# FLOOD

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| **MISSION** |
| To safely manage the operations of the nursing home during response to internal flooding and system restoration. |
| **DIRECTIONS** |
| Read this entire response guide and use as a checklist to ensure tasks are addressed and completed. For each response period, all activated IMT positions should refer to their Job Action Sheet for additional actions. Each IRG is intended to be a starting point and not all inclusive. Customize to your facility. *Note: Section duties and responsibilities remain the responsibility of the Incident Commander unless delegated.* |
| **OBJECTIVES** |
| 🞎 | Prevent or minimize impact of nursing home flooding. |
| 🞎 | Ensure safe resident care and medical management. |
| 🞎 | Communicate situation to staff, residents, media, community officials, and state survey agency. |
| 🞎 | Evacuate the nursing home (partial or complete) as required. |

| **RAPID RESPONSE CHECKLIST** |
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| 🞎 | Rescue anyone in immediate danger while protecting the safety of rescuing staff member(s). |
| 🞎 | If the flood poses danger to residents, staff or visitors, call 9-1-1 immediately and include the following information:* Name of facility
* Address and nearest cross street
* Describe flood situation (basement, room #’s, etc.)
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| 🞎 | Activate facility’s EOP and appoint a Facility Incident Commander (IC) if warranted. |
| 🞎 | Alert residents, staff and visitors. |
| 🞎 | Unplug non-essential appliances, equipment and computers. |
| 🞎 | Check for gas leaks, water line ruptures, sewage contamination, etc. If you smell gas, and it is safe to do so, shut off the gas. Do not do so unless the need is certain as only the gas company can turn it back on. Report utility problems to appropriate utility company/agency. |
| 🞎 | If water lines are disrupted, consider the water supply to be contaminated and follow the facility procedures for emergency water. Heed public health notices regarding water contamination (including the following notices: Boil Water, Do Not Drink Water, and Do Not Use Water). Consider all flood water contaminated. Avoid walking through flood waters and wash hands thoroughly after contact. Do not use pre-packaged food and drink products that come into contact with flood water. When in doubt, throw it out! Report utility problems to appropriate utility company/agency. |
| 🞎 | If needed, activate your emergency water procedures.  |
| 🞎 | Gather critical supplies to take to higher ground/evacuation (e.g., medications, drinking water, health records, important personal items, communication devices, blankets, etc.)  |
| 🞎 | Do not allow electrical devices to come into contact with water.  |
| 🞎 | If the decision is considered to evacuate the facility, see **SHELTER-IN-PLACE or EVACUATION IRG**. |
| 🞎 | Notify appropriate state survey agency to report an unusual occurrence and activation of facility’s EOP.  |
| 🞎 | *Add other response actions here consistent with the facility EOP.* |

| **Immediate Response (0 – 2 hours)** |
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| **IMT Position** | **Action** | **Initials** |
| **Incident commander** | Activate Command Staff and Section Chiefs, as appropriate. |  |
| Notify nursing home Chief Executive Officer, Board of Directors, state survey agency, and other appropriate internal and external officials of situation status. |  |
| Establish operational periods, objectives, and regular briefing schedule. Consider the use of NHICS 200: Incident Action Plan (IAP) Quick Start for initial documentation of the incident. |  |
| Notify local emergency management and state survey agency of situation and immediate actions. |  |
| Communicate with other health care facilities to determine:* Situation Status
* Surge Capacity
* Resident transfer/bed availability
* Ability to loan needed equipment, supplies, medications, personnel, etc.
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| **Safety Officer** | Conduct safety assessment of low-lying flooded areas and assess risks and impacts to residents, staff, and families. |  |
| Secure the nursing home and limit access and egress. |  |
| **Liaison/PIO** | Inform staff, residents, and families of situation and actions underway to prevent/limit flooding. |  |
| Activate the communication plan and respond to media inquiries in coordination with law enforcement and the Incident Commander. |  |
| Conduct regular media briefings; in collaboration with the local emergency operations center/Joint Information Center. |  |
| **Operations Section Chief** | Activate the nursing home’s internal (or external) flood procedures. |  |
| Ensure continuation of resident care and essential services. |  |
| Consider partial or complete evacuation of the nursing home or relocation of residents and services into safe areas of the nursing home. |  |
| Implement business continuity planning and protection of resident records. |  |
| Prepare to transfer or stabilize injured residents as appropriate and as resources are available. |  |
| Conduct a census of residents, identifying those who are appropriate for discharge. |  |
| Prepare to implement emergency plans and procedures as needed (e.g., loss of power, cooling, water, HVAC, communications). |  |
| Coordinate with the Safety Officer to secure the nursing home and implement limited visitation policy.  |  |
| Designate an area(s) to accommodate resident/staff family members/guardians seeking shelter including those who may be electrically dependent or have medical needs. |  |
| Implement tasks listed below if Branches are not activated. |  |
| **Resident Services Branch Director** | Ensure continuation of resident care and essential services. |  |
| If evacuation is required prioritize areas for evacuation based on the Safety Officer’s evaluation of the threat to life |  |
| **Infrastructure Branch Director** | Ensure the operations of alternate power supplies (i.e., back-up generators). |  |
| Assess nursing home damage and projected impact of rising flood waters on the nursing home. |  |
| Institute measures to prevent flooding and protect nursing home resources, as appropriate. |  |
| In coordination with the Safety Officer participate in the assessment of the incident’s impact on the facility and its structural integrity. Complete a NHICS 251 – Facility System Status Report. |  |
| **Planning Section Chief** | Establish operational periods, incident objectives, and the NHICS 200: Incident Action Plan (IAP) Quick Start in collaboration with the Incident Commander. |  |
| Prepare for potential evacuation by researching available evacuation sites. |  |
| Gather internal situation status including supply and equipment status, current staff and nursing home census. |  |
| Initiate the gathering and validation of external situational status (weather, impact to roads, utilities, scope of damage, evacuation routes) and infrastructure status for inclusion in the IAP. |  |
| Maintain and update the situational status boards and other documentation tools for timeliness and accuracy of information received. |  |
| Implement resident and staff tracking, as appropriate. |  |
| **Logistics Section Chief** | Maintain utilities and activate alternate systems as needed. |  |
| Investigate and provide recommendations for auxiliary power (battery powered lights, etc.). |  |
| Obtain supplies, equipment, medications, food, and water to sustain operations. |  |
| Obtain supplies to maintain function of emergency generators (fuel, parts, etc.). |  |
| Obtain supplemental staffing as needed. |  |
| Prepare for transportation of evacuated residents. |  |
| Maintain communications systems; activate alternate/redundant communications systems as needed.  |  |
| **All Activated Positions – Refer to Job Action Sheets** |

