



# Orange County Emergency Services

A Prepared, Coordinated, and Integrated Emergency Services System

E-911 | Fire Marshal | EMS | Emergency Management

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EMERGENCY MANAGEMENT DIVISION

## **Emergency Action Plan Guidance and Checklist For Long-Term Residential Care Facilities Orange County Emergency Services**

**If you have any questions, please contact:**

Orange County Emergency Management  
510 Meadowlands Drive  
Hillsborough, NC 27278  
919-245-6100  
[Readyorange.org](http://Readyorange.org)

## **Introduction and Questions**

### **What is an Emergency Action Plan?**

An Emergency Action Plan (EAP) is a comprehensive document that facilitates a facility's emergency response actions in an emergency. It outlines response actions that the facility staff members will take to best assist the facility in event of a large incident. The plan demonstrates which hazards are of relevant consideration, provides a communication plan, and develops a strong foundation for responding to an incident.

An EAP should do the following:

- Contain a facility-based risk assessment
- Provide strategies for addressing emergency events as a result of the identified risks from the assessment
- Address populations that may require additional consideration or needs in an emergency event
- Include a plan for cooperating with local, state, and federal emergency preparedness officials, as well as coordinating with local partners

### **Why do I need an EAP?**

An EAP prepares you and your facility to be prepared and ready to respond to incidents. In many of the cases discussed in an EAP, there will be high levels of stress and uncertainty. The EAP will be a guiding document that response personnel can lean on in an emergency.

The EAP also contains quick-reference information such as important phone numbers, evacuation routes, and decision points. Having these items readily accessible will allow the response and recovery process of an incident to happen much more quickly.

## Is it required for my facility have an Emergency Plan?

North Carolina requires certain facilities to have a written plan and procedures to prepare for emergencies. These requirements are outlined in the [North Carolina Administrative Code \(NCAC\) Title 10A](#).

### *For Nursing Home Facilities*

[10A NCAC 13D. 2208\(a\)](#) states that “The facility shall have detailed written plans and procedures to mete potential emergencies and disasters including but not limited to fire, severe weather, and missing patients or residents.”

### *Overnight Respite Services*

[10A NCAC 13F .0309\(d\)](#) states that “A written disaster plan, which has the approval of or has been documented as submitted to the local emergency management agency and the local agency designated to coordinate special needs sheltering during disasters, shall be prepared and updated at least annually and shall be maintained in the facility.”

### *Family Care Homes*

[10A NCAC 13G .0316 \(f\)](#) states that “A written disaster plan which has the written approval of, or has been documented as submitted to, the local emergency management agency and the local agency designated to coordinate special needs sheltering during disasters, shall be prepared and updated at least annually and shall be maintained in the home. This written disaster plan requirement shall apply to new and existing homes.”

### *Hospice Facility*

[10A NCAC 13K. 0301\(a\)](#) states that “The governing body or its designee shall establish and implement at a minimum, a description of written policies governing all aspects of the hospice program. Such policies shall be available for inspection by the Department and shall include at a minimum ... emergency preparedness and disaster planning”

[10A NCAC 13K .1206\(a-d\)](#) states that “The hospice shall establish written policies and procedures governing disaster preparedness and fire protection. The hospice shall have detailed written plans and procedures to meet potential emergencies and disasters, including fire and weather. The plans and procedures shall be made available upon request to local or regional emergency management offices. The facility shall provide training for all employees in emergency procedures upon employment and annually.”

The federal government also has regulations requiring Long Term Care Facilities to have an Emergency Plan. [42 CFR 483.73\(a\)](#) states that “The LTC facility must develop and

maintain an emergency preparedness plan that must be reviewed, and updated at least annually. The plan must do all of the following:

1. Be based on and include a documented, facility-based and community-based risk assessment, utilizing an all-hazards approach, including missing residents.
2. Include strategies for addressing emergency events identified by the risk assessment.
3. Address resident population, including, but not limited to, persons at-risk; the type of services the LTC facility has the ability to provide in an emergency; and continuity of operations, including delegations of authority and succession plans.
4. Include a process for cooperation and collaboration with local, tribal, regional, State, or Federal emergency preparedness officials' efforts to maintain an integrated response during a disaster emergency situation. “

#### **Do you have any additional resources for the plan?**

North Carolina Emergency Management has created a Risk Management Portal that assists in gathering the correct documents for the plan via an online application. This serves as a good starting point for the creation of an emergency plan and allows for the plan to be exported into a PDF or Word document where further additions to the plan can be made. To access this portal, go to <https://rmp.nc.gov/portal/#> . Log in with your NCID username and password or register for one. On the main screen, select planning tools then select Licensed Care Facility Risk Management Plan to get started.

#### **Do Emergency Services approve the plan?**

Orange County Emergency Services does not formally approve Emergency Plans. Instead, the County will review a facility's EAP and provide helpful feedback from an emergency management perspective. To have someone from Orange County Emergency Services review your Emergency Plan, please email [Emergency\\_Management@orangecountync.gov](mailto:Emergency_Management@orangecountync.gov) .

#### **What do I do with this EAP after it is made?**

Creating the EAP is the first step, and now there are several steps that need to be taken to make sure that the plan stays current and relevant personnel know what is in the plan. A distribution list should be kept as an appendix to the plan that lists all people who should receive a copy of the plan along with their signature attesting that they have received and

reviewed the plan. Once the plan is created and any time it is revised, please email a copy to Orange County Emergency Management at [Emergency\\_Management@orangecountync.gov](mailto:Emergency_Management@orangecountync.gov)

Once the plan has been made, there needs to be updates to the plan to keep it relevant. The plan should be reviewed annually to ensure that the plan matches the current operations of the facility. Additionally, the plan should be updated when any of the following occurs:

- Regulatory changes
- There are new hazards that pose new risks or the existing hazards change
- When problems have been identified after drills, exercises, and tests
- After a disaster/emergency proves inaccuracies in the plan
- Infrastructure/facility changes
- Changes in funding

When revisions are made, document the version and revision date in an appendix to the plan and redistribute the plan through the distribution list.

Exercising the plan is a good opportunity to practice both the plan and the staff's ability to respond to a disaster. Hosting regular exercises is a good practice with the EAP and will also identify areas of the plan that needs to be improved. Exercises can range in complexity from a simple tabletop exercise to a full-scale exercise where a scenario is ran through from start to finish. After the exercise, perform an after action review that described what went well and areas for improvement.

## **Emergency Plan Checklist**

### I. Quick-Reference Materials

- \_\_\_\_\_ A. Emergency personnel name and phone numbers for facility
- \_\_\_\_\_ B. Name and phone numbers for emergency contacts including security, local emergency services, building manager, electric utility, water utility, gas utility (if applicable), and telephone company
- \_\_\_\_\_ C. Rapid Response Guides
  - \_\_\_\_\_ 1. Provide a quick list of initial actions for the hazards identified as high risk in the hazard vulnerability assessment

### II. Introduction

- \_\_\_\_\_ A. Provide an introduction to the Plan that includes
  - \_\_\_\_\_ 1. Purpose of the Plan
  - \_\_\_\_\_ 2. Time of implementation of the Plan
  - \_\_\_\_\_ 3. Any information concerning the facility that has a bearing on the implementation of the Plan.
  - \_\_\_\_\_ 4. List any laws or policies requiring a plan and the requirements for plan maintenance
- \_\_\_\_\_ B. Provide basic facility information
  - \_\_\_\_\_ 1. Name of facility, address, telephone number, emergency contact telephone number/pager, fax number, type of facility, license
  - \_\_\_\_\_ 2. Owner of facility and contact information
  - \_\_\_\_\_ 3. Year facility was built, type of construction, date of subsequent construction
  - \_\_\_\_\_ 4. Name of Administrator and contact information
  - \_\_\_\_\_ 5. Organizational chart with phone numbers and key management positions identified

### III. Hazard Analysis

- \_\_\_\_\_ A. Describe the potential hazards that the facility is vulnerable to such as tornadoes, floods, fires, hazardous materials, power outages in extreme temperatures, structure collapse, bomb threat, etc.
- \_\_\_\_\_ 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 including:
    - \_\_\_\_\_ a. Clients with special needs
    - \_\_\_\_\_ b. Clients requiring special equipment or other special - care, such as oxygen or dialysis
    - \_\_\_\_\_ c. Number of clients who are children (under 18)
  - \_\_\_\_\_ 3. Identification of which flood zone the facility is in from a Flood Insurance Rate Map
  - \_\_\_\_\_ 4. Proximity of facility to a railroad or major transportation artery

