Emergency Preparedness and Response Plan

For

[*Facility Name Here*]

Approved:

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Review History Page

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| ***Note****:*  *Index should present the plan sections and subsections including attachments.* |

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**Purpose Statement**:

The purpose of this plan is to describe the scope, responsibilities and capabilities of the emergency preparedness program and emergency response at the [*Facility Name*].

**Scope**:

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| ***Notes****:*  *The overall goal of this template is to provide a facility emergency plan that is National Incident Management System (NIMS) compliant.*  *The scope section defines, in outline form, the planning elements that will be addressed in the plan. This list, like the plan, is dynamic and can be changed and updated as the emergency planning environment and knowledge changes.*  *The scope statement should be very brief. The goal is to be able to see, at a glance, the various planning elements and response effort that are included in the emergency preparedness program. Detail should be provided in the body of the plan text.*  *Changes in community environment and lessons learned from training and exercises may provide cause to change the plan scope statement.* |

This plan will address the following facility and emergency planning elements:

Administrative Planning Elements

* Facility and service description
* Emergency Preparedness Committee
* Hazard Vulnerability Assessments (HVA)
* Responsibilities to maintain and implement this plan
* Emergency Management Organization and Command
* Response partners and supporting organizations.
* Communication systems.
* Training and Exercise.

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| ***Notes on HVA****:*  *Developing polices and their supporting procedures should be based on a Hazard Vulnerability Assessment (HVA).*  *A HVA is specific to each individual facility and the environment of the community they reside. It is a process of looking at various hazard scenarios (natural and man-made) and determining or estimating the probability and potential impact of each scenario. The level of current preparedness is also a factor. Much of this assessment can be performed by facility staff, however, it is highly recommended that facility management obtain input from various response partners such has local health, local emergency management, fire and law enforcement.*  *The results of this HVA tool will rank scenarios by assigning each a “Risk Value” in percent such that a high percent “Risk Value” implies a high urgency scenario. Therefore, management should concentrate on the highest 3-5 hazard scenarios to insure they are addressed first in their planning effort. Other hazard scenarios can be addressed in the plan policies and procedures as time goes by or need is identified. Consult with your local Emergency Management for unique or specific hazard scenarios for our community.*  ***Notes on Policies****:*  *Since this is a scope statement, only list the planning elements by subject or title here. Each policy listed here should have its own detailed description in the “Policy” section of this plan.*  *In this template a number of policies are presented. This is not considered an exhaustive list. Not all of the policy areas listed here may be needed and there may be others not listed that are important to your facility.*  *If your facility already has policies in place from this list, those policies may be copies into this plan format as is. Existing policies may also be referenced in this plan with a statement describing location they are normally maintained.* |

Contained within this plan are the following emergency response policies:

Policies

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| ***Notes****:*  *Select those that apply. If not already addressed focus on the top five hazard scenarios from your HVA.*   * *Alerting and Notification* * *Activation of:*   1. *Incident Management Team*   2. *Command Center* * *Behavior Health of Staff*   1. *Prolonged Incident Response*   2. *Post Incident Response* * *Business Continuity/Continuation* * *Decontamination Capability* * *Dietary and Water Needs* * *Donation Management* * *Equipment and supplies* * *Evacuation* * *Family Emergency Plan (for staff to enhances their availability)* * *Fire* * *Flood* * *Hazardous Material Spill*   1. *Internal*   2. *External* * *Infectious Disease Outbreak* * *Loss of Electrical Power* * *Loss of Heating or Cooling* * *Loss of Potable Water* * *Medical Records* * *Public and Risk Communication* * *Recovery*   1. *Service*   2. *Business* * *Security*   1. *Active Shooter*   2. *Bomb Treat*   3. *Elopement (resident un-approved departure)*   4. *Hostile Intruder (visitor, resident, staff)*   5. *Suspicious Package*   6. *Lockdown*   7. *Other* * *Severe Weather*   1. *Tornado/High Winds*   2. *Extreme Cold*   3. *Extreme Heat*   4. *Ice/Snow Storm* * *Shelter in Place* * *Staffing During Emergencies* * *Transportation* * *Volunteer Management* * *(Other)* |

The planning elements and policies of this plan will be implemented through the following procedures:

Implementing Procedures

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| ***Notes****:*  *The list of procedures below should support the policies. In some cases more than one procedure may be need to adequately address a given policy. Listing procedures by name and in the order that policies are addressed in the plan is recommended.*  *Generally, administrative format procedures are used to implement the administrative planning elements and job action sheet format procedures are used to implement response action activities.*  *However, if our facility has its own procedure format and the staff is comfortable with that format those existing procedures may be maintained as is.* |

* Administrative Procedures
  + *List of Procedures*
  + *List of Procedures*
* Job Action Sheets (JASs)
  + *List of Procedures*
  + *List of Procedures*

**Plan Administration**:

Facility and Services Description

[*Facility Name*] is located [*full address*]. It is licensed to serve [*number of residents*] and is owned and operated by [*name of owner/operator*]. [*Facility Name*] provides the following resident services:

* [*List of services provided*]
* [*List of services provided*]

[*Facility Name*] may be contacted by telephone by calling [*provide appropriate work and after-hours phone numbers*].

