

# INTERNAL FLOODING INCIDENT RESPONSE GUIDE



**INCIDENT RESPONSE GUIDE**

**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 review Incident Management Team Chart.
- Use this response guide as a checklist to ensure all tasks are addressed and completed.

**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 regulatory agencies.
- Evacuate the nursing home (partial or complete) as required.

**IMMEDIATE ACTIONS (OPERATIONAL PERIOD 0-2 HOURS)**

**COMMAND**

(Incident Commander):

- Activate the Nursing Home Emergency Operations.
- Activate Command Staff and Section Chiefs, as appropriate.
- Establish operational period and incident objectives; develop the Incident.
- Notify local emergency management and regulatory agencies of situation and immediate actions.
- Communicate with other health care facilities to determine:
  - o Situation Status
  - o Surge Capacity
  - o Resident transfer/bed availability
  - o Ability to loan needed equipment, supplies, medications, personnel, etc.
- Inform staff, residents, and families of situation and actions underway to prevent/limit flooding.
- Prepare media staging area.
- Conduct regular media briefings, in collaboration with the local Emergency Operations Center/Joint Information Center.

(Safety Officer):

- Conduct safety assessment of low-lying flooded areas and assess risks and impacts to residents, staff, and families.

*NOTE: Section duties and responsibilities remain the responsibility of the Incident Commander unless delegated.*

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<b>IMMEDIATE ACTIONS (OPERATIONAL PERIOD 0-2 HOURS)</b>	
	<b>OPERATIONS</b>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Activate the nursing home’s internal (or external) flooding plan.</li> <li><input type="checkbox"/> Ensure continuation of resident care and essential services.</li> <li><input type="checkbox"/> Consider partial or complete evacuation of the nursing home or relocation of residents and services into safe areas of the nursing home.</li> <li><input type="checkbox"/> Ensure the operations of alternate power supplies (i.e., back-up generators).</li> <li><input type="checkbox"/> Maintain communications systems; activate alternate/redundant communications systems as needed.</li> <li><input type="checkbox"/> Evaluate the flooded area(s) and identify safety issues.</li> <li><input type="checkbox"/> Institute measures to prevent flooding and protect nursing home resources, as appropriate.</li> <li><input type="checkbox"/> Secure the nursing home and limit access and egress.</li> <li><input type="checkbox"/> Implement business continuity planning and protection of resident records.</li> <li><input type="checkbox"/> Assess nursing home damage and projected impact of rising flood waters on the nursing home.</li> </ul>
	<b>PLANNING</b>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Establish operational period and incident objectives; develop the Incident Action Plan in collaboration with the Incident Commander.</li> <li><input type="checkbox"/> Gather and validate situational information and projected impact.</li> <li><input type="checkbox"/> Implement resident and staff tracking, as appropriate.</li> </ul>
	<b>LOGISTICS</b>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain utilities and activate alternate systems as needed.</li> <li><input type="checkbox"/> Investigate and provide recommendations for auxiliary power (battery powered lights, etc.).</li> <li><input type="checkbox"/> Provide for water, food, and rest periods for staff.</li> <li><input type="checkbox"/> Obtain supplies to maintain function of emergency generators (fuel, parts, etc.).</li> <li><input type="checkbox"/> Obtain supplemental staffing, as needed.</li> <li><input type="checkbox"/> Prepare for transportation of evacuated residents.</li> <li><input type="checkbox"/> Validate and/or activate the back-up communications systems.</li> </ul>

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<b>INTERMEDIATE (OPERATIONAL PERIOD 2-12 HOURS)</b>	
	<b>COMMAND</b>
<input type="checkbox"/>	<input type="checkbox"/> Establish a resident information center to notify resident families of situation and resident locations. <input type="checkbox"/> Notify local emergency management, emergency operations center, and regulatory agencies of situation status, critical needs, and plans for evacuation, if appropriate.
	<b>OPERATIONS</b>
<input type="checkbox"/>	<input type="checkbox"/> Continue essential resident care management. <input type="checkbox"/> Initiate clean-up operations, as appropriate. <input type="checkbox"/> Reassess need for, or prepare for, evacuation. <input type="checkbox"/> Continue to maintain utilities. <input type="checkbox"/> Provide mental health support to residents and families as needed. <input type="checkbox"/> Continue to secure the nursing home, including unsafe areas. <input type="checkbox"/> Activate business continuity plans, including protection of records and possible relocation of business functions. <input type="checkbox"/> Continue to evaluate nursing home integrity and safety of flooded areas. Initiate clean-up, as appropriate.
	<b>PLANNING</b>
<input type="checkbox"/>	<input type="checkbox"/> Continue resident and personnel tracking, as needed. <input type="checkbox"/> Update and revise the Incident Action Plan and distribute to Command Staff and Section Chiefs.
	<b>LOGISTICS</b>
<input type="checkbox"/>	<input type="checkbox"/> Provide additional staffing and resources as required.
	<b>FINANCE/ADMINISTRATION</b>
<input type="checkbox"/>	<input type="checkbox"/> Track cost expenditures and estimate cost of nursing home damage and lost revenue. <input type="checkbox"/> Initiate documentation of any injuries or nursing home damage. <input type="checkbox"/> Facilitate the procurement of supplies, equipment, medications, and contracting for nursing home clean up or repair.

