

(Add your company LOGO here)

# **Emergency Preparedness Flip Chart**



## **Emergency Information**

### **911, Fire, Police, Ambulance**

**Add information or modify for your company as needed**

Executive Director Cell –  
Administrator –  
Director of Nursing –  
Assistant DON –  
Director of General Services Cell –  
Maintenance on call –  
Security on Duty –  
Chaplain Cell –  
State Ombudsman –  
Carroll County Health Department:  
State Health Department –  
Local Emergency MGT Agency / Coordinator –  
Red Cross –  
Poison Control –  
Fire Marshal -  
Local Police Department: **(Call 911 for emergency)**  
State Police: **(Call 911 for emergency)**  
FBI:

Fire Alarm Company – ARK Systems –  
Utilities – See below

Site Address  
(Add your location address)

Electric Company – Baltimore Gas and Electric – 1-877-778-2222; 410-685-012

Water Company – Add your Vendor information

Gas Company - Baltimore Gas and Electric – 1-877-778-2222; 410-685-0123

## **Domestic Dispute / Intruder Threat / Police Notifications Neighborhood Watch**

- **Contact Supervisor and HR immediately**
- **Utilize corporate response matrix**
- **Maintain temporary security measures until directed otherwise**
- **Staff to park in lighted areas**
- **Staff to be alert to surroundings when leaving vehicles and building**
- **Lock down the building**
- **Close blinds to prevent external people looking into building**
- **Produce photo of potential threat to share with ED, HR and they will post as required**
- **Utilize different entry and exit points**

**DOMESTIC DISPUTE / INTRUDER THREAT**

## **Domestic Dispute / Intruder Threat / Police Notifications Neighborhood Watch**

- Insure all doors are always locked
- Utilize different entry and exit points at facility if possible
- Activate emergency operations center team
- Notify local law enforcement of threat
- Notify Administrative Emergency Operations Center

**DOMESTIC DISPUTE / INTRUDER THREAT**

## Public Demonstration

- **Contact local police**
- **Ensure all residents, staff and visitors are safe**
- **Lock down all buildings**
- **Notify residents – all levels of living**

PUBLIC DEMONSTRATION

## Tornado / Hurricane / Earthquake

- Establish EOC
- Monitor weather alert radio / tv
- Campus Administrator or Ed to designate level 1,2 or 3
- Move residents away from windows
- Check generator fuel
- Check roof drains, secure non-permanent outdoor items, i.e. furniture, planters, etc; check storm water drains and spouts
- Check that windows and doors are secured
- Check retention ponds
- Close blinds and curtains
- Top off vehicles with fuel
- Medication supply for nursing
- DON or designee to assess patient needs
- Food / water supply (3 days) dietary
- Inventory of dry goods (toilet paper, briefs, linens, etc.)
- Confirm staffing per schedule
- Identify / prep sleep areas for staff
- Notify residents – all levels of living

TORNADO / HURRICANE / EARTHQUAKE

## Snow / Ice

- Campus Administrator or Ed to designate level 1,2 or 3
- DES to communicate snow plan with community members, department manager and staff
- Check salt and snow melt inventory
- Assess medical transportation needs
- Clear exterior air vents
- Clear roof drains
- Check generator fuel
- Nursing to check medication and medical inventories
- DON or designee to assess patient needs
- Food / water supply (3 day) dietary
- Inventory of dry goods (toilet paper, briefs, linens, etc.)
- Confirm staffing per schedule
- Identify / prep sleep areas for staff

SNOW / ICE

## Vehicle Emergencies – Responsibilities / Actions

### Campus Response

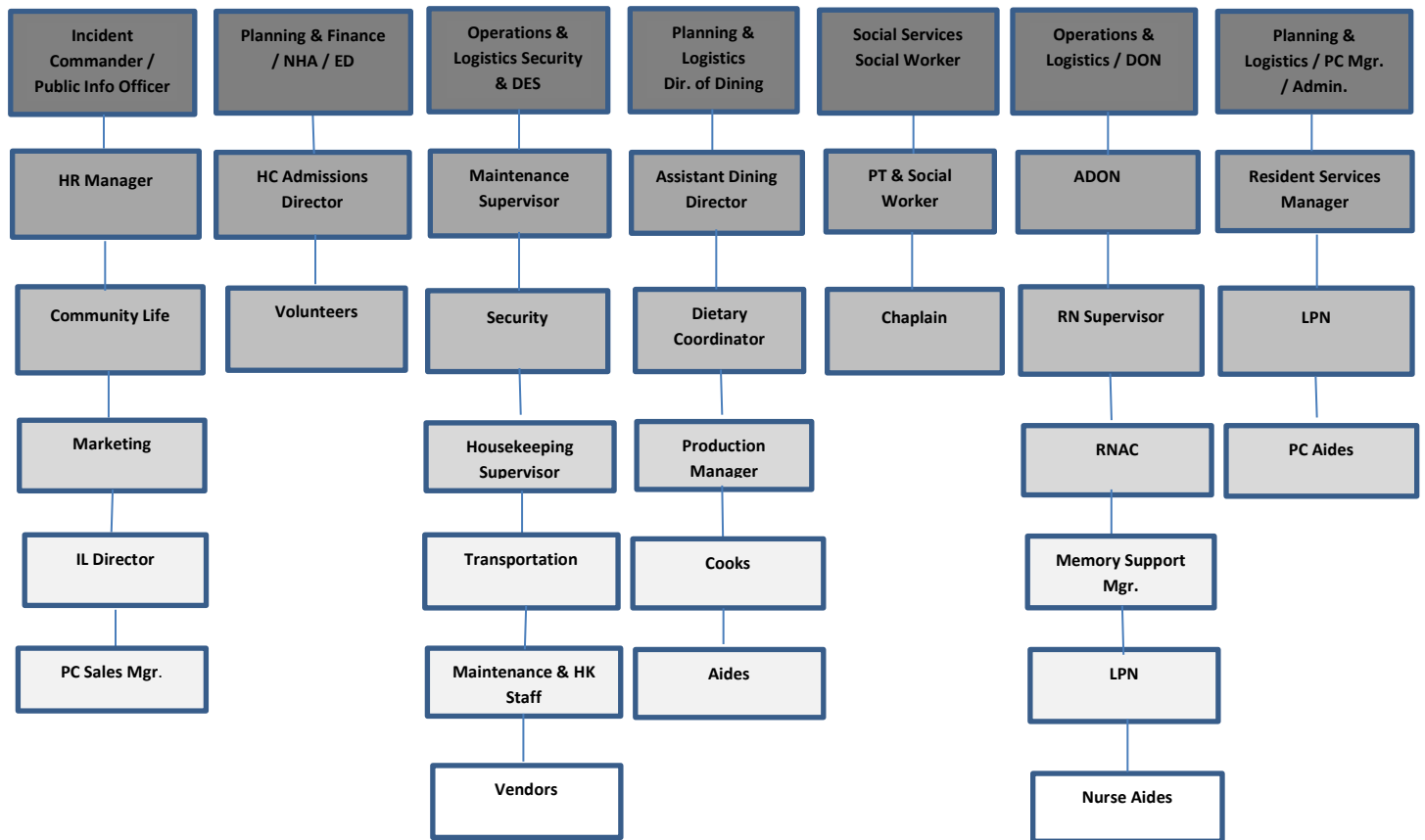
- Notify DES or designee
- Support driver as needed
- Notify back up transportation company (right side of flip chart)
- Reference any policy or procedures
- Notify HR and follow driver drug screening policy

### Driver Response

- Assess passengers well being
- Move vehicle to safe area if possible
- Call 911 – NO EXCEPTIONS
- Assess vehicle damage
- Complete Accident Report Form
- Use cell phone to call for assistance
- Take photos (no people) for insurance documentation purposes

VEHICLE EMERGENCIES





## INTEGRACE COMMAND STRUCTURE

BASED ON FEMA INCIDENT COMMAND STRUCTURE

## Power Failure

- Move residents to safe area
- Call maintenance for assistance
- Communication via campus system to all areas on campus
  - a. **Gas leak** – if you smell gas call 911 (prepare to evacuate area)

POWER FAILURE

## Power Failure

- Notify maintenance on-call and DES
- Maintenance reports to site to assess situation and notifies ED / Campus Administrator
- Maintenance keeps log book of critical functions (every hour or as needed)
- Nursing to assess emergency power needs of residents
- Locate and move residents to “RED” generator supported outlets
- Maintenance to monitor common area temperature and SNF rooms every hour
- Maintenance to check generator fuel
- Notify residents – all levels of living

