## Emergency Plan and Procedures
## for
## Long Term Care / Assisted Living Facilities

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# Purpose

- The purpose of this course is to show how an Emergency Plan (E-Plan), standard procedure template, and sample Job Action Sheets may be applied to help Long Term Care (LTC) / Assisted Living (AL) facilities develop a National Incident Management System compliant (NIMS-compliant) E-Plan with supporting procedures.

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**Learning Objectives**:

1) Understand the purpose of an Emergency Plan (E-Plan) and its supporting procedures.

2) Understand how the National Incident Management System (NIMS) expectations can be presented in an E-Plan.

3) Understand how the E-Plan template is organized and how it can be applied.

4) Understand how standard procedure templates may be used to support the E-Plan.

5) Understand how the set of eight Incident Management Team, Job Action Sheet (JAS) samples can be applied.

# What is an Emergency Plan?

- A document which contains the purpose and scope for a facility's emergency preparedness program. Includes:

  - How the elements of NIMS will be addressed.

  - E-Plan maintenance and implementation.

  - Facility emergency response organization.

  - Scope of response actions taken by facility staff members.

  - Scope of response help from community response partners.

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# What are the key elements of NIMS compliance?

- Consolidate Memorandum of Understanding (MOU) / Letter of Agreement (LOA) / Mutual Aid.

- Identify staff members who need to complete Incident Command System Courses 100, 200, and 700.

- Organize training and exercising.

- Coordinate equipment, communication and data interoperability.

- Apply common and consistent terminology (plain language).

- Adopt principles of public information.

- Adopt the concepts of Homeland Security Exercise and Evaluation Program (HSEEP).

# Other Elements:

- An E-Plan describes the scope and commitment to an emergency preparedness program. Procedures describe how that E-Plan will be implemented.

- Both E-Plan and procedures are living documents that will change over time.

- The E-Plan and procedures should be based on an all-hazards assessment.

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# How to Use this E-Plan Template:

- Template is written in standard Microsoft Word format.

- The user is free to change any aspect of the template.

- All text in "Arial" font is recommended standard wording that can be adopted as is or modified as needed.

- All text in "New Times Roman" Italic font is background or guidance that may be deleted from the plan after a facility addresses the subject presented.

  - Boxes will be used to identify recommendations or elements for review and incorporation.

  - Blank spaces are provided to insert facility specific information.

  - Sample tables are provided.

- In the end when all italic font and boxes are deleted; a facility E-Plan will remain.

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# E-Plan Procedures:

- Two formats are provided:
  - A set of incident command position Job Action Sheets.
  - A general purpose administrative procedure format.

# E-Plan Template Sections:

- Cover Page
- Review History
- Index
- Purpose Statement
- Scope
- Plan Administration
- Policies
- Attachments

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# E-Plan Template Sections In Detail:

- Cover Page
    - The plan title.
    - The facility name.
    - An approval information box.

- Review History
    - Table on which the chronological record of plan review and revision can be recorded.

- Index
    - Table in which page numbers of specific plan sections can be found.

# E-Plan Template Sections In Detail Continued:

- Purpose Statement
  - A brief and concise description of why the plan is written.
  - The recommended text may be expanded to identify other core elements of the plan that the facility would like to present.

- Scope
  - Identifies, in outline form, the planning elements addressed in the E-Plan.
  - Like entire E-plan, is dynamic.
  - Goal is to see at-a-glance the various planning elements and response expectations included in the emergency preparedness program.
  - Detail should be provided in the body of the E-Plan text.
  - Changes in community environment and lessons learned from training and exercises may provide cause to change the E-Plan scope statement.

# E-Plan Template Sections In Detail Continued:

- Plan Administration
  - Provides a description of how NIMS planning elements will be met.
  - Provides a description of how the E-Plan will be maintained, what staff responsibilities are and how facility and response partner resources will be applied.
- Policies
  - 26 potential policy elements are presented in this template.
  - Each facility should select the policies that apply to the scope of services their facility provides.
  - Using an all-hazards, Hazard Vulnerability Assessment (HVA) method to help prioritize policy development is recommended.

# E-Plan Template Sections In Detail Continued:

Policies continued

- A significant number of these policies may already exist.

- These may be directly cut and pasted into the template.

- Others may need to be developed.

- Many policies are common between facilities – but each facility must adapt a shared policy to the specifics of their facility.

- Finally, ask the question, "Do we have the procedures needed to effectively implement the policies we have in place?"

