The Henrico County Division of Fire’s Office of Emergency Management provides this template in an effort to guide facilities in the development of their personalized emergency operations plans. Submission of your plan to the Office of Emergency Management is may be required by the overseeing State licensure agency, and is recommended to be used in conjunction to guidance offered by the Office of the Fire Marshal in review of facility planning.

For more information, please contact:

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Emergency preparedness and response plan.

A. The facility shall develop a written emergency preparedness and response plan that shall address:
   1. Documentation of contact with the local emergency coordinator to determine local disaster risks and communitywide plans to address different disasters and emergency situations.
   2. Analysis of the facility's potential hazards, including severe weather, fire, loss of utilities, flooding, workplace violence or terrorism, severe injuries, or other emergencies that would disrupt the normal course of service delivery.
   3. Written emergency management policies outlining specific responsibilities for provision of:
      a. Administrative direction and management of response activities;
      b. Coordination of logistics during the emergency;
      c. Communications;
      d. Life safety of residents, staff, volunteers, and visitors;
      e. Property protection;
      f. Continued provision of services to residents;
      g. Community resource accessibility; and
      h. Recovery and restoration.
   4. Written emergency response procedures for assessing the situation; protecting residents, staff, volunteers, visitors, equipment, medications, and vital records; and restoring services. Emergency procedures shall address:
      a. Alerting emergency personnel and facility staff;
      b. Warning and notification of residents, including sounding of alarms when appropriate;
      c. Providing emergency access to secure areas and opening locked doors;
      d. Conducting evacuations or sheltering in place, as appropriate, and accounting for all residents;
      e. Locating and shutting off utilities when necessary;
      f. Operating the emergency generator, and if available on-site, testing it periodically;
      g. Communicating with staff and community emergency responders during the emergency; and
      h. Conducting relocations to emergency shelters or alternative sites when necessary and accounting for all residents.
   5. Supporting documents that would be needed in an emergency, including emergency call lists, building and site maps necessary to shut off utilities, memoranda of understanding with relocation sites, and list of major resources such as suppliers of emergency equipment.

B. Staff and volunteers shall be knowledgeable in and prepared to implement the emergency preparedness plan in the event of an emergency.
C. The facility shall develop and implement an orientation and quarterly review on
the emergency preparedness and response plan for all staff, residents, and
volunteers. The orientation and review shall cover responsibilities for:
   1. Alerting emergency personnel and sounding alarms;
   2. Implementing evacuation, shelter in place, and relocation procedures;
   3. Using, maintaining, and operating emergency equipment;
   4. Accessing emergency medical information, equipment, and medications
      for residents;
   5. Locating and shutting off utilities; and
   6. Utilizing community support services.

D. The facility shall review the emergency preparedness plan annually or more often
as needed and make necessary revisions. Such revisions shall be communicated
to staff, residents, and volunteers and incorporated into the orientation and
quarterly review for staff, residents, and volunteers.

E. In the event of a disaster, fire, emergency or any other condition that may
jeopardize the health, safety and welfare of residents, the facility shall take
appropriate action to protect the health, safety and welfare of the residents and
take appropriate actions to remedy the conditions as soon as possible.

F. After the disaster/emergency is stabilized, the facility shall:
   1. Notify family members and legal representatives; and
   2. Report the disaster/emergency to the licensing office by the next working
day as specified in 22VAC40-72-100.

Statutory Authority §§63.2-217 and 63.2-1732 of the Code of Virginia.

Historical Notes Derived from Virginia Register Volume 23, Issue 6, eff. December
12VAC5-371-190 Safety and emergency procedures

A. A written emergency preparedness plan shall be developed, reviewed, and implemented when needed. The plan shall address responses to natural disasters, as well as fire or other emergency which disrupts the normal course of operations. The plan shall address provisions for relocating residents and also address staff responsibilities for:
   1. Alerting emergency personnel and sounding alarms;
   2. Implementing evacuation procedures including the evacuation of residents with special needs;
   3. Using, maintaining and operating emergency equipment;
   4. Accessing resident emergency medical information; and
   5. Utilizing community support services.

B. All staff shall participate in periodic emergency preparedness training.

C. Staff shall have documented knowledge of, and be prepared to implement, the emergency preparedness plan in the event of an emergency.

D. At least one telephone shall be available in each area to which residents are admitted and additional telephones or extensions as are necessary to ensure availability in case of need.

E. In the event of a disaster, fire, emergency or any other condition that may jeopardize the health, safety and well-being of residents, the organization shall notify the OLC of the conditions and status of the residents and the licensed facility as soon as possible.

