



JENSEN HUGHES

*Your Partner in Safety,  
Security and Risk-Based  
Engineering + Consulting*

**2024 Virginia Long Term Care Infrastructure Pilot Program  
Tabletop Exercise**

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# GOALS

*The Goals of today's Tabletop Exercise are:*

- + Manage the Objectives:
  - Conduct group discussions to respond to the scenarios and injects.
- + Develop an Incident Action Plan (IAP):
  - Use your Emergency Operations Plan (EOP) and facility Plans, policies, and procedures to determine your facility's actions.

Management by Objectives (MBO)



# OBJECTIVES

- + Develop a structured approach to managing the consequences of a loss / interruption of mission critical services.
- + Learn how the facility responds and communicates, not only with themselves but for all departments and with external partners.
- + Discuss what the loss of mission critical services means to your facility / campus operations.
  - What are the impacts to resident care?
  - How can the impacts be reduced, and how the facility manages the consequences?
- + Explore the various means for managing communications (Internal and External).



# ASSUMPTIONS & ARTIFICIALITIES

*The Assumptions & Artificialities of today's Tabletop Exercise are:*

- + The scenario is plausible, and events occur as they are presented.
- + There is no hidden agenda and there are no trick questions.
- + All players receive the information at the same time.
- + Exercise simulation contains sufficient detail to allow players to react.



# GROUND RULES

*The Ground Rules for today's Tabletop Exercise are:*

- + This is not a test. It's an open, low-stress *learning environment*.
- + Varying viewpoints, even disagreements, may happen.
- + Consider different approaches and suggest improvements to current plans and procedures.
- + Address goals and objectives, **not** the scenario.
- + Responses should be based on current capabilities.
  - If you would call a colleague, partner, or vendor, please let the facilitator know.
- + Respect the individual players in your group.
- + Real-world emergency actions take priority over exercise actions.



# EXERCISE DESIGN

- + The exercise is broken down into Operational Periods; different scenarios will be presented in each period. Policy and/or operational questions will be posed to participants during each module.
- + After each period, groups will have time to discuss the situation update.
- + After the time is up the facilitators will ask questions to each group for discussion.





# EXERCISE DESIGN

- + The exercise slides are broken into different functional areas:

**Scenario Update**

**Inject Questions**

**Group Tasks**

**Report Out**

# Are we Ready?





## Operational Period 1 Water Main Break



# OPERATIONAL PERIOD 1 – WATER MAIN BREAK

## *Scenario*

- + It is 6:00 am and the weather for the coming days will be sunny and 90+ degrees.
- + Your current census is at 80% of your licensed beds.
- + At approximately 6:15 am, the charge nurse is notified of a decent amount of water near the front entrance, and it is bubbling up in the driveway near the road.
- + At 6:30 am, your Director of Maintenance, who is at a Facility and Emergency Management conference in Florida, receives a text of a low water alarm from the building management system.



# OPERATIONAL PERIOD 1 – WATER MAIN BREAK

## *Scenario Update:*

- + At approximately 6:35 am, an employee who is walking into the building witnesses the driveway near the road exploding, throwing hundreds of gallons of water, asphalt, and debris in the air.
- + There are reported minor injuries to people at a nearby bus stop and minor flooding is occurring into the front lobby of the facility.





# OPERATIONAL PERIOD 1 – WATER MAIN BREAK

## + Facility Questions:

- Who would be the initial facility Incident Commander?
- What internal actions would you expect them to make?
- What internal and external notifications would be made? What information should be exchanged?



# OPERATIONAL PERIOD 1 – WATER MAIN BREAK

- + Facility Questions cont.:
  - What plans, policies and procedures should be activated?
  - With the loss of water, develop a list of how this will affect your operations and what can be done to mitigate the effects on a short-term and long-term basis.



# OPERATIONAL PERIOD 1 GROUP TASKS

## Group Activity:

- + Discuss Operational Period 1 Questions.
- + Each group to identify a spokesperson who will report out on the group's discussion.
- + Who will be the Incident Commander for this incident?
  - + Incident Commander – identify who will fill the following command and general staff positions:
    - + Safety      + Operations
    - + Liaison      + Planning
    - + PIO            + Logistics
    - + Finance

## SECTION E: EMERGENCY PROCEDURES FOR SPECIFIC EVENTS

### LOSS OF WATER SERVICE / CONTAMINATION OF WATER SUPPLY

#### OVERVIEW

The facility's domestic cold water supply is derived from one water supply line from the town/village/city of

Expected potable water usage under restricted use of water conditions is approximately \_\_\_\_\_ gallons per day.

Additional non-potable (industrial) water supplies will be required for other building systems (e.g. boilers, toilets, HVAC, etc.).

#### GENERAL ACTIONS APPLICABLE TO ALL STAFF

- Do not drink water which is contaminated or suspected to be contaminated.
- If advanced notice is given, fill all containers and tubs with water.
- Services affected by loss of water:
  - Hot water
  - Hand washing and resident care activities
  - Laundry services
  - Cooking, ice machines and dishwashing
  - Fire suppression system (sprinklers)
- Water currently stored in facility (storage tanks, bottled water, etc.) will be rationed for use depending upon the following priority:

Priorities for the use of Available Water and Liquids	Location Obtained
1. Personal Consumption (1-3 gallons per person per day).	Food Services: milk, soda, juice, bottled water – Outside Vendors
2. Personal Hygiene	SEE water loss contingency plans below. (Non-potable water can be used to force flush toilets)
3. Cooking	SEE water loss contingency plans below.
4. Housekeeping / Clean up	SEE water loss contingency plans below. (Non-potable water may be used to clean up spills or mop floors)



# OPERATIONAL PERIOD 1 GROUP TASKS



# **Operational Period 2**

## **Loss of Water**



# OPERATIONAL PERIOD 2 – LOSS OF WATER

## *Scenario Update:*

- + The City was able to shut down the water main from the street at 6:50am. Due to the damage, they expect the timeline for the repairs to be extended (3-5 days).
- + All areas and departments in the building are reporting that there is no water pressure in the building.
- + The Assistant Maintenance Director has identified that the high-pressure water main that feeds the building has ruptured and caused extensive damage to the driveway and parking lot.





# OPERATIONAL PERIOD 2 – LOSS OF WATER

## *Scenario Update:*

- + Local media have started calling the facility requesting information about the incident.
- + There are multiple social media posts of the explosion and water geyser. These posts are starting to trend and there are a lot of community comments.



# OPERATIONAL PERIOD 2 – LOSS OF WATER

- + Questions:
  - Given the known information, what actions would you take?
  - Do you have concerns about the situation? Are there any plans, policies, or procedures that can assist?
  - Do you have any pre-scripted messages we can use for this scenario?
- + Are there any regulatory requirements that we should be considering?
- + What next steps do you need to do?
  - State / Region?



# OPERATIONAL PERIOD 2 – LOSS OF WATER

## + Department Specific Actions:

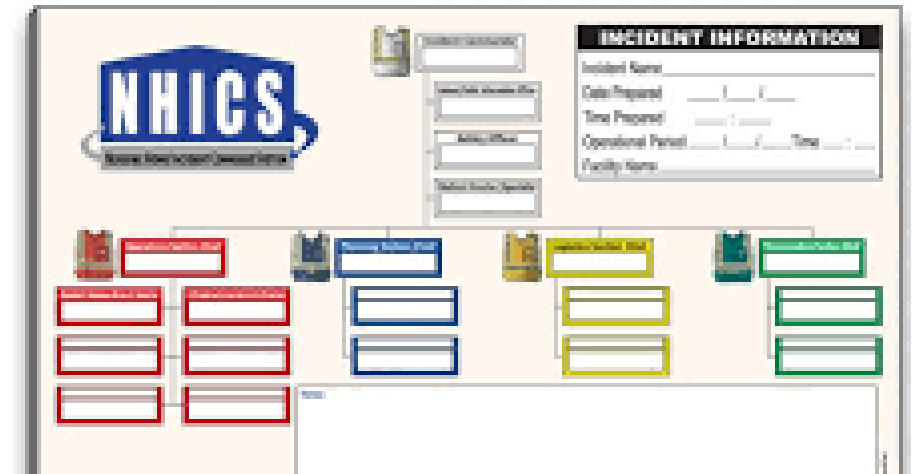
- List 3 - 4 actions that the Administrator / Executive Director would need to address.
- List 3 - 4 actions that the Assistant Maintenance Director would need to address.
- List 3 - 4 actions that the Dietary Department would need to address.
- List 3 - 4 actions that Nursing would need to address.



# OPERATIONAL PERIOD 2 GROUP TASKS

## Group Activity:

- + Discuss Operational Period 2 Questions.
- + Each group to identify a spokesperson who will report out on the group's discussion.
- + Which incident command positions will be tasked with the actions that you came up with in response to this operational period?



## INCIDENT ACTION PLAN (IAP) QUICK START

COMBINES NHICS FORMS 201+202+203+204+215A



1. INCIDENT NAME		2. OPERATIONAL PERIOD	
		DATE: FROM:	TO:
		TIME: FROM:	TO:
3. SITUATION SUMMARY		-- NHICS 201 --	



# OPERATIONAL PERIOD 2 GROUP TASKS

Report Out (10 Minutes)



## Operational Period 3 Evacuation Preparation



# OPERATIONAL PERIOD 3 – EVACUATION PREPARATION

## *Scenario Update:*

- + The facility leadership team along with municipal partners have decided to evacuate, due to the extended downtime of water loss (3 - 4 days to obtain the needed gate valve).
- + The facility Command Center is initiating the Evacuation Plan.
- + The Fire Department is asking what resources are needed.
- + The local media are outside the facility filming the situation.

## **Note:**

- + Focus on preparing the residents for slow-out evacuation and determining what resources are needed for the evacuation.
- + **Do Not Focus** on the water issues anymore.



# OPERATIONAL PERIOD 3 – EVACUATION PREPARATION

## + Questions:

- What additional Nursing Home Incident Command System (NHICS) positions you would anticipate needing to assign at this point to manage the evacuation?
- Where would you establish your **internal holding area(s)**?
- What staff and supplies do you need for your holding area(s)?
- What resources would you request from the Fire Dept?





# OPERATIONAL PERIOD 3 – EVACUATION PREPARATION

## + Questions:

- How would you determine which residents / units to evacuate first?
- How would you prioritize the evacuation?
- How do you prepare the residents for the evacuation?
- What needs to go with them?



# OPERATIONAL PERIOD 3 – EVACUATION PREPARATION

## + Questions:

- Where do you get the information to give to EMS and the Regional Healthcare Coordinating Center (RHCC) as to what transportation vehicles are needed?
- Where would vehicle staging be located? Who would manage vehicle staging? Is this part of your Full Building Evacuation Plan?
- Where are your **Stop-Over Points**?



# OPERATIONAL PERIOD 3 – EVACUATION PREPARATION

- + Questions:
  - How and who would notify resident's families and doctors?
  - How would you share medical records and resident information with residents accepting facilities?
  - How would you address the transfer of the resident's medications?





# OPERATIONAL PERIOD 3 GROUP TASKS

## Group Activity:

- + Discuss Operational Period 3 Questions.
- + Each group to identify a spokesperson who will report out on the group's discussion.
- + Command Center
  - Prioritize evacuation - Units to be evacuated, etc.
    - Create an evacuation priority list
    - Are there any special circumstances that need to be addressed (secure dementia, ventilator dependent, bariatric residents)
    - Determine the method of evacuation
  - What message are we presenting to Staff, Residents, Family, providers and the Media?
    - Create messages to present to the group
- + Labor Pool
  - Identify the number of staff available, evacuation groups



# OPERATIONAL PERIOD 3 GROUP TASKS

- + Logistics
  - Identify the amount of evacuation equipment available and the location.
  
- + Planning
  - Create a plan for the next 8-12 hours
  
- + Transportation Officer
  - Identify the needed transportation resources needed.
    - What is needed, where is it coming from, and where will the resource stage?
  
- + Holding Area Coordinator
  - Identify holding areas (Red, Yellow, Green), and supplies that will be needed.
    - Where, what type of patients, what equipment is needed, and for how long, etc.

