

  
JENSEN HUGHES

*Connecticut  
Long Term Care Mutual Aid Plan  
(LTC-MAP)  
Annual Education Conference*

June 4 – June 6, 2024

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OPENING REMARKS

***WELCOME to the 2024 CT LTC-MAP  
Annual Emergency Management Conference***



  
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## SAFETY BRIEFING



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## LTC-MAP ANNUAL EDUCATION CONFERENCE AGENDA

*Enhancing Your Preparedness for the next Emergency*

9:00 – 10:30 am	<p>Opening Remarks</p> <p>ProtectAdvisor Onboarding Status</p> <p>Case Study #1 Flooding Shelter in Place (Leominster MA, AL Community)</p> <p>Case Study #2 Fire / Internal Flooding / Evacuation (RI AL Community)</p>
10:30 – 10:45 am	Break
10:45 – 12:00 pm	<p>Hurricane Preparation</p> <p>Sprinkler Maintenance Program to Mitigate Freezing</p> <p>Fall Exercises Overview</p>
12:00 – 1:00 pm	Lunch
1:00 – 3:00 pm	Tabletop Exercise

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## OPENING REMARKS

### ***The Jensen Hughes Mutual Aid Team***



**Andrew D. McGuire**  
**CEM, EMT-P Fire & Emergency Management Consultant**

Andy has been with RPA since July, 2014 after working for 11 years in the hospital environment. As a healthcare emergency manager for Danbury and Norwalk Hospitals, he coordinated comprehensive healthcare emergency management programs involving all aspects of preparedness, mitigation, response and recovery for "All Hazards" incidents and events. He has more than 28 years of EMS experience as both a volunteer EMT and career paramedic. Andy managed a private medical transportation service for five years and continues to practice as a clinical paramedic in Westchester County, NY.

In 2008 Andy co-founded the Healthcare Caucus of the International Association of Emergency Managers (IAEM), a special interest group representing healthcare emergency management professionals. He also serves as President for Region 1 (New England) of the USA Council for IAEM.

He earned a B.S. in Biology from Syracuse University in 1992 and was Valedictorian of the 1995 Norwalk Community Technical College Paramedic Program. Andy serves RPA clients out of the Hartford, CT Office.

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## OPENING REMARKS

### ***The Jensen Hughes Mutual Aid Team***



**Jim Garrow**  
**Director, Hartford Office**

Jim joined RPA in 2010 after serving with American Medical Response in Hartford as both a Paramedic Operations Supervisor and a Division Emergency Manager. Prior to that, he served as Director of Operations at Aetna Ambulance Service.

In addition to his local experience in operations and as a paramedic, Jim brings fresh and tested experience in national disaster response to RPA. As a member of the American Medical Response's National Disaster Response Team, a FEMA contractor, Jim has responded to many of our country's most recent natural disasters. During Hurricane Dean in 2007, he responded to San Antonio, Texas as a member of the Incident Management Team (IMT), where he was responsible for tracking and deploying multiple Ground Ambulances and Wheelchair/ Livery transportation units. In 2008, he was deployed to Louisiana and Texas for Hurricanes Ike and Gustav. During that 30-day deployment, he had assignments within the IMT and as a Task Force Leader, where he responded to dozens of healthcare facilities to coordinate their evacuations. During Superstorm Sandy, in 2012, Jim was deployed to New York City. He was part of the Incident Management Team that

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## OPENING REMARKS

### ***The Jensen Hughes Mutual Aid Team***



**Kim Joyce**  
**Senior Mutual Aid Plan Specialist**

Kim joined RPA in October of 2014. She has several years of full time Administrative Assistant experience in the healthcare industry, and worked for Avery Heights Retirement Community before starting a family. Prior to joining the RPA team she worked on a part-time basis in a variety of positions, earned a degree in Criminal Justice, participated in two mission trips to Haiti, completed her first 5K obstacle mud race, and was a stay-at-home mom for five years.

Kim provides daily support to our Hartford, CT office team and assists with Mutual Aid.

Phone: 860-793-8600 x332



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## OPENING REMARKS

### ***The Jensen Hughes Mutual Aid Team***



**Joseph Reppucci**  
**Fire & Emergency  
Management Consultant**

Joseph Reppucci joined RPA in January 2020 and serves clients out of the New England Region office. Prior to joining RPA, Joseph was the Hospital Preparedness Program Coordinator (HPP) and Healthcare Emergency Management Director for the Center for Emergency Preparedness and Response at the Rhode Island Department of Health and the Co-Chair for the Healthcare Coalition of Rhode Island, RI's only statewide coalition. He has dual degrees from Northeastern University in Criminal Justice (MS) and Environmental Studies (BA) and a Master's degree in Emergency Management from Massachusetts Maritime Academy. Joseph is a Certified Emergency Manager for the International Association of Emergency Managers (IAEM) and has completed the National Emergency Management Advanced Academy, through the Federal Emergency Management Agency Emergency Management Institute.

As Co-Chair of the Healthcare Coalition of Rhode Island, Mr. Reppucci led the efforts to improve the interactions between Rhode Island's healthcare system and the Rhode Island Department of Health and other state, local, tribal and federal entities to streamline healthcare emergency management.



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## OPENING REMARKS / INTRODUCTIONS

- + Connecticut Association of Health Care Facilities (CAHCF)
  - Matt Barret, President & CEO
- + Leading Age Connecticut (LAC)
  - Mag Morelli, President
- + Connecticut Assisted Living Association (CALA)
  - Chris Carter, President



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## ProtectAdvisor



- + Contract Updates
  - + Current CT LTC-MAP contract expires 6/30/2024
  - + Negotiating renewals with CT DPH & CAHCF
- + 3 Scopes of Work
  - + CT LTC-MAP Base Program (funded by CT DPH)
  - + CT LTC-MAP Annual Education Conferences & Full-Scale Exercises
  - + ProtectAdvisor Onboarding Training
- + Annual Plan Member Dues \$350/Facility

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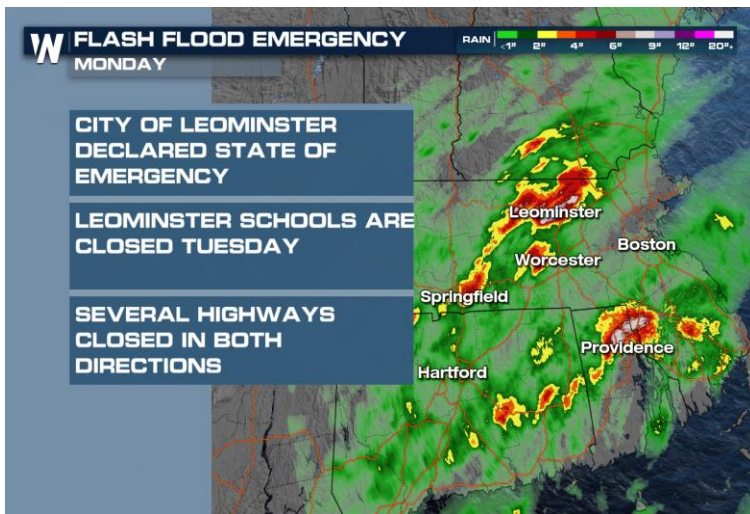
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## Leominster Mass Case Study

*September 12, 2023, Flash Flood*



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# Leominster Mass Case Study

**September 12, 2023, Flash Flood**



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# Leominster Mass Case Study

**September 12, 2023, Flash Flood**



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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

- + Facility Demographics:
- + 81 Apartments that consist of:
  - + Independent Living
  - + Assisted Living
    - + Memory Care (~24)
- + Not in a floodplain
- + Never had water enter the building



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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

- + Timeline of events:
- + 5:00 PM Management Team left the facility with heavy rain.
- + By 6:00 PM, water is entering the building's Rear Door (Boiler Room) and PTAC Units on all the rear (10) apartments
- + By 6:15 PM, Over 6" of water is in the rear hallway, and water is moving toward the front of the building.



