



**Medical Facilities of America, Inc.
Winter Weather Community-Based, Full-Scale Exercise
Event Log**

Event: [EXERCISE] EXERCISE: MFA Winter Weather Power Outage Exercise

Comments

Added: 4/6/2018 2:06 PM

Creator: Fields, Joseph

Org: Norfolk Health and Rehabilitation Center

Org Type: LTC

Region: Eastern

This event has concluded and this event log is no longer being monitored.

MFA WINTER WEATHER POWER OUTAGE EXERCISE HAS ENDED

Regions:

Eastern

Organization Types:

Long Term Care Facility

Added: 4/6/2018 11:42 AM

Creator: Marry, Matthew

Org: Virginia Hospital and Healthcare Association

Org Type: RHCC

Region: Statewide

This event has concluded and this event log is no longer being monitored.

MFA WINTER WEATHER POWER OUTAGE EXERCISE HAS ENDED

Regions:

Central, Eastern, Far Southwest, Near Southwest, Northern, Northwest

Organization Types:

Air Transport Service, Dialysis Services, EMS, Family Assistance Center, Free Standing Emergency Department, Hospital, Long Term Care Facility, NDMS Federal Coordinating Center, Outpatient Care Center, Public Health, Regional Healthcare Coordinating Center, State Office of the Chief Medical Examiner, Support Agency / Organization

Added: 4/6/2018 11:26 AM

Creator: Eaton, Robert

Org: Bowling Green Health and Rehab

Org Type: LTC

Region: Northern

Regions:

Northern

Organization Types:

Long Term Care Facility

Bowling Green Health and Rehabilitation

We contacted Pitts Landscaping our emergency snow and ice removal vender to ensure our snow removal services are prioritized in the event of a Winter storm

We contacted with all staff scheduled for next 24-48 hours to identify who needs transportation to the center and who will require lodging.

Added: 4/6/2018 11:10 AM

Creator: Craft, Chance

Org: Harrisonburg Health & Rehabilitation Center

Org Type: LTC

Region: Northwest

Regions:

Northwest

Organization Types:

Long Term Care Facility

EXERCISE: 1. Harrisonburg Health & Rehab Center has activated it's emergency procedures. It's Emergency Operations Team members include the Administrator, Assistant Administrator, Maintenance Director, Director of Nursing, and the Dietary Manager. We are running operations out of the Administrator's office.

2. The center has contacted the local Emergency Manager, Ian Bennett at 540-432-7703.

3. The center has contacted our contact at the Northwest Regional Healthcare Coalition representative, Ron Clinedinst. The EOT has also called Tom Oneto at the Corporate Office and notified David Hassenpflug, VP of Operations and Courtney Hicks, Regional Nurse Consultant.

4. We are currently operating with emergency operations.

5. Currently all of our systems that require generator power are working. We have checked both of our generators and have approximately 1.5 days worth of fuel. We have also contacted Mary Kay at Quarles Petroleum and they are able to deliver more fuel within 4 hours.

6. We have no resource needs at this time. Currently the Emergency Operations team has contacted Ben Wilkins at Quality Inn located a quarter mile from here and are able to book 10 rooms to accommodate more employees. The Emergency Operations Team (EOT) has lined up 3 SUV's that are able to pickup and drop off staff from the hotel. Currently the DON, ADON, SDC, and 3 Unit Managers are using cell phones to go down our employee phone list to call to make sure that employees are coming to work, and they are allowing any volunteers that want to come in to do so. The center has turned on all weather radio's and pulled the emergency kits to the Unit Manager's station in case they are needed. Currently all life safety machinery is plugged into our red outlets running on the generator power supply. The EOT also contacted Jim Thompson at Ground Illusions Landscaping and he can be here within 30 minutes to scrape our parking lot and remove any debris from downed trees. Also, we have contacted Harrisonburg Electric Commission and they would be able to give us an approximate time on power outages in a real event. Last, we contacted our representative at Sysco and asked how soon we could get food and water if we ran out of our three day supply. We are anticipating a call back from them at any time.

Added: 4/6/2018 11:09 AM

Creator: Konteh, Hannah

Org: Bayside Health and Rehabilitation Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

1. Yes, we have activated emergency procedures and have called Michelle Cowling to confirm we are prepared. The DON, Maintenance Director and Administrator are the Emergency Operations Team members.
2. Local EM Contacted via phone. Erin Sutton 757-385-1076 and left a voicemail.
3. We successfully contacted the Eastern Virginia Healthcare Coalition.
4. All normal operations and emergency operations are up to par and have no effect on resident care.
5. All patient care functions are not functioning on generator power. In the event of an outage, the Maintenance Director would manually power to areas in need. We have back up additives to add to the diesel fuel in the event that the generator freezes up.
6. We would need transportation for staff to come to the building.

