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

Dave Seebart
WHEPP Regional Program Manager
(seebart_dr@co.brown.wi.us)
Rev. 8-2013
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.
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.
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.
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.
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
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?”
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.
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.
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.
Questions?
On the elements of an Emergency Plan
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.
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.
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.
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
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
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.
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.
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.
Questions?
On Job Action Sheets
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.
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
The End

Thank you for your time and attention!
Good luck with your Emergency Plan and Procedures