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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

- + Timeline of events:
- + 6:15 PM 911 called requesting pumps
  - + **Was told you are “on the list”**
  - + **Called two other times with no response**
- + 6:30 PM attempted to exit the rear door to unclog a storm drain. Could not get out the door due to amount of debris and water. Had to go out a window



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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

- + Timeline of events:
- + 6:30 – 7:00 PM
  - + All residents were moved early on to the front of the building
  - + Assessing apartments that were under renovation that could be used immediately
  - + Began identifying who would need to be evacuated to another facility



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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

- + Timeline of events:
- + 7:00 – 8:00 PM
  - + Shortly after 7:00 PM, the determination was made that evacuating residents was not an option due to the flooding. No resources could get to the facility
  - + Staff that were called back at 5:45 – 6:00 PM began arriving to the facility



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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

- + Timeline of events: 7:00 – 8:00 PM Continued:
- + Began to identify surge space to house residents (Challenge was Dementia Residents)
- + Converted Memory Care Dining Room and other rooms to Surge Areas.

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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

- + Timeline of events:
- + 8:00 PM Loss of Commercial Power
  - + Only have a portable Generator
  - + The only thing that is powered is the Call Bell system
- + Began the process of carrying residents upstairs as the water was still entering the building
- + Note: Very emotional for residents to leave their rooms and units. Refusing to go even though water is entering the building.

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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

- + Only operating with Emergency Lighting
- + All staff & residents given flashlights
- + Emergency lighting began to fail after 5-6 Hours
- + Rain began to subside. Water stopped entering the building ~9:00 PM



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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

- + All areas identified within the building to house residents
- + 911 called again for the transport of two oxygen-dependent residents. Arrived in personal pickup trucks to transport as no other resources were available
- + Fire Alarm activation at 12:30 AM. Dry System Failure. FD Responded
- + Commercial Power Restored at 1:00 AM



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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

#### Summary:

- + Family took two resident's home. No available hotels
- + Restoration Contractor onsite early the next day to begin the removal of sheetrock and carpet, setting up fans and dryers
- + All restorations completed by December



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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

#### Summary:

- + Family Communications were provided that night, then daily for the first week, then weekly
- + Most staff were released after the commercial power was restored



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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

#### Facility response that went well:

- + Team collaboration, everyone stepped up and worked well to keep residents safe
- + Logistics of supplies, and equipment were moved very quickly to support the residents in their new area
- + Staff accepted their response roles and did what needed to be done
- + Participation in MassMAP exercises made a difference in coordinating the response

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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

#### Facility Areas for Improvement:

- + Due to the construction, there was not a list available of what rooms were complete in what stages of completion
- + Need to have pumps, shop vacs, and dehumidifiers in one central location
- + Need a good Emergency Operation Plan (EOP) to use as a reference. They didn't have a plan supporting internal flooding, commercial power loss, or a surge plan.

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## Leominster Mass Case Study

### September 11, 2023, Flash Flood

#### Facility Areas for Improvement: (Continued)

- + Increasing generator capability
- + Identify improvements in the capacity of outside drainage system

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## Leominster Mass Case Study **MassMAP Response**

### **September 11, 2023, Flash Flood**

- + 5:55 pm: The MassMAP Resource Officer was contacted by the Executive Director that the area was experiencing flooding and that he was headed back to the building as some rooms had water seeping into them.
- + 6:50 pm: Executive Director contacted by MassMAP RO. The following was obtained:
  - + First Floor Flooded:
    - + 37 Residents affected. 18 of the 37 are from a Memory Care Unit
  - + Requested Assistance in finding placement for residents and transportation

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## Leominster Mass Case Study **MassMAP Response**

### **September 11, 2023, 7:00 pm Flash Flood**

- + 7:26 pm: HHAN Alert Message Sent to Regions 2, 3 & 4
- + 830 pm: Follow-up call with ED
  - + Leominster and surrounding towns are flooded.
  - + The leadership team made the decision to shelter in place as they couldn't get staff and transportation in to assist them in moving residents.
  - + Surge Planning now taking place. Placing residents in unconventional locations ie. Dining Room, Activity Room
- + Still have not had a Fire Department Response

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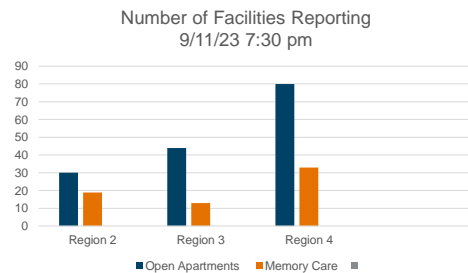
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## Leominster Mass Case Study **MassMAP Response**

### September 11, 2023, 7:00 pm Flash Flood

- + No other support was requested.
- + Identified a time for a follow-up call the next day
- + MassMAP Emergency Reporting Stats: Assisted Living Only
  - + Facilities Reporting
    - + Region 2: 19/30 63%
    - + Region 3: 13/44 29%
    - + Region 4: 33/80 41%
  - + Open Apartments
  - + Memory Care Apartments



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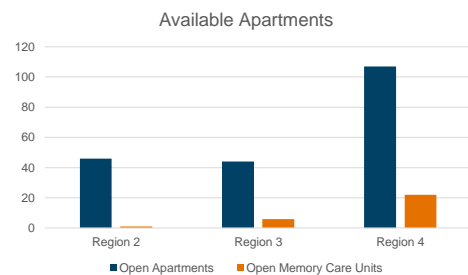
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## Leominster Mass Case Study **MassMAP Response**

### September 11, 2023, 7:00 pm Flash Flood

- + No other support was requested.
- + Identified a time for a follow-up call the next day
- + MassMAP Emergency Reporting Stats: Assisted Living Only
  - + Number of Open Apartments Identified:
    - + Region 2: 46      Memory Care: 1
    - + Region 3: 44      Memory Care: 6
    - + Region 4: 107      Memory Care: 22
    - + **Totals      197      Totals              29**



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# Leominster Mass Case Study **MassMAP Response**

**September 11, 2023, 7:00 pm Flash Flood**

- + No other support was requested.
- + Identified a time for a follow-up call the next day
- + MassMAP Emergency Reporting Stats: Assisted Living Only
- + Number of Available Transportation Identified:
  - + Region 2: 8 Vans / Bus      6 Vehicles for Supplies & Equipment
  - + Region 3: 8 Vans / Bus      5 Vehicles for Supplies & Equipment
  - + Region 2: 16 Vans / Bus    15 Vehicles for Supplies & Equipment
  - + **Totals      32 Vans / Bus    26 Vehicles for Supplies & Equipment**