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# E-Plan Template Sections In Detail Continued:

Attachments

- Attachments can be added to provide any supporting information needed for the E-Plan.

- This template provides guidance for two attachments:

  - Contact List or Directory.

  - Emergency Equipment and Materials Inventory.

  - Others:

    - Supporting Forms
    - Copies of LOAs and MOUs

Let's step back and discuss the sub-sections of the E-Plan, Administration Section

# E-Plan Administration Sub-Sections:

- Facility and Services Description
  - Facility Name
  - Street Address
  - Name of Owner/Operator
  - Describe the Services Provided
  - Phone Numbers
    - Normal Business
    - After-Hours

# Plan Administration Sub-Sections:

- Emergency Preparedness Committee:
    - Management and every sub-group of the facility organization should be represented on this committee.
    - In an emergency everyone will play a role.
    - If you can, periodically include community and supporting response partners. (They need to know you and you need to know them.)
    - Identify the frequency at which the committee will meet.
    - Identify and state the responsibilities of this committee.

# Plan Administration Sub-Sections:

- Application of Hazard Vulnerability Assessment (HVA).
  - State that HVA will be used to help direct the development of the Emergency Plan.
  - Briefly describe the method used.

# Plan Administration Sub-Sections:

- Responsibility to Maintain and Implement the Plan
    - The E-Plan and its supporting procedures are living documents.
    - The E-Plan should be reviewed every one to two years.
        - Or, whenever training, exercises or real events indicate the E-Plan needs to be changed.
    - Identify, by title, who is responsible for ensuring the E-Plan is reviewed and updated as scheduled or needed.
    - It's important to develop and maintain an "all hazards" concept of planning.

# Plan Administration Sub-Sections:

- Emergency Management Organization and Command
    - This is where Incident Command System (ICS) is identified for your facility.
    - In health care, eight ICS positions are recommended.
    - However, the size of your organization may not be able to support all eight.
    - No matter what the size of your organization; there must always be an "Facility Incident Commander."
    - The IMT – Incident Management Team is the group of ICS positions
    - In the E-Plan identify by title who, in ranked order, will fill each of the ICS positions.
    - Identify the location at which the IMT will gather  (a "Command Center")  to manage the emergency response.
    - Identify the equipment and material that will be maintained to operate in the Command Center.

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## Plan Administration Sub-Sections:

- Response Partners and Supporting Organization.
    - Identify the partners and organizations that will assist your facility during an emergency response effort.
    - LOAs and MOUs are essential:
        - You know what they can provide.
        - They know what is expected of them.
- Response Partners and Supporting Organization.
    - Use the table provided to record and track:
        - Response partners and organizations
        - The effective date of individual LOAs and/or MOUs
    - Reviewing these LOAs and MOUs about every two years is recommended.

## Plan Administration Sub-Sections:

- Communication Systems
  - To the extent possible build in or provide redundancy.
    - A different type of communication tool to be used if plain old telephones are lost.
  - Don't rely on cellular phones as a backup to plain old telephones.
  - Consider radios and wireless internet as backups.
  - Use the table to identify where all of the communication system equipment is located in your facility and who the supporting vendor is.
  - Use the check list provided to describe each of the communication system available to your facility.

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## Plan Administration Sub-Sections:

- Training and Exercises
    - A perfectly written E-Plan and procedures may be useless if staff members don't understand what the E-Plan is intended to do and how the procedures will help accomplish a successful response.
    - Definitions for Training, Drills and Exercises are provided in the text.
    - Describe the elements of training that your facility will employ.
    - The more knowledgeable and comfortable staff members are with the E-Plan and procedures, the better their response actions will be.
    - It's up to management to set the atmosphere and schedule for learning and improvement.

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# Questions?

On the elements of an Emergency Plan

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# Next:
## Procedures

# Implementing Procedures In General:

- The number of procedures will vary with the number of policies and the wishes of facility management.

- Like policies; existing procedure may be incorporated directly in support of the E-Plan.

- Individual procedures may be maintained as a tabbed section of the E-Plan or as a stand alone set or sub-set of procedures.

- It's a good idea to have one master set of procedures.

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# Implementing Procedures In General:

- Procedures need to be recognizable and immediately available to the staff members that are expected to use them.

- Copies of revised procedures should be distributed immediately.

- Procedure revisions should be accompanied by training based on the nature of the revision:
  - Read and sign.
  - Classroom reading with discussion.
  - Walkthrough or drill.

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**Procedures Supporting this E-Plan Template:**

- A set of eight sample Job Action Sheets (JAS).

  - Appropriate for LTC/AL use.

- A general us Administrative Procedure Template.

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## Set to Job Action Sheets Include:

- Facility Incident Commander
- Public Information Officer
- Liaison Officer
- Safety and Security Officer
- Logistics Chief
- Planning Chief
- Operations Chief
- Finance Chief

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# Do I Need All of These JASs?

- Yes, if you have the staff to assign to each.

- Smaller facilities may not have the number of staff needed to fill all eight positions.

- Select the Incident Management Team (IMT) positions that your facility can fill.

- From the positions not selected:

  - Identify the most important actions from those JASs.

  - Incorporate them into the selected JAS.

- Be wary of overload:

  - A standard Incident command principle is "Span of Control."

  - No one person can facilitate more than seven activities at one time.

  - The preferred level is three to five.

# About the JASs

- The format presented is consistent with NIMS guidance.
- The format presented is common to all organizations that use the JAS format for Incident Management Team positions.
- There are six sections to a JAS:
  - Position identifying and supporting information
  - A Mission Statement
  - Immediate, actions
  - Intermediate, actions
  - Extended, actions
  - Demobilization, actions

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# About the Six Sections:

- Position identifying and supporting information.
  - Identifies who, by name, is filling the position.
  - Records the time period that individual fills the position.
  - Identifies who the position reports to.
  - Identifies the location at which the position will work during an emergency.
  - Identifies primary telephone number at which the position can be reached.

- Mission Statement
  - A brief statement that reminds the individual filling the position, their core responsibility.

- Immediate, actions
  - Generally within the first two hours of the response.
  - These are the actions that should be addressed first.

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# About the Six Sections Continued:

- Intermediate, actions:
  - Generally in a period from the 2-hour to 12-hour mark.
  - These are the actions that should be implemented or continued as an incident response becomes more organized and repetitive.

- Extended, actions:
  - If the incident is expected to go beyond 12 hours, the actions here need to be addressed.
  - Even if the incident does not go beyond 12 hours, the Extended section should be reviewed for needed actions.
  - The most notable one is the determination of when the IMT and Command Center can be demobilized and the facility can return to normal operation.

# About the Six Sections Continued:

- Demobilization, actions
  - When the incident is no longer a threat and the Incident Commander states that the IMT and Command Center can demobilize – these actions should be implemented to secure and return to normal operation.

## Common JAS Themes:

- Initiating and maintaining logs and records.

- Evaluating the need to evacuate or shelter in place.

- Giving information to the Incident Commander (IC).
  - Do not filter information.

- Communicating directly with other IMT positions.

- Especially during a prolonged response:
  - Be aware of the mental and physical condition of the people you are working with and directing.
  - We are our brother's keeper – for their safety and the safety of others.

- Be observant to the environmental conditions and the proper use of safety or protective equipment by all.

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## Other Applications of the JAS Format:

- The JAS can also be used to implement an activity, such as:

  - Alerting and Notification

  - Command Center Activation

  - Evacuation

  - Staffing notification during emergencies

  - Tornado

  - Loss of electrical power

- Any activity that will benefit  from prioritized steps from start to return to normal operation.

- Any individual can perform a response activity if they follow the steps in a given JAS.

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# Questions?

## On Job Action Sheets

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# General Administrative Procedure Template:

- There are many procedure formats that may be chosen; this is one.
- There is no expectation that you adopt it; if you already have a procedure format that is currently recognized by your staff members, stay with it.
- However:
    - If the format provided here seems beneficial to you for development of new procedures or revising existing procedures please feel free to use it.
    - Additionally, feel free to modify this format to fit your needs.

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# Procedure Template Sections:

- Title
  - A brief phrase or description of the activity that is to be performed.

- Approved by
  - The printed and signed name of the person authorized to approve this procedure.

- Revision Date
  - The date on which the procedure was approved after creation or revision.

- Purpose
  - A clear and concise statement that describes what will be accomplished by performing the steps of this procedure.

- When Applied
  - Provide a clear description of the frequency, timetable or trip points that would cause a need for this procedure to be implemented.

# Procedure Template Sections:

- Pre-Requisites
    - This section is used to provide instructions addressing the tools, forms, approvals or equipment needed before starting the procedure.

- Steps
    - This section is used to provide step-by-step instructions to the user for all actions needed to successfully complete the procedure and meet the purpose of the procedure.

# Questions?

## On General Procedure Template

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# The End

Thank you for your time and attention!

Good luck with your Emergency Plan and Procedures