F. The nursing facility shall have a policy on smoking.

Statutory Authority - §§32.1-12 and 32.1-127 of the Code of Virginia.

Historical Notes
Derived from Virginia Register Volume 13, Issue 17, eff. July 1, 1997.

Effect of Amendment
The March 1, 2007 amendment, in subsec. E, changed "center" to "OLC".

Part III
Resident Services
Licensed Adult Care Facilities receiving Medicare and/or Medicaid Funds

Statutory Reference
Centers for Medicare & Medicaid Services, HHS §483.470 (h)

(h) Standard: Emergency plan and procedures.

(1) The facility must develop and implement detailed written plans and procedures to meet all potential emergencies and disasters such as fire, severe weather, and missing clients.

(2) The facility must communicate, periodically review, make the plan available, and provide training to the staff.
EMERGENCY MANAGEMENT PLANNING GUIDANCE FOR
ADULT DAY CARE FACILITIES

The following minimum criteria are to be used when Comprehensive Emergency Management Plans (CEMP) for all Residential Health Care Facilities, including, but not limited to Adult Day Care (ADC), Assisted Living Facilities (ALFs), Nursing Homes, Hospitals, and other Residential Health Care Providers. The criteria will serve as the recommended plan format for the CEMP. Henrico County Emergency Management is available to review the documents submitted in this template; however, HEM does not serve as a ratifying or approval agency for the plans. The purpose of the template is to assist providers in the development of their plans to be in compliance with regulations stated in 22VAC40-72-930. These minimum criteria satisfy the basic emergency management plan requirements of 22VAC40-72-930.

These criteria are not intended to limit or exclude additional information that facilities may decide to include in their plans in order to satisfy other requirements, or to address other arrangements that have been made for emergency preparedness. Any additional information that is included in the plan will not be subject to review by Henrico County Emergency Management personnel, although they may provide information comments.

Additional resources can be found online at:
EMERGENCY MANAGEMENT PLANNING CRITERIA FOR ADULT CARE FACILITIES

Use this form as a cross-reference to your plan, by listing the page number and paragraph where the criteria are located in the plan on the line to the left of each item. This will ensure accurate review of your facility's plan if you choose to submit it for review by Henrico County Emergency Management personnel.

I. INTRODUCTION

A. Provide basic information concerning the facility to include:

1. Name of facility, address, telephone number, emergency contact telephone number and pager number if available, and fax number, type of facility and license.

2. Owner of facility, address, telephone.

3. Year facility was built, type of construction and date of any subsequent construction.

4. Name of Administrator, address, work/home telephone number of his/her alternate.

5. Name, address, work and home telephone number of person implementing the provisions of this plan, if different from the Administrator.

6. Name and work and home telephone number of person(s) who develop this plan.

7. Provide an organizational chart, including phone numbers, with key management positions identified.

***As a note, this contact information should be updated at least quarterly or as soon as contact information changes***

B. Provide an introduction to the Plan that describes its purpose, time of implementation, and the desired outcome that will be achieved through the planning process. Also provide any other information concerning the facility that has bearing on implementation of this plan.

II. AUTHORITIES AND REFERENCES

A. Identify the legal basis for plan development and implementation to include statutes, rules and local ordinances, etc. (why the plan is being written)

B. Identify reference material used in the development the Plan.

C. Identify the hierarchy of authority in place during emergencies. Provide an organizational chart, if different from the previous chart required.
III. HAZARD ANALYSIS

A. Describe the potential hazards that the facility is vulnerable to such as tornadoes, flooding, fires, hazardous materials from fixed facilities or transportation accidents, proximity to a nuclear power plant, power outages during severe cold or hot weather, etc. Indicate past history and lessons learned.

B. Provide site-specific information concerning the facility to include:

1. Number of facility beds, maximum number of clients on site, average number of clients on site.

2. Type of clients served by the facility to include but not limited to:
   a. Clients with Alzheimer Disease.
   b. Clients requiring special equipment or other special care, such as oxygen or dialysis.
   c. Number of clients who are self-sufficient.

3. Identification of which flood zone facility is in as identified on a Flood Insurance Rate Map.

4. Proximity of facility to a railroad or major transportation artery (per hazardous materials incidents).

5. Identify if facility is located within 10 mile or 50 mile of emergency planning zone of a nuclear power plant.

IV. CONCEPT OF OPERATION

This section of the plan defines the policies, procedures, responsibilities and actions that the facility will take before, during and after any emergency situation. At a minimum the facility plan needs to address direction and control, notification, evacuation and sheltering.

A. Direction and Control - Define the management function for emergency operations. Direction and control provide a basis for decision-making and identifies who has the authority to make decisions for the facility.