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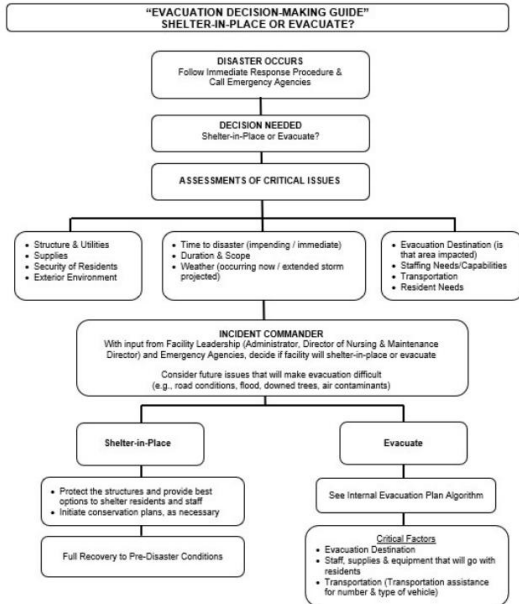
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**MassMAP Shelter in Place Algorithm**

SECTION 1: MASSMAP ACTIVATION ALGORITHM

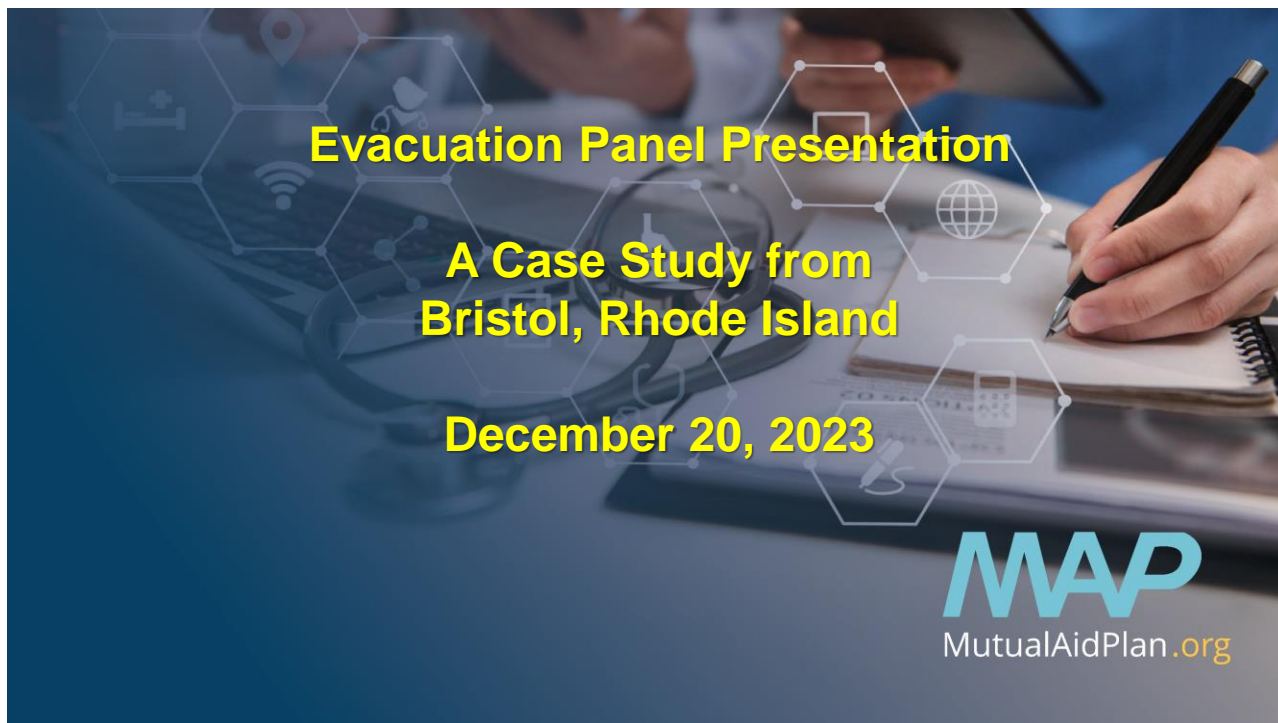
HANDOUT



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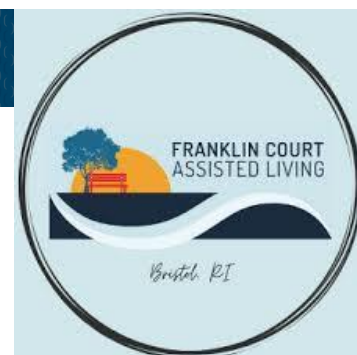
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## Fire with Internal Flooding Case Study

*December 20, 2023, Fire & Internal Flooding*

### Acronyms

- + DSF = Disaster Struck Facility
- + RAF = Resident Accepting Facility
- + FD = Fire Department
- + RIDOH = Rhode Island Department of Health
- + HCRI = Healthcare Coalition of Rhode Island
- + CEPR = Center for Emergency Preparedness & Response
- + CHFR – Center for Health Facilities Regulations



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## Fire with Internal Flooding Case Study

*December 20, 2023, Fire & Internal Flooding*

- + 92 Apartments
- + Categories of Care
  - + CPAP
  - + Diabetes
  - + **F2 (Self-Evacuate)**
  - + Facility Administers Medication
  - + Ostomy
  - + Oxygen
- + No Memory Care Unit



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## Fire with Internal Flooding Case Study

*December 20, 2023, Fire & Internal Flooding*

- + In the evening of December 20, 2023, a fire occurred in a **resident apartment**.
- + The heat from the fire activated the **sprinkler system**, which in turn activated the buildings fire alarm system and knocked down the fire.



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## Fire with Internal Flooding Case Study

*December 20, 2023, Fire & Internal Flooding*



### Cause of Fire:

- + A resident moved a box of belongings *from the stove into a trash can in the closet*. Over time, the box smoldered until it ignited the trash and then spread to other items in the closet and into the living space.

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## Fire with Internal Flooding Case Study

*December 20, 2023, Fire & Internal Flooding*

- + Residents immediately began to evacuate with staff assistance.
- + Residents were moved to a sister IL Community next door.
  - + **Stop Over Point**
- + Due to the fire being on an upper floor, there was extensive water damage from the fire suppression system.
- + A full-building evacuation occurred once the fire was out, and smoke cleared from the building by the fire department.

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## Fire with Internal Flooding Case Study

### December 20, 2023, Fire & Internal Flooding

- + Resident Evacuations:
  - + 3 RAFs
  - + Home with family
  - + Other healthcare facilities at the time of the fire.
- + The last resident returned to the DSF on January 17, 2024.
  - + **28 Days Out.**



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## Fire with Internal Flooding Case Study

### December 20, 2023, Fire & Internal Flooding

- + **Evacuation Decision Making:**
  - + The administration waited for the FD to tell them whether the building could be reoccupied, or a partial or full evacuation was needed.
  - + **Water was shut off around ~8:30 pm.**
  - + FD completed an assessment of damage and fire suppression / containment was confirmed.
  - + FD told DSF that it had to evacuate half the building (the South Side wing, which has multiple floors).

