Emergency Plan

Template

**Emergency Plan – SAMPLE**

Sample

**Overview**

An Emergency Plan is a document containing the purpose and scope for a facility’s emergency preparedness program. It includes the following:

* How the elements of the National Incident Management System (NIMS) will be addressed
* Emergency plan maintenance and implementation
* Facility emergency response organization
* Scope of response action taken by facility staff members
* Scope of response help from community response partners
* Incorporating the Four Elements for an Emergency Preparedness Plan
	+ Risk Assessment and Planning
	+ Policies and Procedures
	+ Communication Plan
	+ Training and Testing

“Providers are encouraged to keep documentation and their written emergency preparedness program for a period of at least 2 years for inpatient providers and at least 4 years for outpatient providers” <https://www.cms.gov/files/document/r204soma.pdf>

In the broadest sense, the Emergency Plan is the comprehensive document/manual/notebook/file containing all relevant information associated with emergency preparedness.

Best practice involves organizing the plan so that critical information is placed toward the front of the first section and includes a Facility Profile, Emergency Contacts, and Rapid Response Guides. The Rapid Response Guides are usually short (1-2 pages), direct, colorful, essential task/communication/notification guides to be used immediately on-site when a hazard is identified by the person in charge. It is recommended that they should be kept in alphabetical order for ease of location. The second and third sections address foundational plan elements and operations information. The third section includes appendices that contain specific procedures, forms, and other background information.

Portions of a sample Emergency Plan are found on the following pages. Notice the organization of the Table of Contents. Notice the format of the Rapid Response Guide versus the full procedure for “Fire – Internal.”

Several states have produced Emergency Plan templates. They are available in different formats - some are brief while some are extensive. *It is recommended that you review your state’s long-term care (LTC) emergency plan websites with respective templates for consideration.* In addition, HHS.gov TRACIE has sample templates as well <https://asprtracie.hhs.gov/technical-resources/resource/123/disaster-preparedness-plan-template-for-use-in-long-term-care-facilities>.

Even if the facility or organization is all electronic or paper-less; one or more up-to-date hard copies of the Emergency Plan should be always accessible. Remember, lengthy computer outages and power failures are a hazard, which may result in a lack of access to resources in case an additional hazard occurs.

Complete an internal review of the emergency plan on an annual basis and as needed to ensure the plan reflects the most accurate and up-to-date information. Updates may be warranted under the following conditions:

* Regulatory change
* New hazards are identified or existing hazards change
* Emergence of Infectious Diseases (EIDs)
* After tests, drills, or exercises when problems have been identified
* After actual disasters/emergency responses
* Infrastructure changes
* Funding or budget-level changes
* Changes in the facility assessment
* Changes relative to the Infection Prevention Program

**SAMPLE**

**Emergency Plan**

**(Insert Name and Address of Facility)**

**(Insert Date of Most Recent Revision)**

**(Insert Facility Logo)**

**SAMPLE Table of Contents**

Organizational Approval \*\*Indicate the approval process utilized including Governing Body participation.

**Section I RAPID RESPONSE GUIDES**

Rapid Response Guides

Facility Profile

Emergency Contacts

Bomb Threat

Earthquake

Evacuation

Extreme Weather – Cold

Extreme Weather – Heat

Fire – External

Fire – Internal Flood

Hazardous Material/Waste

Infectious Disease

Missing Resident

Power Outage

Pandemic Plan

Shelter in Place

Workplace Violence

**Section II ALL‐RISK EMERGENCY OPERATIONS PLAN**

Overview

Purpose and Scope

Structure and Leadership

Incident Command System

Risk Assessment

Hazard Vulnerability Analysis (HVA)

Top 3 Risks

Mitigation

Communication Plan

Employee Preparedness

Staffing During an Emergency

Staff Recall

Emergency Employee Call‐Ins

Staff Responsibility

Staff Support

Coordination with Response Partners

Public Health and Medical System Coordination

Disaster Resource Centers

Resource Management

Use of Volunteers

Education and Training

**Section III. RESPONSE**

Nursing Home Incident Command System (NHICS)

Incident Management Team (IMT)