1. Identify, by title who is in charge during an emergency, and one alternate, should that person be unable to service in that capacity.

2. Identify the chain of command to ensure continuous leadership and authority in key positions.

3. State the procedures to ensure timely activation and staffing of the facility in emergency functions.
4. State the operational and support roles for all facility staff. (This will be accomplished through the development of Standard Operating Procedures, which should be attached to this Plan).

5. State the procedures to ensure the following needs are supplied:

   a. Emergency power, natural gas or diesel. If natural gas, identify alternate means should loss of power occur which would effect the natural gas system. What is the capacity of emergency fuel system?

   b. Transportation (may be covered in the evacuation section).

B. Notification - Procedures must be in place for the facility to receive timely information on impending threats and the alerting of facility decision makers, staff and clients of potential emergency conditions.

   1. Define how the facility will receive warnings.

   2. Define how key staff will be alerted.

   3. Define the procedures and policy for reporting to work for key workers.

   4. Define how clients will be alerted and the precautionary measures that will be taken.

   5. Identify alternative means of notification should the primary system fail.

   6. Identify procedures for notifying those facilities to which facility clients will be evacuated.

   7. Identify procedures for notifying families of clients that facility is being evacuated or closed.

C. Evacuation - Describe polices, roles, responsibilities, and procedures for the evacuation of clients from the facility.

   1. Identify the individual responsible for implementing facility evacuation procedures.

   2. Identify transportation arrangements made through mutual aid agreements or understandings that will be used to evacuate clients (copies of the agreements should be attached).
3. List vehicles that will be used in the event of an evacuation (i.e. personal cars, facility owned vans, etc...)

4. List titles of personnel responsible for operating vehicles

5. Describe transportation arrangements for logistical support to include moving records, medications, food, water and other necessities.

6. Identify the pre-determined locations where clients will evacuate.

7. Provide a copy of the mutual aid agreement that has been entered into with a facility to receive clients (copies should be current, signed each year).

8. Identify evacuation routes that will be used and secondary routes that would be used should the primary route be impassable.

9. Specify the amount of time it will take to successfully evacuate all clients to the receiving facility.

10. Identify the staff who will be required to accompany evacuees to the receiving facility.

11. Identify the staff who will be required to stay with evacuees if a public shelter is utilized.

12. Identify procedures that will be used to keep track of clients once they have been evacuated (to include a log system). Include the designated person(s) by title who will be maintaining this system.

13. Determine what belongings and how much should each client take.

14. Establish procedures for responding to family inquiries about clients who have been evacuated.

15. Establish procedures for ensuring all clients are accounted for and are out of the facility.

16. Determine at what point to begin the pre-positioning of necessary medical supplies and provisions.

17. Specify at what point the mutual aid agreements for transportation and the notification of alternate facilities will begin.

D. Re-Entry - Once a facility has been evacuated, procedures need to be in place for allowing clients to re-enter the facility once
authorized to do so by the appropriate emergency services agency.

1. Identify by title who is the responsible person(s) for authorizing re-entry to occur for the facility.

2. Identify procedures for inspection of the facility to ensure it is structurally sound.

V. INFORMATION, TRAINING AND EXERCISES

This section shall identify the procedures for increasing employee and clients and their families awareness of possible emergency situations and providing training on their emergency roles before, during and after a disaster.

A. Identify how key workers will be instructed in their emergency roles during non-emergency times.

B. Identify a training schedule for all employees and identify the provider of the training.

C. Identify the provision for training new employees regarding their disaster related role(s).

D. Identify a schedule for exercising all or portions of the disaster plan on at least an annual basis.

E. Establish procedures for correcting deficiencies noted during training exercises.

VI. ANNEXES

The following information needs to be included in a solid plan, yet placement in an annex is optional, if the material is included in the body of the plan.

A. Roster of employee and companies with key disaster related roles.

1. List the names, addresses, and telephone numbers of all staff with disaster related roles.

2. List the name of the company, contact person, telephone number and address of emergency service providers such as transportation, emergency power, fuel, water, police, fire, emergency medical services, etc.

***AS A NOTE- THIS INFORMATION MUST BE MAINTAINED AND UPDATED AT LEAST QUARTERLY OR AS SOON AS CONTACT INFORMATION CHANGES***

B. Agreements and Understandings

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 the operational integrity of this plan.

C. Evacuation Route Map

1. A map of the evacuation routes and description of how to get to a receiving facility for drivers.

D. Support Material

1. Any additional material needed to support the information provided in the plan.

2. Copy of the facility’s fire safety plan that is approved by the Henrico County Division of Fire Office of the Fire Marshal.