Added: 4/6/2018 11:01 AM

Creator: Kitt, Cleopatra

Org: Medical Facilities of America Home Office

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

1. MFA/MFNC Corporate office has activated emergency procedures for Corporate Command center. Tom Oneto, VP of Physical Plant & Environmental Services and Cleo Kitt, Director of Special Projects-Operations. Received VHASS text of NSW Exercise at 10:00 a.m. Received email from VHASS at 10:01 a.m.
 2. Notified All Administrators, All Maintenance Directors, VPOs, VP of Clinical Services and COO via email at 10:00 a.m. Notified VP of HR at 11:00 a.m.
 3. Craig Cambridge- Executive Director Near Near Southwest Preparedness Alliance has been notified.
 4. Notified Yvonne, Home Office Receptionist. She will ensure calls are received by Tom and I. Jeff Frayser, F& W facility maintenance has been contacted. He will dispatch a crew to clean the sidewalks and parking lot. Trey Flake at Amped has been notified for the centers.
 5. The generator is working well for the computer room. All flashlights in place. Non essential personnel was sent home.
- Tom and my cell phones and computers are fully charged.
-

Added: 4/6/2018 10:45 AM

Creator: Swim, Kyle

Org: Piney Forest Health & Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

1) Emergency procedures are active. Administrator and Maintenance Director in Conference Room managing incident.

2) Contacted local Emergency Manager via phone, Steve Dishman (434)799-5226.

3) Near-SW Healthcare coalition contacted.

4) Under emergency operations. Contacted power company - 30 minute response time.

5)All HVAC heating units under emergency power. Patient rooms supplied with emergency power from hallway outlets. Abercrombie Oil contacted to top off generator - 2 hour response.

6) No other resources needed.

Added: 4/6/2018 10:41 AM

Creator: Tubbs, Mark

Org: Albemarle Health & Rehabilitation Center

Org Type: LTC

Region: Northwest

Regions:

Northwest

Organization Types:

Long Term Care Facility

1. Have you activated emergency procedures at your facility? Who are your emergency team members?

We have activated emergency procedures. Team members: Administrator; Maintenance Director; DON; Housekeeping and Dietary Manager

2. Contact local emergency manager

Called Kirby Felts but transferred to emergency operations center. Spoke with operator 158 at 434-977-9041.

3. Contact local health care coalition.

Called but no answer and no forwarding number.

4. Provide facility operations status and 5

Facility operating normally. Not on generator power. . No impact on resident care.

6. Any resources needed as a result of the snow fall

No resources needed at this time

7. Called power company and spoke with Latoria. Checked address location and advised that all information regarding facility was current and correct. Also notified Tom Oneto and Cleo Kitt re: status.

Added: 4/6/2018 10:38 AM

Creator: Flynn, Kennedy

Org: Raleigh Court Health and
Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

1. Yes. Administrator, Maintenance Director, DON, and SDC have been notified and are present to activate the emergency procedures at the facility.

2. Contacted local emergency manager by phone: Marci Stone- (540)853-2426 (Emergency Management Coordinator)

3. Contacted our local healthcare coalition. JT Clark 1-866-679-7422. Contact was established

4. Emergency operations are in effect. The generator is working and we have contacted local emergency managers.

5. We are operating with limited electrical power. We have no immediate needs at this time. The facility is fully functional with no disruptions to patient care. All necessary equipment will be operating off the generator.

6. We have no immediate needs at this time. Davenport Energy is on standby to deliver generator fuel when needed. Emergency supplies will be utilized as needed. Phelps landscaping will be handling snow removal. Transportation will be provide for staff if needed.

7. We made contact with the local power company and we discussed contact procedures for reporting an outage. Spoke with Kristi from AEP Business Operations. 1-800-956-4237. If there is an issue with the generator we also reached out to Jeff Purdue from Cummins Atlantic – (540)966-3169

Added: 4/6/2018 10:38 AM

Creator: Huisman, Brant

Org: Henrico Health & Rehabilitation Center

Org Type: LTC

Region: Central

Regions:

Central

Organization Types:

Long Term Care Facility

1. We Have activated Emergency Preparedness procedure. Administrator, Unit Manager, Maintenance Director, and Asst. Administrator on team in conference room as command center.

2. We have successfully contacted Anna McRay - Local Emergency Manager (804) 501-7183

3. We have successfully contacted Andrew Slater - Central Region Healthcare Coalition (804) 251-0429

4. We are under generated power, system in proper operation.

5. Minimal impact on patient care extension cord ran to critical medical equipment, adequate supply of bottled oxygen on hand. Minimum lightening in patient rooms. No conditioned air in common areas.

6. No resource needs at this time. Current supply is adequate.

Emergency Preparedness plan activated:

1. Called fuel supply company; K. M. Ladd Inc. (804) 737-2353 to verify ability to deliver in the event of a long term run.

2. Verified building has three day supply of goods.

Added: 4/6/2018 10:36 AM

Creator: Hinnners, Michelle

Org: Cherrydale Health and Rehabilitation Center

Org Type: LTC

Region: Northern

Regions:

Eastern

Organization Types:

Long Term Care Facility

1. Emergency Procedures are active. Building Administrator, Maintenance Director and D.O.N. are in conference room managing event.