<b>Checklist</b>	
Telephone System	
Sewage System	
Sprinkler - Pumps	
Security System	
Wireless Call Nurse	
Fire Detection	
Food Freezers / Refrigeration	
Medical Coolers	
Elevators	

POWER FAILURE

## Pandemic

- Contact campus “Pandemic Influenza Response Coordinator”
- Contact campus ED, NHA, DON
- Be prepared as directed:
  - a. Lock down skilled nursing wing
  - b. Install signs alerting staff / visitors
  - c. Issue respirator masks
  - d. Create decontamination area as necessary
- Notify Department of Health as necessary
- Communication via campus policy to all areas on campus

PANDEMIC



## Pandemic – Excerpt of Pandemic Influenza Communication Plan

**Policy Statement:** as part of the facility's overall disaster plan, the Pandemic Influenza Planning Committee has established a pandemic influenza communications plan. Refer to [www.hhs.gov/pandemicflu/plan/sup10.html](http://www.hhs.gov/pandemicflu/plan/sup10.html)

### **Policy Interpretation and Implementation**

1. Critical points of contact have been identified for all stages of a pandemic influenza outbreak. These points of contact include:
  - a. Local health department
  - b. State health department
  - c. State long-term care professional / trade association
  - d. Local emergency and pandemic influenza preparedness groups
  - e. State emergency and pandemic influenza preparedness groups
  - f. Other regional emergency and pandemic influenza preparedness groups
  - g. Local area hospitals
  - h. Other local healthcare provider (other long-term care facilities; emergency medical services; etc.)
2. The pandemic Influenza Response Coordinator will maintain a current list of critical contact points and periodically (as determined by the Pandemic Influenza Planning Committee) and regional meetings, workshops and training sessions to obtain information on coordinating the facility's plans with other pandemic influenza plans.
3. The Pandemic Influenza Response Coordinator will maintain a current pandemic Influenza Planning Committee.

PANDEMIC



## Fire Alarms

- Evacuate residents from “alarmed area”
- Staff to initiate fire watch log every hour
- Call fire alarm company (located on first page)
- Notify NHA / ED/ Campus Administrator
- If fire is discovered call 911 and start RACE Immediately
- When alarm is taken out of services:
  - a. Staff to call maintenance emergency on call phone
- For evacuation of area for extended an period of time:
  - a. Move residents to alternate on campus location
  - b. If possible, take resident personal effects in “grab and go” package

FIRE



## Fire

- Call 911
- Communications to all areas on campus
- Follow RACE protocol
  - a. RESCUE – remove persons in immediate danger of smoke or fire
  - b. ALARM – activate nearest fire alarm
  - c. CONTAIN – close all doors and windows
  - d. EVACUATE / EXTINGUISH – if able, use appropriate fire extinguisher
- DO NOT reset Fire Alarm System
- Call “ALL CLEAR” when appropriate
- Do a head count of residents and staff



FIRE



## Interior Hazardous Spills / Airborne Contaminants

- **Contact maintenance**
- **Turn off all systems that bring in fresh air**
- **Communications to all campus areas**
- **Ensure residents and staff are in a safe area away from any hazards**
- **Keep doors and windows closed**
  - a. **Chemical on site**
  - b. **Nuclear emergency**
  - c. **Smoke / fire**
  - d. **Dust from construction**
  - e. **Factory spills**
  - f. **Roofing smells / smoke**



## Interior Hazardous Spills / Carbon Monoxide / Gas Emergencies

- Contact 911 and maintenance
- (Gas) Move residents, staff and visitors to outdoor area away from the building
- Communications to all areas on campus
- Ensure residents and staff are in a safe area away from any hazards
- Take immediate action to introduce fresh air into the area affected by opening windows and doors, where not an additional risk to residents, staff and visitors
- Leave the area.... Ensure the fire department to the affected area.
- Direct the fire department to the affect area until responders check and clear the area.
- (CO) Carbon monoxide move residents to the nearest source of fresh air, account for all residents, staff and visitors. Remain with the residents until first responders arrive and assess the need for evacuation.
- Evacuate residents when first responders consider if an evacuation is necessary



# Evacuations

## Building

- Move to alternate location on campus
- Implement Communication Plan to residents, families and staff
- Communication to all areas on campus
- Elevator evacuations –  
Contact maintenance / fire department



## Campus

- Call 911 and maintenance if necessary
- Evacuation off site –
  - a. Evacuate residents to safe areas internally, if no safe area is available within the building, evacuate the residents to the closest sheltered area (Example – another building)
- Follow campus evacuation procedures:
  - a. Contact locations with memorandums of agreement
  - b. Contact transportation companies
  - c. Initiate staff, resident, family correspondence
- Remember to have direct care staff bring resident medical records

EVACUATIONS



## **Loss of Potable Water**

- Call Emergency Maintenance on call phone
- Three - day water supply
- Notify water company, number located on flip chart
- Initiate water conservation measures
- Contact area jurisdiction for water supply
- Follow mutual aid agreement for potable water

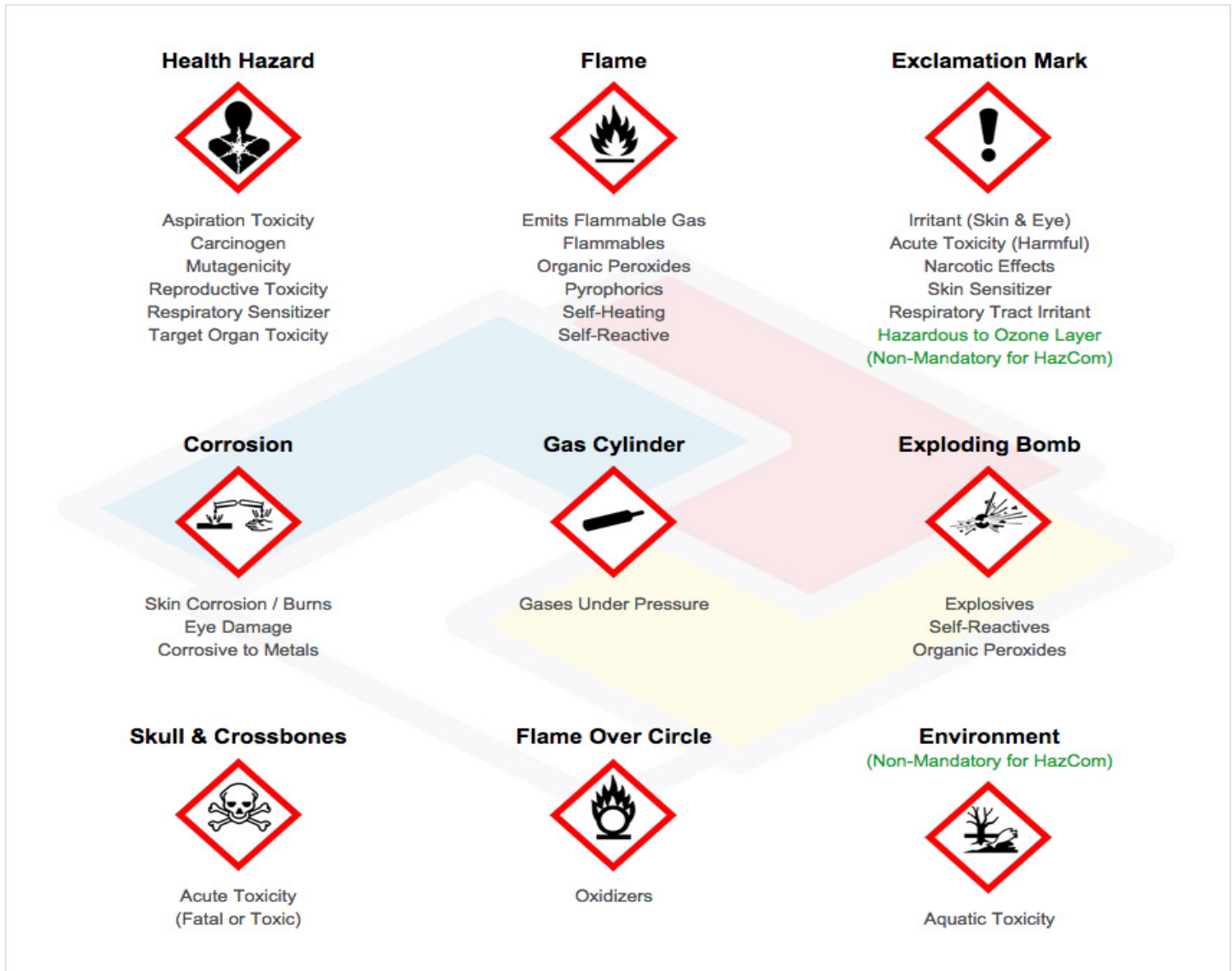
## **Boiled Water Advisory**

- Follow municipal advisory
- DO NOT use steam tables
- DO NOT aerosolize water (No Showers)
- Tape over drinking fountains
  - a. Run fountains after advisory is lifted
- DO NOT use water out of spigots for wound care
- DO NOT provide water to pets
- Turn off ice machines
- DO NOT wash food / fruit with water out of spigots
- Utilize dishwasher for cleaning

**LOSS OF POTABLE WATER / BOILED WATER ADVISORY**



## GHS Symbols – Hazcom Standard Pictograms



GHS SYMBOLS



## Heating / Cooling Loss

- Call maintenance to evaluate situation
- If they are unable to repair in house, maintenance will contact contractor
- Communication via campus system to all areas on campus
  - a. Air Conditioning
  - b. Boiler
  - c. Electric Power
  - d. Generator
  - e. Potable Water
- Relocate residents to area's with heat / cooling as applicable
  - a. Common areas if available
  - b. Alternative staging area in building – on campus
- After 2 hours – notify DOH
- Take SNF room temperature readings, utilizing temperature gun aimed at thermostat in room on hourly basis
- Temperature range is to be 71 – 81 degrees F
- Once outside these ranges, take action to keep residents safe and comfortable to include evacuation if necessary



HEATING / COOLING LOSS



## Elopement

- Report a resident's absence immediately following discovery to immediate supervisor
- Initiate search beginning with room, hallway, unit, building and immediate exterior of building
- Initiate disaster plan – Elopement Process
  - a. Initiate notification process
  - b. Notify family or responsible person of resident's absence
- If search goes beyond perimeter of building more than 10 minutes, contact local law enforcement agency to assist in search
- When the resident is found, immediately formulate plans to protect the resident from further elopement and to resolve any problems arising from the elopement
- Care or service plan must be altered to reflect mechanisms in place to prevent elopement
- Investigation
  - a. Investigation must be initiated immediately following elopement
  - b. Steps to prevent others from eloping must be initiated immediately
  - c. Investigation must be comprehensive and include:
    1. Description of resident attire
    2. Identification of resident's last location
    3. Physical condition of resident
    4. Amount of time resident was missing
    5. Reasons for staff not being aware of resident's location
    6. Extreme weather conditions
    7. Area where resident wandered



# Elopement Procedure Record

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Resident \_\_\_\_\_ Age \_\_\_\_\_ Reported missing by \_\_\_\_\_

Male \_\_\_\_\_ Female \_\_\_\_\_ Height \_\_\_\_\_ Weight \_\_\_\_\_ Physical Characteristics \_\_\_\_\_

Mental Status \_\_\_\_\_

Last seen wearing \_\_\_\_\_

Previous missing incidents? Yes \_\_\_\_\_ No \_\_\_\_\_ Details \_\_\_\_\_

Sign – out log checked? Yes \_\_\_\_\_ No \_\_\_\_\_

Nearby Family / Friends (None) \_\_\_\_\_ Phone # \_\_\_\_\_

## Record of Search

Action to be taken	When	By Whom	Accomplished by	Date	Time	Comments
Search Campus						
Search Grounds						
Search Neighborhood						
Call Administrator						
Call DON						
Call DES						
Call Family						
Call Attending Physician						
Call Local Police						
Call Health Department						

**\*Timing of all calls to be determined by the Campus Administrator**

ELOPEMENT

## Active shooter – during event

- Activate “panic button if available”
- Call 911 – When safe to do so
- Active Shooter
  - Run
  - Hide
  - Fight
- Distant = Resident Safety
- Immediate = Personal Safety

## Active Shooter – After the Event

- Account for all residents, staff and visitors
- Relocate to pre-determined on / off site location
- Refer to EOP back up plan by location
- Chaplain to coordinate supportive services for staff
- Designate area for family communication
- Designate back up location for ICC (Incident Command Center), if EOC is not accessible
- Contact Red Cross for assistance
- Establish triage location
- Secure campus
- Follow first responder’s guidance for Incident Command Center (ICC) and Emergency Operations Center (EOC)
- Identify campus spokes person to talk with Public Information Officer (PIO) provided by first responders
- Follow emergency response procedures