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## Fire with Internal Flooding Case Study

### December 20, 2023, Fire & Internal Flooding

- + The DSF asked FD to move fire apparatus to increase building access and to alleviate the concerns of family members who arrived to pick up residents evacuating to home.
- + All Med Techs were **recalled** to pack medications for residents who would evacuate.
  - + Med Techs were assigned to specific residents.
  - + Passing medication to in-house residents was also needed.
- + **Elopement prevention was initiated by placing staff in stairwells.**

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## Fire with Internal Flooding Case Study

Facility	Evacuation Day	Wk 1 (12/21-22)	Wk 2 (12/26-29)	Wk 3 (1/2-5)	Wk 4 (1/8-12)	Wk 5 (1/16-17)
At Home	49	31	29	24	16	1
Franklin Court					36	76
RI Vets	29	47	48	48	25	0
Dawn Hill				2		
Silver Creek			1	1		
Hilton			1	1	1	1
Clifton				1		
Hospital		2		1	1	1
Rehab ?						
Moved to ALR				2		
Moved to NH					1	
<b>Total</b>	<b>78</b>	<b>80</b>	<b>79</b>	<b>80</b>	<b>80</b>	<b>79</b>

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## Fire with Internal Flooding Case Study

### December 20, 2023, Fire & Internal Flooding

#### Timeline:

- + 6:56 pm RIDOH's 6911 line received a call from the DSF about a fire in a resident's room that caused the sprinkler system to activate.
  - + FD inspector is on the scene and determining evacuation needs.
  - + The initial assumption was that most or all residents would need to be placed. **Census 80.**
- + 7:00 pm RIDOH's 6911 on-call informed the CEPR Chief of call from DSF.
- + 7:05 pm CEPR Chief contacted HCRI leadership with a situational brief and requested all stand-by for potential evacuation and contacted CHFR, RIDOH senior leadership, and the PIO.

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## Fire with Internal Flooding Case Study

### December 20, 2023, Fire & Internal Flooding

#### Timeline (Con't):

- + 7:10 HCRI leadership assessed DSF pre-identified evacuation sites and called them with a general request for furnished open beds (apartments).
- + 7:53 pm, RIDOH 6911 calls DSF for an update.
  - + DSF indicates they were calling families to determine which residents could go home with families.
  - + By this time 11 resident had already been picked up by their family.
- + 8:00 pm HCRI leadership held a call (Teams and phone) with DSF leadership for additional information and assistance needed.
  - + **By the time of this call, the FD had determined a full building evacuation was needed.**

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## Fire with Internal Flooding Case Study

### December 20, 2023, Fire & Internal Flooding

8:21 pm HCRI Leadership activated LTC-MAP to further identify bed availability with an accompanying Everbridge message.

While monitoring incoming reports on LTC-MAP, HCRI leadership also called nearby evacuation sites

- + 67 open beds were identified in Bristol, Barrington, East Providence, Tiverton, and Warren.
- + **32 of these beds located in the RI Veterans Home.**



MAP - My Administration - My Facilities - Documents - Reports - Archived Lists - Download - Notification

RI LTC-MAP - My Facilities - Pacific Senior Living - Veterans Court (Somerset, Veterans County)

Facility Info - Contacts - LTC Beds - My Alerts - Help - My Profile - Equipment - Supplies - Temperature - Vehicles - Members - Documents

**INSTRUCTIONS:** Evacuation Sites and Health Care Facilities that would be on your "Top Tier" list to receive your patient/residents and provide alternative care if different from your own. Please do these facilities need to be able to provide the care whether your staff are able to go with the patient or not.

**BEFORE YOU BEGIN:** Run the "Hospital Patient Care Categories" report or the "LTC Resident Care Categories" report from the REPORTS Menu above to add in any available facilities that can be used as Evacuation Sites for your patient/resident population.

Evacuation Sites		Add a New Evacuation Site		Printable Evacuation Site List		More Recent Updates: 27 Jan 2023	
#	Site Name	Address City, State, Zip	LTC Beds	LTC Surge Beds	Health Beds	Contact Info	Notes
1	Phyllis Sorenson Terrace Assisted Living Residence - Tier plan number	3 Shalston Drive Warwick, RI 02886	81	8		(401) 733-0227 (p) (401) 733-0225 (f) lucena@phyllisri.com	
2	Exeter Creek Nursing Center Inc plan number	125 Exeter Avenue Cranston, RI 02905	108	16		(401) 344-5500 (p) (401) 344-5502 (f) jpryor@exeterng.com	
3	De Mar Methodist plan number	375 Seven Mile Road Cranston, RI 02905	49	4		(401) 326-5500 (p) (401) 326-5501 (f) info@de-mar.com	
4	Morgan Health Center plan number	80 Morgan Avenue Johnston, RI 02882	100	12		(401) 344-7000 (p) (401) 344-6527 (f) mhcinfo@de-mar.com	

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## Fire with Internal Flooding Case Study

### December 20, 2023, Fire & Internal Flooding

- + **RI Veteran's Home:**
  - + Neighborhood Foxtrot was a furnished, unstaffed, but vacant unit.



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## Fire with Internal Flooding Case Study

### *December 20, 2023, Fire & Internal Flooding*

#### **Timeline (Con't):**

- + 9:30 pm most HCRI staff and CEPR on-call staff were released since the DSF had a list of enough open beds for all residents.
- + 9:39 pm onsite CHFR representative indicated that the remaining residents would not be able to return to the building.
- + 9:45 pm RIDOH CEPR Chief contacts RI Vets to confirm the need for the **entire Foxtrot neighborhood.**
- + 10:20 pm All but 29 residents went home with family. The remaining 29 residents would be moved to RI Vets Home.

## Fire with Internal Flooding Case Study

### *December 20, 2023, Fire & Internal Flooding*

#### **Timeline (Con't):**

- + 10:50 pm Transport of DSF residents to the RAF began.
  - + 12-person vans utilized (all residents ambulatory).
- + 11:50 pm CHFR contacted HCRI leadership that the last two residents were being transported to The RI Vets Home in Bristol and that she was following the van.
- + **12:38 am CHFR reported to CEPR that all residents had arrived in their rooms at the RAF.**

## Fire with Internal Flooding Case Study

### *December 20, 2023, Fire & Internal Flooding*

#### **Daily Calls:**

- + Beginning at 12:30 pm on 12/21/23 daily calls were held.
  - + Any RAF with patients attended as well as CEPR, CHFR, and HCRI.
- + HCRI moderated the call via the MS TEAMS platform.



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## Fire with Internal Flooding Case Study

### *December 20, 2023, Fire & Internal Flooding*

#### **Daily Calls:**

- + The Agenda included:
  - + Building restoration
  - + Resident whereabouts
  - + Check-in with all RAFs
  - + Gaps, needs, and information requests identified
- + Offline meetings arranged to discuss solutions and provide detailed info.
- + Next steps were outlined.
- + Plan for residents in the community that may need placement.

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## Fire with Internal Flooding Case Study

### December 20, 2023, Fire & Internal Flooding

#### Week 1 (Prior to Christmas): 12/21 – 12/22:

##### Restoration:

- + Discovered that 22 units in the center of the building (core) were severely affected by water damage.
- + Most damage was electrical.
- + Building is in 3 parts:
  - + Front: 30 units, has elevator – started putting up temporary walls, removed carpeting
  - + **Center: Has 22 units, most affected**
  - + Back: 30 units, has no elevator

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## Fire with Internal Flooding Case Study

### December 20, 2023, Fire & Internal Flooding

#### Week 1 (Prior to Christmas): 12/21 – 12/22:

- + Can use kitchen and laundry.
- + Resident Needs and Whereabouts:
  - + **RAF (RI Veterans Home) can fit 48 in Foxtrot (32 rooms but can double-up certain rooms and fit 48 residents).**
    - + Can provide vacant furnished neighborhood, but cannot provide any staff
  - + **Other RAF (Silver Creek and Dawn Hill) can accept 16 residents altogether.**
- + Whereabouts at the end of Week 1:
  - + 47 at RI Veterans Home.
  - + 33 home with families.

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## Fire with Internal Flooding Case Study

### *December 20, 2023, Fire & Internal Flooding*

#### **Week 2 (Prior to New Year's Eve): 12/26 – 12/29:**

Restoration:

- + ***Confident that they can open within 30 days (per MOU).***
- + Can occupy front of building.
- + Front: 30 units, has elevator – has created second means of egress through historic stairwell.
- + State Electrical Inspector gave go-ahead to start work on rebuilding all the units.
- + Painters and carpet contractors begin work at DSF.

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## Fire with Internal Flooding Case Study

### *December 20, 2023, Fire & Internal Flooding*

#### **Week 3: 1/2 – 1/5:**

Restoration:

- + Still confident that they can open within 30 days (per MOU).
- + ***Back side of building slated to be finished on 1/18.***
- + Back: 30 units, hallway serves as second means of egress as long as debris is cleared.
- + Drywall in place and painting in progress.
- + ***Residents can return and occupy front of building on 1/9.***

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## Fire with Internal Flooding Case Study

### *December 20, 2023, Fire & Internal Flooding*

#### **Week 3: 1/2 – 1/5:**

Check-in with RAFs:

- + Residents happy in their specific RAFs
- + ***As residents from RI Veterans Home return to Franklin Court, residents with families can move to RI Veterans Home temporarily.***

Gaps, Needs, Information Requests, Plans to Move Back:

- + Residents from RI Veterans Home who can move back into their original rooms will return on 1/8.
- + ***Residents from Dawn Hill and Silver Creek will return on 1/8.***
- + ***Families will start to return residents back on 1/9 and 1/10.***

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## Fire with Internal Flooding Case Study

### *December 20, 2023, Fire & Internal Flooding*

#### **Week 4 & 5: 1/8 – 1/19:**

Restoration:

- + Every resident can move back in and will have a room.
- + All rooms habitable besides 9 units in the center of building.
- + Common areas will be finished within 1-2 weeks, if not earlier.
- + Dining spaces available on every floor.
- + Café and community spaces completed by 1/19.
- + ***Last resident returned on 1/17/2024.***

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## Fire with Internal Flooding Case Study

*December 20, 2023, Fire & Internal Flooding*

### **Successes**

- + Fire plan – Evacuation to Stop Over Point
- + LTC-MAP experience
- + Annual Exercises / Practice evacuation process
- + Emergency Reporting System (ERS)
- + Pre-identified evacuation sites
- + Stop Over Point
- + Open available unit at RI Veterans Home

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## Fire with Internal Flooding Case Study

*December 20, 2023, Fire & Internal Flooding*

### **Challenges / Improvement Opportunities**

- + Assisted Living evacuation
  - + Open apartments are unfurnished
- + Resident Accountability
  - + Where is everyone? Challenged the team on a daily basis
- + Open Unit at RI Veterans Home not staffed
- + AL Residents home with family for the holidays... but after 1/1/2024?
- + Payor process for AL to NH evacuation
  - + Major updates to the MOU (Medicaid involved)

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January 5, 2024

East Bay RI published a letter written by the Administrator and the Executive Director

[Thank you to all who helped after Franklin Court fire](#)

To the editor:

On behalf of Franklin Court Assisted Living, we extend our heartfelt gratitude to our staff, residents, the Bristol Fire Department, BFD Ladies Auxiliary and Bristol Police Department for their incredibly quick response to the fire at Franklin Court Assisted Living on December 20th that resulted in saving the lives of over 80 elderly and disabled residents, staff and visitors.

Their bravery and swift action exemplify our community's dedication to everyone's safety and well-being. Thank you to the RI Dept. of Health, RI Healthcare Emergency Management, RI Center for Emergency Preparedness and Response, RI Veterans Home, families and friends, who were instrumental in helping us get temporary placement of every single precious resident that night. We are thankful that no one was hurt or worse. Dawn Hill and Silver Creek Nursing homes in Bristol also offered their homes to help with further relocation, if needed.

In addition, we are grateful for the incredible support and dedication shown by the Bristol and local communities. The kindness, generosity, and volunteer spirit have significantly impacted the lives of our residents, providing comfort and a sense of belonging. We have received numerous donations and gifts to help our residents. Your contributions will not only enhance the quality of life for them but also strengthen the communal bonds that make Bristol a wonderful place to live and work.

We are making progress and restoration is underway with the goal of getting our residents back to their home at Franklin Court Assisted Living when it is safe. There is significant water and electrical damage making the building uninhabitable. In order to ensure everyone's safety, it was necessary to temporarily close the building to the public until further notice.

The success of our facility and the safety of our residents are testaments to the community's unwavering commitment to fostering an environment of care and respect for our elders and disabled persons.

We wish everyone a blessed Holiday Season and Happy New Year.

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Break

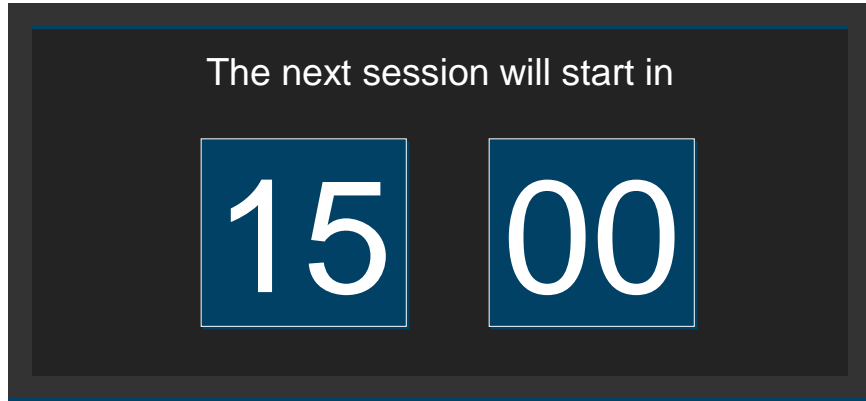
Break (15 Minutes)



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# 15 Minute Countdown Timer



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The next session is ready to start

00 : 00 00

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# Hurricane Preparedness and Response

## Preparedness



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# Hurricane Preparedness and Response

## Preparedness

### Forecast group predicts busiest hurricane season on record with 33 storms

University of Pennsylvania climate scientist Michael Mann cites record ocean warmth as key factor in unprecedented Atlantic forecast



By Dan Stillman

Updated April 24, 2024 at 5:54 p.m. EDT | Published April 24, 2024 at 5:38 p.m. EDT

A research team led by University of Pennsylvania climate scientist Michael Mann is predicting the upcoming Atlantic hurricane season will produce the most named storms on record, fueled by exceptionally warm ocean waters and an expected shift from El Niño to La Niña. The new forecast, issued Wednesday, calls for a range of 27 to 39 named storms, with a best guess of 33. The most on record was 30 named storms in 2020.

The forecast is consistent with those recently released by Colorado State University and AccuWeather but is even more aggressive.

"The unprecedented warmth in the tropical Atlantic right now — which we expect to persist through the hurricane season — is the dominant driving factor behind our prediction," Mann said in an email. "While we don't make a specific prediction for landfalling storms ... an unusually active season in terms of basin-wide activity is likely to translate to an unusually active season in terms of landfalling storms."

Ocean temperatures leaped into record-warm territory more than a year ago — linked to a combination of human-caused climate change and El Niño, and have remained there ever since, staying at a record high for 417 straight days.



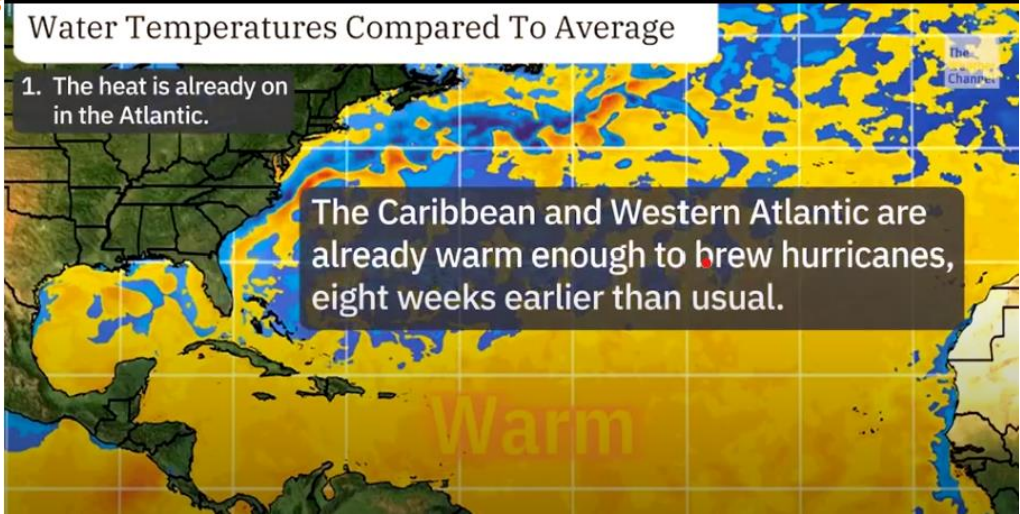
26 Aug 2020 23:01Z NOAA/NESDIS/STAR GOES-East ABI GEOCOLOR

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## Preparedness



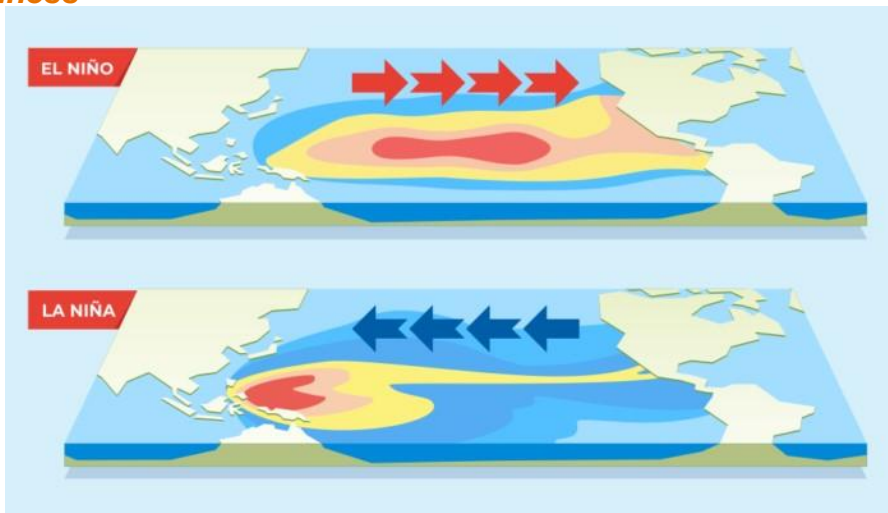
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# Hurricane Preparedness and Response

## Preparedness



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## Hurricane Preparedness and Response

### Preparedness



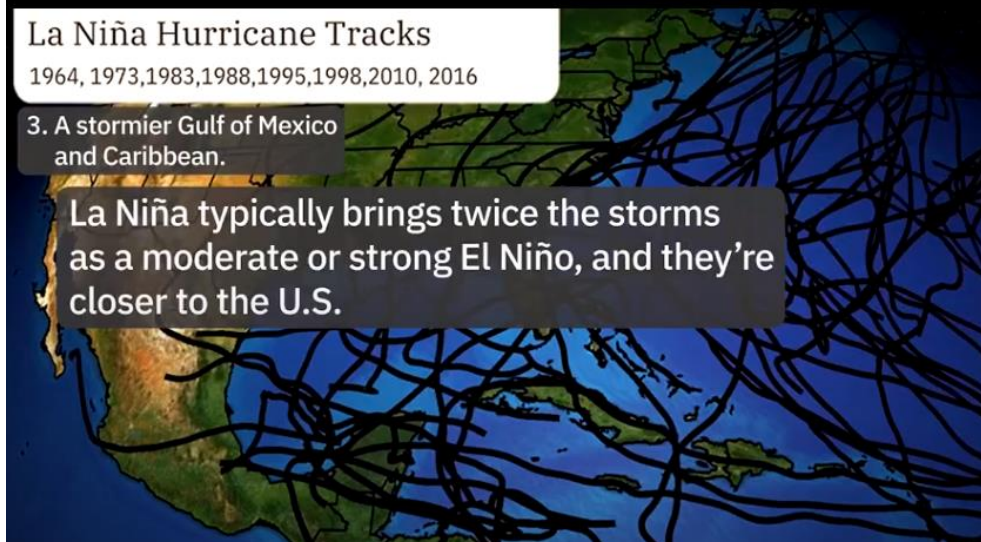
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## Hurricane Preparedness and Response

### Preparedness



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# Hurricane Preparedness and Response

## Preparedness



### TERMINOLOGY

Warnings and watches are two levels of an alert issued by the National Weather Service forecasting the imminent approach of a tropical cyclone or tropical storm of hurricane intensity.

**TROPICAL STORM WATCH:** Issued when tropical storm conditions, including winds from 39 to 73 mph, pose a possible threat to a specified coastal area within 36 hours.

**HURRICANE WATCH:** A hurricane watch is issued for a specified area for which a hurricane or hurricane-related hazard is a possible threat within 36 hours.

**HURRICANE WARNING:** A hurricane warning is issued when a hurricane with sustained winds of 74 mph or higher is expected in a specified coastal area in 24 hours or less.

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# Hurricane Preparedness and Response

## Preparedness

### STORM CATEGORIES

CATEGORY	WIND	APPROX. STORM SURGE	EXPECTED DAMAGE
Tropical Storm	39-73 mph		Flooding Possible
Hurricane I	74-95 mph	4-5 feet	Minimal
Hurricane II	96-110 mph	6-8 feet	Moderate
Hurricane III	111-130 mph	9-12 feet	Extensive
Hurricane IV	131-155 mph	13-18 feet	Extreme
Hurricane V	>156 mph	> 18 feet	Catastrophic

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## Hurricane Preparedness and Response

HANDOUT

*Preparation for the Hurricane Season*

POSITION RESPONSIBLE TO ACCOMPLISH SPECIFIC ACTIONS	ACTIONS TO BE TAKEN IN ORDER OF IMPORTANCE	Check when completed
ADMINISTRATION, DEPARTMENT DIRECTORS AND MANAGERS	Review emergency procedures, supplies, and equipment on a regular basis to ensure information is up to date, supplies are at adequate levels, and equipment used for disaster/emergency incidents is in good operating condition.	<input type="checkbox"/>
	Review responsibilities with your staff.	<input type="checkbox"/>
	Order, store, and/or pre-position for a 5-7 day <sup>1</sup> supply of food, water, and other logistical / medical supplies, if necessary.	<input type="checkbox"/>
	Confirm backup vendors/services for Pharmacy, Medical Supplies, etc.	<input type="checkbox"/>
	Top off all fuel tanks, including the generator and vehicles, as practical.	<input type="checkbox"/>
	Review internal evacuation procedures for residents.	<input type="checkbox"/>
	Review Insurance Plans.	<input type="checkbox"/>
	Review emergency sanitary waste and biohazard storage and disposal procedures.	<input type="checkbox"/>
	Establish discharge review procedures.	<input type="checkbox"/>
	Review procedures and supplies needed for physical building preparations. This includes agreements for backup generators.	<input type="checkbox"/>
	Test emergency communications.	<input type="checkbox"/>
	Monitor National Weather Service.	<input type="checkbox"/>
	Review agreements with Police and National Guard regarding protection of building and staff, if applicable.	<input type="checkbox"/>

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## Hurricane Preparedness and Response

HANDOUT

*Preparation for the Hurricane Watch*

POSITION RESPONSIBLE TO ACCOMPLISH SPECIFIC ACTIONS	ACTIONS TO BE TAKEN IN ORDER OF IMPORTANCE	Check when completed
ADMINISTRATION, DEPARTMENT DIRECTORS AND MANAGERS	Activate Incident Command Center and assign positions.	<input type="checkbox"/>
	Establish liaison (communications) with City / State Emergency Operations Center, and other Healthcare facilities.	<input type="checkbox"/>
	Consider starting evacuation of selected residents, if deemed necessary.	<input type="checkbox"/>
	Test and inventory communications.	<input type="checkbox"/>
	Advise local health department of facility status.	<input type="checkbox"/>
	Ensure 5-7 days <sup>2</sup> of supplies.	<input type="checkbox"/>
	if items, articles, records, or equipment is subject to flooding, move to a safe location.	<input type="checkbox"/>
	Confirm shelter plan for staff and families, if deemed necessary.	<input type="checkbox"/>
	Call in staff, as necessary.	<input type="checkbox"/>
	Complete department-specific plans.	<input type="checkbox"/>
	Arrange for garbage and bio-hazardous waste pick-up before storm. Review how to manage garbage and bio-hazardous waste during storm.	<input type="checkbox"/>
	Ensure food and liquid supplies for 5-7 days <sup>3</sup> .	<input type="checkbox"/>
	Start pre-planned boarding and/or bracing of windows and doors, if applicable.	<input type="checkbox"/>
	Secure outside items, including antennas and furniture/canopies.	<input type="checkbox"/>
	Prepare portable units (air conditioners, etc.) and generators for power loss.	<input type="checkbox"/>
Monitor National Weather Service.	<input type="checkbox"/>	

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# Hurricane Preparedness and Response

**HANDOUT**

## Preparation for the Hurricane Warning

POSITION RESPONSIBLE TO ACCOMPLISH SPECIFIC ACTIONS	ACTIONS TO BE TAKEN IN ORDER OF IMPORTANCE	Check when completed
<b>ADMINISTRATION, DEPARTMENT DIRECTORS AND MANAGERS</b>	Assemble Incident Command Team. Review landfall probability and facility preparation.	<input type="checkbox"/>
	Request assistance from local/state emergency agencies: <ul style="list-style-type: none"> <li>• When your operations are overwhelmed</li> <li>• Assistance with evacuation is needed</li> <li>• Assistance with determining receiving facilities</li> <li>• Assistance with transportation resources</li> <li>• Assistance with supplies</li> </ul>	<input type="checkbox"/>
	Update all communications.	<input type="checkbox"/>
	Keep Department Managers advised of hurricane development.	<input type="checkbox"/>
	Complete or activate resident movement.	<input type="checkbox"/>
	Complete and/or Activate: <ul style="list-style-type: none"> <li>• Supply and conservation plans</li> <li>• Staff recall</li> </ul>	<input type="checkbox"/>
	Complete boarding of windows and doors, and sand-bagging operations.	<input type="checkbox"/>
	Shut down electrical machinery and appliances subject to flooding.	<input type="checkbox"/>
	Monitor National Weather Service.	<input type="checkbox"/>
	Close windows, shades, and drapes. Fill bathtubs with water. Place loose items in closets.	<input type="checkbox"/>
	Lock down facility.	<input type="checkbox"/>
	Preparations should be made to increase credit limits with all suppliers of goods and services. Additional vendors should be contacted to allow for the contingency of availability.	<input type="checkbox"/>
	Ensure sufficient cash is accessible to key department heads.	<input type="checkbox"/>
	If time allows, additional ATM and facility credit cards should be ordered. At a minimum, increased credit limits should be requested.	<input type="checkbox"/>

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**Fire Sprinkler Maintenance Program**

**Protecting Your Fire Sprinkler System Pipes from Freezing**

MutualAidPlan.org

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## Why This Topic for 2024

- + **2022-** There were thirteen (13) facilities that evacuated in Connecticut, Massachusetts and Rhode Island eleven (11) of those were frozen burst sprinklers



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## Agenda

### *Methods for Mitigating Sprinkler Pipe Freezes*

- + Introduction
- + Importance of Fire Protection Systems
- + Wet-Pipe Sprinkler Systems
- + What is a Sprinkler Pipe Freeze?
- + Mitigating Sprinkler Pipe Freezes
- + Wrap Up

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## Introduction

- + In 2022, 11 out of 13 evacuations of our Long-Term Care Facilities in CT, MA, and RI were due to sprinkler pipes that froze during cold snaps.
- + Sprinkler pipe freezes have major consequences for the occupants and property such as :
  - Major disruptions to building functions
  - Stress to building occupants and others impacted
  - Expensive and lengthy repairs
- + How to mitigate the consequences of sprinkler pipe freezes?
  - System Supplementation
  - System Replacement
  - Maintenance Program Strategies

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## Importance of Fire Protection Systems

- + What is the importance of having a fire protection system?
  - Life safety
  - Property protection
  - Downtime reduction after fire
- + What are the two main systems that comprise a fire protection system?
  - Detection
    - Smoke, heat, beam, and flame
  - Suppression
    - Water, chemical foam, and clean agent

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## Wet-Pipe Sprinkler Systems

*Wet-pipe sprinkler systems are the most common type of water-based suppression system.*

### Advantages

- + Cost effective
- + Reliable
- + Easier to install

### Disadvantages

- + Vulnerable to freezing
- + Mechanical damage can lead to high repair costs

## What is a Sprinkler Pipe Freeze?

- + Sprinkler pipe freezes can occur when temperatures drop below 32°F.
  - Building spaces most susceptible to freezing :
    - Attics, stairwells, skylights, entryways, under floors, and above dropped ceilings
- + Water expands up to 9% greater than its original size causing stress on the system.
  - Burst pipes
  - Blockages in the system
  - Cracks in piping and other system components



## What is a Sprinkler Pipe Freeze?

- + Sprinkler pipe freezes can result in :
  - Flooding
  - Delayed or no sprinkler activation
  - High repair costs for property and system damage
  - Building function disruption

## Mitigating Sprinkler Pipe Freezes

- + Three main methods to mitigate sprinkler pipe freezes
  - System Supplementation
    - Antifreeze
    - Heat tracing
  - System Replacement
    - Dry-pipe sprinkler system
    - Pre-action sprinkler system
  - Maintenance Program Strategies
    - NFPA 25
    - Training
    - Temperature monitoring

## System Supplementation

- + Antifreeze
  - Antifreeze can be added to the water to lower its freezing temperature
  - Proper care must be taken to avoid potential flammability risks
- + Heat tracing
  - Steam tracing
    - High cost without access to pre-made steam
    - Complex installation and maintenance
  - Electrical tracing
    - Less complex installation and maintenance
    - Proper care must be taken to prevent overheating

