

**Melissa Pinke-Daley, D.Sc.**

## **Professional Summary**

Results oriented professional and problem solver, with thirty years experience interpreting regulations & evaluating data to develop & implement creative safety training & management programs with proven results. A team leader & player with excellent abilities to work with employees at all levels in the organization. Experienced corporate and classroom trainer, focusing on developing practical skills and knowledge necessary to meet regulatory & program compliance, but more importantly, develop confidence and teamwork. Emergency program implementation for organizations to ensure effective execution of response plans & business continuity for self-sustainment. Positive change agent.

## **Experience**

**Policy and Emergency Manager, AdventHealth Carrollwood** 3/22 – Present

- Established a Disaster Triage & DECON team – 23 members
- Established monthly Emergency Management Planning meetings
- Established 3-deep, Hospital Incident Command Team
- Successfully lead Incident Command and hospital staff through two Shelter-in-Place Hurricanes
- Joint Commission Survey -Emergency Program, NO deficiencies “impressive”
- Manage Everbridge emergency message system
- Obtained \$90,000 worth of emergency supplies through Coalition grants
- Manage and streamline hospital policies
- Developed Action Plan for deficiencies Joint Commission Survey Life Safety and Environment of Care; approved
- Developed a process to evaluate and improve Joint Commission Environment of Care items
- Member: Tampa Bay Health and Medical Preparedness Coalition: Hillsborough County

**On-Line Part-Time Faculty, Columbia Southern University** 10/20 – 3/22

- Facilitate on-line instruction in the Emergency Management Program via Blackboard
- Group discussions, detailed assignment feedback, and practical application of topic material
- Two-time, back-to-back recipient of the esteemed, “Raise the Bar,” award; Student selected “teacher of the year!”

**On-Line Adjunct Faculty, Waldorf University** 10/19 – 3/22

- Facilitate on-line instruction in the Emergency Management Program via Blackboard
- Group discussions, detailed assignment feedback, and practical application of topic material
- Core Curriculum Committee Member; working to ensure learning outcomes are present across all curriculums

**Subject Matter Expert Instructor-Leidos @Center for Domestic Preparedness** 3/15 – 3/22

- Instruct courses in Incident Command & emergency response: Managing Public Information (MPI), Environmental Health Training in Emergency Response (ETHER)

Operations, Framework for Healthcare Emergency Management (FRAME) and Radiological Emergency Response Operations (RERO),

- Course development with CDP & NIOSH, and instructor for Disaster Related Exposure Assessment and Monitoring (DREAM)
- Instruct and experience with Health Data Software: ACE-Assessment of Chemical Exposures (Agency for Toxic Substances and Disease Registry-ATSDR); EPI-Info (Center for Disease Control-CDC); ERHMS Info Manager (National Institute of Occupational Safety and Health – NIOSH)
- Exercise controller and evaluator

**Adjunct Instructor**, Ultimate Medical Academy 3/18 – 12/21

- Provide on-line instruction and support in the Student Success course via Blackboard
- Focus on feedback and discussion participation to facilitate student goal setting

**HAZMAT/DOT Instructor**, Compliance Solutions 1/18 – 12/20

- Provide classroom instruction and hands-on practice for HAZMAT/HAZWOPER & DOT Hazardous Materials Transportation; both public and private classes across the U.S.

**Graduate Assistant**, Jacksonville State University 8/14 – 12/16

- Published article; *Crisis Communications During Emergencies*, PA Times, 9/15, <http://patimes.org/crisis-communications-emergencies/>
- Primary author for: *Assisting Individuals with Access and Functional Needs: The Intersection of Disabilities, Planning, and Disaster Policy*. Chapter 4; *The Future of Disaster Management in the US*, (2016). <https://www.taylorfrancis.com/books/e/9781315310770/chapters/10.4324/9781315310770-13>
- Research for a book chapter in *The future of Disaster Management in the U.S. Rethinking Legislation, Policy and Finance*, published December, 2016, (Islam & Ryan)