# OPERATIONAL PERIOD 3 GROUP TASKS



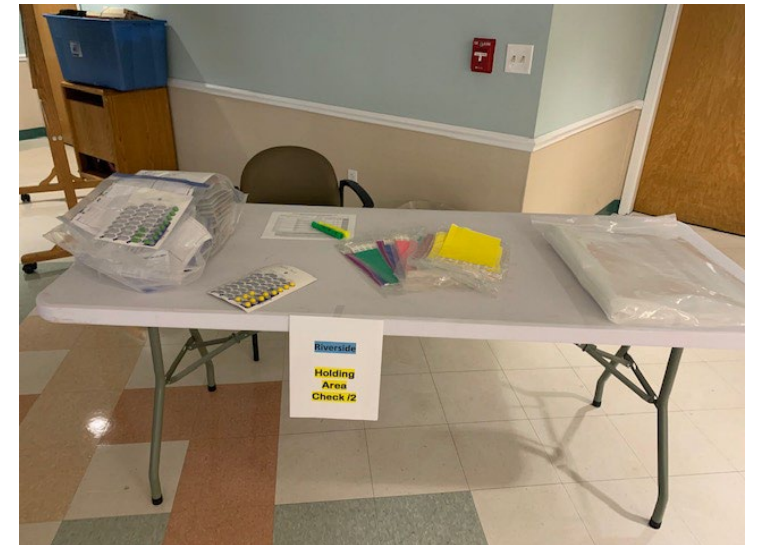
# Operational Period 4 Recovery



# OPERATIONAL PERIOD 4 – RECOVERY

## *Scenario Review:*

- + It is now 6:30 pm. All Preparatory actions for the evacuation have been accomplished and the evacuation / movement of residents is under way.





# OPERATIONAL PERIOD 4 – RECOVERY

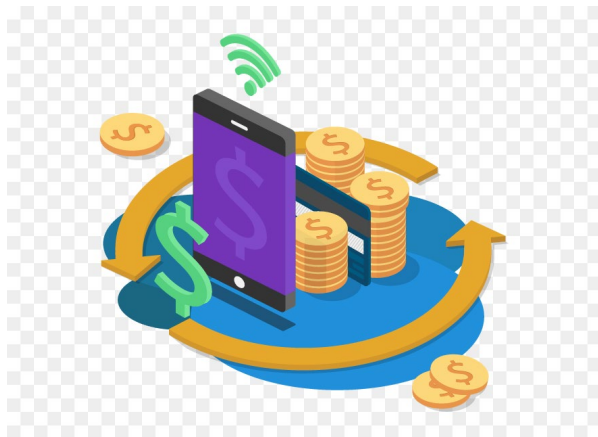
- + Questions:
  - Who will write and deliver messages to the media? Press release? Press briefing / conference?
  - Who will follow up with families and the evacuated residents in the receiving facilities?
  - How are the financials handled between the Disaster Struck Facility (DSF) and the Resident Accepting Facilities (RAFs)?
  - How will you support the mental health impact of the event on your staff and residents?



# OPERATIONAL PERIOD 4 GROUP TASKS

## Group Activity:

- + Discuss Operational Period 4 Questions.
- + Each group to identify a spokesperson who will report out on the group's discussion.



# OPERATIONAL PERIOD 4 GROUP TASKS





***CELEBRATE YOUR STRENGTHS!***

***WHAT ARE YOUR OPPORTUNITIES FOR IMPROVEMENT?***



# END OF EXERCISE



**Please complete the exercise evaluation form before you leave.**

# HOMWORK

- + Facility Representatives; talk with your team regarding:
  - What would we do? Do we have a plan(s)?
  - How would we do it?
  - Can we answer all the questions?
- + Complete the After Action Report & Improvement Form
  - Make it specific to your facility
- + Download the Power Point from the website
- + **Put the above together to create a package for your next survey!**

## Virginia Long Term Care Infrastructure Pilot Project



<https://www.vhca.org/vlipp/>



VHCA EMPrep [emprep@vhca.org](mailto:emprep@vhca.org)

Thank you!  
We would appreciate your feedback

2024 Virginia Long Term Care  
Infrastructure Pilot Program Table  
Top Exercise



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