

Gilsenan, Michael

From: Gilsenan, Michael [DEPNET1/DEPGPO2/MichaelGi]
Sent: Wednesday, March 06, 2002 4:37 PM
To: 'Rollins, Savern'
Subject: FW: Training for Hotline



Hotline Training
agenda.doc

FYI

-----Original Message-----

From: Roger Hayes [mailto:rhayes@health.nyc.gov]
Sent: Wednesday, March 06, 2002 12:51 PM
To: michaelgi@dep.nyc.gov; Andrea Lyman; Caroline Bragdon; Jennifer Mandel; Katherine Kaye; Nancy Jeffery; Pamela Harmon; Robert Johnson; rose@mynsnet.net; dlongshore@oem.nyc.gov; sbenson@oem.nyc.gov
Cc: Jim Miller; Kevin Mahoney; Reena Mahajan
Subject: Training for Hotline

A few of us met this morning to put together an agenda for tomorrow's training. Please see attached. Let me know if this makes sense or if you have any questions. There are some time frames for specific sections of the agenda which we can modify. The Hotline Keyword Q+A will be the basic document for the training but we will also have binders for specific issues (cleaning fact sheet, info on asbestos, etc.). OEM + DEP folks, please bring additional info as you see fit. The Keyword Q+A is still being finalized but we have a good draft for tomorrow's training.

We have the 3rd floor board room at 125 Worth St. from 9 - 12:30 tomorrow.

We will video the training so we can have it ready to show additional operators or those who couldn't make it tomorrow.

Roger Hayes
(212) 341-9810 (If not available you can speak with Reena Mahajan)

Hotline Training: WTC Related Environmental Concerns March 7, 2002

1. Introductions: 9 – 9:15
 - Agencies: OEM, DOH, DEP
 - Hotline operators
2. Background: Why are we setting up this hotline? 9:15 – 9:45
 - Description of ongoing coordination among agencies: OEM
 - Community concerns: DOH
 - Ongoing environmental monitoring among agencies: DOH
 - Re-entry + building cleaning policies: DEP
3. Approaches to Risk Communication 9:45 – 10:15
 - Basic Communication tips: ATSDR
 - Environmental Risk 101: ATSDR
4. Results of Air/Dust Monitoring 10:15 – 10:45
 - Outdoor Air: DOH
 - Indoor Air: DOH + DEP
5. Review KeyWords/Q+A 10:45 – 11:45
 - Walk through of script/keywords -
 - Review information in the binder
 - Dealing with specific types of callers
6. Operational Questions: OEM 11:45 – 12:30
 - Routing complaints
 - Contacts at other agencies
 - Feed-back + follow-up