Emergency Preparedness Committee

[*Facility Name*]*,* will establish an Emergency Preparedness Committee (EPC). The committee will be comprised of management, supervisory staff, nursing and support services. Community response partners will be invited to committee meetings as needed to support plan and procedure development. The EPC will meet [*frequency*] or when needed to address emergent issues.

The committee will be responsible for:

* Developing and maintaining the emergency plan and its supporting procedures.
* Developing and conducting emergency preparedness training, drills and exercises.
* Following these events the committee will compile, review, evaluate and implement lessons learned from emergency preparedness training, drills and exercises.

Application of Hazard Vulnerability Assessment

[*Facility Name*] will apply a Hazard Vulnerability Assessment (HVA) methodology to evaluate potential hazards the facility and provide a guide for prioritized effort to address emergency preparedness issues. By using this methodology an all hazards approach to emergency planning will be strengthened.

Responsibility to Maintain and Implement the Plan

[*Facility Name*] is committed to providing safe and secure living conditions for both residents and staff. One means by which we accomplish this is to maintain an emergency response plan and implementing procedures following the guidance of the National Incident Management System (NIMS). The plan and procedures will be reviewed at least [*every year or two years recommended*] or whenever new information or lessons learned warrant a change be made to keep the plan and/or procedures current.

The [*identify by title*] is responsible for maintaining an effective and current emergency preparedness plan and implementing procedures. All [*Facility Name*] staff members are responsible for understanding the scope of the emergency plan and the role they play in implementing its procedures.

The plan and procedures will be written form an “all hazards” approach giving emphases to specific emergency incidents identified by a Hazard Vulnerability Assessment for our facility and the community in which it resides.

Emergency Management Organization and Command

[*Facility Name*] will implement, to the extent possible, an Incident Command System (ICS) type organization to provide command and control during an emergency incident. The ICS positions that will be established will include:

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| ***Notes****:*  *Staff size and depth of operational knowledge will dictate the size and scope of each facilities incident command organization. At the very minimum identifying and training facility staff in the Incident Commander and Liaison Officer is recommended. The duties and responsibilities of all incident command positions can be obtained through local emergency management or internet sources. This template will provide a sample Job Action Sheets (JAS) for each position listed below. If a smaller facility does not have the employee base to staff each of these positions in an emergency; the JASs may be modified and consolidated under a couple positions so that key and important response actions are addressed.* |

* *Facility Incident Commander*
* *Public Information Officer*
* *Liaison Officer*
* *Safety & Security Officer*
* *Logistics Chief*
* *Planning Chief*
* *Operations Chief*
* *Finance Chief*

The ICS positions identified will form the [*Facility Name*] Incident Management Team (IMT). This team will gather in a Command Center located [*describe the location in which the team is expected to gather. Include an alternate location if possible.*].

Table 1: Incident Management Team (IMT) Assignment

|  |  |
| --- | --- |
| ICS Position Title | [*Facility Name*]  Titles that may fill the ICS position [*primary and alternates are recommended*] |
| *Facility Incident Commander* | *Facility Title(s)* |
| *Public Information Officer* | *Facility Title(s)* |
| *Liaison Officer* | *Facility Title(s)* |
| *Safety / Security Officer* | *Facility Title(s)* |
| *Logistics Chief* | *Facility Title(s)* |
| *Planning Chief* | *Facility Title(s)* |
| *Operations Chief* | *Facility Title(s)* |
| *Finance Chief* | *Facility Title(s)* |

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| ***Notes****:*  *In general, these recommendations should apply to a command location within each individual facility operation. However, if a corporate office is involved the corporate office may also have a “corporate” command location that will support the actions of the Facility Command Location. If a “corporate” command center is established, it should be described in this plan along with the working relationship between the “corporate” and facility command centers. Lines of authority should also be defined.* |

The Facility Command location will be equipped with communication systems needed to communicate during an emergency incident response. Job Action Sheets (JASs) will be developed that direct the IMT response actions and response.

