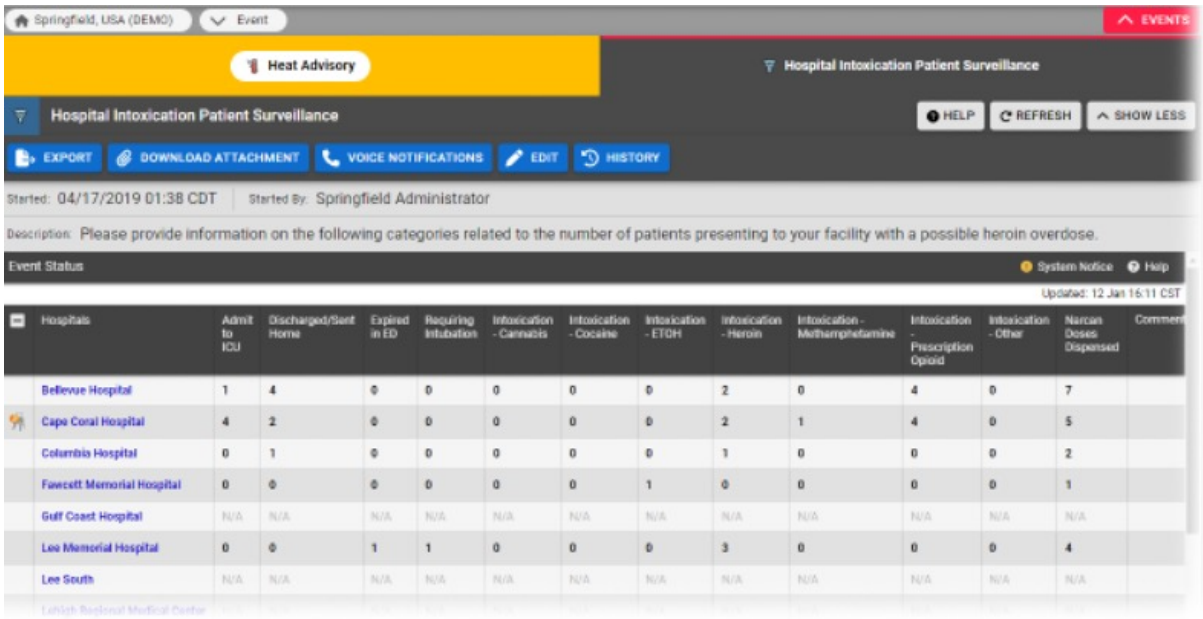


1. In the top banner's event bar, click the **event**. The *Event Status* page opens.
2. Locate the resource you want to update and, on that row, take one of these actions.

If you want to…	Then…
Update one status,	In that column, click the current value. The *Update Status* window opens.
Update multiple statuses,	a. On the left, click the **keys icon**. The *Update Status* window opens. b. Select the checkbox for the statuses you want to update. The status value field a



3. Edit the status value.
4. If appropriate, for **Comment**, enter notes about the status update.



5. Click **Save**. The window closes.

Immediately following exercise or event conclusion!!!

It is important to update your board following an event and or exercise. Make sure facility decon status, EOC status, and others reflect current conditions and no longer display outdated information or exercise artificialities. The comments field will need updating as well.