



JENSEN HUGHES

*Your Partner in Safety,  
Security and Risk-Based  
Engineering + Consulting*

**2024 Long Term Care Mutual Aid Plan (LTC-MAP) Tabletop Exercises**

**TIME: 1:00 pm – 3:00 pm**

[jensenhughes.com](https://www.jensenhughes.com)

# OBJECTIVES

- + Develop a structured approach to managing the consequences of a loss / interruption of mission critical services.
- + Learn how the facility responds and communicates, not only with themselves but for all departments and with external partners.
- + Discuss what the loss of mission critical services means to your facility / campus operations
  - What are the impacts to resident care?
  - How can the impacts be reduced, and how the facility manages the consequences?
- + Explore the various means for managing communications (Internal and External)



# GOALS

*The Goals of today's Tabletop Exercise are:*

- + Discuss Situation Status Reports:
  - Provided in the scenarios for each operational period.
- + Manage the Objectives:
  - Conduct group discussions to respond to the scenarios and injects.
- + Develop an Incident Action Plan (IAP):
  - Use your Emergency Operations Plan (EOP) and facility Plans, policies, and procedures to determine your facility's actions.



# ASSUMPTIONS & ARTIFICIALITIES

*The Assumptions & Artificialities of today's Tabletop Exercise are:*

- + The scenario is plausible, and events occur as they are presented.
- + There is no hidden agenda and there are no trick questions.
- + All players receive the information at the same time.
- + Exercise simulation contains sufficient detail to allow players to react.



# GROUND RULES

*The Ground Rules for today's Tabletop Exercise are:*

- + This is not a test. It's an open, low-stress *learning environment*.
- + Varying viewpoints, even disagreements, may happen.
- + Consider different approaches and suggest improvements to current plans and procedures.
- + Address goals and objectives, **not** the scenario.
- + Responses should be based on current capabilities.
  - (If you would call a colleague, partner, or vendor, please let the facilitator know).
- + Respect the individual players in your group.
- + Real-world emergency actions take priority over exercise actions.



# EXERCISE DESIGN

- + The exercise is divided into four Modules / Operational Periods, each presenting different scenarios. During each module, policy and/or operational questions will be posed to participants.
- + After each period, groups will have time to discuss the situation update.
- + After the time is up the facilitators will ask questions to each group for discussion.
- + Each table to assign a spokesperson



# EXERCISE DESIGN

- + The exercise slides are broken into 4 different functional areas:

**Scenario Update**

**Inject Questions**

**Group Tasks**

**Report Out**

# Are we Ready?





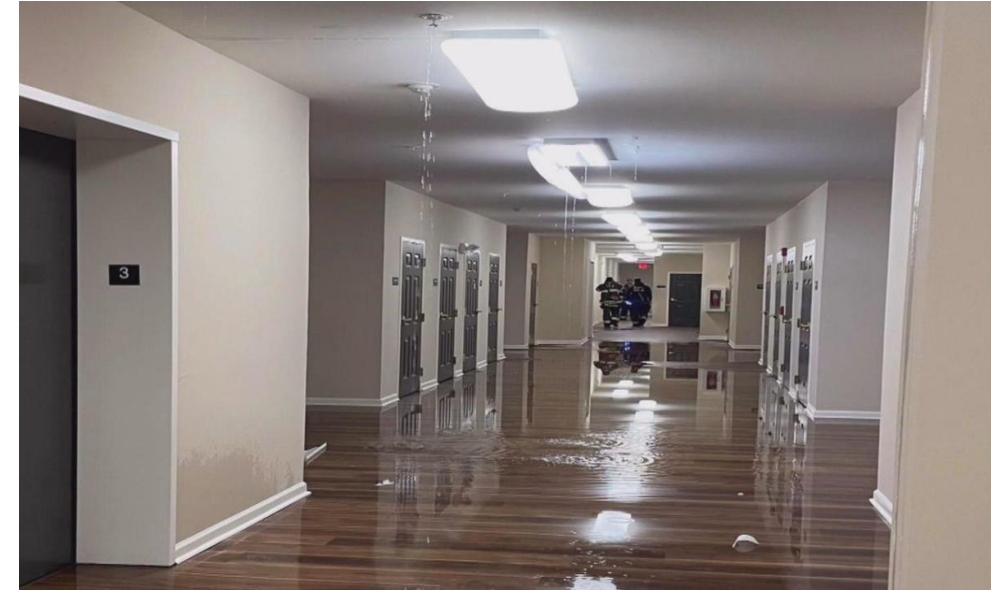
## Operational Period 1 Burst Sprinkler Pipe