**Disaster Preparedness Specialist & CEO**, Code Pinke Crisis Planning, LLC. 3/16 –

Present

- Providing guidance for regulatory compliance & continuity of operations
- Emergency preparedness planning, training and exercises
- Certified Woman Owned Business - FL
- Clients:
  - **Orange County School District:** update emergency plans to include Hold utilizing Standard Response Protocols
  - **AdventHealth Zephyrhills & Dade City Hospitals** – 8 Hour 1<sup>st</sup> Receiver HAZMAT Exercise for Patient Decon
  - **AdventHealth Wesley Chapel Hospital-** 8 Hour 1<sup>st</sup> Receiver Exercise HAZMAT for Patient Decon; updated response procedures. Proposal submission and approval via the Tampa Bay Healthcare Coalition for a grant to cover \$45,000 in emergency equipment.
  - **AdventHealth Carrollwood Hospital:** revised their Comprehensive Emergency Response Plan for County submission; establishing DECON framework; updating supplies & training; non-ambulatory evacuation protocols

- **Tampa Bay Health Care Coalition:** Classes in 8 Hour 1<sup>st</sup> Receiver; Respiratory Protection Programs for Healthcare; Respirator Fit Testing Training
- **Florida Department of Health:** Staff training on how to conduct Respiratory Fit Testing
- **Emerald Health-Health Care Coalition:** Respiratory Protection Program Webinar
- **Mai Dentistry:** CPR/AED training: 20 staff members
- **ChampionsGate Assisted Living Facility:** Fit testing of staff
- **Florida Presbyterian Homes:** Staff training on how to conduct Respirator Fit testing

**Emergency Manager, NY State Dept. of Labor**

7/10-8/14

- Updated, tested and activated agency business continuity plans
- Formalized Location EAP's and response teams for five of our largest locations (250+).
- Formulated emergency protocols for managing special needs populations
- Implemented & executed NY-Alert emergency messaging for 4000 employees in 91 locations
- NYS EOC Liaison; developed a team of 25 for 24/7 coverage for Hurricanes Irene, Lee & Sandy
- Developed training program for Disaster Site Workers responding to Hurricane Sandy
- Management Co-Chair safety committee: successful in solving safety issues with union reps
- NYS R.E.P. Team, update of the State REP plan; responder safety and personal protective equipment use; evaluate reception center drills
- Received three leadership awards for implementing an emergency management program

**Adjunct Instructor-Safety Courses, Hudson Valley Community College**

8/05-8/14

- Developed new wind turbine safety course and instructor qualified in wind turbine rescue
- Created the 1<sup>st</sup> online course in the Technology School
- Presented meaningful, thought provoking lessons for classroom and on-line student learning

**Health & Safety Specialist, Questar III BOCES**

11/06-7/10

- Provided safety program guidance & training for school OSHA and State Ed compliance
- Lead "real life" emergency training & drills: bomb threats, mercury spill response; active shooter; relocation
- H1N1, protocols for nurses, including respiratory fit testing for nurses
- NYS Education & Health video on respirator fit testing for school nurses for H1N1 outbreak
- National Safety Council and American Heart Association CPR/FA/AED instructor
- Conducted annual fire code inspections & AHERA (Asbestos) as a code enforcement officer
- Conducted chemical hygiene audits to reduce hazardous chemicals in science departments

**Safety Manager, Golub Corporation (Price Chopper)**

8/03-11/06

- Created a safety program gaining \$616,000 in Workers Compensation savings in one year
- Created monthly "safety days" as a way to have 116 stores, over 6 states focus on safety topics with actionable activities to involve over 20,000 employees to reduce injuries and costs
- Evacuation procedures, for a facility with 1000 employees; with accountability in 10 minutes

- Facilitated a slip reduction: safety shoes, spill cleanup stations, floor treatments & awareness
- Completed fork-lift training and a laceration reduction program in all stores
- Motivated a staff of four professionals to implement safety program activities
- Improved training and response capabilities for on-site Level A Hazmat team
- HAZMAT Team Member, Facility Emergency Coordinator & Interim Food Safety Manager

