

PATIENT CARE SERVICE/UNIT Emergency Response Plan (ERP)

This Emergency Plan is written for occupants of the following work site.

Clinical Unit:

Building/Room(s) #:

Person Preparing This Form:

Phone/Email:

Mail Code:

This Template and appendices are provided to assist in the development of Department/Unit Level Emergency Response Plan (ERP). An ERP is generally required for each Administrative and Patient Care work space, and should be considered part of every Department/Unit's basic health and safety responsibility. Department/Unit Emergency Response Plans are the building blocks of the Service Business Continuity Plans (BCP), which provides the structure for the Health Care System Continuity of Operations Plan (COOP), as part of the broader Comprehensive Emergency Management Program.

Department/Unit Managers are responsible for the **annual** review and update of their *Emergency Response Plan (ERP)*.

Date This Plan Completed/Updated:

(Update your Emergency Plan annually)

Approved by:

Title:

The San Francisco VA Health Care System (SFVAHCS) Emergency Preparedness Program Office provides assistance to the health care community with implementation of emergency preparedness, response and recovery programs in order to ensure compliance with the Health Care System Comprehensive Emergency Management Program, the emergency planning policies and mandates of the Department of Veterans Affairs and Joint Commission.

[E-mail Emergency Response Plans and annual updates for review to:](#)

SFVAHCS Emergency Manager

SFVAHCS Policy – MCM 00-38 Emergency Operations Plan
Service Level Business Continuity Plans (BCP) for each Service shall be developed.

TABLE OF CONTENTS

INTRODUCTION	3
EMERGENCY NUMBERS.....	3
DEFINITIONS.....	4-5
KEY STAFF ASSIGNMENTS	6
DEPARTMENT EMERGENCY NOTIFICATION & COMMUNICATION PLAN.....	8
EVACUATION PLANNING	9
EMERGENCY STATUS REPORT FORM	12
PERSONNEL ROSTER.....	13
STAFF EMERGENCY PLAN ACKNOWLEDGMENT FORM.....	14
DEPARTMENT EMERGENCY INFORMATION POSTER.....	15

INTRODUCTION: Purpose of the Service/Department/Unit Level Emergency Response Plan (ERP)

The complexity of a multi-site health care system requires the full support of staff at all levels to successfully implement the SFVAHCS's Comprehensive Emergency Management Program.

Patient Care Service and Unit Level ERP is an integral part of the Program, and is vital to maintaining the preparedness and safety of the health care community.

All patient care units, administrative departments, and research units are expected to develop Service/Department/Unit Level ERP specific to their individual locations.

The ERP should address preparedness measures, emergency response and evacuation planning. The ERP is a way for workplace occupants to prepare and plan for a variety of emergency situations, e.g., medical emergencies, citywide disasters; power outages, hazardous chemical spills, fires, bomb threats, a civil disturbance, and earthquakes.

It is important for staff to read and understand their work site ERP before an emergency occurs. Managers should share safety information with staff and volunteers; brief all new personnel as they join the department; and Post copies of the ERP in accessible locations.

EMERGENCY CONTACT INFORMATION

Police, SF Fire, Medical Emergency, HazMat Incident	9+911 (if from a medical center phone) 911 (if from a non-medical center phone)
Code Blue – Medical Emergency	2-2222
Code Red - Fire	2-2222
Medical Center Police Dispatch	2-2003
Building Damage, Utilities (gas, water, electricity)	2-2009
Safety Office	2-4839
Hospital Command Center (HCC)	2-6666
KCBS-740 AM, KGO-810 AM, KNBR-680 AM	Emergency Alert System (EAS)
Needlestick Hotline 24-Hour/7 days	(319) 999-0000
Service/Department Emergency Coordinator: [NAME]	[phone/contact number]
Department/Unit Floor Warden: [NAME]	[phone/contact number]
Alternate Department/Unit Floor Warden: [NAME]	[phone/contact number]
Buddy #1 [NAME]	[phone/contact number]
Buddy #2 [NAME]	[phone/contact number]

DEFINITIONS:

Alternates- individuals assigned as back-ups to staff assigned to emergency response positions.

Service Level Emergency Response Plan (ERP) – the ERP is specific to each department or patient care unit location, and outlines emergency responsibilities of staff, evacuation plans, emergency assembly areas, emergency supplies, etc.

