

# NATURAL DISASTER: MAJOR EARTHQUAKE INCIDENT RESPONSE GUIDE



## INCIDENT RESPONSE GUIDE

**Mission:** To maintain facility operations for a minimum of 96-hours following a major earthquake that may impact the structural integrity of the facility, and to ensure the continuum of care for patients, visitors, and casualties of the event.

DIRECTIONS	
<input type="checkbox"/>	Read this entire response guide and review Incident Management Team Chart.
<input type="checkbox"/>	Use this response guide as a checklist to ensure all tasks are addressed and completed.
OBJECTIVES	
<input type="checkbox"/>	Account for all residents, visitors, and staff; assess for injuries and need for transfer to acute care facility.
<input type="checkbox"/>	Initiate damage assessment of facility; determine need for facility evacuation (full or partial).
<input type="checkbox"/>	Initiate patient tracking if evacuation is required.
<input type="checkbox"/>	Assess ability for facility self-sustainment for a minimum of 96-hours.
IMMEDIATE ACTIONS (OPERATIONAL PERIOD 0-2 HOURS)	
<b>COMMAND</b>	
<input type="checkbox"/>	<p>(Incident Commander):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Activate the facility Emergency Operations Plan.</li> <li><input type="checkbox"/> Appoint Section Chiefs, if required.</li> <li><input type="checkbox"/> Communicate with local Emergency Operations Center, Local/Regional Medical Coordination, local/regional officials, and regulatory agencies to determine extent of damage to critical infrastructure and services.</li> <li><input type="checkbox"/> Coordinate and communicate with buddy or sister facilities as appropriate.</li> <li><input type="checkbox"/> Obtain information from Planning Section to provide situation briefing to facility patients, visitors, and staff.</li> </ul> <p>(Safety Officer):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Conduct, in conjunction with Operations Section, an assessment of the facility to identify damaged and/or nonfunctional areas.</li> <li><input type="checkbox"/> Determine safe evacuation procedures and routes.</li> <li><input type="checkbox"/> Conduct ongoing analysis of existing response practices for health and safety issues related to staff, patients, and facility, and implement corrective actions to address.</li> </ul> <p><i>NOTE: Section duties and responsibilities remain the responsibility of the Incident Commander unless delegated.</i></p>

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IMMEDIATE ACTIONS (OPERATIONAL PERIOD 0-2 HOURS)	
<b>OPERATIONS</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Implement evacuation of unsafe/unstable areas of the facility.</li> <li><input type="checkbox"/> Assess facility for damage, document findings, and provide information to Planning Section and Command staff.</li> <li><input type="checkbox"/> Initiate repairs, as appropriate, or secure unsafe areas.</li> <li><input type="checkbox"/> Activate search procedures as appropriate.</li> <li><input type="checkbox"/> Assess status of security systems and access and egress from facility, and implement security plan.</li> <li><input type="checkbox"/> Prepare to transfer or stabilize injured patients as appropriate and as resources are available.</li> <li><input type="checkbox"/> Conduct a census of residents, identifying those who are appropriate for discharge.</li> <li><input type="checkbox"/> Ensure continued functioning of emergency power generators.</li> <li><input type="checkbox"/> Notify Safety Officer immediately if any facility damage results in hazardous materials spill or incident.</li> </ul>
<b>PLANNING</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Initiate patient, bed, material, and personnel tracking procedures.</li> <li><input type="checkbox"/> Gather situational information from inside the facility and within surrounding jurisdiction.</li> </ul>
<b>LOGISTICS</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Inventory and assess for damage all supplies, equipment, and food and water stores.</li> <li><input type="checkbox"/> Activate alternate communication systems and establish contact with local EOC, EMS, and regulatory agencies, and ensure intra-facility communications with walkie-talkies, two-way pagers, runners, etc.</li> <li><input type="checkbox"/> Project needs for 96-hours and institute rationing, if appropriate.</li> </ul>
INTERMEDIATE (OPERATIONAL PERIOD 2-12 HOURS)	
<b>COMMAND</b>	
<input type="checkbox"/>	<p>(Incident Commander):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure the continuing communications with local Emergency Operations Center, Local/Regional Medical Coordination, local/regional officials, and regulatory agencies to relay critical issues, needs, and requests for assistance.</li> <li><input type="checkbox"/> Ensure evacuation procedures are being conducted when applicable.</li> <li><input type="checkbox"/> Ensure ongoing communications with local health authority and joint information system as available.</li> <li><input type="checkbox"/> Establish a patient information center.</li> </ul> <p>(Safety Officer):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Continue monitoring evacuation of damaged areas; ensure safety practices in sites of relocation.</li> </ul>