# OPERATIONAL PERIOD 1 – BURST SPRINKLER PIPE

## *Scenario*

- + Your current census is 80% of your licensed beds.
- + At approximately 9:15 am, the Fire Alarm Activates.
- + The receptionist reports to the fire alarm panel, and it states, “Water Flow.” She is unsure what that means, but the phone lines are dead as she attempts the overhead page.
- + Staff informs her that a sprinkler pipe burst near the mechanical/electrical room, and water is everywhere. Upon fire department arrival, they are directed to the mechanical/electrical room.



# OPERATIONAL PERIOD 1 – BURST SPRINKLER PIPE

- + Facility Questions: Page 5
  - What immediate Life Safety actions should be taken?
  - What immediate Clinical Actions should be taken?



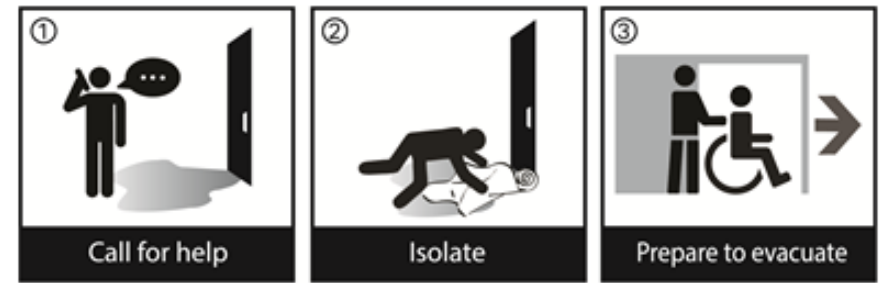
[jensenhughes.com](http://jensenhughes.com)

# OPERATIONAL PERIOD 1 GROUP TASKS

## Group Activity:

- + Discuss Operational Period 1 Questions.
- + Each table to identify a spokesperson who will report out on the group's discussion.

## FLOOD (Internal or External)



### OVERVIEW

Flooding can occur whether internal (e.g., pipe break) or external (i.e., rising floodwaters from torrential rains, etc.).

Flood procedure may be activated when:

- You are notified by local authorities that your facility is located in a flood area.
- Facility staff identifies a potential internal or external flooding event.

### GENERAL ACTIONS APPLICABLE TO ALL STAFF

- Move residents and staff to unaffected portions of the building.
- Move important records, equipment, etc. to unaffected portions of the building, if possible.
- When possible, move computer hard drives to the top of desks, and place resident personal articles and drawers on top of beds or dressers. A file cabinet containing important records should be moved to prevent damage.
- Where possible, build dikes and berms or take other actions to prevent the water from entering additional areas. Work with local authorities and the Office of Emergency Management.
- If an advanced warning is available, prepare residents, supplies, and staff for evacuation out of the facility, or to safe areas of the facility, if directed.
- Continue to prepare for the evacuation of the building should it become necessary.
- See Full Building Evacuation Plan.

**NOTE: DO NOT ENTER ANY AREA WHERE THE WATER LEVEL IS ABOVE ELECTRICAL OUTLETS. ALSO, DO NOT TOUCH ANY ELECTRICAL EQUIPMENT WHEN STANDING IN WATER.**

### ADMINISTRATOR / INCIDENT COMMANDER

- Consider activating the Command Center and assigning positions to manage the incident and ensure all other guidelines of this procedure are carried out. If not, all plan actions must be accomplished by on-duty administrative staff.
- If advanced warning is available, consider census reduction of higher acuity residents.

# OPERATIONAL PERIOD 1 GROUP TASKS

Report Out (10 Minutes)



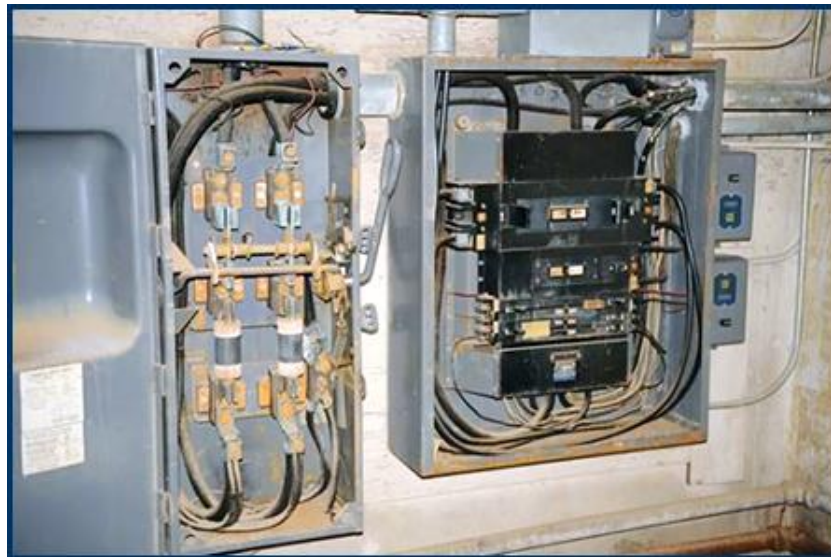
## Operational Period 2 Assessment and Notifications



# OPERATIONAL PERIOD 2 – LOSS OF POWER

## *Scenario Update:*

- + The fire department was able to stop the flow of water.
- + The mechanical/electrical room suffered extensive damage. The internet switch and router are not operating.
- + The fire department has called the electrical inspector because water is in the main electrical panels and the generator transfer switch. Per the electrical inspector, the electrical system is stable in one part of the building. The electrical service was shut down on the other side of the building due to water damage in those panels.



# OPERATIONAL PERIOD 2 – LOSS OF POWER

- + Incident Commander:
  - List the internal plans and procedures that you have that should be activated.
- + Are there any regulatory requirements that you should be making?
- + What are the steps to activate the LTC-MAP?
- + You have received a notification from the LTC-Mutual Aid Plan to conduct emergency reporting. Log into [www.mutualaidplan.org/ct](http://www.mutualaidplan.org/ct) and complete your Emergency Reporting. (see Emergency Reporting quick guide for assistance)



**Review your EOP for a JAS**





# OPERATIONAL PERIOD 2 GROUP TASKS

Group Tasks (15 Minutes)

▶ Andy McGuire    Sign Out | Profile

**MutualAidPlan.org**  
JOIN CT LTC-MAP RESPONDERS

MAP    Plan Administration    My Facilities    Documents    Reports    Contact Us


Dashboard    Notification Only

June 2024 Duty Officer  
Helen Byron  
Work: (860) 207-9270  
Cell: (860) 207-9270  
Email

Report Status  
Drill / Exercise

CT LTC-MAP > Plan Administration > Home

## Complete Emergency Reporting:

- + Go to [www.mutualaidplan.org/ct](http://www.mutualaidplan.org/ct)
- + Log in with your username and password
- + Click on Report Status 
- + Answer Questions that are asked for:
  - + **Operational Issues**
  - + **Open Beds / Transportation**
  - + **Additional Questions**
- + If you don't have a username or password, e-mail [ct@mutualaidplan.org](mailto:ct@mutualaidplan.org)

## Operational Period 3

# Relocation of Residents To Other Areas of Your Facility and Your Stop-Over Location



# OPERATIONAL PERIOD 3 – RESIDENT RELOCATION PREPARATION

## *Scenario Update:*

- + The necessary repairs should take 24-30 hours.
- + The facility leadership team and municipal partners have decided to relocate residents to other building areas and/or your Stop Over Location.
- + The facility Command Center is initiating its Evacuation and Surge Plans.
- + The Fire Department is asking what resources are needed. The local media are outside the facility filming the situation.

## **Note:**

- + Focus on preparing the residents to move to other building areas and your Stop-Over location.



# OPERATIONAL PERIOD 3 – RESIDENT RELOCATION PREPARATION

## *Scenario Update:*

- + Local media have started calling the facility requesting information about the incident.
- + There are multiple social media posts of “something going on.” These posts are starting to trend, and there are many community comments.