# INTERNAL FLOODING INCIDENT RESPONSE GUIDE



<b>EXTENDED (OPERATIONAL PERIOD BEYOND 12 HOURS)</b>	
<b>COMMAND</b>	
<input type="checkbox"/>	<p>(Incident Commander):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Update and revise the Incident Action Plan and prepare for demobilization.</li> <li><input type="checkbox"/> Continue to update internal leaders on the situation status.</li> <li><input type="checkbox"/> Continue with briefings and situation updates with staff, residents, and families.</li> <li><input type="checkbox"/> Continue resident information center operations.</li> <li><input type="checkbox"/> Continue to notify local emergency operations center and regulatory agencies of situation status.</li> <li><input type="checkbox"/> Continue resident information center operations in collaboration with Public Information Officer.</li> </ul> <p>(Safety Officer):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Continue to evaluate flooded areas and nursing home integrity for safety, and take immediate corrective actions.</li> </ul>
<b>OPERATIONS</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Continue essential resident care management and services.</li> <li><input type="checkbox"/> Continue to evaluate nursing home damage/integrity and initiate clean-up/repair activities.</li> <li><input type="checkbox"/> Continue repair and clean-up operations, as appropriate.</li> <li><input type="checkbox"/> Continue evacuation of the nursing home, if implemented. Ensure the transfer of residents' belongings, medications, and records, when evacuated.</li> <li><input type="checkbox"/> Continue to maintain utilities.</li> <li><input type="checkbox"/> Continue to secure the nursing home, including unsafe areas.</li> <li><input type="checkbox"/> Continue business continuity activities and relocation of business services, if appropriate.</li> <li><input type="checkbox"/> Prepare for demobilization and system recovery.</li> </ul>
<b>PLANNING</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Revise and update the Incident Action Plan.</li> <li><input type="checkbox"/> Initiate demobilization and system recovery plan.</li> </ul>
<b>LOGISTICS</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide supplemental staffing as needed.</li> </ul>
<b>FINANCE/ADMINISTRATION</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Continue to track cost expenditures.</li> <li><input type="checkbox"/> Continue to facilitate contracting for nursing home repair and clean up.</li> </ul>

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DEMOBILIZATION/SYSTEM RECOVERY	
<b>COMMAND</b>	
<input type="checkbox"/>	<p>(Incident Commander):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Determine nursing home status and declare termination of the incident.</li> <li><input type="checkbox"/> Conduct final media briefing and assist with updating staff, residents, families, and others of the termination of the event.</li> <li><input type="checkbox"/> Communicate final nursing home status and termination of the incident to local emergency operations center, area facilities, officials, and regulatory agencies.</li> <li><input type="checkbox"/> Assist with the repatriation of transferred residents.</li> </ul> <p>(Safety Officer):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure nursing home safety and restoration of normal activities.</li> <li><input type="checkbox"/> Ensure nursing home repairs are completed in conjunction with the Operations and Logistics Sections.</li> </ul>
<b>OPERATIONS</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Restore normal resident care operations.</li> <li><input type="checkbox"/> Ensure restoration of utilities and communications.</li> <li><input type="checkbox"/> Complete a nursing home damage report, progress of repairs, and estimated timelines for restoration of nursing home to pre-event condition.</li> </ul>
<b>PLANNING</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Complete a summary of operations, status, and current census.</li> <li><input type="checkbox"/> Conduct after-action reviews and debriefings.</li> <li><input type="checkbox"/> Develop the after-action report and improvement plan for approval by the Incident Commander.</li> </ul>
<b>LOGISTICS</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Restock supplies, equipment, medications, food, and water.</li> <li><input type="checkbox"/> Ensure communication and IT/IS operations return to normal.</li> <li><input type="checkbox"/> Provide stress management and mental health support to staff.</li> </ul>
<b>FINANCE/ADMINISTRATION</b>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Compile a final report of response and nursing home repair costs for approval by the Incident Commander.</li> <li><input type="checkbox"/> Work with local, state, and federal emergency management to begin reimbursement procedures for cost expenditures related to the event.</li> <li><input type="checkbox"/> Contact the insurance carriers to assist in documentation of structural and infrastructure damage and initiate reimbursement and claims procedures.</li> </ul>

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DOCUMENTS AND TOOLS	
<input type="checkbox"/>	Nursing Home Emergency Operations Plan
<input type="checkbox"/>	Nursing Home Evacuation Plan
<input type="checkbox"/>	Flood Response Plan
<input type="checkbox"/>	Utility Failure Plan
<input type="checkbox"/>	Nursing Home Business Continuity Plan