Palm Beach County

CEMP Program Workshop

Together, Emergencies Are Managed

Division of Emergency Management

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Division of Emergency Management

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Three Parts to Today's Meeting

❑ **Part 1**

   ❑ The CEMP and the Approval Process

❑ **Part 2**

   ❑ Problem issues with the AHCA
      Crosswalk

❑ **Part 3**

   ❑ Putting together a CEMP

Objectives

- ❑ What is a CEMP

- ❑ The development of a good CEMP

- ❑ What is the approval process for a CEMP

- ❑ Develop a CEMP that is easy to update

- ❑ Understand how a CEMP is used

- ❑ Have your questions answered

Part 1

The CEMP and the Approval Process

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CEMP

❑ Comprehensive Emergency Management Plan

❑ Provides for response to All-Hazards

❑ Describes how the facility will provide care of clients in an emergency (in-place sheltering and evacuating, or being evacuated to a facility)

❑ Arrangement of post-disaster priorities including communication with resident families, medical needs, transportation and reporting to State and County

Approval Process

❑Submitted for review and approval to County

❑Must include the following:

- ❑ Check for $31.25 made out to "Board of County Commissioners"

- ❑ Plan in a 3-ring binder (View type Required)

- ❑ A 'typed' letter from the Administrator

- ❑ A completed, cross-referenced, AHCA criteria form (PBC Crosswalk preferred)

- ❑ Must have a title page, dated with facility name and address

- ❑ Must successfully meet each issue defined by AHCA in the crosswalk

- ❑ Must have pages numbered

How to Develop an Effective Emergency Management Plan

❑ Follow the AHCA Guidance as a plan format, including the use of corresponding labeling

❑ AHCA wants the EM copy to be a mirror image (exact copy) document to the one in your facility

❑ Answer every issues even if the answer is duplicated from a previous page

❑ TYPED plan, with No hand-written notes or corrections

CEMP Organization
Tabs Needed

❑ The Base Plan –
  ❑ I. Introduction
  ❑ II. Authorities and References
  ❑ III. Hazards Analysis
  ❑ IV. Concept of Operations
    ▪ Direction and Control
    ▪ Notification
    ▪ Evacuation
    ▪ Re-Entry
    ▪ Sheltering
  ❑ V. Information, Training and Exercise

❑ Start A, B, C, and D on a new page.
❑ Should take approximately 20 pages or so.

CEMP Organization
Tabs Needed

❑First Tab:

❑Items needed from Sections I-V of crosswalk:

- ❑ License (I-A-2)

- ❑ Organizational Chart (I-A-7)

- ❑ Hierarchy of Authority (II-C)
  - ▪ (Chain of Command) (II-C)

- ❑ Emergency Menus (IV-A-5-a) (IV-E-3)

- ❑ Generator Form (IV-A-5-b)

- ❑ Evacuation Log (IV-C-9) (IV-E-7)

- ❑ Floor Plan (IV-E-2) (IV-E-5)

- ❑ Training Schedule (V-B)

❑ Tab 2: Roster

- ❑ Item VI-A-1 (Roster of Employees with disaster related roles)
    - ❑ Name, address, Phone Number of Employees with Disaster Related Roles
        - ❑ Probably can get HR to run a report for this
    - ❑ EM Treats this information as Confidential Information and it is locked up

❑ Tab 3: Mutual Aid Agreements

❑ Item VI – B: Agreements and Understandings

(Mutual Aid Agreements)

❑ Mutual Aid Agreement Signed and Dated.

❑ Route 1/Map 1 (Suggestion: use online maps)

❑ Route 2 / Map 2 (Suggestion, use online maps)

❑ Note: Map is from your facility to where you are sending the clients.

- ❑ Tab 4:   Emergency Contract Tab (Vendor Tab)
  - ❑ Item VI - A - 2.   List the name, address, contact, and Phone number of emergency service providers.
    - ❑ Your list (Vendor List) is pages 1 and 2 of this tab;
  - ❑ Item VI – B – 1: Provide Copies… to include Transportation agreements, Current Vendor Agreements …
    - ❑ Letters from Vendors
      - ▪ Transportation
      - ▪ Generator Maintenance
      - ▪ Generator Fuel
      - ▪ Food
      - ▪ Water
      - ▪ Pharmacy
      - ▪ Local Police
      - ▪ Local Fire
      - ▪ Red Cross

Tab 5:   Standard Operating Procedures

❏ Standard Operating Procedures

    ❏ Each Position is you Organizational Chart has specific duties to perform during any emergency

    ❏ (IV-A-4)

       ❏ "State the operational support roles for all facility staff. *(**This will be accomplished through Standard Operating Procedures, which must be attached to this plan**)*"

      ❏ Operational Roles
         ❏ Administrator
         ❏ Second in Command
         ❏ Command Staff
         ❏ Staff Roles

Tab 6: Fire Plan Tab

❑ Facility Fire Plan –

    ❑   **The FD Approval Letter**

    ❑   **Fire Plan**

Tab 7:   Other Plans

❑ **May be individually tabbed for ease of use**

❑ Other Stand Alone Plans, for example:

    ❑   Terrorism

    ❑   Severe weather

    ❑   Flooding

    ❑   Hurricane

    ❑   <u>Evacuation</u>

    ❑   Power outages

    ❑   Hazardous Materials

    ❑   Space Alien Invasion, Etc.

❑ If you have a plan that is directly referenced in your base plan, please tab it separately.

Tab 8:   Past History Tab (Optional)

❑ Past history and lessons learned of Hurricanes, or other times your disaster plan   was put into use.

    ❑ Power Outage?

    ❑ Flooding?

    ❑ Hurricanes (Wilma, Frances, Jean?)

    ❑ Tropical Storm (Isaac?)

Last Tab: Blank Forms (Optional)

❑ Forms and such: Any Blank forms used in emergencies that are referenced in the plan,.

Part 2

Problem issues with the AHCA Crosswalk

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Part 2

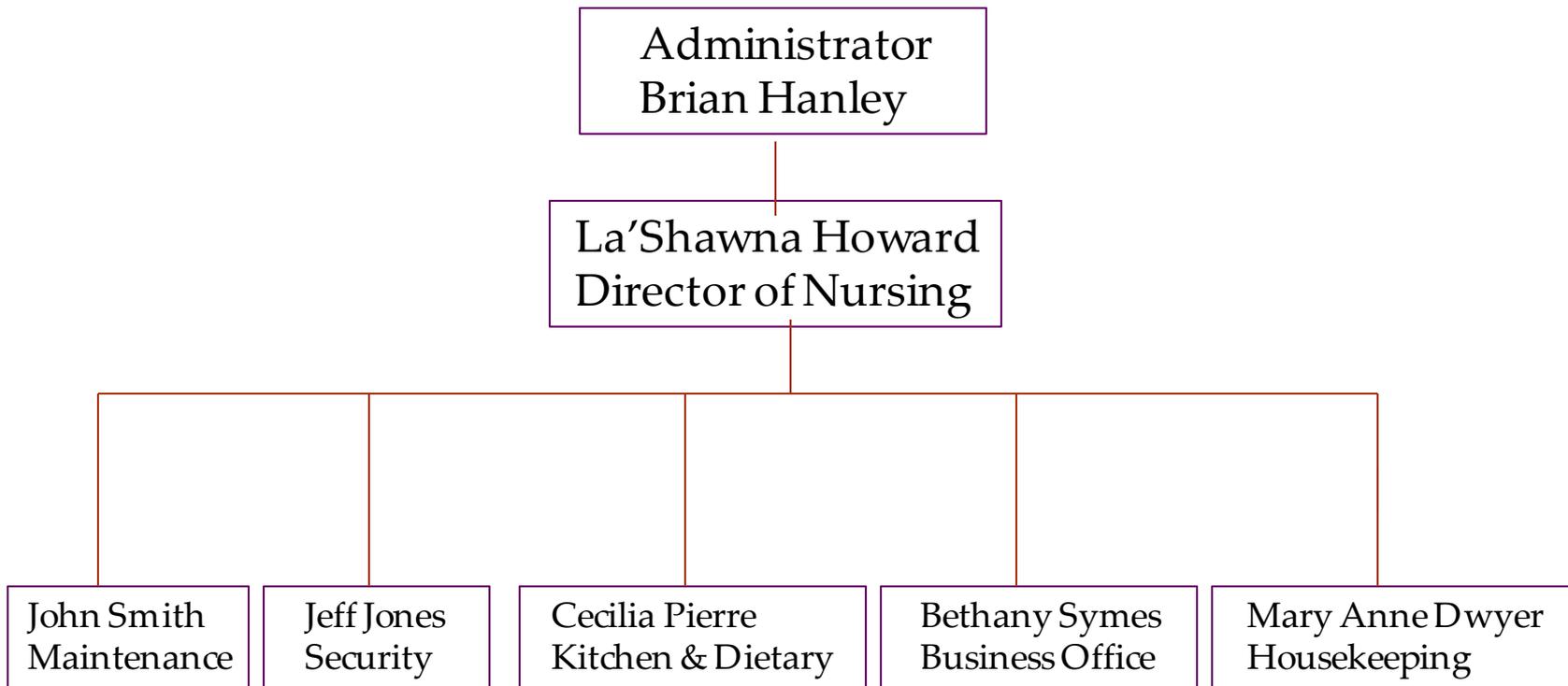Problems with the Crosswalk
(AHCA Crosswalk)
Read the issue on our crosswalk, and answer the issue!