Emergency Coordinator – the primary emergency contact for each department or patient care unit location; responsible for implementation of the ERP; assists Floor Warden with evacuation procedures by leading staff from building to Emergency Assembly Area; assesses injuries and damage to personnel/property and reports this status to the Site Emergency Coordinator.

Emergency Assembly Areas (EAA) – pre-designated areas where building occupants assemble following an evacuation to await instructions and “all clear” notifications. Alternate locations should also be designated in the event hazardous conditions prevent access to the 1st choice.

Hospital Command Center (HCC) - representatives from health care system departments assemble in an HCC to manage the response to the emergency event impacting the health care system; emergency response teams are deployed; resources are allocated; and communications are established with other government agencies. The HCC follows the health care system Continuity of Operations Plan (COOP), which include service Business Continuity Plans (BCP) as a guideline for the emergency response and recovery. Status reports and requests for assistance are forwarded to the HCC from the health care system Site Emergency Coordinators.

Emergency Supplies – Administrative departments and patient care units are responsible for maintaining emergency supplies at each work site, e.g. first aid kits, flashlights/batteries, battery operated AM/FM radio, water, emergency food, etc. Supplies should be inventoried and rotated annually. Suggestions for appropriate supplies to have on hand:

www.ready.gov or www.fema.gov.

Emergency Telephone System – Red emergency telephones located in strategic areas throughout the Medical Center for use in the event of an emergency, or when the Medical center telephone system is not operational. Desk phones with red/pink backing behind the phone’s menu (front right side) are connected to the Emergency Telephone System as well.

Floor Wardens – worksite staff designated to monitor the safe evacuation of their assigned floors. Floor Wardens direct staff to emergency exits, monitor movement in stairwells, alert and sweep rooms for personnel, block access to elevators, and assist any disabled staff or visitors. Floor Wardens will receive an orientation to their role, wear an orange ID vest and hard hat for identification, and participate in the annual building evacuation drill.

Hospital Incident Command System (HICS) – The Medical Center utilize the Hospital Incident Command System (HICS) to manage emergency events that affect medical center operations. HICS is based upon the Hospital Emergency Incident Command System (HEICS). HICS is part of the Medical Center’s all-hazard emergency management program that includes mitigation, preparedness, response, and recovery activities.

Site Emergency Coordinator (SEC) – is responsible for developing the Building “Site” Emergency Plan; is the communication liaison between the building occupants and the HCC following an emergency event impacting the building; and will manage the emergency activities at the site until arrival of medical center or city emergency responders. Floor Wardens and Emergency Coordinators provide status reports to the SEC.

Key Staff Assignments: List Name/Duty:

Note: To maximize the chance of trained personnel being available during an emergency, do not designate the same person for more than one assignment.

Name	Assignment/Duty

If worksite has 24/7 or “off hours” staffing, assign floor wardens, emergency coordinators, and buddies for these work hours.

Floor Warden: Name:
Telephone/Email/Pager/cell:

Alternate Floor Warden: Name:
Telephone/Email/Pager/cell:

Emergency Coordinator: Name:
Telephone/Email/Pager/cell:

Alternate Emergency Coordinator: Name:
Telephone/Email/Pager/cell:

Off Hour Assignments (if needed):

Emergency Food/Supplies:

Order of Succession:

Identify key staff (with 24/7 contact information) who will have decision-making authority for the Department/unit during, and immediately following a disaster situation, in order of succession.

Order of Succession		
Name	Title	24/7 Contact Information

OTHER STAFF ASSIGNMENTS

Suggestions: Evaluate your Department's personnel resources. Assign personnel specific duties, during and immediately following a disaster. Identify staff with special expertise or training who can offer assistance when necessary (e.g., Search & Rescue, First Aid, CPR, HAM Radio Operators).

Assign "buddies" to assist disabled staff, patients, and/or visitors during an emergency evacuation. Include information in ERP.

INDIVIDUALS REQUIRING SPECIAL ASSISTANCE IN AN EVACUATION:

- ☐ All patients present in the clinical unit will be considered 'special needs' and will require assistance in the event of an evacuation.