Nursing Home Command Center

Incident Action Planning Documentation

Incident Recognition

Advance Notice vs. No Notice Incidents

Activation of Emergency Plan

Leadership Roles

Information Sharing

Demobilization and Transition to Recovery

**Section IV. CONTINUITY OF OPERATIONS**

Appendix A ‐ Hazard Vulnerability Analysis

Appendix B ‐ Facility Evacuation and Maps

Appendix C ‐ Resident Evacuation Tracking

Appendix D ‐ Resident Evacuation Checklist

Appendix E ‐ Sample Face Sheet

Appendix F ‐ LTC Facility Evacuation Resident Assessment Form for Transport & Destination

Appendix G ‐ Fire Emergency

Appendix H ‐ Emergency Admit

Appendix I ‐ Procedure for Handling Remains

Appendix J ‐ Shelter-In-Place

Appendix K ‐ Lockdown

Appendix L ‐ Security Assessment

Appendix M ‐ Nursing Home Incident Command System (NHICS) FORMS

Appendix N ‐ Staff Recall and Survey

Appendix O ‐ Communicating Emergency Status to Local/State/Federal Emergency Agencies

Appendix P ‐ Medical and Health Resource Request Form

Appendix Q ‐ Disaster Supply Inventory

Appendix R ‐ Disaster Water Supplies

Appendix S ‐ Site Map with Shutoffs, Fire Suppression, and Emergency Supply Locations

Appendix T ‐ Disaster Meal Menus

Appendix U ‐ Vendor List

Appendix V ‐ Emergency Agreements

Appendix W ‐ Return to Facility

Appendix X ‐ Emergency Shutdown

Appendix Y ‐ List of Acronyms

**SAMPLE Organizational Approval**

This document is (insert name of facility)’s **Emergency Plan** and states our understanding of how we manage and conduct actions under emergency conditions. It will be reviewed and updated on an annual basis and as necessary.

This plan has been reviewed and approved by our organization’s leadership.

**Approved by:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Printed Name/Title

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Date

**Reviewed/Revised:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Signature

**Reviewed/Revised:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Signature

**Reviewed/Revised:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Signature

**Reviewed/Revised:**

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Date Signature

**Reviewed/Revised:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Signature

**Purpose**

The Purpose of this plan is to describe the scope, capabilities, and responsibilities of the emergency preparedness program and emergency response for the facility.

**Scope**

Customize your facility scope

* + Remember - *The overall goal of this template is to provide a facility emergency plan that is National Incident Management System (NIMS) compliant. This section should define, preferably in an outline format, the planning elements that will be addressed in the plan (i.e. Risk Assessment and Planning, Policies and Procedures, Communication Plan, Training and Testing) include a statement that the plan is dynamic and can be changed and updated as the emergency planning environment and staff knowledge changes. The scope statement should be brief.*

The Emergency Preparedness Plan addresses the following planning elements which are included in this plan:

 Facility and Service Description

Emergency Preparedness Committee

Facility and Community Risk Assessment – Hazard Vulnerability Assessment (HVA)

Policies and Procedures

Roles and responsibilities

Emergency Management Command and Organization

Collaboration and Coordination with Partners

Communication Plan

Training and Testing

Additional Resources – Rapid Response Guides

**Overview of the Emergency Preparedness Plan**

Our facility is committed to protecting the well‐being of our residents, staff, and visitors.  An important aspect of this responsibility is the development and active commitment of facility leadership and staff to an effective Emergency Management Program (EMP).  This document, our facility’s All‐Hazard Emergency Plan (EP), states our organization’s understanding of how we will manage and conduct actions under emergency conditions. As such, it has been reviewed and approved by our organization’s leadership (see Organizational Approval on page \_\_\_).

We understand that there are a variety of hazards, both natural and human‐caused that may pose risks to the health and safety of residents, staff and visitors. Furthermore, these hazards may also pose risks to our on‐going business operations.

This is an “all hazards” plan and we have verified through our Hazard Vulnerability Analysis (HVA) that the hazards that pose the greatest risk (a combination of probability and consequence) are given special attention in our plan, training, and exercises.