The following equipment and materials will be stored in or near the Command Center. This will include but not limited to:

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| ***Notes:***  *Select items that would be considered basic and minimum for a typical response effort.*   * *Communication systems* * *A full set of JASs* * *Contact lists and directories (See Attachment A, “Contact Lists and Directories)* * *Emergency response equipment and materials Inventory Lists (See Attachment B, “Emergency Equipment and Material Inventories)* * *General office supplies* * *White board or blank flip charts* * *Facility and campus blue prints or drawings* * *Facility Emergency Plan* * *[Other items]* |

Response Partners and Supporting Organizations

Where appropriate and needed “Letters of Agreement (LOA)” or “Memorandums Of Understanding (MOU)” will be negotiated and signed with emergency response and support partners and venders to enhance and strengthen the [*Facility Name*] plan. Active copies of all LOAs and MOUs will be maintained [*Identify the location at which the LOA and MOU documents will be filed.*].

The following organizations are considered planning partners and will be asked to participate in [*Facility Name*] emergency planning efforts. They include but not limited to:

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| ***Notes***:  *This is a listing of all organizations or agencies that have played a role in the development of your plan or that are expected to support your facility during an emergency response.* |

Table 2: Emergency Planning Partners

(See Attachment A for contact information details.)

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| --- | --- | --- | --- |
| Type | Name | Location  (Street Address and/or just city) | Effective Date of LOA/MOU |
| **Community or Local Support Agencies** |  |  |  |
| *ARES/RACES* |  |  |  |
| *Emergency Management* |  |  |  |
| *Emergency Medical Services (EMS) (multiple?)* |  |  |  |
| *Fire Department* |  |  |  |
| *Health Department* |  |  |  |
| *Hospitals* |  |  |  |
| *Human Services* |  |  |  |
| *Law Enforcement* |  |  |  |
| *Red Cross* |  |  |  |
| *Salvation Army* |  |  |  |
| *Others* |  |  |  |
| **Venders / Suppliers** |  |  |  |
| *Food services* |  |  |  |
| Communication system service |  |  |  |
| *Electrical supply* |  |  |  |
| *Fuel supply* |  |  |  |
| *Interpreter Services* |  |  |  |
| *Managed Care Organizations* |  |  |  |
| *Medical professional services* |  |  |  |
| *Medical supply* |  |  |  |
| *Operational supply* |  |  |  |
| *Pharmaceutical Supply* |  |  |  |
| *Transportation providers* |  |  |  |
| *Other LTC/ALs (multiple?)* |  |  |  |
| *Others* |  |  |  |

Communication Systems

[*Facility Name*] communication systems and capabilities will be provided to take care of daily routine business and emergency response activities. Where possible, redundancy will be built into the communication network that will support both internal and external alerting, notification and information flow. [*Facility Name*] will maintain the following communication system:

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| ***Notes****:*  *Provide a brief description of each communication systems uses by your facility and how they will be applied to implement of your emergency plan. Focus on alerting and notifications to be transmitted over these systems and if one system provided redundancy to another. Systems to be considered include but not limited to:*   * *Plain old telephones* * *Cellular phones (iPhone, etc)* * *Radio systems (UHF, VHF, Broadband, HAM)* * *Radio pagers* * *Computer based systems (WITrac, Facebook, Twitter, etc.)* * *Internal or external public address system* |

Table 3: Communication Systems

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| --- | --- | --- |
| Type | Storage or Availability Location | Supporting Vender or Service (*by name*) |
| *Business Telephone or switchboard* |  |  |
| *Business Cellular Phones* |  |  |
| *Business Radio Pagers* |  |  |
| *Radios - internal* |  |  |
| *Radios – that reach outside organizations* |  |  |
| *NOAA Weather Radio* |  |  |
| *Public Address – internal and external* |  |  |
| *Computer access to the internet – WITrac, Facebook, Twitter* |  |  |
| *GETS Cards* |  |  |
| *Other* |  |  |

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| ***Notes****:*  *For each communications system identified in Table 3 above describe:*   * *\_\_\_\_\_ How each communication system is to be used.* * *\_\_\_\_\_ Identify if it is intended to be a backup or redundant system to another system.* * *\_\_\_\_\_ Who, by title, should carry a radio during the work day. Where instructions on radio us and protocol may be found.* * *\_\_\_\_\_ Who, by title, should wear a radio pager devices during both normal and off-hours periods. Where instructions on radio pager us and protocol may be found.* * *\_\_\_\_\_ How and from where, public address messages will be transmitted and how pre-scripted messages will be applied. Where pre-scripted messages will be located.* * *\_\_\_\_\_ Define any message coding methodology that is to be applied within the facility. For example; “code red” identifies a fire situation. Note; One of the NIMS recommendations is for the application of “Clear Text” messaging over public address or radio systems. Contact your local emergency management for more information on “Clear Text” messaging.*   *Managing Notification and Information flow to residents and their families*   * *\_\_\_\_\_ Describe who is responsible for maintaining the resident family emergency contact information and where current copies will be maintained. Note; it is not necessary to repeated or provided in hard copy of these lists in this plan or in the command center if a listing can be quickly obtained for viewing electronically or if a hard copy can be obtained promptly from its normal use area.* * *\_\_\_\_ Identify the scope and confidentiality of contact information to be maintained for each resident during an emergency.* * *\_\_\_\_\_ Describe pre-scripted messaging for resident family members that will be used to describes where residents will be taken if the facility need to evacuate or temporarily moved.* * *\_\_\_\_\_ Provide and describe a standard form on which messages may be delivered to or received from family members or outside organizations. These forms should clearly direct the user to record the “Who, What, When and Where” content of each emergency message.* * *\_\_\_\_\_ Provide and describe a standard form to record preserved threatening messages such as bomb or intent to harm. Note; this can be integral to the standard message form described above.* |

