

INCIDENT RESPONSE GUIDE

FLOOD



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MISSION	
To safely manage the operations of the nursing home during response to internal flooding and system restoration.	
DIRECTIONS	
<p>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.</p> <p><i>Note: Section duties and responsibilities remain the responsibility of the Incident Commander unless delegated.</i></p>	
OBJECTIVES	
<input type="checkbox"/>	Prevent or minimize impact of nursing home flooding.
<input type="checkbox"/>	Ensure safe resident care and medical management.
<input type="checkbox"/>	Communicate situation to staff, residents, media, community officials, and state survey agency.
<input type="checkbox"/>	Evacuate the nursing home (partial or complete) as required.

RAPID RESPONSE CHECKLIST	
<input type="checkbox"/>	Rescue anyone in immediate danger while protecting the safety of rescuing staff member(s).
<input type="checkbox"/>	If the flood poses danger to residents, staff or visitors, call 9-1-1 immediately and include the following information: <ul style="list-style-type: none"> • Name of facility • Address and nearest cross street • Describe flood situation (basement, room #'s, etc.)
<input type="checkbox"/>	Activate facility's EOP and appoint a Facility Incident Commander (IC) if warranted.
<input type="checkbox"/>	Alert residents, staff and visitors.
<input type="checkbox"/>	Unplug non-essential appliances, equipment and computers.
<input type="checkbox"/>	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.

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RAPID RESPONSE CHECKLIST	
<input type="checkbox"/>	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.
<input type="checkbox"/>	If needed, activate your emergency water procedures.
<input type="checkbox"/>	Gather critical supplies to take to higher ground/evacuation (e.g., medications, drinking water, health records, important personal items, communication devices, blankets, etc.)
<input type="checkbox"/>	Do not allow electrical devices to come into contact with water.
<input type="checkbox"/>	If the decision is considered to evacuate the facility, see SHELTER-IN-PLACE or EVACUATION IRG.
<input type="checkbox"/>	Notify appropriate state survey agency to report an unusual occurrence and activation of facility's EOP.
<input type="checkbox"/>	<i>Add other response actions here consistent with the facility EOP.</i>

Immediate Response (0 – 2 hours)		
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: <ul style="list-style-type: none"> • Situation Status • Surge Capacity • Resident transfer/bed availability • Ability to loan needed equipment, supplies, medications, personnel, etc. 	
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.	

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Immediate Response (0 – 2 hours)		
IMT Position	Action	Initials
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.	

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Immediate Response (0 – 2 hours)		
IMT Position	Action	Initials
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 <u>internal</u> situation status including supply and equipment status, current staff and nursing home census.	
	Initiate the gathering and validation of <u>external</u> 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)		
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.	

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Intermediate Response (2 - 12 hours)		
IMT Position	Action	Initials
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.	

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Intermediate Response (2 - 12 hours)		
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)		
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.	

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Extended Response (greater than 12 hours)		
IMT Position	Action	Initials
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		
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.	

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Demobilization/System Recovery		
IMT Position	Action	Initials
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: <ul style="list-style-type: none"> <input type="checkbox"/> Command Staff and section personnel <input type="checkbox"/> Administrative personnel <input type="checkbox"/> All staff <input type="checkbox"/> All volunteers 	
	Write an After Action Report and Corrective Action and Improvement Plan for submission to the Incident Commander, including: <ul style="list-style-type: none"> <input type="checkbox"/> Summary of the incident <input type="checkbox"/> Summary of actions taken <input type="checkbox"/> Actions that went well <input type="checkbox"/> Actions that could be improved <input type="checkbox"/> 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.	

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Demobilization/System Recovery		
IMT Position	Action	Initials
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
<p>Nursing Home Emergency Operations Plan, including:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Evacuation procedures <input type="checkbox"/> Flood response procedures <input type="checkbox"/> Utility failure procedures <input type="checkbox"/> Business Continuity Plan <input type="checkbox"/> Damage assessment procedures <input type="checkbox"/> Communication plan <input type="checkbox"/> Behavioral health support procedures <input type="checkbox"/> Emergency procurement policy
<p>Forms, including:</p> <ul style="list-style-type: none"> <input type="checkbox"/> NHICS 200 – Incident Action Plan (IAP) Quick Start <input type="checkbox"/> NHICS 205 – Communications List <input type="checkbox"/> NHICS 214 – Activity Log <input type="checkbox"/> NHICS 215A – Incident Action Plan (IAP) Safety Analysis <input type="checkbox"/> NHICS 251 – Facility System Status Report
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

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Documents and Tools
Television/radio/internet to monitor news
Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication