INCIDENT RESPONSE GUIDE

Mission: To safely manage the operations of the nursing home (including providing for the safety of residents, visitors, and staff) during a severe weather emergency such as an ice storm, snowstorm, rain, flooding, etc.

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
- Account for all residents, visitors, and staff.
- Minimize impact on nursing home operations
- Communicate situation to staff, residents, media, community officials, and regulatory agencies
- Maintain resident care management and safety
- Restore normal operations as soon as feasible

Immediate (Operational Period 0-2 Hours)

<table>
<thead>
<tr>
<th>COMMAND</th>
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<tbody>
<tr>
<td>Incident Command:</td>
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<tr>
<td>- Activate the nursing home Emergency Operations Plan</td>
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<tr>
<td>- Activate Command Staff and Section Chiefs, as appropriate</td>
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<tr>
<td>- Communicate with local emergency management and regulatory agencies regarding nursing home situation status, critical issues, and resource requests</td>
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<tr>
<td>- Communicate with local EMS, ambulance providers, and alternate transportation resources regarding the situation and possible need to evacuate or relocate residents</td>
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<tr>
<td>- Communicate with other health care facilities to determine:</td>
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<tr>
<td>- Situation status</td>
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<tr>
<td>- Surge capacity</td>
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<td>- Resident transfer/bed availability</td>
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<td>- Ability to loan needed equipment, supplies, medications, personnel, etc.</td>
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## NATURAL DISASTER: SEVERE WEATHER INCIDENT RESPONSE GUIDE

### OPERATIONS
- Monitor weather conditions, structural integrity, and nursing home security
- Inform staff, residents, and families of situation status and provide regular updates
- Prepare media staging area
- 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.

- 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
- Prepare to implement emergency plans and procedures as needed (e.g., loss of power, cooling, water, HVAC, communications) including severe weather staffing plan
- 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.
- Designate an area(s) to accommodate resident/staff family members seeking shelter in severe weather including those who may be electrically dependent or have medical needs
- Distribute appropriate equipment throughout the nursing home (e.g., portable lights), as needed

### PLANNING
- Establish operational periods and incident objectives, and develop the Incident Action Plan in collaboration with Nursing Home Incident Command. Gather and validate situational information and projected impact.
- Initiate tracking system for residents and arriving community boarders and visitors who will remain in the nursing home during the storm

### LOGISTICS
- Maintain utilities and communications and activate alternate systems as needed
- Obtain supplies, equipment, medications, food, and water to sustain operations
- Obtain supplemental staffing, as needed
- Prepare for transportation of evacuated residents, if activated
- Provide for water, food, and rest periods for staff.
### COMMAND

(Incident Command):

- Continue to update external partners, authorities, and regulatory agencies regarding situation status
- Update and revise the Incident Action Plan and prepare for demobilization
- Monitor nursing home evacuation, if activated
- Continue to monitor weather reports and conditions
- Continue with briefings and situation updates with staff, residents, and families
- Continue resident information center operations. Assist with notification of residents’ families about situation and evacuation, if activated
- Continue to communicate with local EOC and regulatory agencies regarding situation status and critical issues, and request assistance as needed
- Continue resident information center operations, in collaboration with PIO
- Continue communications with area nursing homes and facilitate resident transfers, if activated

(Safety Officer):

- Continue to evaluate nursing home operations for safety and hazards, and take immediate corrective actions
- Monitor staff and residents for signs of psychological stress
- Track injuries

### OPERATIONS

- Continue evaluation of residents and maintain resident care
- Prepare the staging area for resident transfer/evacuation
- Regularly perform nursing home damage assessments and initiate appropriate repairs.
- Ensure the function of emergency generators and alternative power/light resources, if needed
- Continue or implement resident evacuation
- Ensure the transfer of residents’ belongings, medications, and records upon evacuation
- Ensure provision of water and food to residents, visitors, and families
- Maintain nursing home security and restricted visitation
- Continue to maintain utilities and communications
- Monitor residents for adverse effects of psychological stress on resident health
- Prepare demobilization and system recovery plans

### PLANNING

- Continue resident, bed, and personnel tracking
- Continue to gather and validate situation information
- Prepare the demobilization and system recovery plans
- Plan for repatriation of residents
- Ensure documentation of actions, decisions, and activities
## NATURAL DISASTER: SEVERE WEATHER
### INCIDENT RESPONSE GUIDE

| LOGISTICS |  
| --- | --- |
|  | □ Contact vendors on availability of needed supplies, equipment, medications, food, and water  
|  | □ Continue to provide staff for resident care and evacuation  
|  | □ Continue to provide transportation services for internal operations and resident evacuation  

| FINANCE/ADMINISTRATION |  
| --- | --- |
|  | □ Track costs and expenditures and lost revenue  
|  | □ Register volunteers and handle claims as needed  

### Demobilization/System Recovery

| COMMAND |  
| --- | --- |
| (Incident Command): | □ Determine nursing home status, and declare restoration of normal services and termination of the incident  
|  | □ Notify regulatory agencies of sentinel event.  
|  | □ Communicate final nursing home status and termination of the incident to local EOC, area nursing homes, officials, and regulatory agencies  
|  | □ Assist with the repatriation of residents transferred  
|  | □ 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 care operations  
|  | □ Ensure integrity of and/or restoration of utilities and communications  
|  | □ Ensure nursing home repairs and restoration of utilities  
|  | □ Repatriate evacuated residents  
|  | □ Discontinue visitor limitations  
|  | □ Ensure business continuity of operations and return to normal services  

| PLANNING |  
| --- | --- |
|  | □ Finalize the Incident Action Plan and demobilization plan.  
|  | □ Complete a summary of operations, status, and current census  
|  | □ Conduct after-action reviews and debriefing  
|  | □ Write after-action report and corrective action plan for approval by Nursing Home Incident Command  

| LOGISTICS |  
| --- | --- |
|  | □ Restock supplies, equipment, medications, food and water  
|  | □ Ensure communications and computer operations return to normal  
|  | □ Conduct stress management and after-action debriefings and meetings, as necessary  

**Edition 1**
## FINANCE/ADMINISTRATION

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

### Documents and Tools

- Nursing Home Emergency Operations Plan
- Severe Weather Emergency Procedure
- Business Continuity Plan
- Emergency communications plans
- Emergency power plans