❑ **I. Introduction**

  ❑ **Copy of License**

  ❑ **If no Subsequent Construction, Please sate: "No subsequent construction"**

  ❑ **Organizational Chart for facility**

I-A-7:   Organizational Chart

❑How to draw an organizational Chart

❑Text Box

❑Lines (located in shapes)

```
                    ┌─────────────────┐
                    │  Administrator  │
                    │  Brian Hanley   │
                    └─────────────────┘
                             │
                    ┌─────────────────┐
                    │ La'Shawna Howard│
                    │Director of Nursing│
                    └─────────────────┘
```

| John Smith Maintenance | Jeff Jones Security | Cecilia Pierre Kitchen & Dietary | Bethany Symes Business Office | Mary Anne Dwyer Housekeeping |

Causes for Not-Approved letters (AHCA Crosswalk)

- ❑ **II. Authorities and References**
  - ❑ **Hierarchy of Authority**
    - ❑ **Who is first in charge ?**
      - ❑ **(They have a heart attack – hospital)**
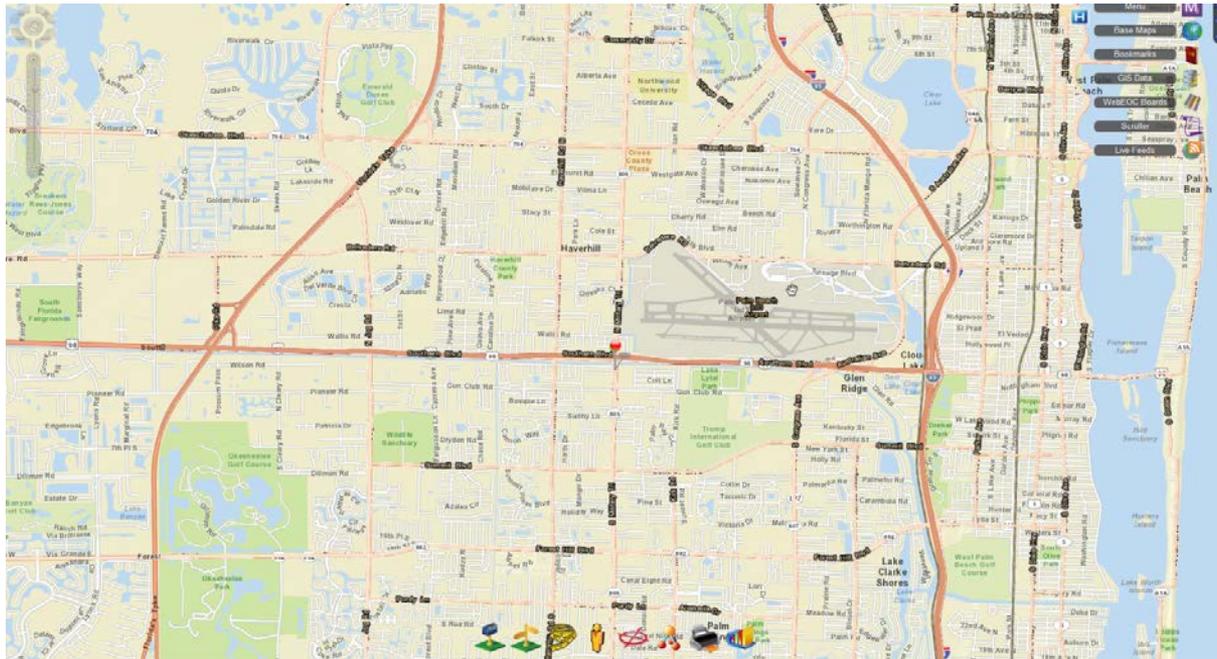   - ❑ **Who is next in charge?**
      - ❑ **(They Break a leg – hospital)**
    - ❑ **Who is next in charge?**

Item III-B-5

"Proximity of the facility to a railroad or major transportation artery (For potential hazardous materials incidents)."

North:
  Southern Blvd
  Belvedere Road
South
  Summit Blvd
  Forest Hill Blvd

West:
  Military Trail
  Jog Rd
East:
  Congress Ave
  I-95

Rail Roads
  FEC RR (Florida East Coast)
  Amtrak / Tri Rail

Causes for Not-Approved letters (AHCA Crosswalk)

- IV.   Concept of Operations
  - A. Direction and Control
    - Name and title who is in charge
    - Chain of Command (This is not the Hierarchy of Authority, but can be the same or very similar)
    - Operational and Support Roles – SOPs
    - Food, water, sleeping arrangements
    - Generator Statement
      - Type (Size) of Generator
      - Fuel Used
      - Where stored
      - Who does maintenance
      - Where is the fuel tank
      - Who delivers fuel
      - This should take 3-4 Sentences
      - Generator Page goes in Appendices First Tab (Remember?)

Causes for Not-Approved letters (AHCA Crosswalk)

❑ IV. Concept of Operations (continued)

  ❑ B. <u>Notification</u>

    ❑ Identify the facility 24-hour contact number, if different than number listed in introduction.

    ❑ Copy and Paste the 24 hour contact number. (It is easier to find than "same as Introduction" in an emergency)

Causes for Not-Approved letters (AHCA Crosswalk)

❑ IV.   Concept of Operations (continued)

    ❑ C.   Evacuation

        ❑ Who will notify AHCA

        ❑ Identify Transportation Agreement

        ❑ Mutual Aid:

            ❑ Yearly Agreements

            ❑ Signed and Dated

        ❑ 39 MPH wind statement:

            ❑ "If the event is tropical in nature, all evacuations will be completed before the onset of Tropical Storm Force Winds (39 mph)"

Causes for Not-Approved letters (AHCA Crosswalk)

❑   C.   Evacuation (continued)

❑   Keeping track of evacuating clients – Log System

❑   Blank Log is put in your first Tab in the appendices.

❑   What and how much each Client should take for a minimum of 72 hours. (Many facilities have lists. Put this in the first tab in the Appendices

❑   Procedures for family inquiry response.

Causes for Not-Approved letters (AHCA Crosswalk)

- ❏   E.   Sheltering
  - ❏   Seeking a waver from AHCA for occupancy total
    - ❏   Who will seek waiver?

IV-B-2
24 hours emergency contact number

❑ Please do not say same as introduction (too many phone numbers there)

❑ Please put the 24 hour emergency phone number in you plan at this point

IV-C-2

Identify transportation arrangements made through mutual aid agreements or understandings that will be used to evacuate residents. (Copies of the agreements must be attached as appendices)

- ❑ Bus Company Agreement

- ❑ Other types of Transportation

- ❑ All transportation agreements must be added to the appendices (annexes) of plan.

IV-C-4 and IV-C-5

IV-C-4

Identify the pre-determined locations where residents will evacuate to.

IV-C-5

Provide a copy of the mutual aid agreement that has been entered into with a facility to receive residents/patients. (Copies of the agreements must be attached as appendices)

- ❑ Please list the Mutual Aid Agreements MUAs
    - ❑ (name, address)

- ❑ Mutual Aid Agreements will have their won tab in the Appendices (Annexes)
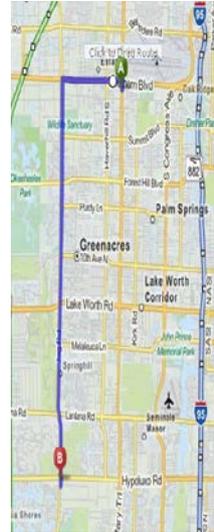   - ❑ Maps and Routes will be attached to the MUA in the MUA Tab

IV-C-6

Identify primary evacuation routes that will be used, including secondary routes if the primary route would be impassable.

❑ Use web based maps

❑ 20 South Military Trail to 7000 Jog Road, Lake Worth, Fl 33467 (CVS Pharmacy)
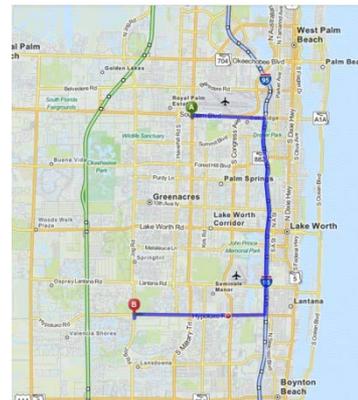
    ❑ Print Primary Route
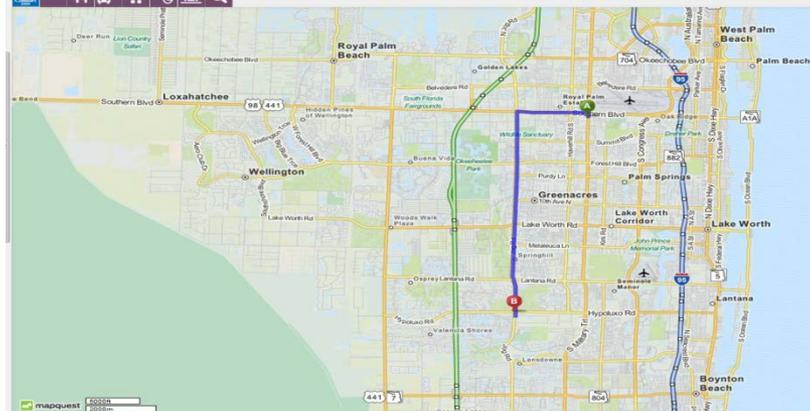
Alternate Route

☐ 1.   White Circle

☐ 2.   Move dot

☐ 3   Print Map

IC-C-7

Specify the amount of time it will take to successfully evacuate all patients/residents to the receiving facility. In hurricane evacuations, all movement should be completed before the arrival of tropical storm winds-39 mph winds. (EM – Acknowledge that you will be evacuated before 39 mph winds begin).

❑ **Evacuation Time is the total time to**:
- ❑ a. Decision
- ❑ b. Gather Supplies
- ❑ c. Load supplies
- ❑ d. Gather Residents
- ❑ e. Drive to Host Facility
- ❑ f. Unload Residents & get them settled
- ❑ g. Unload Supplies

❑**Tropical Storm Force winds = 39 MPH**

❑**Before Tropical Storm Force winds= <39MPH**

IV-C-9

Identify procedures that will be used to keep track of residents once they have been evacuated (to include a log system).

❑ A <u>Blank Log</u> must be included in the Appendices (Annexes)

IV-E-2

Identify where additional residents will be housed. Provide a floor plan that identifies space allocated for additional residents/patients.

- ❑ The Plan must include a floor Plan

- ❑ Mark on the floor plan where the additional residents will be housed.

IV-E-6

Identify when the facility will seek a waiver from the Agency for Health Care Administration (AHCA) to allow for the sheltering of evacuees if this creates a situation which exceeds the operating capacity of the host facility. (From Emergency Management – Who will contact AHCA?)

❑ **Don't forget to indicated <u>Who will contact AHCA.</u>**

VI-A-1
List the names, **addresses**, and telephone numbers of all staff with disaster related roles

❑   **Need to Include Addresses**

VI-A-2

List the name of the <u>company</u>, <u>contact person</u>, <u>telephone number</u> and <u>addresses</u> of emergency service providers such as transportation, emergency power, fuel, water, police, fire, Red Cross, etc.

Emergency Contracts or Vendors

1. Food

2. Water

3. Generator Maintenance

4. Generator Fuel

5. Transportation

6. Pharmacy

7. <u>Local Fire Department</u>

8. <u>Local Police Department</u>

9. <u>Local Red Cross</u>

This list can go in front of your "Vendor" or Emergency Contract Tab

VI-B-1

Provide copies of any mutual aid agreement entered into pursuant to the fulfillment of this plan. This is to include reciprocal host facility agreements, transportation agreements, current vendor agreements or any other agreement needed to ensure operational integrity of this plan

❑ This issue is really two (2) tabs

❑ Tab 1   **TAB** <u>MUTUAL AID (MUA)</u>

    ❑ Attach Primary and secondary Routes and Maps to the MUA

❑ Tab 2   **TAB** <u>Emergency Contracts ("Vendors")</u>

    ❑ All Emergency Contracts are located here. (Use VI-A-2 as your guide)

