## MAN-MADE DISASTER: LOSS of POWER INCIDENT RESPONSE GUIDE

### INCIDENT RESPONSE GUIDE

<table>
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<tr>
<th>Mission:</th>
<th>To safely manage the operations of the nursing home during a power outage and its restoration</th>
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### Directions

- Read this entire response guide and review Incident Management Team Chart
- Use this response guide as a checklist to ensure all tasks are addressed and completed

### Objectives

- Maintain emergency power systems
- Maintain resident care management and safety
- Minimize impact on nursing home operations
- Evacuate residents to other facilities, if appropriate
- Communicate situation to staff, residents, the media, community officials, and regulatory agencies, and receive information

### Immediate (Operational Period 0-2 Hours)

**COMMAND**

(Incident Commander):

- Activate the Nursing Home Emergency Operations Plan
- Activate Command Staff and Section Chiefs, as appropriate
- Notify local emergency management/emergency operations center/regulatory agencies of nursing home situation status, and obtain incident information and estimated timelines for restoration of power (if cause of power failure is external to the nursing home)
- Notify local EMS and ambulance providers about the situation and possible need to evacuate
- Communicate with other Local/Regional Medical Coordinators to determine:
  - Situation status/impact on healthcare facilities
  - Patient transfer/bed availability
  - Ability to loan needed equipment, supplies, medications, personnel, etc.
- Inform staff, residents, and families of situation and measures to provide power and protect life
- Prepare media staging area as indicated; coordinate with local joint information system
- Conduct regular media briefings in collaboration local emergency management, as appropriate

(Safety Officer):

- Evaluate safety of residents, family, staff, and nursing home, and recommend protective and corrective actions to minimize hazards and risks

**NOTE:** Section duties and responsibilities remain the responsibility of the Incident Commander unless delegated.
## OPERATIONS
- Evaluate the emergency power supply and appropriate usage within the nursing home
- Initiate power conservation measures
- Assess residents for risk and prioritize care and resources, as appropriate
- Secure the nursing home and implement limited visitation policy
- Ensure continuation of resident care and essential services
- Consider partial or complete evacuation of the nursing home, or relocation of residents and services within the nursing home
- Maintain communications systems and other utilities, and activate redundant (back-up) systems, as appropriate
- Investigate and provide recommendations for auxiliary power (battery-powered lights, etc.)
- Implement business continuity plans and protection of records

## PLANNING
- Gather and validate situational information and projected needs and impact
- Prepare for resident and personnel tracking in the event of evacuations

## LOGISTICS
- Maintain other utilities and activate alternate systems as needed
- Provide for water, food, and rest periods for staff
- Obtain supplies to maintain functioning of emergency generators (fuel, parts, etc.)
- Obtain supplemental staffing, as needed
- Prepare for transportation of evacuated residents
- Validate and/or activate the back-up communications systems

## Intermediate and Extended (Operational Period 2 to Greater than 12 Hours)

### COMMAND
- (Incident Commander):
  - Continue to update external partners and authorities on the situation status
  - Monitor evacuation of nursing home
  - Continue with briefings and situation updates with staff, residents, and families
  - Continue patient information center operations
- Continue to update local emergency operations center/regulatory agencies of situation status and critical issues, and request assistance, as needed
- Continue to communicate with local utilities concerning incident details and duration estimates
- Continue communications with area healthcare facilities and facilitate patient transfers

### Safety:
- Continue to evaluate nursing home operations for safety and hazards and take immediate corrective actions
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### OPERATIONS
- Continue evaluation of residents and resident care services
- Determine if any equipment can be taken off emergency power to minimize load on generators. Prepare the staging area for resident transfer/evacuation
- Continue or implement resident evacuation
- Ensure the transfer of resident’s belongings, equipment, medications, and records upon evacuation. Continue evaluation and provision of emergency power
- Continue provision of emergency power to critical areas;
- Ensure nursing home security and restricted visitation (if imposed)
- Ensure provision of water and food to residents, visitors, and families
- Continue to maintain other utilities
- Monitor residents for adverse affects on health and psychological stress
- Prepare demobilization and system recovery

### PLANNING
- Continue resident, bed, and personnel tracking
- Continue to gather and validate situational information
- Prepare the demobilization and system recovery plans
- Plan for resident repatriation
- Ensure documentation of actions, decisions, and activities

### LOGISTICS
- Contact vendors to schedule regular deliveries of fuel to maintain emergency power
- Contact vendors on availability of supplies and fresh food
- Continue to provide staff for resident care and evacuation
- Monitor staff for adverse affects of health and psychological stress
- Monitor, report, follow-up on, and document staff or resident injuries
- Continue to provide transportation services for internal operations and evacuation

### FINANCE/ADMINISTRATION
- Continue to track costs, expenditures, and lost revenue
- Continue to facilitate contracting for emergency power and other services
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### Demobilization/System Recovery

#### COMMAND

(Incident Commander):
- Determine nursing home status and declare restoration of normal power and termination of the incident
- Notify regulatory agencies of sentinel event
- Communicate final nursing home status and termination of the incident to local emergency operations center, area nursing homes, officials, and regulatory agencies
- Assist with the repatriation of transferred residents
- Conduct final media briefing and assist with updating staff, residents, families, and others of the termination of the event

(Safety Officer):
- Ensure nursing home safety and restoration of normal operations

#### OPERATIONS

- Restore normal resident services and operations
- Ensure restoration of power and services
- Repatriate evacuated residents
- Perform evaluation and preventative maintenance on emergency generators and ensure their readiness
- Discontinue visitor limitations
- Ensure business continuity of operations and return to normal services

#### PLANNING

- Complete a summary of operations, status, and current census
- Conduct after-action reviews and debriefings
- Write after-action report and improvement plan for approval by the Incident Commander

#### LOGISTICS

- Restock supplies, equipment, medications, food, and water
- Ensure communications and computer operations return to normal

#### FINANCE/ADMINISTRATION

- Compile a final report of response costs and expenditures and lost revenue for approval by the Incident Commander
- Contact insurance carriers to assist in documentation of structural and infrastructure damage and initiate reimbursement and claims procedures

### Documents and Tools

- Emergency Operations Plan
- Nursing Home Evacuation Plan
- Emergency Power Plans
- Emergency Communications Plans