Special Needs Individual Location	Building/Room	Telephone Number
[Clinical Unit]	[Unit Location]	

BUDDIES: [Staff assigned to assist special needs individuals in an evacuation]

See Medical center Evacuation Policy for People with Disabilities-Appendices

Special Needs Individual/Location	Buddy/Location/Phone	Alternate Buddy/Location/Phone

STAFF WITH EMERGENCY RESPONSE SKILLS: Include name/contact list

Name	Emergency Response Skills	Primary/Secondary Phone #
	<input type="checkbox"/> First Aid Training <input type="checkbox"/> CPR: <input type="checkbox"/> Ham Radio Operators <input type="checkbox"/> NERT Training (SF Neighborhood Emergency Response Team) <input type="checkbox"/> Other: Describe	
	<input type="checkbox"/> First Aid Training <input type="checkbox"/> CPR: <input type="checkbox"/> Ham Radio Operators <input type="checkbox"/> NERT Training (SF Neighborhood Emergency Response Team) <input type="checkbox"/> Other: Describe	
	<input type="checkbox"/> First Aid Training <input type="checkbox"/> CPR: <input type="checkbox"/> Ham Radio Operators <input type="checkbox"/> NERT Training (SF Neighborhood Emergency Response Team) <input type="checkbox"/> Other: Describe	

EMERGENCY TELEPHONE CASCADE

- Departments should maintain up-to-date telephone cascade to ensure that staff can be contacted in case of an emergency. **(Insert department telephone cascade)**

LOCATION OF NEAREST FIRE ALARM PULL STATION

LOCATION OF ALL FIRE EXTINGUISHERS (& Date of last inspection):

Location	Date of last Inspection

EVACUATION ROUTES:

Describe location of nearest Emergency Stair Exit to exterior of building and one alternate route (or insert maps/drawings of routes here)

EVACUATION PLANNING

State law requires occupants to evacuate to a safe location when the fire alarm sounds, or when ordered to do so by emergency response personnel. Service Chiefs and Patient Care Unit Managers are responsible for ensuring that employees know their Emergency Assembly Area (EAA) location, and **two** evacuation routes from the work site location. In your Evacuation Plan:

- Note location of nearest emergency exits, fire extinguishers and fire alarm pull stations.
- Describe the evacuation route out of your building. Remind staff **NEVER** to use elevator unless instructed to do so by emergency response personnel.
- Identify the Emergency Assembly Area (EAA) for the work site. EAAs are places for your department/unit staff to gather and wait for instructions and/or the “all clear” notification by emergency response personnel.
 - EAAs should be external to your building in a safe, open area, away from power lines and glass windows. NEVER assemble in any building where the fire alarm is sounding.
- Develop a personal evacuation plan for any person in the Department/Unit who might require special assistance during an evacuation. (See health care system Evacuation Policy for People with Disabilities).

- Educate staff to the type of fire alarm system (e.g. sound/strobe lights/pre-recorded voice announcements) specific to your building. Alarm systems vary depending on the SFVAHCS building. Check with your Building Manager if you are unsure.

EMERGENCY ASSEMBLY AREA (EAA)

[Assemble here following a building evacuation]

Choose EAAs appropriate to your building's emergency exit and close enough to hear an "all clear" signal.

Unit	Building/Floor	Emergency Assembly Area

INTERNAL EVACUATION

In the event patients need to be evacuated to a safe location describe the location of the nearest Horizontal or Vertical safe zone within the facility and one alternate location plus route *(or insert maps/drawings of routes here)*

Reasons for internal evacuation can include but are not limited to;

- Fire
- Weather
- Utility, power, communications failure
- Hostage situation
- Bomb threat
- Hazardous material incident
- Terrorism/bioterrorism

Maintenance and adequate tracking of patients will be accomplished *(state how this will be done)*

EMERGENCY SUPPLIES

- ☐ Emergency supplies are maintained at this worksite.

Describe the location where supplies are stored.

Your supplies should be enough for all staff (including any visitors) for four days.

EMERGENCY SUPPLIES AND EQUIPMENT

Departments are responsible for maintaining emergency supplies and equipment at each work site.

Recommended: First Aid supplies, flashlights, extra batteries, and battery operated AM/FM radio, paper copies of work documents, personnel protective equipment, notebook computer with wireless broadband access.

Assign someone to review, and restock supplies annually.

Item	Location Bldg-Rm	Quantity	Purchase/ Replacement Date

*Your supplies should be adequate for your staff (and any visitors) for a minimum of three days

EMERGENCY PLANNING IMPLEMENTATION CHECKLIST

- ☐ Appoint an Emergency Coordinator and Alternate for each work site location.
- ☐ Appoint a Department/Unit Floor Warden and alternate from your work site to participate in evacuation drills.
- ☐ Identify Emergency Assembly Area and alternate for each work site.
- ☐ Encourage individuals with permanent or temporary disabilities that might require special assistance in an emergency to self-identify. Assign a co-worker “buddy” to provide assistance during an emergency. Refer to the health care system Evacuation Policy for People with Disabilities Requiring Reasonable Accommodation.