2. Local Emergency Management contacted via phone. Paula Rosca- 703-246-8663

3. Contacted NVERS contact Janet Engle 571-2235-9487

4. Facility operating under emergency procedures.

5. Patient care systems functioning generator with no impact to resident care. Facility generator runs resident rooms HVAC.

Added: 4/6/2018 10:33 AM

Creator: gaynor, Ezell

Org: Chesapeake Health Care Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

Administrator, ADON, and Maintenance director have all enforced our EPP. Everything is working as planned. Generators working adequately. Contacted Chesapeake emergency manager no response. Contacted Michelle to inform her on current status.

Replies

Author: gaynor, Ezell

Organization: Chesapeake Health Care Center

Time: 04/06/2018 10:43 AM

Reply: Have also checked units to monitor temperature in building, outlets connected to generator are operating, emergency lighting and exit lights are working according to plan. Dietary staff are making sure food and water is handed out to residents as well as staff.

Added: 4/6/2018 10:33 AM

Creator: Fields, Joseph

Org: Norfolk Health and Rehabilitation Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

Admin, DON and ADON, Maintenance and Dietary Director are all in emergency command center. We have contacted our local healthcare coalition contact and our local emergency manager, Michelle Cowling via cell phone. We have reached out to Norfolk's emergency contacts Eve Zentrich and Scott Mahone. We are also in constant contact with Dominion Energy as to uptime. Our diesel vendor "Papco Petroleum" is aware of our situation and is on standby. Carter Machinery is aware of our issue as well and has technicians on standby in the event our generator fails.

At the time the facility is operating at full capacity with no down equipment. The residents and staff are safe.

Facility operations are normal at this time. Generator is operating properly with no problems. Our kitchen is operating at full capacity as well.

Maintenance is checking with units to ensure that all nursing emergency equipment is run to the generator outlets. Local Diesel company is on standby to ensure that we are 80% full. However our tank is prepared and equipped to handle an additional 5 days. Maintenance in constant monitoring mode of the generator while underload.

We also have enough food and water for 4 days. We are also supplied to not only handle feeding our residents, but staff as well. Food vendors are aware of our power outage as well. Vanessa McKinley of Sysco is in constant contact with Rob Carmichael (Dietary Director).

Central supply proactively ordered nursing supplies prior to today's event in anticipation of possible weather related difficulties. Laundry machines and staff are operating at capacity.

The facility also has rented a larger SUV to help us transport clinicians to and from the facility. Empty rooms and the therapy gym have been rearranged to accommodate staff and family should they need to stay.

Added: 4/6/2018 10:32 AM

Creator: Brown, Theric

Org: Parham Health Care and
Rehabilitation Center

Org Type: LTC

Region: Central

Regions:

Central

Organization Types:

Long Term Care Facility

Yes, emergency procedures are active. Building Administrator, DON and Maintenance Director are in main conference room managing incident.

Local EM Contacted via phone. Anthony McDowell 804-501-4901

Successfully contacted the Central Virginia Healthcare Coalition @ 1-800-276-0683

Facility operating under emergency procedures including EMR downtime procedures.

All patient care systems functioning on generator power with no impact to resident care. Facility HVAC system only partially on the generator but outside temperatures allow for proper inside temperature control.

Snowfall is handled currently by center staff. Snow removal company has been communicated with can be onsite.

We also activated the following sections of our Emergency Operations Plan:

We called Dominion Power and requested alerts to when power should be restored and are monitoring the site for updates: 1-866-366-4357 (dominionenergy.com)

Added: 4/6/2018 10:32 AM

Creator: Shuler, Andrew

Org: Lynchburg Health & Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

1. Administrator, DON, Maintenance Director are in Administrator's office.
2. Jennifer Maul 434-455-4149
3. Successfully Contacted Central Healthcare Coalatation 1800-276-0683
4. Facility operating under emergency procedures including EMR down time procedures.
5. All rooms are functioning on generator power with no impact on residents. All HVAC in rooms operating on generator and dining room HVAC is running on it as well.
6. We have no immediate needs and are handling it as planned.

Replies

Author: Flynn, Kennedy

Organization: Raleigh Court Health and Rehabilitation Center

Time: 04/06/2018 10:36 AM

Reply:

1. Yes. Administrator, Maintenance Director, DON, and SDC have been notified and are present to activate the emergency procedures at the facility.
 2. Contacted local emergency manager by phone: Marci Stone- (540)853-2426 (Emergency Management Coordinator)
 3. Contacted our local healthcare coalition. JT Clark 1-866-679-7422. Contact was established
 4. Emergency operations are in effect. The generator is working and we have contacted local emergency managers.
 5. We are operating with limited electrical power. We have no immediate needs at this time. The facility is fully functional with no disruptions to patient care. All necessary equipment will be operating off the generator.
 6. We have no immediate needs at this time. Davenport Energy is on standby to deliver generator fuel when needed. Emergency supplies will be utilized as needed. Phelps landscaping will be handling snow removal. Transportation will be provide for staff if needed.
 7. We made contact with the local power company and we discussed contact procedures for reporting an outage. Spoke with Kristi from AEP Business Operations. 1-800-956-4237. If there is an issue with the generator we also reached out to Jeff Purdue from Cummins Atlantic – (540)966-3169
-

Added: 4/6/2018 10:31 AM

Creator: Willis, Anita

Org: Courtland Health & Rehabilitation Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

Team members Anita Willis, Admin; Clyde Artis, Mnt Dir; Madaline Powell, Environmental Services Director; Crystal Joyner, SDC. Emergency procedures have been activated.

