

INTERNAL FLOODING

INCIDENT RESPONSE GUIDE



INCIDENT RESPONSE GUIDE

Mission: To safely manage the operations of the nursing home during response to internal flooding and system restoration.

DIRECTIONS	
<input type="checkbox"/>	Read this entire response guide and review Incident Management Team Chart.
<input type="checkbox"/>	Use this response guide as a checklist to ensure all tasks are addressed and completed.
OBJECTIVES	
<input type="checkbox"/>	Prevent or minimize impact of nursing home flooding.
<input type="checkbox"/>	Ensure safe resident care and medical management.
<input type="checkbox"/>	Communicate situation to staff, residents, media, community officials, and regulatory agencies.
<input type="checkbox"/>	Evacuate the nursing home (partial or complete) as required.
IMMEDIATE ACTIONS (OPERATIONAL PERIOD 0-2 HOURS)	
<input type="checkbox"/>	<p>COMMAND</p> <p>(Incident Commander):</p> <ul style="list-style-type: none"><input type="checkbox"/> Activate the Nursing Home Emergency Operations.<input type="checkbox"/> Activate Command Staff and Section Chiefs, as appropriate.<input type="checkbox"/> Establish operational period and incident objectives; develop the Incident.<input type="checkbox"/> Notify local emergency management and regulatory agencies of situation and immediate actions.<input type="checkbox"/> Communicate with other health care facilities to determine:<ul style="list-style-type: none"><input type="checkbox"/> Situation Status<input type="checkbox"/> Surge Capacity<input type="checkbox"/> Resident transfer/bed availability<input type="checkbox"/> Ability to loan needed equipment, supplies, medications, personnel, etc.<input type="checkbox"/> Inform staff, residents, and families of situation and actions underway to prevent/limit flooding.<input type="checkbox"/> Prepare media staging area.<input type="checkbox"/> Conduct regular media briefings, in collaboration with the local Emergency Operations Center/Joint Information Center. <p>(Safety Officer):</p> <ul style="list-style-type: none"><input type="checkbox"/> Conduct safety assessment of low-lying flooded areas and assess risks and impacts to residents, staff, and families.

NOTE: Section duties and responsibilities remain the responsibility of the Incident Commander unless delegated.

INTERNAL FLOODING

INCIDENT RESPONSE GUIDE



IMMEDIATE ACTIONS (OPERATIONAL PERIOD 0-2 HOURS)	
	OPERATIONS <ul style="list-style-type: none"><input type="checkbox"/> Activate the nursing home's internal (or external) flooding plan.<input type="checkbox"/> Ensure continuation of resident care and essential services.<input type="checkbox"/> Consider partial or complete evacuation of the nursing home or relocation of residents and services into safe areas of the nursing home.<input type="checkbox"/> Ensure the operations of alternate power supplies (i.e., back-up generators).<input type="checkbox"/> Maintain communications systems; activate alternate/redundant communications systems as needed.<input type="checkbox"/> Evaluate the flooded area(s) and identify safety issues.<input type="checkbox"/> Institute measures to prevent flooding and protect nursing home resources, as appropriate.<input type="checkbox"/> Secure the nursing home and limit access and egress.<input type="checkbox"/> Implement business continuity planning and protection of resident records.<input type="checkbox"/> Assess nursing home damage and projected impact of rising flood waters on the nursing home.
<input type="checkbox"/>	PLANNING <ul style="list-style-type: none"><input type="checkbox"/> Establish operational period and incident objectives; develop the Incident Action Plan in collaboration with the Incident Commander.<input type="checkbox"/> Gather and validate situational information and projected impact.<input type="checkbox"/> Implement resident and staff tracking, as appropriate.
<input type="checkbox"/>	LOGISTICS <ul style="list-style-type: none"><input type="checkbox"/> Maintain utilities and activate alternate systems as needed.<input type="checkbox"/> Investigate and provide recommendations for auxiliary power (battery powered lights, etc.).<input type="checkbox"/> Provide for water, food, and rest periods for staff.<input type="checkbox"/> Obtain supplies to maintain function of emergency generators (fuel, parts, etc.).<input type="checkbox"/> Obtain supplemental staffing, as needed.<input type="checkbox"/> Prepare for transportation of evacuated residents.<input type="checkbox"/> Validate and/or activate the back-up communications systems.

INTERNAL FLOODING

INCIDENT RESPONSE GUIDE



INTERMEDIATE (OPERATIONAL PERIOD 2-12 HOURS)	
<input type="checkbox"/>	COMMAND
<input type="checkbox"/>	<ul style="list-style-type: none"><input type="checkbox"/> Establish a resident information center to notify resident families of situation and resident locations.<input type="checkbox"/> Notify local emergency management, emergency operations center, and regulatory agencies of situation status, critical needs, and plans for evacuation, if appropriate.
<input type="checkbox"/>	OPERATIONS
<input type="checkbox"/>	<ul style="list-style-type: none"><input type="checkbox"/> Continue essential resident care management.<input type="checkbox"/> Initiate clean-up operations, as appropriate.<input type="checkbox"/> Reassess need for, or prepare for, evacuation.<input type="checkbox"/> Continue to maintain utilities.<input type="checkbox"/> Provide mental health support to residents and families as needed.<input type="checkbox"/> Continue to secure the nursing home, including unsafe areas.<input type="checkbox"/> Activate business continuity plans, including protection of records and possible relocation of business functions.<input type="checkbox"/> Continue to evaluate nursing home integrity and safety of flooded areas. Initiate clean-up, as appropriate.
<input type="checkbox"/>	PLANNING
<input type="checkbox"/>	<ul style="list-style-type: none"><input type="checkbox"/> Continue resident and personnel tracking, as needed.<input type="checkbox"/> Update and revise the Incident Action Plan and distribute to Command Staff and Section Chiefs.
<input type="checkbox"/>	LOGISTICS
<input type="checkbox"/>	<ul style="list-style-type: none"><input type="checkbox"/> Provide additional staffing and resources as required.
<input type="checkbox"/>	FINANCE/ADMINISTRATION
<input type="checkbox"/>	<ul style="list-style-type: none"><input type="checkbox"/> Track cost expenditures and estimate cost of nursing home damage and lost revenue.<input type="checkbox"/> Initiate documentation of any injuries or nursing home damage.<input type="checkbox"/> Facilitate the procurement of supplies, equipment, medications, and contracting for nursing home clean up or repair.

INTERNAL FLOODING

INCIDENT RESPONSE GUIDE



EXTENDED (OPERATIONAL PERIOD BEYOND 12 HOURS)	
	COMMAND (Incident Commander): <input type="checkbox"/> Update and revise the Incident Action Plan and prepare for demobilization. <input type="checkbox"/> Continue to update internal leaders on the situation status. <input type="checkbox"/> Continue with briefings and situation updates with staff, residents, and families. <input type="checkbox"/> Continue resident information center operations. <input type="checkbox"/> Continue to notify local emergency operations center and regulatory agencies of situation status. <input type="checkbox"/> Continue resident information center operations in collaboration with Public Information Officer. (Safety Officer): <input type="checkbox"/> Continue to evaluate flooded areas and nursing home integrity for safety, and take immediate corrective actions.
	OPERATIONS <input type="checkbox"/> Continue essential resident care management and services. <input type="checkbox"/> Continue to evaluate nursing home damage/integrity and initiate clean-up/repair activities. <input type="checkbox"/> Continue repair and clean-up operations, as appropriate. <input type="checkbox"/> Continue evacuation of the nursing home, if implemented. Ensure the transfer of residents' belongings, medications, and records, when evacuated. <input type="checkbox"/> Continue to maintain utilities. <input type="checkbox"/> Continue to secure the nursing home, including unsafe areas. <input type="checkbox"/> Continue business continuity activities and relocation of business services, if appropriate. <input type="checkbox"/> Prepare for demobilization and system recovery.
	PLANNING <input type="checkbox"/> Revise and update the Incident Action Plan. <input type="checkbox"/> Initiate demobilization and system recovery plan.
	LOGISTICS <input type="checkbox"/> Provide supplemental staffing as needed.
	FINANCE/ADMINISTRATION <input type="checkbox"/> Continue to track cost expenditures. <input type="checkbox"/> Continue to facilitate contracting for nursing home repair and clean up.

INTERNAL FLOODING

INCIDENT RESPONSE GUIDE



DEMOBILIZATION/SYSTEM RECOVERY	
	COMMAND (Incident Commander): <input type="checkbox"/> Determine nursing home status and declare termination of the incident. <input type="checkbox"/> Conduct final media briefing and assist with updating staff, residents, families, and others of the termination of the event. <input type="checkbox"/> <input type="checkbox"/> Communicate final nursing home status and termination of the incident to local emergency operations center, area facilities, officials, and regulatory agencies. <input type="checkbox"/> Assist with the repatriation of transferred residents. (Safety Officer): <input type="checkbox"/> Ensure nursing home safety and restoration of normal activities. <input type="checkbox"/> Ensure nursing home repairs are completed in conjunction with the Operations and Logistics Sections.
<input type="checkbox"/>	OPERATIONS <input type="checkbox"/> <input type="checkbox"/> Restore normal resident care operations. <input type="checkbox"/> Ensure restoration of utilities and communications. <input type="checkbox"/> <input type="checkbox"/> Complete a nursing home damage report, progress of repairs, and estimated timelines for restoration of nursing home to pre-event condition.
<input type="checkbox"/>	PLANNING <input type="checkbox"/> <input type="checkbox"/> Complete a summary of operations, status, and current census. <input type="checkbox"/> Conduct after-action reviews and debriefings. <input type="checkbox"/> <input type="checkbox"/> Develop the after-action report and improvement plan for approval by the Incident Commander.
<input type="checkbox"/>	LOGISTICS <input type="checkbox"/> <input type="checkbox"/> Restock supplies, equipment, medications, food, and water. <input type="checkbox"/> Ensure communication and IT/IS operations return to normal. <input type="checkbox"/> <input type="checkbox"/> Provide stress management and mental health support to staff.
<input type="checkbox"/>	FINANCE/ADMINISTRATION <input type="checkbox"/> <input type="checkbox"/> Compile a final report of response and nursing home repair costs for approval by the Incident Commander. <input type="checkbox"/> <input type="checkbox"/> Work with local, state, and federal emergency management to begin reimbursement procedures for cost expenditures related to the event. <input type="checkbox"/> <input type="checkbox"/> Contact the insurance carriers to assist in documentation of structural and infrastructure damage and initiate reimbursement and claims procedures.

INTERNAL FLOODING

INCIDENT RESPONSE GUIDE



DOCUMENTS AND TOOLS	
<input type="checkbox"/>	Nursing Home Emergency Operations Plan
<input type="checkbox"/>	Nursing Home Evacuation Plan
<input type="checkbox"/>	Flood Response Plan
<input type="checkbox"/>	Utility Failure Plan
<input type="checkbox"/>	Nursing Home Business Continuity Plan