❑ <u>**Both must be updated annually**</u>

VI-C-1

Maps of the primary and secondary evacuation routes and a description of how to travel to a receiving facility for drivers of each route

❑   Use online maps

❑   Attach each primary and secondary route/map to the MUA

❑   Put these in their own **TAB**

VI-E
Standard Operating Procedures
(From Emergency Management)

❑ Standard Operating Procedures

    ❑ Each Position is you Organizational Chart has specific duties to perform during any emergency

❑ (IV-A-4)

    ❑ "State the operational support roles for all facility staff. *(**This will be accomplished through Standard Operating Procedures, which must be attached to this plan**)*"

❑ Operational Roles

    ❑ Administrator

    ❑ Second in Command

    ❑ Staff Roles

❑ Additional duties that are disaster specific may be added in individual plans for those disasters and added into a Plans Tab

Part 3

❑Putting together a CEMP

CEMP
Putting it together

- ❑ Plan in a 3-ring binder (View type preferred)

- ❑ A 'typed' letter from the administrator

- ❑ A completed, cross-referenced, AHCA criteria form as supplied by our office

- ❑ Must have a title page, dated with facility name and address

- ❑ Must successfully meet each issue defined by AHCA in the crosswalk

- ❑ Must have pages numbered

- ❑ Must be tabbed

- ❑ May have individual pages inserted into Acetate if you desire. However, you must extend your tabs past the acetate.

- ❑ **all updates to a plan must be 3 hole punched**

TABS

❑Tabs: In General

❑Tab 1:   Section s I-V   (Base Plan)

   ❑Introduction through Information, Training and Exercise

❑Tabs 2- X?   Crosswalk Section VI (Appendices)

TAB 2

❑ **TAB 2**   Forms and such: Any/All forms used day-to-day or in emergencies referenced in plan

    ❑ License   (I-A-2)

    ❑ Organizational Chart   (I-A-7)

    ❑ Hierarchy of Authority   (II-C)

      ❑   (Chain of Command)   (II-C)

    ❑ Emergency Menus   (IV-A-5-a)   (IV-E-3)

    ❑   Generator Form   (IV-A-5-b)

    ❑ Evacuation Log   (IV-C-9) (IV-E-7)

    ❑ Floor Plan   (IV-E-2) (IV-E-5)

    ❑ Training Schedule   (V-B)

TAB

TAB   Mutual Aid Agreements

1. Agreement

2. Primary Route and Map

3. Secondary Route and Map

TAB

TAB   Emergency Contracts or Vendors

1. Food

2. Water

3. Generator Maintenance

4. Generator Fuel

5. Transportation

6. Pharmacy

Fire Plan Tab

❑ Facility Fire Plan –

       ❑ **The FD Approval Letter**

       ❑ **Fire Plan**

Other Plans

❑   **May be individually tabbed for ease of use**

❑   Other Stand Alone Plans, for example:

   ❑ Terrorism

   ❑ Severe weather

   ❑ Flooding

   ❑ Missing resident

   ❑ Power outages

   ❑ Hazardous Materials

Standard Operating Procedures

❑ Standard Operating Procedures

    ❑ Each Position is you Organizational Chart has specific duties to perform during any emergency

    ❑ (IV-A-4)

       ❑ "State the operational support roles for all facility staff. *(This will be accomplished through Standard Operating Procedures, which must be attached to this plan)"*

❑ Operational Roles

    ❑ Administrator

    ❑ Second in Command

    ❑ Staff Roles

Past History Tab

❑   Past history and lessons learned of Hurricanes, or other times your disaster plan was put into use.

      ❑   Power Outage?

      ❑   Flooding?

      ❑   Hurricanes Wilma, Frances, Jean?

      ❑   Tropical Storm Isaac?

Maintaining a CEMP

- Update:
    - MOA/MOUs
    - Emergency Contracts

- New People working?
    - Update Vi-A-1 (Roster)
        - Update Organizational Chart?
        - Update necessary pages in plan (Alternate, or other areas in which the new people are referenced

- Annual Fire Department Approval Letter

Storage and Use of Facility CEMP

❑ Located in Plans Library (Locked)

❑ Old Plans are destroyed

❑ Duty Officer may use plan if responding to a disaster at a facility