| **Intermediate Response (2 - 12 hours)** |
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| **IMT Position** | **Action** | **Initials** |
| **Incident Commander** | Continue to assess the facility status based on information from Operations Section; determine need for evacuation. |  |
| Active the Business Continuity Plan, if necessary. |  |
| **Safety Officer** | Continue to secure the nursing home, including unsafe areas. |  |
| Ensure staff food, water and rest periods. |  |
| **Safety Officer** | Monitor, report, follow-up on, and document staff or resident injuries. |  |
| **Liaison/PIO** | Notify local emergency management, emergency operations center, and state survey agency of situation status, critical needs, and procedures for evacuation, if appropriate. |  |
| **Operations Section Chief** | Reassess need for, or prepare for, evacuation. |  |
| If requested by Incident Commander, activate business continuity plan, including protection of records and possible relocation of business functions. |  |
| Implement tasks listed below if Branches are not activated. |  |
| **Resident Services Branch Director** | Continue essential resident care management. |  |
| Continue to assess residents for change in condition. |  |
| Provide behavioral health support to residents and families as needed. |  |
| **Infrastructure Branch Director** | With the Safety Officer and Operations Section Chief, identify areas of facility and campus to be secured against access by residents, staff, and visitors; ensure notification of Command Staff for dissemination of information.  |  |
| Provide situational specific information to Liaison/ PIO for messaging to all staff. |  |
| Determine the need for subject matter expertise (e.g., structural or seismic engineer) and request personnel. |  |
| Initiate clean-up operations, as appropriate. |  |
| Continue to monitor the status of the physical plant and ensure the integrity of and/or restoration of utilities and communications. |  |
| **Planning Section Chief** | Continue resident, bed, material, and personnel tracking as needed. |  |
| Continue to research potential evacuation sites, if applicable. |  |
| Update and revise the Incident Action Plan and distribute to Command Staff and Section Chiefs.  |  |
| **Logistics Section Chief** | Provide additional staffing and resources as required. Activate the labor pool to obtain personnel resources as needed. |  |
| Establish sheltering and feeding services for staff, family/guardians, and if necessary, people seeking shelter. |  |
| Contact vendors to ensure provision of needed supplies, equipment, medications, water and food. |  |
| Continue to provide staff for resident care and evacuation. |  |

| **Intermediate Response (2 - 12 hours)** |
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| **IMT Position** | **Action** | **Initials** |
| **Finance Administration Section Chief** | Track cost expenditures and estimate cost of nursing home damage and lost revenue. |  |
| Initiate screening and tracking of incoming volunteers and/or new personnel. |  |
| Initiate documentation of any injuries or nursing home damage. |  |
| Facilitate the procurement of supplies, equipment, medications, and contracting for nursing home clean up or repair.  |  |
| **All Activated Positions – Refer to Job Action Sheets** |