Local Emergency Manager has been contacted, Sheriff Jack Stutts, 757-653-2100.

Message left with Michelle Cowling, LTC Preparedness Coordinator, at TEMS that we are participating in a drill and notification is just part of that.

There has been no impact on patient. Generator powers door alarms, call system, red outlets power emergency items and are accessible in all patient rooms, hallways, nurses stations. Kitchen equipment such as ice machine, fridge, freezer, stove, oven, hood system, etc are on generator. Washer and dryer are on generator in laundry. Parker Oil on backup for extra fuel.

No immediate needs. Generator operating properly and good fuel supply. Necessary medications ordered in advance. Dietary has 3 day emergency food supply. Called in extra staff in advance, housing arrangements made. Snow removal contractor is clearing parking lot.

Added: 4/6/2018 10:28 AM

Creator: Stovall, Brian

Org: Franklin Health & Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Franklin Health & Rehabilitation Center:

1. Emergency Procedures are active. The Incident Management Team, composed of the Administrator, DON, and Maintenance Director, is together managing the incident.

2. Local EM William Ferguson (540-483 3091) has been notified.

3. We have notified the local NSPA at 866 679 7422.

4. We are operational under emergency procedures, fully staffed, and using generator power.

5. There is no impact to patient care or care systems. Dining Services are adapting to cold foods and soups based on limited kitchen capabilities. .

6. We have no immediate needs at this time.

Davenport Energy was contacted to determine the amount of time to deliver additional fuel if needed. Were told it could be here within an hour of making a request.

R&D Lawncare contacted to provide constant snow removal to parking lots.

Added: 4/6/2018 10:27 AM

Creator: Shuler, Patrick

Org: Virginia Beach Health and Rehab Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

Admin, DON, and Maintenance are all in emergency command center. We have contacted our local healthcare coalition contact and our local emergency manager, Michelle Cowling via email.

Facility operations are normal at this time. Generator is operating properly with no problems.

Maintenance is checking with units to ensure that all nursing emergency equipment is run to the generator outlets. Only thing not working is the AC which is not necessary at this time. We contacted our local propane company for delivery of tanks to ensure that we are 80% full.

Replies

Author: Shuler, Patrick

Organization: Virginia Beach Health and Rehab Center

Time: 04/06/2018 11:23 AM

Reply:

We would have secured back up food/water resources, adequate staffing, snow removal, flashlights, inspection of perimeter for any damage or potential damage, and monitor pipes and heating.

We also activated the following parts of our Emergency Operations Plan:

We contacted Tom Oneto by email and let him know what was happening. Dominion Power has a number, 1-866-366-4357, that we would contact in a case like this for reporting and checking on updates for restoration.

Management would go throughout the building explaining the situation to staff, collecting any issues, and regrouping to address issues identified.

Added: 4/6/2018 10:26 AM

Creator: Bernadyn, John

Org: Waverly Health Rehabilitation Center

Org Type: LTC

Region: Central

Regions:

Central

Organization Types:

Long Term Care Facility

Dominion Power (Ernest Green) has been notified and they are busy right now. Will follow up.

Added: 4/6/2018 10:26 AM

Creator: Bernadyn, John

Org: Waverly Health Rehabilitation Center

Org Type: LTC

Region: Central

Food supply for three days has been checked. We have alerted Sysco that power has been disrupted.

Regions:

Central

Organization Types:

Long Term Care Facility

Added: 4/6/2018 10:25 AM

Creator: Shuler, Andrew

Org: Lynchburg Health & Rehabilitation Center

Org Type: LTC

Region: Near Southwest

We have no immediate needs and are handling the snowfall well.

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Added: 4/6/2018 10:25 AM

Creator: Bernadyn, John

Org: Waverly Health Rehabilitation Center

Org Type: LTC

Region: Central

Spoke with Josh at Roberts Oxygen (804) 353-1355.

Regions:

Central

Organization Types:

Long Term Care Facility

Added: 4/6/2018 10:25 AM

Creator: Flannagan, Korie

Org: Charlottesville Health and Rehabilitation

Org Type: LTC

Region: Northwest

Regions:

Northwest

Organization Types:

Long Term Care Facility

Yes, emergency procedures are active. Administrator has called full department head team to main conference room to manage the incident.

Local EM Contacted via phone. Kirby Felts, 434-531-4369, Albemarle Co Emergency Manager.

Successfully contacted the Becki Chester with the Northwest Region Healthcare Coalition at medvulpopulations@nwrhcc.org.

Facility operating under emergency procedures including EMR downtime procedures.

All patient care systems functioning on generator power with no impact to resident care. Facility dishwasher is not on generator power so we will use paper dishes for meals. All resident needs have been plugged into generator outlets. Room A/C will not work, but heat will and temperatures outside do not call for A/C.

We have no immediate needs and are handling the snowfall well.

We also activated the following sections of our Emergency Operations Plan:

We reached out to corporate to provide stats.

We called Tiger Fuel to inquire about emergency fuel times. Barry at Tiger informed us that they could get us emergency fuel within 2 hours.

Activated phone tree in critical departments to ensure staff for later shifts were planning to come to work and started their commutes now.

Added: 4/6/2018 10:24 AM

Creator: Shuler, Andrew

Org: Lynchburg Health & Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

3. We successfully contacted the Central Virginia Healthcare Coalition.

4. All normal operations and emergency operations are up to par and have no effect on resident care.

5. All patient care functions are not functioning on generator power. In the event of an outage, the Maintenance Director would manually power to areas in need. We have back up fuel in the event that the generator freezes up.

Added: 4/6/2018 10:24 AM

Creator: Bernadyn, John

Org: Waverly Health Rehabilitation Center

Org Type: LTC

Region: Central

Regions:

Central

Organization Types:

Long Term Care Facility

Spencer for propane and diesel have been notified.

Added: 4/6/2018 10:24 AM

Creator: Bernadyn, John

Org: Waverly Health Rehabilitation Center

Org Type: LTC

Region: Central

Regions:

Central

Organization Types:

Long Term Care Facility

The facility is currently operating on backup generator power. A check of emergency disaster boxes is complete and up to date. Residents requiring oxygen that are on concentrators have been placed on oxygen cylinders. The oxygen company, Roberts Oxygen, has been notified. Some residents are in need of continued concentrator usage and therefore are in the hallway near the generator 'hot plug receptacles'. All residents on low air loss mattresses have been moved into the hallway for hot plug receptacle usage.

Added: 4/6/2018 10:23 AM

Creator: Finch, Jeremiah

Org: Stanleytown Health and Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Have you activated emergency procedures at your facility? Who are your Emergency Operations Team members (titles are fine – don't need to post names).

Yes. We have. Administrator, DON, and Maintenance Director

Contact your local emergency manager by phone or email. Tell them you are participating in an exercise and wanted to exercise your ability to contact them. They do NOT need to take any action. Post the name and phone number for your local emergency manager in the event log.

Yes. Matt Tatum and Suzie Helbert 276-226-0805. They are both onsite.

Contact your local healthcare coalition. Tell them you are participating in an exercise. They do NOT need to take any action. Post your success or failure in making contact.

Contacted at 10:15 with no issues

Provide your facility operational status – normal operations, emergency operations, etc.

On generator power and operating well.

State what capabilities/systems for your facility are not functioning on generator power. Do these impact resident care?

Kitchen equipment not fully functioning. Cooking devices won't work. We have alternate food supply though and are capable of feeding residents over the next 3 days.

Do you have any resource needs at this time as a result of this snowfall?

Call contractor to remove snow.

Added: 4/6/2018 10:22 AM

Creator: Gannon, Amanda

Org: Lake Manassas Health and Rehabilitation

Org Type: LTC

Region: Northern

Regions:

Northern

Organization Types:

Long Term Care Facility

Lake Manassas Health & Rehab Response:

1. Yes, emergency procedures are active. Administrator, Assistant Director of Nursing, Director of Maintenance/Safety Office, and Director of Dining Services are in the conference room managing incident.

2. Local Public Health Emergency Preparedness & Response contacted via phone at 703-659-7506.

3. See above.

4. Facility operating under emergency operations status.

5. LMHRC is on full generator power for all systems. Generator fuel capacity is full, which will allow for 3 days of steady operation. We've made contact with generator company and they are prepared to refuel in 48 hours. Conserving fuel

by shutting off some lighting.

6. We have no immediate needs and are handling the snowfall well. We are making contact with all staff scheduled for next 24-48 hours to see if ride assistance or lodging is necessary.

7. We also activated the following sections of our Emergency Preparedness Plan:

a) Snow Removal

b) Food Vendor (Sysco), Emergency Water Supply if exceed on-hand supply

c) Pharmacy

d) Attending Physicians/NPs

e) X-Ray and Diagnostic Services

f) EPP available at all nurses stations

Other Actions Taken:

-All Staff were contacted prior to snow event for preparedness purposes.

-We have assessed the outside environment for potential hazards (ice, icy limbs, etc.)

-We reached out to corporate office to provide stats and get the latest updates. Made contact with closest sister facility in Burke to maintain open lines of communication and to provide assistance, if needed.

-We called Dominion Power and received an email address and website we can use to get the latest restoration information.

-Admissions will contact Hospital partners to report potential delays in facility admissions.

-Contacted American Disposal Services to assure there will be no disruption in trash removal service.

End Response

Added: 4/6/2018 10:22 AM

Creator: Johnson, Erika

Org: Princess Anne Health & Rehabilitation Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

Yes, emergency procedures are active. Building Administrator, DON and Maintenance Director are in main conference room managing incident.

Local EM Contacted via phone at 10:16 AM, Erin Sutton and Kim Pempesco.

Successfully contacted the Eastern Virginia Healthcare Coalition, Michelle Cowling at 10:19 AM.

Facility operating under emergency procedures including EMR downtime procedures.

All patient care systems functioning on generator power with no impact to resident care.

We have no immediate needs and are handling the snowfall well.

Added: 4/6/2018 10:21 AM

Creator: Bernadyn, John

Org: Waverly Health Rehabilitation Center

Org Type: LTC

Region: Central

Regions:

Central

Organization Types:

Long Term Care Facility

Emergency Manager:

Debra Whittacre, Emergency Planner (Crater District), (804) 840-0614.

Replies

Author: Whitacre, Deborah

Organization: Crater Health District

Time: 04/06/2018 10:48 AM

Reply:

Exercise - Exercise:

Confirming discussion with Waverly Rehab Center. Standing by if assistance is required.

Continue monitoring.

Deborah Whitacre

Added: 4/6/2018 10:20 AM

Creator: Bernadyn, John

Org: Waverly Health Rehabilitation Center

Org Type: LTC

Region: Central

Regions:

Central

Organization Types:

Long Term Care Facility

We have alerted the following of the emergency:

Glenn (Eastern Virginia Healthcare Coalition)

Debra Whittacre (Crater Emergency Preparedness)

Tom (MFA)

Added: 4/6/2018 10:20 AM

Contacted Jennifer Maul 434-455-4149

Creator: Shuler, Andrew

Org: Lynchburg Health & Rehabilitation
Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Added: 4/6/2018 10:19 AM

We have activated emergency procedures at our facility. The emergency team members present are the maintenance director, director of nursing, housekeeping director, dietary manager, and interim administrator.

Creator: Bernadyn, John

Org: Waverly Health Rehabilitation Center

Org Type: LTC

Region: Central

Regions:

Central

Organization Types:

Long Term Care Facility

Added: 4/6/2018 10:19 AM

Contacted local EM via phone, Steve Dishman (434)799-5226

Creator: Swim, Kyle

Org: Piney Forest Health & Rehabilitation
Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Added: 4/6/2018 10:19 AM

Creator: Ward, Kayla

Org: Pulaski Health & Rehab Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Pulaski Health and Rehab Center (WINTER STORM EXERCISE)

Conducted by: (Terrie Turner and Kayla Ward)

- Emergency Procedures are active

- Local Emergency Manager- Josh Tolbert 540-980-7716. Contacted and message left.

- Primary means of communication- Texting/ Verbal. Walkie Talkies utilized also.

- Secondary means of communication- Telephone/ Cellular

- Facility is currently operating at normal capacity but under emergency operations with utilization of checklist for further potential barriers.

- We have no immediate needs

- Staff phone numbers updated and verified.

- Matthew Marry (Coalition Contact) notified of participation.

Participants include:

Administrator- Running command center/ Contacted GLC and message left for potential snow removal.

Director of Nursing- Communication through VHASS

MDS- Verifying staff numbers

Discharge Planner- walking the outside parameters/ checking grounds

Business Office Manager- walking outside parameters/ checking grounds

Human Resources- Verifying staff numbers and making contact with staff

Unit Managers (2)- Checking medical supplies/ Notification of pharmacy.

Housekeeping- Linen count/ Housekeeping supplies

Admissions- Dietary food counts and paper products checklist in the absence of Dietary Manager

Therapy- Verification of staff numbers

Central Supply.- Checking Supplies

Added: 4/6/2018 10:19 AM

Creator: McBride, Glenn

Org: Eastern RHCC - Peninsula

Org Type: RHCC

Region: Eastern

Regions:

Eastern

Organization Types:

Regional Healthcare Coordinating Center

Waverly Health and Rehabilitation center contacted Eastern RHCC by phone to report a loss of power at their facility, but they are under full power with their emergency generator.

No assistance is required by facility.

Added: 4/6/2018 10:18 AM

Creator: Jackson, Jessica

Org: Berkshire Health and Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Emergency Response Team active at 10:02 am. DON and Maintenance Director are in main conference room managing incident. Department heads have contacted all staff to notify of situation, using mobile phones. All-staff phone list provided to all department heads and assigned accordingly.

Local EM Contacted via phone. Chris Linkous, 540-983-0629.

NSPA, Matthew Marry, contacted via email.

American Electric Power contacted, spoke with Chris at ext. 4291, who stated they would be here within an hour in the event of an emergency.

Fire Dept/Police Dept contacted via mobile phone in the case of lines down on our property. Stated they would be immediately dispatched.

Corporate office, Tom Oneto and Cleo Kitt, notified via mobile phone.

Cisco rep, Kelly Moser, contacted regarding food deliveries via mobile phone.

Snow removal contractor, John Divers, contacted via mobile phone.

Due to report of possible snow fall, central supply insured extra supplies are stocked in the facility.

Facility operating under normal procedures due to the generator system supplying power to all facility power supplies.

All patient care systems functioning on generator power with no impact to resident care.

We have no immediate needs and are handling the snowfall well.

Added: 4/6/2018 10:16 AM
Creator: Shuler, Andrew
Org: Lynchburg Health & Rehabilitation Center
Org Type: LTC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Long Term Care Facility

Admin, DON, and Maintenance are all in emergency command center. We have contacted our local healthcare coalition contact and our local emergency manager,

Added: 4/6/2018 10:16 AM
Creator: Swim, Kyle
Org: Piney Forest Health & Rehabilitation Center
Org Type: LTC
Region: Near Southwest

Yes, our emergency procedures have been activated. Administrator and Maintenance director in command center managing incident, in conference room.

Regions:
Near Southwest

Organization Types:
Long Term Care Facility

Added: 4/6/2018 10:14 AM
Creator: Caldwell, David
Org: Regency Health & Rehabilitation Center
Org Type: LTC
Region: Eastern

1. Regency Health and Rehab emergency plans activated, Administrator, Maintenance Director, DON.
 2. Local Emergency Management Planner Lieutenant Doug Smith at York County has been contacted
 3. Called Michelle Cowling, our Eastern Region Emergency Planner of Vhhas. Also created an event in Vhhas.
 4. Status Updated.
 5. Generator running. All critical systems are being maintained by the generator.
 6. No assistance needed.
 7. Reached out to Corporate Plant Management Coordinator Mike Stocks to notify him of facility status.
 8. Contact Dominion Power to test ability to notify them of power outage.
-

Regions:
Eastern

Organization Types:
Long Term Care Facility

Added: 4/6/2018 10:13 AM

Creator: Spencer, Jamie

Org: Beaufont Healthcare Center

Org Type: LTC

Region: Central

Regions:

Central

Organization Types:

Long Term Care Facility

1) Yes, emergency procedures are active

2) Anthony McLean, 804-646-2504

3) Local Healthcare Coalition, 1-800-276-0683

4) Facility is operating at normal capacity, but under emergency operations

5) West wing patient room outlets are non-operational, staff is now preparing red emergency outlets to be utilized

6) We have no immediate needs, we have three days of food and water, supply truck came yesterday in preparation for the snow and generators are full

Replies

Author: Spencer, Jamie

Organization: Beaufont Healthcare Center

Time: 04/06/2018 10:19 AM

Reply: Also contacted Dominion VA power and Cummins atlantic to advise them we are running on generator

Added: 4/6/2018 10:13 AM

Creator: Marry, Matthew

Org: Virginia Hospital and Healthcare Association

Org Type: RHCC

Region: Statewide

Regions:

Central, Eastern, Far Southwest, Near Southwest, Northern, Northwest

Organization Types:

Air Transport Service, Dialysis Services, EMS, Family Assistance Center, Free Standing Emergency Department, Hospital, Long Term Care Facility, NDMS Federal Coordinating Center, Outpatient Care Center, Public Health, Regional Healthcare Coordinating Center, State Office of the Chief Medical Examiner, Support Agency / Organization

Please select the "Add Comment" button and submit all of your responses to the questions as one post. This is located at the top of the message board.

Replies

Author: Powell, Raven

Organization: Salem Health and Rehabilitation Center

Time: 04/06/2018 10:45 AM

Reply: Salem Health and Rehabilitation Center emergency response team has been activated. We have Assistant Administrator, DON, ADON, and Maintenance Directors. We have contacted our Local Emergency Manager John Prillaman (540)-375-3078. We contacted our local healthcare coalition who immediately picked up. Our generator is powered on and operating. Patient care can still be met as far as dietary and medical equipment for we have up to three day supply of resources. There are no immediate needs, the maintenance team is working on the snowfall. Contractors were contacted for the removal of snow. Corporate officials were notified as well.

Author: Craft, Chance

Organization: Harrisonburg Health & Rehabilitation Center

Time: 04/06/2018 10:51 AM

Reply:

EXERCISE: 1. Harrisonburg Health & Rehab Center has activated it's emergency procedures. It's Emergency Operations Team members include the Administrator, Assistant Administrator, Maintenance Director, Director of Nursing, and the Dietary Manager. We are running operations out of the Administrator's office.