**Safety Director**, The Gorman Group 4/99-12/02

- Established a training center for safety training, work zones, flagging and mining operations
- Managed workers compensation, return-to-work programs; and drug testing for seven locations in three states
- Reduced insurance costs 15% and general liability claims 60%
- On-site inspections for road crews and mines to identify and corrected hazards
- Conducted accident investigations to improve safety, operations and reduce liability
- Lead & developed HAZMAT emergency response teams for transportation incidents
- Purchased & maintained cost effective safety supplies & inventory

**Health Services Coordinator**, Callanan Industries 3/98-4/99

- Managed self-insured workers comp, light duty, DOT drug testing, respiratory fit testing
- Developed & executed safety training for OSHA, DOT and MSHA compliance
- Performed safety inspections & accident investigations for construction and mining operations
- Provided on-site first aid care at corporate headquarters
- Managed Self-Insured Workers Compensation Program, Return-to-Work programs
- Reduced Lost Time Incident Rate (LTIR) from 7.09 to 6.57 and a Recordable Injury Rate (RIR) from 1.65 to 0.78;
- Implemented a Safety Training Expo for 500 workers, involving 28 companies providing specialized training seminars. Featured in "low Bidder Nov/Dec. '98 magazine.

**Safety Manger**, Norlite Corporation 1994-1998

- Implemented safety program for mine safety, OSHA, HAZWOPPER and RCRA compliance for a hazardous material treatment & disposal facility; reduced citations 25%
- Three-year reduction of MSHA citations 70%; LTIR from 71.6 to 1/28 and RIR from 13.6 to 7.66
- Managed light duty, medical monitoring programs & emergency response
- Developed and implemented a new employee 24-hour and 8 hour annual refresher training
- Confined space, respiratory & hearing protection, site orientation, and other safety topics
- Managed facility security staff, card entry and contractor safety activities
- Managed on-site first-aid station working under physician standing orders and rescue vehicle

**Emergency Medical Technician**, 12 years.

Provided basic life support for on-site response, volunteer and paid emergency services

**Registered Medical Assistant**-6 years

- **General Electric Plastics, Occupational Health;** conducted biometric testing: hearing, spirometry, EKGs, vitals, phlebotomy; assist with physical exams; on-site lab testing and specimen preparation; data entry of patient exams for trend analysis; scheduling of patients. Evening shift drug testing
- **Albany Medical College, Family Practice:** prepare patients for exams, vitals, assist with minor office surgeries; responsible for in-office laboratory quality control.
- **Slokum-Dixon Urgent Care;** vitals, assist with patient care, on-site laboratory testing

### **Volunteer Experience**

- Community Emergency Response Team Instructor, Pasco County
- Rensselaer County Emergency Management; Event Planning: The Disney Train
- Catechist, Saint Henry's Church; Religious Education, Grades 2-8
- Girl Scout Assistant Leader, Grades 1-8; provided an environment of care, learning, exploration and citizenship for girl at the Daisy, Brownie and Junior levels
- NYS Chapter President-1989, Registered Medical Assistants; focus on promoting the MA field

### **Education**

**Doctor of Science (D.Sc.)** Emergency Management, Jacksonville State, AL, 2017

Dissertation: ***A Framework for Effective Disaster Preparedness Training: Exploring the Influences that Guide Hospitals in Response to Emergencies and Disasters***