# OPERATIONAL PERIOD 3 – RESIDENT RELOCATION PREPARATION

## + Questions: (Pg.6)

- Where would you establish your internal surge area(s)? What staff and supplies do you need for your surge area(s)?
- Where is your Stop Over Location? What staff and supplies do you need for your Stop Over Location?
- How would you determine which residents to relocate to your internal surge location and your stop-over point? What personal belongings needs to go with them?



# OPERATIONAL PERIOD 3 – RESIDENT RELOCATION PREPARATION

## + Questions:

- Where do you get the information to give to EMS and the LTC Coordinating Center as to what transportation vehicles are needed?
- Where would vehicle staging be located? Who would manage vehicle staging? Is this part of your Full Building Evacuation Plan?
- Who would manage the staging area?



# OPERATIONAL PERIOD 3 – RESIDENT RELOCATION PREPARATION

- + Questions:
  - How and who would notify resident's families and doctors?
  - How would you share medical records and resident information with residents accepting facilities?
  - How would you address the transfer of the resident's medications to your stop over point?
  - Who is managing the media?



# OPERATIONAL PERIOD 3 GROUP TASKS



## Group Activity:

- + Discuss Operational Period 3 Questions.
- + Command Center
  - Prioritize Relocation of Residents - Units to be evacuated, etc.
    - Create an evacuation priority list to the Stop Over Point
    - Are there any special circumstances that need to be addressed (secure dementia, ventilator dependent, bariatric residents)
    - Determine the method of evacuation
  - What message are we presenting to Staff, Residents, Family, providers and the Media?
    - Create messages to present to the group



# OPERATIONAL PERIOD 3 GROUP TASKS



Report Out (15 Minutes)

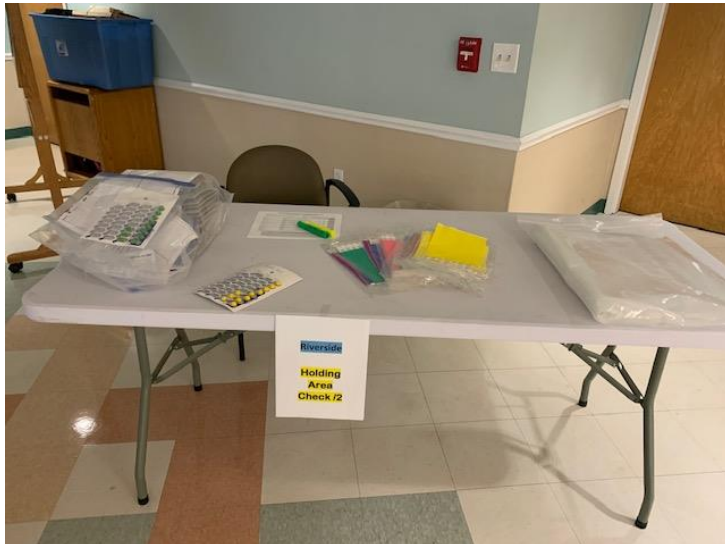
## Operational Period 4 Recovery



# OPERATIONAL PERIOD 4 – RECOVERY

## Scenario Review:

- + It is now 2:30 pm. All Preparatory actions for the evacuation have been accomplished and the relocation of residents is well under way.



# OPERATIONAL PERIOD 4 – RECOVERY

## + Questions:

- Do you have a Business Agreement with Restoration Contractor?
  - If so, are they listed as a vendor in your EOP?
  - List their contact information.
- Who is responsible for contacting your insurance company to file a claim?
- Who is responsible for tracking all the expenses that occurred during this event?
- How will you communicate with residents and their families at the stop over point or receiving facilities?



# OPERATIONAL PERIOD 4 GROUP TASKS

## Group Activity:

- + Discuss Operational Period 4 Questions.
- + Each table to identify a spokesperson who will report out on the group's discussion.



# OPERATIONAL PERIOD 4 GROUP TASKS



Report Out (10 Minutes)



***CELEBRATE YOUR STRENGTHS!***

***WHAT ARE YOUR OPPORTUNITIES FOR IMPROVEMENT?***

# END OF EXERCISE



**Please complete the exercise evaluation form before you leave.**



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

*Thank you!*



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