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INTERMEDIATE (OPERATIONAL PERIOD 2-12 HOURS)	
<b>OPERATIONS</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Continue patient care and management of residents and visitors.</li> <li><input type="checkbox"/> Determine need for on-site housing and feeding of staff, in collaboration with Logistics Section.</li> <li><input type="checkbox"/> Institute alternate care standards of practice (crisis care) as appropriate to prioritize and manage ongoing services to residents based on projected lack of resources.</li> </ul>
<b>PLANNING</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Continue gathering and validation of situational information internal and external to the facility.</li> <li><input type="checkbox"/> Continue resident, bed, material, and personnel tracking.</li> </ul>
<b>FINANCE/ADMINISTRATION</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Track response expenses and compile estimates of repairs for facility damage.</li> <li><input type="checkbox"/> Facilitate procurement of supplies, equipment, medications, and personnel for response.</li> </ul>
EXTENDED (OPERATIONAL PERIOD BEYOND 12 HOURS)	
<b>COMMAND</b>	
<input type="checkbox"/>	<p>(Incident Commander):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure ongoing assessment of facility for damages and repairs; oversee prioritization of repairs as indicated.</li> <li><input type="checkbox"/> Ensure the continuing communications with local Emergency Operations Center, Local/Regional Medical Coordination, local/regional officials, and regulatory agencies to relay critical issues, needs, and requests for assistance.</li> <li><input type="checkbox"/> Provide information updates to staff, residents, and families.</li> </ul> <p>(Safety Officer):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Continue to oversee safety of operations and repair and recovery operations.</li> <li><input type="checkbox"/> Continue to ensure the safety practices throughout facility.</li> </ul>
<b>OPERATIONS</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Continue resident services and medical management activities.</li> <li><input type="checkbox"/> Reassess facility integrity after any earthquake aftershocks occur, and evacuate additional areas if necessary.</li> <li><input type="checkbox"/> Reassess status of utilities (power, water, and sewer) and modify response plan as needed.</li> <li><input type="checkbox"/> Ensure staff food, water, and rest periods.</li> <li><input type="checkbox"/> Continue security operations and activities.</li> <li><input type="checkbox"/> Provide mental health support services to residents, families, and staff.</li> </ul>

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EXTENDED (OPERATIONAL PERIOD BEYOND 12 HOURS)	
<b>LOGISTICS</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Continue to monitor inventory of supplies, equipment, medications, food and water, and institute/continue rationing as necessary.</li> <li><input type="checkbox"/> Maintain contact with vendors to ascertain resupply timelines.</li> <li><input type="checkbox"/> Consider activating IT/IS Unit to ensure data/business records are maintained.</li> </ul>
<b>FINANCE/ADMINISTRATION</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Continue tracking, monitoring, and reporting response costs and personnel hours.</li> <li><input type="checkbox"/> Communicate with local, state, and federal emergency management to begin reimbursement procedures for cost expenditures related to the event.</li> <li><input type="checkbox"/> Contact insurance carriers to assist in documentation of structural and infrastructure damage and initiate reimbursement and claims procedures.</li> </ul>
DEMOBILIZATION/SYSTEM RECOVERY	
<b>COMMAND</b>	
<input type="checkbox"/>	<p>(Incident Commander):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Receive status reports from Section Chiefs to determine if normal facility operations can be restored and the incident declared terminated.</li> <li><input type="checkbox"/> Communicate facility status and demobilization status to the local EOC, other healthcare facilities (hospitals, long-term care and public health), regulatory agencies, and response partners.</li> <li><input type="checkbox"/> Provide facility status to joint information center for final media briefing to update facility status, provide appropriate patient information, and inform of return to normal operations.</li> </ul> <p>(Safety Officer):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Determine the safety of the facility, ability to inhabit damaged but repaired areas, and protection of staff, patients, and visitors.</li> </ul>
<b>OPERATIONS</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Restore normal resident and medical care operations.</li> <li><input type="checkbox"/> Oversee the movement of patients from alternate care sites into the nursing home facility/repared areas.</li> <li><input type="checkbox"/> Continue to secure damaged, unsafe areas.</li> <li><input type="checkbox"/> Restore communication systems and utilities.</li> <li><input type="checkbox"/> Provide for mental health support services and stress management for residents, families, and staff.</li> </ul>

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DEMOBILIZATION/SYSTEM RECOVERY	
<b>PLANNING</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Prepare a summary of response operations, including number of patients received, status, and current census.</li> <li><input type="checkbox"/> Write an after-action report including these topics:               <ul style="list-style-type: none"> <li><input type="checkbox"/> Summary of the incident</li> <li><input type="checkbox"/> Response activities that went well</li> <li><input type="checkbox"/> Response activities that need improvement</li> <li><input type="checkbox"/> Recommendations for future actions</li> </ul> </li> </ul>
<b>LOGISTICS</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Restock supplies, equipment, and medications to normal levels.</li> <li><input type="checkbox"/> Compile final facility damage and repair report.</li> <li><input type="checkbox"/> Conduct stress management services and debriefings for staff, as appropriate.</li> </ul>
<b>FINANCE/ADMINISTRATION</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Prepare a final summary of response costs and expenditures for approval by the Incident Commander.</li> <li><input type="checkbox"/> Submit claims to insurance companies, as appropriate.</li> <li><input type="checkbox"/> Submit patient records and other appropriate information for reimbursement.</li> </ul>
DOCUMENTS AND TOOLS	
<input type="checkbox"/>	Nursing Home Damage Assessment procedures and documentation forms
<input type="checkbox"/>	Discharge Policy
<input type="checkbox"/>	Emergency procurement policy
<input type="checkbox"/>	Patient Tracking
<input type="checkbox"/>	Staff activity forms
<input type="checkbox"/>	Interoperable Communications Plan
<input type="checkbox"/>	Utility Failure Plan
<input type="checkbox"/>	Evacuation Plan
<input type="checkbox"/>	Business Continuity Plan