We recognize that the effectiveness of this plan requires the commitment of facility administrators and staff.  The day‐to‐day provision of services to our residents requires considerable focus and effort, yet we have a duty to prepare for events that may have significant impact to our residents and facility.

This plan is a living document that will be reviewed at least annually and updated as necessary based on “lessons learned” during exercises or real events; the evolution of new “best practices”; or changes to local, state, and federal regulatory requirements.

**Purpose and Scope**

The purpose of our EP is to describe our all‐hazards approach to emergency management, and by so doing, support the following incident objectives:

· Maintain a safe and secure environment for residents, staff and visitors;

· Sustain our organization’s functional integrity, including our usual service and business functions (continuity of operations); and

· Integrate into the community’s emergency response system as necessary.

The scope of this plan extends to any event that disrupts, or has the potential to disrupt, our normal standards of care or business continuity. This includes the impact due to internal incidents, such as a fire, or external incidents, such as a severe weather emergency.

**Structure and Leadership**

Our facility has an organizational structure as indicated by the Organization Chart. This structure identifies the general chain‐of‐command and principal roles of facility administrators and senior management staff.

The normal organizational structure and its associated processes are well suited for day‐to‐ day operations. However, it may not be an ideal structure for emergency management.   Everyday decision‐making at the organizational level is typically conducted with deliberate, time‐consuming methods such as scheduled committee meetings, executive deliberations, and board meetings. Reflecting our chain‐of‐command, the senior authority on duty at the time of the emergency is responsible for activation of our EP. Once the EP is activated, our leadership structure may switch to the emergency management system, called the Incident Command System (ICS).

This ICS emergency management system is threaded through our EP, but the day‐to‐day management system does not “go away” during emergencies.  Instead, the emergency management organization forms a “parallel structure” to the existing management team.  The head of the emergency management system (called the “Incident Commander” or IC) reports to the facility CEO/Chief Administrator.

**Facility and Service Description**

\_\_\_\_\_\_\_\_\_\_\_\_\_ is located at \_\_\_\_\_\_\_\_\_\_\_\_\_(Address) \_\_\_\_\_\_\_\_\_\_\_\_\_and maybe contacted at \_\_\_\_\_\_\_\_\_\_\_\_\_ and off hours at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The facility is licensed to serve \_\_\_\_\_\_ residents and is owned and operated by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The facility resident population demographics include:

(Insert information from the facility assessment – resident demographics section)

**Emergency Preparedness Committee**

This facility has an established Emergency Preparedness Committee (EPC) which is comprised of representatives from facility administration, management, supervisory staff, clinical team members, plant operations and support services. The community response partners are invited to the committee meetings as needed to provide guidance, support, training and resources for plan and procedure development. The committee is responsible for:

* Development and maintenance of the Emergency Preparedness Plan
* Correlation of the EPP with the Facility Assessment
* Oversight of the Hazard Vulnerability Assessment
* Development and conducting of training and testing exercises
* Conducting after action reviews of training, testing, drills to determine lessons learned and necessary improvement activities for compliance
* Review results of the plan implementation via the QAPI process

**Facility and Community Risk Assessment – Hazard Vulnerability Assessment (HVA)**

The facility will utilize the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Insert tool name and reference to example at the back of the plan) which follows the HVA all hazards approach methodology to evaluate potential facility and community hazards, which will provide a guide to prioritize efforts for emergency preparedness issues.

**Policies and Procedures**

*\*\*Remember to have policies that address subsistence needs, staffing needs, evacuation/shelter in place, resident/staff tracking, medical records and documentation, financial records, business continuity, operations, as well as redundant systems*

The following policies and procedures are included in the Emergency Preparedness plan which outline emergency responses procedures based upon the HVA:

List out the policies applicable to your organization – examples may include:

* Emergency Alert Notification
* Activation of Emergency Plan
	+ Incident Management Team
	+ Command Center
* Business Continuity/Continuation
* Decontamination Capability
* Dietary and Water Needs
* Donation Management
* Equipment and supplies
* Evacuation
* Transfer Agreements
* Collaboration and Coordination with Health Care Partners
* Fire
* Flood
* Hazardous Material Spill
	+ Internal
	+ External
* Infectious Disease Outbreak
* Pandemic
* Cyber Attack
* Loss of Electrical Power
* Loss of Heating or Cooling
* Loss of Potable Water
* Medical Records
* Communication Plan – Resident, Representative, Staff, Public and Risk Communication
* Recovery
	+ Power
	+ Water
	+ Food
	+ Financial
	+ IT
	+ Medical Records – Electronic
	+ Service
	+ Business
* Security
	+ Active Shooter
	+ Bomb Treat
	+ Elopement (resident un-approved departure)
	+ Hostile Intruder (visitor, resident, staff)
	+ Suspicious Package
	+ Lockdown
	+ Forceful entry of the facility
	+ Other
* Severe Weather
	+ Wildfires
	+ Earthquake
	+ Tornado/High Winds
	+ Extreme Cold
	+ Extreme Heat
	+ Ice/Snowstorm
	+ Hurricane
* Shelter in Place
* Staffing During Emergencies
* Family Emergency Plan (for staff to enhances their availability)
* MOU, Contracts, Agreements for staff, resources, supplies
* Behavior Health of Staff
	+ Prolonged Incident Response
	+ Post Incident Response
* Transportation
* Volunteer Management
* (Other)

**Maintenance and Implementation of the Plan**

The facility is committed to providing a safe and secure environment for both residents and staff. This is accomplished by the development and maintenance of an effective emergency response plan, which outlines the implementation of procedures following the guidance of the National Incident Management System (NIMS). The plan and procedures are reviewed at least annually or whenever new information or lessons learned necessitate a change. Corresponding policies and procedures will be reviewed and updated as applicable. Outcomes of the plan review will align with the facility assessment.

The Administrator *(or insert applicable title)* is responsible for maintaining an effective and current emergency preparedness plan and implementing procedures. All staff members are provided training upon orientation and at a minimum on an annual basis as it relates to the emergency preparedness plan and are responsible for understanding the scope of the emergency plan and the role they play in implementing its procedures.

**Roles and Responsibilities-Emergency Management Command**

The facility will implement, to the extent possible, an Incident Command System (ICS) to provide command and control during an emergency incident. The ICS positions that will be established will include: (*Customize for your organization)*

* Facility Incident Commander
* Communications/Information Officer
* Liaison Officer
* Safety & Security Officer
* Logistics Lead
* Supplies and Resources Lead
* Medical/Clinical Lead
* Staff/Employee Lead
* Continuity of Operations Lead
* Finance Lead

The ICS positions identified above will form the Incident Management Team (IMT). This team will gather in a Command Center located \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or secondary location \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

|  |  |
| --- | --- |
| **ICS Position** | **Title of Facility Position** |
| Facility Incident Commander |  |
| Communications/Information Office |  |
| Liaison Officer |  |
| Safety & Security Officer |  |
| Logistics Lead |  |
| Supplies and Resources Lead  |  |
| Medical/Clinical Lead |  |
| Staff/Employee Lead |  |
| Continuity of Operations Lead |  |
| Finance Lead |  |
| Clinical Lead |  |
| Alternative Care Site Lead(s)  |  |

The Facility Command location will be equipped with communication systems primary and secondary needed to communicate during an emergency incident response. The following equipment and materials will be stored in or near the Command Center. This will include but not limited to:

* Communication systems
* Contact lists and directories
* Emergency Response equipment and inventory lists
* Triage resources and labeling
* General office supplies
* Flashlights
* White boards/flip charts
* Facility blueprints
* Emergency Preparedness Plan – copy
* Other:

Possible Organization Chart for Disaster Response Activities (Source: Washington LTC Toolkit <https://asprtracie.hhs.gov/technical-resources/resource/123/disaster-preparedness-plan-template-for-use-in-long-term-care-facilities> )

Operations

Track and account for Residents

Care for residents medical needs

Conduct Evacuation processes as necessary

Maintain cleanliness of residents and facility

Planning

Develop Memos of Understanding

Logistics

Maintain emergency food and water supplies

Obtain and track medical supplies

Make alternate shelter arrangements

Arrange transportation

Maintain vehicle inventory

Finance

Budget for disaster preparation

Track expenses associated with disaster

ADMINISTRATOR

NOTE: All functions remain with the

Administrator unless otherwise assigned

**Attachment: Emergency Checklists**

(Attach a copy of current emergency checklists)

**Collaboration and Coordination with Partners**

The facility, via the Facility Assessment, has appropriate and needed “Letters of Agreement (LOA)” or “Memorandums of Understanding (MOU)” negotiated and signed with emergency response and support partners and vendors, copies available in the ICS. The following partners/organizations are considered planning partners and are encouraged to participate in facility emergency planning efforts. They include but are not limited to:

*(List organizations)*

|  |  |  |  |
| --- | --- | --- | --- |
| **Type** | **Organization Name** | **Contact Information** | **MOU, Agreement, Contract** **Effective Date** |
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**Communication Plan**

The facility has developed a communication plan as well as communication systems and capabilities to 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. The facility will maintain the following communication system:

| **Communications System** |
| --- |
| **Type** | **Location** | **Vendor or Supporting Service** | **Back Up Redundant Service** | **Staff Responsible** |
| Business Switchboard |  |  |  |  |
| Business Cell Phone |  |  |  |  |
| 2-way Radio |  |  |  |  |
| Pagers |  |  |  |  |
| Weather Radio |  |  |  |  |
| IP Phone |  |  |  |  |
| Internet Access |  |  |  |  |
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|  |  |  |  |  |

*\*Make sure to adjust your communications plan based upon current guidance and requirements, per the hazard/disaster/emergency.*

**Managing Communications**

The facility communication process during an emergency … *(Customize to your organizations needs and staff roles)*

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is responsible for maintaining the resident family emergency contact information and where current copies will be maintained.
* \_\_\_\_ is responsible to identify the scope and confidentiality of contact information to be maintained for each resident during an emergency. This is obtained by …..
* The Communications Officer will utilize pre-scripted messaging for resident family members which describes where residents will be taken if the facility need to evacuate or temporarily moved. The pre-scripted messages are located ….
* The facility will provide standard format where messages may be delivered to or received from family members or outside organizations. (Who, What, When and Where)
* In case of a threat to the facility such as a bomb threat, the facility will utilize a standard form (see attached) to record preserved threatening messages such as bomb or intent to harm.
* Other …

**Training and Testing**

Training on the facility Emergency Preparedness Plan will begin upon hire as well as conducted on an annual or as needed basis for all employees. 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.

The facility staff will participate in a full-scale exercise that is community-based or when a community-based exercise is not accessible, an individual, facility-based. If the facility experiences an actual natural or man-made [emergency](https://www.law.cornell.edu/definitions/index.php?width=840&height=800&iframe=true&def_id=14cd0a6d134725702cf2e06bf74cc419&term_occur=30&term_src=Title:42:Chapter:IV:Subchapter:G:Part:483:Subpart:B:483.73) that requires activation of the [emergency](https://www.law.cornell.edu/definitions/index.php?width=840&height=800&iframe=true&def_id=14cd0a6d134725702cf2e06bf74cc419&term_occur=31&term_src=Title:42:Chapter:IV:Subchapter:G:Part:483:Subpart:B:483.73) [plan](https://www.law.cornell.edu/definitions/index.php?width=840&height=800&iframe=true&def_id=df31e4584c2598dab9683b9008987a74&term_occur=12&term_src=Title:42:Chapter:IV:Subchapter:G:Part:483:Subpart:B:483.73), the facility is exempt from engaging in a community-based or individual, facility-based full-scale exercise for 1 year following the onset of the actual event.

The facility will conduct an additional exercise that may include, but is not limited to the following:

* A second full-scale exercise that is community-based or individual, facility-based; or
* A tabletop exercise that includes a group discussion led by a facilitator, using a narrated, clinically-relevant [emergency](https://www.law.cornell.edu/definitions/index.php?width=840&height=800&iframe=true&def_id=14cd0a6d134725702cf2e06bf74cc419&term_occur=32&term_src=Title:42:Chapter:IV:Subchapter:G:Part:483:Subpart:B:483.73) scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an [emergency](https://www.law.cornell.edu/definitions/index.php?width=840&height=800&iframe=true&def_id=14cd0a6d134725702cf2e06bf74cc419&term_occur=33&term_src=Title:42:Chapter:IV:Subchapter:G:Part:483:Subpart:B:483.73) [plan](https://www.law.cornell.edu/definitions/index.php?width=840&height=800&iframe=true&def_id=df31e4584c2598dab9683b9008987a74&term_occur=13&term_src=Title:42:Chapter:IV:Subchapter:G:Part:483:Subpart:B:483.73)

Following all training, drill and exercise events, staff and other 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 and the facility QAPI process. 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 it’s supporting procedures as identified. 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.

**\*\*** Outline possible exemption *Based on Actual Natural or Man-made Emergency* per <https://www.cms.gov/files/document/qso-20-41-all-revised-05262022.pdf>

**Additional Resources and Samples**

**SAMPLE Rapid Response Guides**

Follow these steps if you recognize a potential or actual emergency that may threaten or impact:

* The health and safety of occupants (including residents, staff, volunteers, and visitors),
* The facility’s ability to provide care, or
* The environment or property.

|  |  |
| --- | --- |
| **STEP 1** | Protect yourself and those in the immediate area from harm.If appropriate, call 911 for emergency response and sound the facility alarm and/ or code/page if appropriate per the Emergency Rapid Response Guides for hazard-specific protocols. |
| **STEP 2** | Take a deep breath and assess the situationGather basic facts:* Type of incident, including specific hazard/agent,
* Location of incident,
* Number and types of injuries, and
* What you have done so far.

If the situation allows, begin to document your actions. |
| **STEP 3** | Contact your immediate supervisor to report the incident and get further instructions.If you are unable to contact your supervisor, activate the Incident Commander (IC) position and the Emergency Plan.Activate code/page facility emergency alert system as appropriate. |
| **STEP 4** | Notify additional authorities if appropriate and indicated by protocols. |
| **STEP 5** | Follow facility policy for documenting actions and incident reporting. |

**Critical Phone Numbers**

|  |  |  |
| --- | --- | --- |
| **Name/Title** | **Primary Telephone** | **Secondary Telephone** |
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**SAMPLE Facility Profile**

| **Area** | **Description and Location**  |
| --- | --- |
| Facility Name  |  |
| Facility Address  |  |
| Facility Location (Cross streets, Landmarks, Longitude and Latitude Coordinates)  |  |
| Facility Telephone # |  |
| Facility Fax #  |  |
| Facility Email  |  |
| Facility Web Address  |  |
| Administrator/Phone #  |  |
| Emergency Contact Person/Phone #  |  |
| Maintenance Coordinator/Phone #  |  |
| Insurance Agent/Phone #  |  |
| Owner/Phone #  |  |
| Attorney/Phone #  |  |
| Year Facility Built  |  |
| Fire Alarm System/Contact #  |  |
| Security Alarm System/Contact #  |  |
| # of Licensed Beds/Average Census |  |
| Average # of Staff – Days  |  |
| Average # of Staff - Evenings |  |
| Average # of Staff – Nights    |  |
| Emergency Power Generator  |  |
| Type Emergency Power Generator Fuel  |  |
| Type of Generator Fuel |  |
| Emergency Communication System    |  |
| Medical records system and back up |  |
| Financial records system and back up  |  |
| Payroll/HR records system and back up |  |
| Medical Supplies  |  |
| PPE |  |
| Medical Equipment  |  |
| Food and water supplier  |  |
| Staff Roster |  |
| Resident and Family Foster  |  |
| Emergency Supplies – Storage, Maintenance and Use  |  |
| Standard Operating Procedures |  |
| Security Procedures  |  |
| Evacuation Procedures  |  |
| Like‐Facility #1 for Resident Evacuation\*(within 10 miles)/Phone #  |  |
| Like‐Facility #2 for Resident Evacuation (within 10 miles)/Phone #  |  |
| Like‐Facility for Resident Evacuation (beyond 25 miles)/Phone #  |  |
| Like‐Facility for Resident Evacuation (beyond 25 miles)/Phone #  |  |
| Other  |  |
| \*Our facility has a Memorandum of Understanding (MOU) and/or Mutual Aid Agreements with at least \_\_\_\_\_\_\_\_\_\_\_\_ facility(ies) (within 10 miles) and one out‐of‐the‐immediate‐area facility (beyond 25 miles) to accept evacuated residents, if able to do so.*\*\*Make sure the following provisions are in the MOU/MAA and attach copies to the EP Plan:** Roles and responsibilities of individual parties
* Emergency procedures for requesting and providing assistance
* Procedures, authorities and rules for payment, reimbursement and cost allocations
* Notification procedures
* Protocols for communications
* Relationships with other agreements
* Workers compensation, if applicable
* Treatment of liability and immunity
* Transfer and sharing of protected information
* Recognition of qualifications and certifications
* Sharing of agreements, as required
 |

**SAMPLE Emergency Contacts**

|  |  |  |
| --- | --- | --- |
| **Type** | **Telephone #/Email** | **Contact Name****(if known)** |
| **Police** |  |  |
| **Fire** |  |  |
| **State Nursing Facility Licensing Agency** |  |  |
| **Emergency Medical System** |  |  |
| **Local Emergency Management Agency** |  |  |
| **Local Medical and Health Coordinator** |  |  |
| **Ambulance Company #1** |  |  |
| **Ambulance Company #2** |  |  |
| **Other Transportation** |  |  |
| **Power Company** |  |  |
| **Telephone Company** |  |  |
| **Water System** |  |  |
| **Sewer System** |  |  |
| **Fire Alarm System** |  |  |
| **Fire Protection – Sprinkler System** |  |  |
| **Security Alarm System** |  |  |
| **Emergency Water Supply** |  |  |
| **Additional Staff** |  |  |
| **Other** |  |  |

**Health Vulnerability Analysis/Assessment**

The remainder of this section provides specific information on the **initial activities** that may be undertaken in response to specific types of threats or emergencies (see table below). We recognize that there is no substitute for awareness and good judgement based on the unique circumstances of our facility, including location (proximity to threats), characteristics of our resident population, local agreements and protocols, and the results of our Hazard Vulnerability Analysis (HVA). Initial activities always include a vigilance for potential threats that may or may not be identified through our HVA process.

|  |  |
| --- | --- |
| **Types of Incidents** | **See Page** |
| Alphabetic Listing of most relevant threats |  |
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The results of our HVA that identify the most relevant threats to our facility have incorporated into our Emergency Plan as well as the Facility Assessment (See Appendix A – Hazard Vulnerability Assessment.

*\*\*Once hazards are identified (i.e. fire, sever weather, bomb threat, earthquake, pandemic, flood, cyberattack, etc. add specific rapid response guide (see below example) . These guides are short in nature and are not the full P&P as those should be kept in the applicable manuals.* **SAMPLE RAPID RESPONSE GUIDE**

**FIRE – INTERNAL**

|  |
| --- |
| **Initial Actions** |
|  | Rescue anyone in immediate danger while protecting the safety of the rescuing staff member(s).Follow the facility’s procedure for RACE, PASS, and other urgent response to fire. |
|  | Alert residents and staff members; pull the fire alarm. |
|  | Call 911 immediately to report a fire.Include the following information.* Name of facility
* Address of nearest cross street
* Location of fire (floor, room #, etc.)
* What is burning (Electrical, kitchen, trash, etc.)
 |
|  | Activate facility Emergency Plan and appoint a Facility Incident Commander (IC). |
|  | Contain the fire if possible without undue risk to personal safety. Shut off air flow, including gas lines, as much as possible, since oxygen feeds fires and distributes smoke.Close all fire doors and shut off fans, ventilation systems, and air conditioning/heating systems.Use available fire extinguishers if the fire is small and this can be done safely. |
|  | Oxygen supply lines (whether portable or central) may lead to combustion in the presence of sparks or fire. If possible, quickly re‐locate oxygen‐dependent residents away from fire danger.   |
|  | If the decision is made to evacuate the facility, see RAPID RESPONSE – EVACUATION. |
|  | Notify the state agency to report an unusual occurrence and activation of facility’s Emergency Plan if required.  |
|  | Add other response actions here consistent with the Emergency Plan Incident‐Specific Plan or NHICS Incident Response Guide (IRG). Also, see Appendix G – Fire Emergency for more detailed information.   |

**SAMPLE ‐ FIRE EMERGENCY**

If it is readily apparent that the fire warrants immediate facility evacuation, see Rapid Response Guide Fire – External or Internal, and Appendix B – Facility Evacuation and Maps. See Appendix S for a quick site map with the location of various facility system shutoffs, fire suppression equipment, including the location of fire alarm boxes, fire exits and fire extinguishers, and detailed in‐facility evacuation routes.

This procedure is designed to supplement the Rapid Response Guide and may be used in the event of an actual fire, hazardous smoke conditions, or when there is the smell of smoke in the facility.

The two most important actions employees are familiar with in the initial moments of fire are easy to remember acronyms. The first step is R.A.C.E. and the second, if time permits is P.A.S.S.

· R.A.C.E.

o Rescue everyone in immediate danger,

o Alarm – Announce Code Red and the fire’s location over the loudspeaker and pull the fire Alarm,

o Confine the room with the fire by closings appropriate doors, and

o Extinguish the fire only if the above steps have been taken and size of the fire has not exceeded the capacity of the extinguishing device.

· P.A.S.S.

o Pull the pin,

o Aim at the base of the fire,

o Squeeze the handle, and

o Sweep the base of the fire.

**PROCEDURES**

**INITIAL RESPONSE (See Rapid Response Guide – Fire Internal or External)**

**INTERMEDIATE RESPONSE**

(If not already completed under Rapid Response):

1. If anyone is in immediate danger, rescue them while protecting your safety and that of your co‐workers.
2. Alert resident and staff members by announcing over a loudspeaker; pull the fire alarm.
3. Call 9‐1‐1 immediately to report a fire.  Include the following information:
	1. Name of facility
	2. Address and nearest cross street
	3. Location of fire (floor, room #, etc.)
	4. What is burning (electrical, kitchen, trash, etc.)
4. Activate facility’s EP and appoint an Incident Commander, if warranted.
5. Contain the fire if possible without undue risk to personal safety.  Shut off air flow, including gas lines, as much as possible, since oxygen feeds fires and distributes smoke. Close all fire doors and shut off fans, ventilation systems, and air conditioning/hearing systems. Use available fire extinguishers if the fire is small and this can be done safely. Additional procedures for emergency shutdown are included in Appendix X – Emergency Shutdown.
6. Oxygen supply lines (whether portable or central) may lead to combustion in the presence of sparks or fire. If possible, quickly re‐locate oxygen‐dependent residents away from fire danger.
7. Utilize smoke doors to evacuate residents from the impacted area. Use this method when residents are in danger of smoke exposure
8. If not already completed, notify the nursing home licensing agency at \_\_\_\_\_\_\_\_\_\_\_\_\_\_to report an unusual occurrence and activation of facility’s Emergency Plan if required.
9. In a large-scale fire, the local fire department may ORDER EVACUATION of the facility. In which case, evacuate residents from the building as quickly and safely as time permits.
10. If time permits, a good rule of thumb is to evacuate ambulatory residents first.
11. Activate the recall roster, if additional staffing is needed or evacuation is issued.
12. Expand the Incident Command structure as needed to manage the incident.
13. Periodically, brief staff on the incident, check‐in on their well‐being and perform assignments. Reassign as the situation changes.
14. Communicate with responders and local emergency management as the situation changes.
15. The “All‐Clear” will be communicated after the crisis is over and the Fire Department has deemed that re‐entry safe.

**Emergency Preparedness Checklists available as a resource to providers**

* Centers for Medicare and Medicaid Services Emergency Planning Checklist Recommended for Long Term Care Facilities <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/SandC_EPChecklist_Persons_LTCFacilities_Ombudsmen.pdf>
* Long Term Care Planning Guide for Public Health Emergencies <https://www.cdc.gov/cpr/readiness/healthcare/longtermcare.htm>
* Centers for Medicare and Medicaid Services Checklist for Providers At a Glance Chart <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Templates-Checklists> & <https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/EPRO-Home>

**Sample Transfer Agreements**

* CMS Sample Transfer Agreements. <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/Facility-Transfer-Agreement-Example.pdf>