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:
  - Situation Status
  - Surge Capacity
  - Resident transfer/bed availability
  - 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.
### IMMEDIATE ACTIONS (OPERATIONAL PERIOD 0-2 HOURS)

#### OPERATIONS
- Activate the nursing home’s internal (or external) flooding plan.
- 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.
- Ensure the operations of alternate power supplies (i.e., back-up generators).
- Maintain communications systems; activate alternate/redundant communications systems as needed.
- Evaluate the flooded area(s) and identify safety issues.
- Institute measures to prevent flooding and protect nursing home resources, as appropriate.
- Secure the nursing home and limit access and egress.
- Implement business continuity planning and protection of resident records.
- Assess nursing home damage and projected impact of rising flood waters on the nursing home.

#### PLANNING
- Establish operational period and incident objectives; develop the Incident Action Plan in collaboration with the Incident Commander.
- Gather and validate situational information and projected impact.
- Implement resident and staff tracking, as appropriate.

#### LOGISTICS
- Maintain utilities and activate alternate systems as needed.
- Investigate and provide recommendations for auxiliary power (battery powered lights, etc.).
- Provide for water, food, and rest periods for staff.
- Obtain supplies to maintain function of emergency generators (fuel, parts, etc.).
- Obtain supplemental staffing, as needed.
- Prepare for transportation of evacuated residents.
- Validate and/or activate the back-up communications systems.
## INTERMEDIATE (OPERATIONAL PERIOD 2-12 HOURS)

### COMMAND

- Establish a resident information center to notify resident families of situation and resident locations.
- Notify local emergency management, emergency operations center, and regulatory agencies of situation status, critical needs, and plans for evacuation, if appropriate.

### OPERATIONS

- Continue essential resident care management.
- Initiate clean-up operations, as appropriate.
- Reassess need for, or prepare for, evacuation.
- Continue to maintain utilities.
- Provide mental health support to residents and families as needed.
- Continue to secure the nursing home, including unsafe areas.
- Activate business continuity plans, including protection of records and possible relocation of business functions.
- Continue to evaluate nursing home integrity and safety of flooded areas. Initiate clean-up, as appropriate.

### PLANNING

- Continue resident and personnel tracking, as needed.
- Update and revise the Incident Action Plan and distribute to Command Staff and Section Chiefs.

### LOGISTICS

- Provide additional staffing and resources as required.

### FINANCE/ADMINISTRATION

- Track cost expenditures and estimate cost of nursing home damage and lost revenue.
- 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.
### EXTENDED (OPERATIONAL PERIOD BEYOND 12 HOURS)

#### COMMAND

(Incident Commander):

- [ ] Update and revise the Incident Action Plan and prepare for demobilization.
- [ ] Continue to update internal leaders on the situation status.
- [ ] Continue with briefings and situation updates with staff, residents, and families.
- [ ] Continue resident information center operations.
- [ ] Continue to notify local emergency operations center and regulatory agencies of situation status.
- [ ] Continue resident information center operations in collaboration with Public Information Officer.

(Safety Officer):

- [ ] Continue to evaluate flooded areas and nursing home integrity for safety, and take immediate corrective actions.

#### OPERATIONS

- [ ] Continue essential resident care management and services.
- [ ] Continue to evaluate nursing home damage/integrity and initiate clean-up/repair activities.
- [ ] Continue repair and clean-up operations, as appropriate.
- [ ] Continue evacuation of the nursing home, if implemented. Ensure the transfer of residents' belongings, medications, and records, when evacuated.
- [ ] Continue to maintain utilities.
- [ ] Continue to secure the nursing home, including unsafe areas.
- [ ] Continue business continuity activities and relocation of business services, if appropriate.
- [ ] Prepare for demobilization and system recovery.

#### PLANNING

- [ ] Revise and update the Incident Action Plan.
- [ ] Initiate demobilization and system recovery plan.

#### LOGISTICS

- [ ] Provide supplemental staffing as needed.

#### FINANCE/ADMINISTRATION

- [ ] Continue to track cost expenditures.
- [ ] Continue to facilitate contracting for nursing home repair and clean up.
### DEMOBILIZATION/SYSTEM RECOVERY

#### COMMAND

(Incident Commander):
- Determine nursing home status and declare termination of the incident.
- Conduct final media briefing and assist with updating staff, residents, families, and others of the termination of the event.
- Communicate final nursing home status and termination of the incident to local emergency operations center, area facilities, officials, and regulatory agencies.
- Assist with the repatriation of transferred residents.

(Safety Officer):
- Ensure nursing home safety and restoration of normal activities.
- Ensure nursing home repairs are completed in conjunction with the Operations and Logistics Sections.

#### OPERATIONS

- Restore normal resident care operations.
- Ensure restoration of utilities and communications.
- Complete a nursing home damage report, progress of repairs, and estimated timelines for restoration of nursing home to pre-event condition.

#### PLANNING

- Complete a summary of operations, status, and current census.
- Conduct after-action reviews and debriefings.
- Develop the after-action report and improvement plan for approval by the Incident Commander.

#### LOGISTICS

- Restock supplies, equipment, medications, food, and water.
- Ensure communication and IT/IS operations return to normal.
- Provide stress management and mental health support to staff.

#### FINANCE/ADMINISTRATION

- Compile a final report of response and nursing home repair costs for approval by the Incident Commander.
- 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.
# DOCUMENTS AND TOOLS

<table>
<thead>
<tr>
<th></th>
<th>Nursing Home Emergency Operations Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Nursing Home Evacuation Plan</td>
</tr>
<tr>
<td></td>
<td>Flood Response Plan</td>
</tr>
<tr>
<td></td>
<td>Utility Failure Plan</td>
</tr>
<tr>
<td></td>
<td>Nursing Home Business Continuity Plan</td>
</tr>
</tbody>
</table>