- ☐ Monitor and report any non-structural earthquake and safety hazards to Environmental Management and Safety.
- ☐ Assign staff to procure and maintain adequate emergency supplies for work site staff.
- ☐ Develop emergency notification, reporting, and callback procedures for staff.
- ☐ Perform an annual review and update of the Emergency Response Plan. Submit updates to the SFVAMC Emergency Preparedness Program (see e-mail address on cover page).
- ☐ Familiarize all staff with the ERP. Make sure new staff and students are oriented to emergency procedures.

UNIT ESSENTIAL FUNCTIONS and SPECIAL NEEDS

Identify unit's critical operations and resources that need to be protected

- | | |
|--|---|
| <input type="checkbox"/> Security Issues | <input type="checkbox"/> Patients/Visitors |
| <input type="checkbox"/> Laboratories | <input type="checkbox"/> Child Care |
| <input type="checkbox"/> Freezers | <input type="checkbox"/> Conference Room Facilities |
| <input type="checkbox"/> Animals | <input type="checkbox"/> Classrooms/students |
| <input type="checkbox"/> Specialized Equipment | <input type="checkbox"/> Electronic Access Control |
| <input type="checkbox"/> Confidential Records | |

Comments: Following a major disaster with significant operational impact to the medical center or CBOCs, use the following form to provide status reports of damage and injuries, and to request assistance from the Medical center Emergency Operations Center (HCC).

HEALTH CARE SYSTEM EMERGENCY STATUS REPORT

Following a major disaster with significant operational impact to the health care system, use this form to provide status reports of damage and injuries, and to request assistance from the Medical center Emergency Operations Center (HCC).

- ☐ **Use this form to communicate directly to the Hospital Command Center (HCC).**
- ☐ Site Emergency Coordinators: Compile forms from Department Emergency Coordinators/Floor Wardens and forward to HCC. Report status by telephone, radios or runner.
- ☐ Department Emergency Coordinators/Floor Wardens: Give Status Reports to Site Emergency Coordinator.
- ☐ Report life-threatening emergencies immediately to the HCC.

Building/Floor/Room #: _____	Date: _____
Service/Department/Unit: _____	
Your Name: _____	Phone # _____
Your Location: _____	Unit evacuated to: _____

Problems/Urgent Needs	Exact Location / Details
Serious Injuries? ___ Yes ___ No	
Emergency Patient Evacuation ___ Yes ___ No	
Fire/Explosion? ___ Yes ___ No	
___ In progress	
___ Threat	
___ Extinguished	
Building collapse? ___ Yes ___ No	
People trapped? ___ Yes ___ No	
Disabled evacuated from Bldg. ___ Yes ___ No	
Hazardous materials spill? ___ Yes ___ No	
___ In progress	
___ Threat	
___ Extinguished	
Services functional?	
Electrical ___ Yes ___ No	

Emergency lighting	___ Yes ___ No	
Telephones	___ Yes ___ No	
Water	___ Yes ___ No	
Elevators	___ Yes ___ No	
Gas	___ Yes ___ No	
Other		
Observations/Needs: _____		
<input type="checkbox"/> NO MAJOR PROBLEM AT THIS TIME		

PERSONNEL ROSTER

Use this list to account for staff at your designated Emergency Assembly Area and when clearing the work site.

[Attach personnel roster here]

[illegible]

[illegible]

STAFF ACKNOWLEDGEMENT [Update twice a year]

Unit _____ Work Site Location: _____

I have read and understand the Emergency Response Plan

[illegible]

EMERGENCY RESPONSE & EVACUATION INFORMATION

BUILDING:

FLOOR:

SERVICE/DEPARTMENT/UNIT:

EMERGENCY COORDINATOR:

ALTERNATE EMERGENCY COORDINATOR:

EMERGENCY ASSEMBLY AREA:

EMERGENCY SUPPLIES AND FIRST AID LOCATION:

EMERGENCY PREPAREDNESS COORDINATOR:

FLOOR WARDEN:

ALTERNATE FLOOR WARDEN:

OTHER:

This Facility's Emergency Phone Number: DIAL 2-2222

Date of current ERP:

Prepared By:

If this information is incorrect or becomes outdated, please notify your Emergency Coordinator.

REPRODUCE THIS PAGE AND POST IN DEPARTMENT