#### IV. Concept of Operations

- \_\_\_\_\_ A. Direction and control – Define the management functions for emergency operations. Should provide a basis for decision-making and identifies who has authority to make decisions for the facility
  - \_\_\_\_\_ 1. Identify the title of who is in charge during an emergency and an alternate who can serve in that capacity if the person in charge cannot serve 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 with key decision criteria for execution of the plan
  - \_\_\_\_\_ 4. State the operational and support roles for all facility staff
  - \_\_\_\_\_ 5. State the procedures to ensure the following needs are supplied:
    - \_\_\_\_\_ a. Emergency power and the capacity of the system
    - \_\_\_\_\_ b. Transportation (may be detailed in evacuation section)

\_\_\_\_\_ c. Potable water and food supplies

\_\_\_\_\_ B. Notification – Procedures must be in place for the facility to receive timely information on impending threats and alerting 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 how clients will be alerted and the precautionary measures that will be taken

\_\_\_\_\_ 4. Define the procedures and policy for reporting to work for key workers

\_\_\_\_\_ 5. Identify alternative means of notifications should the primary system fail

\_\_\_\_\_ 6. Identify procedures for notifying identified designated receiving evacuation site

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

\_\_\_\_\_ C. Evacuation – Describe policies, roles, responsibilities, and procedures for the evacuation of clients from the facility.

\_\_\_\_\_ 1. Define how the facility will receive warnings of an immediate hazard

\_\_\_\_\_ 2. Define how the 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. Define how client's families and the public will be notified

\_\_\_\_\_ 6. Identify the designated receiving evacuation site. Provide a copy of the mutual aid agreement that has been entered into with a facility to receive clients in the appendix if one has been developed (copies should be current and signed each year)

\_\_\_\_\_ 7. Identify evacuation routes that will be used and secondary routes that would be used should the primary ones be unavailable. Provide a map with evacuation routes in the appendix to this plan.

- \_\_\_\_\_ 8. Specify the amount of time it will take to successfully evacuate all clients to the receiving facility
- \_\_\_\_\_ 9. What are the procedures to ensure facility staff will accompany evacuating clients
- \_\_\_\_\_ 10. Identify procedures used to identify and keep track of clients once they have been evacuated (include log as an appendix if applicable)
  - \_\_\_\_\_ a. Determine how confidentiality of secure patient information will be maintained
- \_\_\_\_\_ 11. Establish procedures for ensuring all clients are accounted for and out of the facility
- \_\_\_\_\_ 12. Establish procedures for responding to family inquiries about the patient
- \_\_\_\_\_ 13. Determine at what point to begin the pre-positioning of necessary medical supplies and provisions
- \_\_\_\_\_ 14. Specify transportation considerations for clients, particularly those who are medically fragile or otherwise have mobility support needs
- \_\_\_\_\_ 14. Specify at what point the mutual aid agreements for transportation and the notification of alternate facilities will begin
- \_\_\_\_\_ D. Re-Entry – procedures to allow clients to re-enter the facility once authorized to do so following an evacuation
  - \_\_\_\_\_ 1. Identify who is the responsible person(s) for authorizing re-entry to occur
  - \_\_\_\_\_ 2. Identify procedures for inspection of the facility to ensure it is structurally sound
  - \_\_\_\_\_ 3. Describe appropriate considerations for return travel to the facility

V. Information, Training, and Exercises

- \_\_\_\_\_ 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

- \_\_\_\_\_ A. Roster of employee and companies with key disaster related roles
  - \_\_\_\_\_ 1. List the names, addresses, and telephone numbers of all staff with their disaster related roles.
- \_\_\_\_\_ B. Hazard Specific Annexes
  - \_\_\_\_\_ 1. List the response protocols and key considerations for the hazards identified in the hazards assessment. This should be referenced in the quick reference with initial actions.
- \_\_\_\_\_ 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 this plan
  - \_\_\_\_\_ 2. Copy of the facility's fire safety plan that is approved by the jurisdiction's Fire Marshal
- \_\_\_\_\_ E. Revision and Distribution History of the Plan