



# EMERGENCY OPERATIONS PLAN

## External Operations

### Alden Estates of Jefferson (AEOJ)

120 Private Beds | For Profit – Corporation | Rural Town | By: Pakou Xiong



#### INTRODUCTION

Individuals living in LTC settings are among the most vulnerable people during an emergency event. Therefore, it is important to prepare our stakeholders, contractors, and employees to respond promptly to the event.

Since the transition from County owned to Corporate owned, the organization's policy and procedure were transmuted entirely. One of them being the organization's Emergency Operations Plan (EOP).

#### CURRENT KNOWLEDGE OF TASK

In order to align our stakeholders, contractors, and employees in the same direction, the EOP needs to be updated and reviewed annually.

- Transfer and shelter agreements are due for renewal
- The EOP templates provided by corporate can be tailored towards the organization
- Employee turnover and new hires affects the preparedness and response of an emergency

#### METHODOLOGY

##### 1. The Team

- Identify the Emergency Management Team (EMT)

##### 2. Hazardous Vulnerability Analysis (HVA)

- HVA identifies the probability, risk, and preparedness for technological, human, and natural events that may affect the facility

#### METHODOLOGY

**Figure 1** depicts the top probable events occurring at AEOJ. Events that scored a 10 or above requires action.

- **Probability** → known risk, historical data, manufacturer/vendor statistics
- **Risk** → threat to life/health, disruption of services, failure/damage, loss of community trust
- **Preparedness** → status of current plans, training status, insurance, community resources

##### 3. Tabletop Exercise (TTX)

- TTX is a staged event where management meet in an open forum to discuss actions for response to specific emergency scenarios

##### 4. EOP Templates

- Update the EOP templates based on Steps 1 -3

#### SUMMARY

##### Accomplishments:

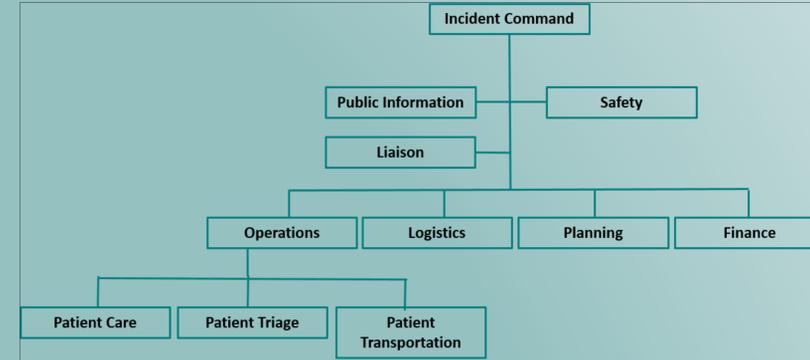
- Increased awareness in individual roles and responsibilities including the Incident Command System (ICS) per NIMS guidelines which is depicted in **Figure 2**. The ICS is used to assist all operations during an emergency event.
- Emergency transportations are now provided by the County via Environmental Management Director of Jefferson County.

##### TTX Evaluation/Results:

- Opportunity to strengthen Employee Notification System (Policy & Procedure)
  - HR Personnel will collaborate with all Department Heads to confirm and update employee phone numbers **monthly**. Phone numbers will be arranged by area code (closest personnel to the facility should be called first)

#### SUMMARY

**Figure 2 – An Overview of AEOJ's ICS**



##### TTX Evaluation/Results:

- Opportunity to strengthen Communication Systems (Policy & Procedure)
  - Invest in reliable walkie talkies vs using current walkie talkies
- Opportunity to strengthen Resident Accountability (Policy & Procedure)
  - Operations Chief (Director of Nursing) to assign duties to RCC, ADON, and charge nurses and conduct quarterly trainings
- Currently undergoing work – Shelter Agreements
  - The staging area is the Activities Center in Jefferson, WI
  - Temporary placement at home for residents whose responsible party agrees on upon admission (paperwork)



#### RECOMMENDATIONS

Some recommendations are as followed:

- Administrator or Designee to review sections of the EOP monthly with the EMT in preparation of the annual review
- Conduct TTX, workshop, seminars as necessary
- Department Heads to review roles and responsibilities with their staff quarterly
- Continue quarterly/ in-season drills with frontline staff

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##### External Partners

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- Jefferson City – Fire Department, EMS, and Law Enforcement
- Cregg Reuter, Training and Exercise Officer – Wisconsin Emergency Management
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**Figure 1 – A Compilation of the Hazardous Vulnerability Analysis**

NATURAL EVENTS														
EVENT	PROBABILITY (choose one)				PHYSICAL THREAT (choose one)			DISRUPTION (choose one)			COMPLIANT: PAPER OR PRACTICE			TOTAL
	HIGH	MED	LOW	NONE	LIFE THREAT	HEALTH/ SAFETY	NO THREAT	HIGH	MODERATE	LOW	NOT COMPLIANT: BOTH	PAPER OR PRACTICE	COMPLIANT: BOTH	
SCORE	3	2	1	0	5	4	0	3	2	1	3	2	1	
Blizzard		2				4			2			2		10
Thunderstorm	3					4				1		2		10
TECHNOLOGICAL EVENTS														
EVENT	PROBABILITY (choose one)				PHYSICAL THREAT (choose one)			DISRUPTION (choose one)			COMPLIANT: PAPER OR PRACTICE			TOTAL
	HIGH	MED	LOW	NONE	LIFE THREAT	HEALTH/ SAFETY	NO THREAT	HIGH	MODERATE	LOW	NOT COMPLIANT: BOTH	PAPER OR PRACTICE	COMPLIANT: BOTH	
SCORE	3	2	1	0	5	4	0	3	2	1	3	2	1	
Structural Damage			1		5	4	0	3	2		3	2	1	11
HUMAN EVENTS														
EVENT	PROBABILITY (choose one)				PHYSICAL THREAT (choose one)			DISRUPTION (choose one)			COMPLIANT: PAPER OR PRACTICE			TOTAL
	HIGH	MED	LOW	NONE	LIFE THREAT	HEALTH/ SAFETY	NO THREAT	HIGH	MODERATE	LOW	NOT COMPLIANT: BOTH	PAPER OR PRACTICE	COMPLIANT: BOTH	
SCORE	3	2	1	0	5	4	0	3	2	1	3	2	1	
Resident Enloperment	3				5			3					1	12
Workplace Violence		2			5			3					1	11
SCORE					ACTION REQUIRED									
10 AND OVER					Essential EOP Component									