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## System Replacement

- + Dry-pipe sprinkler system
  - Advantages
    - Able to be used in areas prone to freezing
  - Disadvantages
    - High installation cost
    - Complex to maintain
    - Longer response time
- + Pre-action sprinkler system
  - Advantages
    - Able to be used in areas prone to freezing
    - 2 steps required before releasing water
  - Disadvantages
    - Higher installation cost
    - Complex to maintain

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## Maintenance Program Strategies – NFPA 25

- + NFPA 25 Standard for the Installation, Testing, and Maintenance of Water-Based Fire Protection Systems
  - Requirements for the inspection and testing of sprinkler systems
    - Weekly, monthly, quarterly, and annual inspections/testing

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## Maintenance Program Strategies - Training

- + Staff training on a periodic schedule
  - Sprinkler system type and layout
  - NFPA 25 inspection and testing requirements
  - Building spaces prone to freezing
    - Attics, stairwells, skylights, entryways, under floors, and above dropped ceilings
  - Building spaces key to system operation
    - Riser and pump rooms, water tanks, etc.
  - Surveys to identify risk signs of freezing
    - Missing insulation, holes in exterior walls, heaters turned off, etc.

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## Maintenance Program Strategies – Temperature Monitoring

- + Temperature Monitoring
  - Assign personnel to monitor the weather and unusual weather reports
  - Establish guidelines to alert management and maintenance personnel
  - Maintain indoor temperatures above freezing
    - Provide sufficient heat to all building areas containing system components
    - Provide supplemental heat to areas more vulnerable to freezing
  - Place thermometers throughout building
  - Monitor boilers and any heating supply sources
    - Utilize personnel and/or supervisory devices

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## Wrap Up

- + Sprinkler pipe freezes are a common issue, especially here in New England. Without proper care, the risk of a freeze greatly increases.
- + Utilizing alternative solutions and implementing maintenance program strategies is key in life safety, avoiding disruptions, and preventing costly and lengthy repairs.

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*Questions?*



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*Connecticut  
Long Term Care Mutual Aid Plan  
(LTC-MAP)  
Annual Education Conference*

June 4 – June 6, 2024

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CT LTC-MAP DUTY OFFICER

**Connecticut Long Term Care Mutual Aid Plan**

**Duty Officer Contact Information**

*Effective June 1, 2022*

**Contact Information:**

Phone: 860-207-9270



Email: [ctdutyofficer@mutualaidplan.org](mailto:ctdutyofficer@mutualaidplan.org)

**Back-Up Resource Officer:** Andy McGuire

Cell: 203-648-7116

Office: 860-390-1949

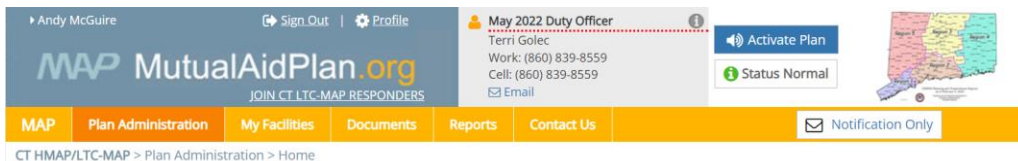
Email: [andrew.mcguire@jensenhughes.com](mailto:andrew.mcguire@jensenhughes.com)

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## CT LTC-MAP RESPONDERS RECRUITMENT

### Objectives of the CT LTC-MAP Response Team (RT):

- Support a CT LTC-MAP member in need of assistance by coordinating supplies, equipment, staffing, and supporting a facility evacuation (LTC Coordinating Center Operations) by finding open beds, available transportation resources, and tracking all resident movement.
- Maintain 100% accountability for all CT LTC-MAP facilities if they are experiencing operational issues from a community event such as a snowstorm, hurricane, or tornado.
- Responders are fluent in the use of the CT LTC-MAP website, specifically in the use of the Emergency Reporting Dashboard.



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## EXERCISE INFORMATION

- The focus of this year's exercises is for plan members to test their ability to perform the actions necessary to manage an incident that will force members to move residents internally and/or to their Stop-over Point.
- Further, this will create an opportunity for all participating members to:
  - Review facility evacuation plans.
  - Stand up Command Centers, with participation from **community partners**.
  - Understand the processes to support the safe relocation of residents, including the **Transportation Evacuation Survey** to identify transportation requirements for each resident.
  - Continue to use the new LTC-MAP website [ProtectAdvisr.com](http://ProtectAdvisr.com)

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## EXERCISE INFORMATION

- Manage **Holding Areas** with mock residents.
- Complete a **Transportation Evacuation Survey** as well as determine proper placement of mock residents and fill out appropriate documents.

**INSTRUCTIONS:** Please provide a breakdown of all patient transportation resources your facility will need in the event of a full evacuation. Please create at least one row for each level of care your facility provides (e.g., Acute Care Hospital, Assisted Living, Nursing Home). You may make more than one row and complete this by wing / clinical unit if you wish to subdivide/track it by area (e.g., 3 North NICU, Medical/Surgical Unit – 9th Floor Patient Care Tower, Assisted Living - South Wing, Skilled Nursing - North Wing). See attached transportation evacuation survey for guidance to each clinical area completing this status report.

Transportation Requirements Most Recent Update: 07 Oct 2022 9:51:46 AM

Sort By: Created Date

Level of Care / Area	Total Patients	Transportation Requirements										Special Needs					
		CCT	CCT - NICU	CCT - PICU	CCT - Bariatric	ALS	ALS - Bariatric	BLS	BLS - Bariatric	Chair Car / Wheelchair	Chair Car / Wheelchair Bariatric	Normal Means - Bus / Car	Continuous O <sub>2</sub>	Vent	Medical Equipment (unable to discontinue)	Dementia Secured	Notes
Nursing Ho... SNF	0							29	1	181	11	86	7	0	5	72	

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## ANNUAL FULL-SCALE EXERCISES

HANDOUT

### LTC-MAP Annual Exercises

**ALL LTC-MAP MEMBERS are requested to participate in their Region's Annual LTC-MAP Full-Scale Exercise**

Region	Date	Time
5	Monday, October 21, 2024	12:00 pm – 3:30 pm
1	Tuesday, October 22, 2024	9:00 am – 12:30 pm
4	Wednesday, October 23, 2024	9:00 am – 12:30 pm
2	Thursday, October 24, 2024	9:00 am – 12:30 pm
3	Friday, October 25, 2024	9:00 am – 12:30 pm

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# ANNUAL FULL-SCALE EXERCISES

**HANDOUT**

## Connecticut Long Term Care Mutual Aid Plan (LTC-MAP) 2024 Annual Full-Scale Exercises

### Exercise Preparation Conference Calls

**ALL CT LTC-MAP MEMBERS** must participate in one (1) of the Exercise Preparation Conference Calls. Four (4) opportunities are provided to members statewide:

Date	Morning Session	Afternoon Session
Tuesday, September 3, 2024	10:00 am – 11:00 am	1:00 pm – 2:00 pm
Thursday, September 5, 2024	10:00 am – 11:00 am	1:00 pm – 2:00 pm

**Conference Calls will be via the Microsoft TEAMS Platform.  
Links and Dial-in Numbers will be sent 30 days prior.**

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*Please utilize the QR Code to take a short survey*



*Thank you!*



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