Training and Exercises

New employees will be given comprehensive training on the overall scope of emergency planning and specific training on procedures and policies that are important to their assigned duties. Periodic training, drills and exercises will be conducted to maintain staff proficiency in the emergency plan and it’s implementing procedures.

Definitions:

* + Training:

Is a gathering of facility staff; for the purpose of learning and discussing the element of the [*Facility Name*] Emergency Plan or it’s implementing procedures.

* + Drill:

Is a gathering of facility staff; that will talk and walk through the facility to demonstrate how a specific implementing procedure will be applied when provided an emergency incident scenario. Emphasis should be given to the location and use of emergency response equipment and materials. Simulation should be kept to a minimum if possible during drills.

* + Exercise:

Is the participation of facility staff in a scenario driven response demonstration. This response should keep simulation to a minimum and include pre-selected objectives that target specific emergency planning elements and procedures. The exercise should include the activation of the facilities Incident Management Team to a level in keeping with the nature and urgency of the scenario. Periodically exercises will include community response partners. The scenario for an exercise may be developed by the facility or by a response partner that the facility is included as a player.

To the extent possible exercise scenarios will be developed following the concepts of the Homeland Security Exercise and Evaluation Program (HSEEP).

Following all training, drill and exercise events; participants will be given the opportunity to provide comment on the accuracy and effectiveness of established policies, the emergency plan and implementing procedures. They will also be given the opportunity to comment on the conduct of the exercise.

Areas for improvement should be identified evaluated by the Emergency Preparedness Committee. Based on this evaluation, changes will be incorporated into the emergency plan and its procedures.

Retraining of for appropriate staff will be conducted that addresses changes to the emergency plan or its supporting procedures.

Following emergency plan and implementing procedure changes, the changed elements will be re-tested in future drills or exercises to verify the effectiveness of the change.

**Policies:**

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| ***Notes:***  *Emergency preparedness policies may be gathered and maintained this section of the Emergency Plan. They should be listed in the same order as presented in the Scope section at the beginning of the plan.*  *If policy documents already exist they may be cut and paste into this plan and maintained here; if the facility so desires. The facility may also just place the policy title here and provide a statement identifying where the policy is posted and maintained.* |

Attachment A

Contact Lists and Directories

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| **Notes**:  *It is likely that each facility already has some form of book or binder with contact lists and directories. We do not intend to create duplication of lists and each facility should decide how to maintain this this type of information in one master location.*  *However, contact information needed in emergencies that is not in a common facility directory should be provided here. On the other hand, if all contact information is to be maintained in a common directory then current copies of that directory (hard copy or electronic) should be made available in the emergency command center.*  *For purposes of emergency response here are some of the categories of groups that should be available for emergency response:*   * + *Incident Management Team (IMT) members (Primary and alternate for each incident command position, i.e. Incident Commander, Liaison Officer, etc.)*   + *Primary and alternate venders and suppliers*   + *Transportation providers*   + *Any organization with which you have a Memorandum of Understanding (MOU) or Letter of Agreement (LOA).*   + *Other response partners* |

Attachment B

Emergency Equipment and Materials Inventories

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| ***Notes****:*  *This is a compiled list of equipment, materials and supplies that are stored within your facility or campus for the sole purpose of emergency response. Additionally, daily use equipment, materials and supplies that will need to be applied to any given type of emergency should also be identified.*  *Important categories may be:*   * *To be stored in or brought to the Command Center location* * *To be applied to an evacuation* * *For the protection of staff (PPE)* * *For mobile communication (radios)* * *Individual transportation equipment (gurney, wheelchair, walkers etc.)* * *Emergency food and water* * *Extra bedding or cots.* * *Medical supplies and medications*   *There are many ways to list these types of things and a variety of formats may need to be used based on the type of material being listed, but the key information to consider in all cases should be:*   * *An accurate name (what it would be called if it were being ordered)* * *The number or volume available (total with unit identifiers; each, case or box)* * *The location or locations at which they are stored.* * *If needed, the location to which it should be taken when an emergency is announced.* |