**Graduate Certificate**, Community Preparedness & Disaster Management, UNC, 2010

**M.S. Health Education**, Sage Graduate School, Certified K-12 NYSED, #2137114

**B.S. Health Services Management**, SUNY Institute of Technology

**Medical Assistant**, Stratford School, Honors Graduate

### **Certifications**

- Special Pathogens management and Response, Emory College, 5/23
- Strategies for Communicating Across Access & Functional Needs, St. Petersburg College, 8/20
- OSHA Construction Outreach Trainer, 7/19
- ASHI BLS CPR & First Aid Instructor, 5/20; National Safety Council, 1995-2018
- American Heart Association BLS CPR Instructor, 1/20
- OSHA Construction Outreach Trainer; University South Florida- 7/19
- HAZMAT 40 hour, Incident Commander, Hazardous Materials Transportation, 1999, 2006, 2018
- Advanced Public Information Officer-Instructor, FEMA/CDP, 2015
- CERT-Community Emergency Response Team Instructor, Pasco County, FL, 2015
- HERT-Hospital Emergency Response Team, Instructor, FEMA, 2015
- National Safety Council, Instructor/Trainer, Advanced First Aid, CPR, 2015
- HSEEP-Homeland Security Exercise Evaluator Planner, FEMA, 2014
- Radiological Core Concepts Course (32 hours), FEMA, 2013
- Radiological Emergency Management, IS-00003, FEMA, 2013
- Fire Safety Director, NYC Fire, Fire Safety for High Rise Buildings 2012

- Wind Turbine Rescue, TTT, 2012
- Blackboard Instructional Designer, HVCC, 2011
- NIMS-ICS 100-200 Instructor, FEMA, 2011
- Agency Plans to Address Needs of Persons with Disabilities, UNC, 2011
- NIMS ICS-400, 2010
- OSHA Instructor, 30 hour & 10 hour courses, General Industry, 2006, 2010
- Public School Teacher-Health Education, Initial K-12, NYSED, #2137114
- Asbestos Inspector/Planner, NYS, 2008
- Code Enforcement Official, NYS, 2008
- NIMS IS-130, Exercise Evaluation & Improvement Planning, 2008
- Understanding & Planning for School Bomb Incidents, New Mexico Tech, 2008
- Multi-Hazard Emergency Planning for Schools, FEMA, 2006
- Effective Negotiation Techniques, Siena College 2005
- Food Safety Manager & Trainer, Test Administrator, NRFSP/NEHA, 2004
- Emergency Medical Technician, NYS #104485, 1998
- Certified Mine Safety Instructor, Mine Safety & Health Administration, 1993

### Research:

Innovative methods of disaster mitigation for Southeast Asian countries; and disaster mitigation strategies for natural and manmade hazards, Chapters 9 & 10. Textbook: **Hazard Mitigation in Emergency Management**, 2015, (Islam & Ryan);

**Red Tape: Attitudes and Issues Related to Use of Social Media by U.S. County Level Managers** (2015).

[https://idl.iscram.org/files/lindaplotnick/2015/1225\\_LindaPlotnick\\_etal2015.pdf](https://idl.iscram.org/files/lindaplotnick/2015/1225_LindaPlotnick_etal2015.pdf)

### Published Work

**Crisis Communications During Emergencies**, PA Times, 9/15,  
<http://patimes.org/crisis-communications-emergencies/>.

Book Chapter 4: **Assisting Individuals with Access and Functional Needs: The Intersection of Disabilities, Planning, and Disaster Policy**. (Pinke, Mann & Todak) The future in disaster management in the US: Rethinking Legislation ,Policy and Finance: American Society of Public Administration. Fall, 2016.

**Crisis Management Training, (2019)**. Global Encyclopedia of Public Administration , Public Policy and Governance. [https://link.springer.com/referenceworkentry/10.1007/978-3-030-66252-3\\_727](https://link.springer.com/referenceworkentry/10.1007/978-3-030-66252-3_727)

**Practical Aspects of Emergency Management (2019)**. Global Encyclopedia of Public Administration , Public Policy and Governance.  
[https://link.springer.com/referenceworkentry/10.1007/978-3-030-66252-3\\_711](https://link.springer.com/referenceworkentry/10.1007/978-3-030-66252-3_711)

**Preparedness Measures' Implementation in Crisis Management, (2019).** Global Encyclopedia of Public Administration , Public Policy and Governance.  
[https://link.springer.com/referenceworkentry/10.1007/978-3-030-66252-3\\_2908](https://link.springer.com/referenceworkentry/10.1007/978-3-030-66252-3_2908)

**Team Coordination in Crisis Management (2019).** Global Encyclopedia of Public Administration , Public Policy and Governance.  
[https://link.springer.com/referenceworkentry/10.1007/978-3-319-31816-5\\_866-1](https://link.springer.com/referenceworkentry/10.1007/978-3-319-31816-5_866-1)