| **Extended Response (greater than 12 hours)** |
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| **IMT Position** | **Action** | **Initials** |
| **Incident Commander** | Continue with briefings and situation updates with staff, residents and families. |  |
| Continue to assess the facility status based on information from Operations Section; determine need for evacuation or, if possible, repatriation of sites. |  |
| Update the nursing home Chief Executive Officer, Board of Directors, state survey agency, and other appropriate internal and external officials of situation status. |  |
| Prepare for demobilization.  |  |
| **Safety Officer** | Continue to evaluate flooded areas and nursing home integrity for safety, and take immediate corrective actions. |  |
| Continue to secure the nursing home, including unsafe areas. |  |
| **Liaison/PIO** | Continue to notify local emergency operations center and state survey agency of situation status. |  |
| **Operations Section Chief** | Assess the need for continued operations based on long-term impacts to the facility and community. |  |
| Prepare for demobilization and system recovery. |  |
| Implement tasks listed below if Branches are not activated. |  |
| **Resident Services Branch Director** | Continue essential resident care management and services. |  |
| Continue evacuation of the nursing home, if implemented. Ensure the transfer of residents’ belongings, medications, and records, when evacuated. |  |
| **Resident Services Branch Director** | Provide behavioral health support for residents, families, and staff as needed. |  |
| **Infrastructure Branch Director** | Continue to evaluate nursing home damage/integrity and initiate clean-up/repair activities. |  |
| Continue to maintain utilities. |  |
| Continue business continuity activities and relocation of business services, if appropriate. |  |
| **Planning Section Chief** | Update and revise the Incident Action Plan in collaboration with Command Staff and Section Chiefs. |  |
| Ensure that updated information and intelligence is incorporated into Incident Action Plan.  |  |
| Monitor supply and equipment levels and notify Logistics and Operations Section of identified needs. |  |
| Initiate demobilization and system recovery procedures. |  |
| **Logistics Section Chief** | Provide supplemental staffing as needed. |  |
| **Finance Administration Section Chief** | Continue to track cost expenditures |  |
| Continue to facilitate contracting for nursing home repair and clean up. |  |
| **All Activated Positions – Refer to Job Action Sheets** |

| **Demobilization/System Recovery** |
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| **IMT Position** | **Action** | **Initials** |
| **Incident Commander** | Determine nursing home status and declare termination of the incident |  |
| Conduct final briefing and assist with updating staff, residents, families, and others of the termination of the event. |  |
| **Safety Officer** | Assist with repatriation of any transferred residents. |  |
| Ensure nursing home safety and restoration of normal activities. |  |
| Report staff injury and illness for follow up by Finance/ Administration Section Chief. |  |
| Ensure nursing home repairs are completed in conjunction with the Operations and Logistics Section Chiefs. |  |
| **Liaison/PIO** | Communicate final nursing home status and termination of the incident to local emergency operations center, area facilities, officials, and state survey agency |  |
| Notify residents, staff, visitors, and families/guardians of the return to normal operations. |  |
| **Operations Section Chief** | Complete a nursing home damage report, progress of repairs, and estimated timelines for restoration of nursing home to pre-event condition. |  |
| Ensure residents, staff, and visitors have access to behavioral health services. |  |
| Implement tasks listed below if Branches are not activated. |  |
| **Resident Services Branch Director** | Repatriate evacuated residents, if applicable. |  |
| Restore normal resident care operations. |  |
| **Infrastructure Branch Director** | Ensure restoration of utilities and communications. |  |
| **Planning Section Chief** | Conduct debriefings and a hotwash with:* Command Staff and section personnel
* Administrative personnel
* All staff
* All volunteers
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| Write an After Action Report and Corrective Action and Improvement Plan for submission to the Incident Commander, including:* Summary of the incident
* Summary of actions taken
* Actions that went well
* Actions that could be improved
* Recommendations for future response actions
 |  |
| Ensure all electronic and paper documents created in event response are collected and archived. |  |
| **Logistics Section Chief** | Restock supplies, equipment, medications, food, and water. |  |
| Ensure communication and IT/IS operations return to normal. |  |
| Submit all section documentation to Planning Section for compilation in After Action Report.  |  |
| **Finance Administration Section Chief** | Document all costs, including claims and insurance reports, lost revenue, and expanded services, and provide report to Command Staff. |  |
| Work with local, state, and federal emergency management to begin reimbursement procedures for cost expenditures related to the event. |  |
| Contact the insurance carriers to assist in documentation of structural and infrastructure damage and initiate reimbursement and claims procedures. |  |
| **All Activated Positions – Refer to Job Action Sheets** |

| **Documents and Tools** |
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| **Nursing Home Emergency Operations Plan, including:*** Evacuation procedures
* Flood response procedures
* Utility failure procedures
* Business Continuity Plan
* Damage assessment procedures
* Communication plan
* Behavioral health support procedures
* Emergency procurement policy
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| **Forms, including:*** NHICS 200 – Incident Action Plan (IAP) Quick Start
* NHICS 205 – Communications List
* NHICS 214 – Activity Log
* NHICS 215A – Incident Action Plan (IAP) Safety Analysis
* NHICS 251 – Facility System Status Report
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| Job Action Sheets |
| Paper forms for down-time documentation, data entry, etc.  |
| Access to nursing home organization chart |
| Campus floor plans, maps, and evacuation routes |
| Television/radio/internet to monitor news |
| Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication |