

# Emergency Operations Center (EOC) Complaint Hotline Protocol

1. A resident on the JBPHH water distribution system calls the EOC and asks questions regarding their water or otherwise expresses a concern about the quality of their drinking water. A record of their call and contact information is entered into EDMS under Call Center.  
**(EOC official government website:** <https://www.google.com/search?client=firefox-b-1-e&q=jbphh+eoc>)
2. Their questions and concerns are acknowledged, assessed, and answered by the EOC representative. The EOC representative refers the resident to the correct support service based on their assessment.
  - a. If the resident reports that they are experiencing medical symptoms, they are immediately referred to the Red Hill Clinic.
  - b. If the resident would like their water to be tested for TPH by the Rapid Response Team (RRT), the resident's information is provided to the RRT and they contact the resident to schedule a time to perform RRT testing.
  - c. If the resident has questions regarding their water quality or testing results the EOC representative can provide basic information about the water quality or the resident is referred to the Red Hill EV OIC Outreach Liaison. The Outreach Liaison will contact the resident to discuss the resident's concerns and provide more expertise to answer the resident's concerns
3. If requested, the RRT performs the TPH field test which detects the presence or absence of TPH in water at the requested residence.
4. Once the TPH results from the field test are received, the resident is notified of a negative result (non-detect for TPH) by the EOC within 24 hours with their results. In the event the result did detect TPH, the resident would be notified by the Red Hill EV OIC Outreach Liaison or JBPHH leadership and the home would be immediately scheduled for an analytical testing to be sent to an EPA certified lab.
5. If the resident is not satisfied following the negative TPH result, analytical testing is scheduled with the resident and sampling with subsequent laboratory analysis is carried out under the Long Term Monitoring Plan.  
**(Link to the Long Term Monitoring Plan:** <https://health.hawaii.gov/about/files/2022/08/JBPHH-Drinking-Water-LTM-Plan-FINAL-20220823.pdf>)
6. Once the resident is satisfied, their call center log is updated with testing results and closed-out.