2. The center has contacted the local Emergency Manager, Ian Bennett at 540-432-7703.
3. The center has contacted our contact at the Northwest Regional Healthcare Coalition representative, Ron Clinedinst. The EOT has also called Tom Oneto at the Corporate Office and notified David Hassenpflug, VP of Operations and Courtney Hicks, Regional Nurse Consultant.
4. We are currently operating with emergency operations.
5. Currently all of our systems that require generator power are working. We have checked both of our generators and have approximately 1.5 days worth of fuel. We have also contacted Mary Kay at Quarles Petroleum and they are able to deliver more fuel within 4 hours.
6. We have no resource needs at this time. Currently the Emergency Operations team has contacted Ben Wilkins at Quality Inn located a quarter mile from here and are able to book 10 rooms to accommodate more employees. The Emergency Operations Team (EOT) has lined up 3 SUV's that are able to pickup and drop off staff from the hotel. Currently the DON, ADON, SDC, and 3 Unit Managers are using cell phones to go down our employee phone list to call to make sure that employees are coming to work, and they are allowing any volunteers that want to come in to do so. The center has turned on all weather radio's and pulled the emergency kits to the Unit Manager's station in case they are needed. Currently all life safety machinery is plugged into our red outlets running on the generator power supply. The EOT also contacted Jim Thompson at Ground Illusions Landscaping and he can be here within 30 minutes to scrape our parking lot and remove any debris from downed trees. Also, we have contacted Harrisonburg Electric Commission and they would be able to give us an approximate time on power outages in a real event. Last, we contacted our representative at Sysco and asked how soon we could get food and water if we ran out of our three day supply. We are anticipating a call back from them at any time.

Author: Powell, Raven

Organization: Salem Health and Rehabilitation Center

Time: 04/06/2018 11:00 AM

Reply:

1. Salem Health and Rehabilitation Center emergency response team has been activated. We have Assistant Administrator, DON, ADON, and Maintenance Director.
2. We have contacted our Local Emergency Manager John Prillaman (540)-375-3078.
3. We contacted our local healthcare coalition who immediately picked up. Corporate officials were notified as well

4. Our generator is powered on and operation. We are connected to Salem/Roanoke Gas System so we have an unlimited supply of gas.

5. Patient care can still be met as far as dietary and medical equipment for we have up to three day supply of resources. Our generator is powering all of our equipment in the center which allows us to function normal.

6. There are no immediate needs, the maintenance team is checking grounds and clearing debris. Contractors were contacted for the removal of snow and tree limbs.

Added: 4/6/2018 10:10 AM

Creator: Eaton, Robert

Org: Bowling Green Health and Rehab

Org Type: LTC

Region: Northern

Regions:

Northern

Organization Types:

Long Term Care Facility

Bowling Green Health and Rehabilitation

Yes, emergency procedures activated. Administrator, DON and Maintenance Director are in conference room managing incident.

Local EM Contacted via phone. Jason Loftus, 804-633-9831

Successfully contacted the Northern Virginia Hospital Alliance

Facility operating under emergency procedures including EMR downtime procedures.

All patient care systems functioning on generator power with no impact to resident care. Facility HVAC system only partially on the generator but all patient room PTAC's are operating on generator power and temperatures are being maintained.

We have no immediate needs and are handling the snowfall well.

We also activated the following sections of our Emergency Operations Plan:

1. Winter Storm plan

2. Electrical Failure / Extended Power Outage plan

Added: 4/6/2018 10:09 AM
Creator: Caldwell, David
Org: Regency Health & Rehabilitation Center
Org Type: LTC
Region: Eastern

Regions:
Eastern

Organization Types:
Long Term Care Facility

2. Contacted Lieutenant Doug Smith at York County, he is our Emergency Management Planner. He answered the call immediately and confirmed ability to help if needed.

Added: 4/6/2018 10:08 AM
Creator: Caldwell, David
Org: Regency Health & Rehabilitation Center
Org Type: LTC
Region: Eastern

Regions:
Eastern

Organization Types:
Long Term Care Facility

1. Administrator, Maintenance Director, Director of Nursing

Replies

Author: McBride, Glenn
Organization: Eastern RHCC - Peninsula
Time: 04/06/2018 10:31 AM
Reply:

Thanks for information.

A second event creation in VHASS is not necessary and actually adds to confusion.

Added: 4/6/2018 9:59 AM
Creator: Marry, Matthew
Org: Virginia Hospital and Healthcare Association
Org Type: RHCC
Region: Statewide

Regions:
Central, Eastern, Far Southwest, Near Southwest, Northern, Northwest

Organization Types:
Air Transport Service, Dialysis Services, EMS, Family Assistance Center, Free Standing Emergency Department, Hospital, Long Term Care Facility, NDMS Federal Coordinating Center, Outpatient Care Center, Public Health, Regional Healthcare Coordinating Center, State Office of the Chief Medical Examiner, Support Agency / Organization

All participating healthcare facilities:

- 1. Have you activated emergency procedures at your facility? Who are your Emergency Operations Team members (titles are fine – don't need to post names).**
- 2. Contact your local emergency manager by phone or email. Tell them you are participating in an exercise and wanted to exercise your ability to contact them. They do NOT need to take any action. Post the name and phone number for your local emergency manager in the event log.**
- 3. Contact your local healthcare coalition. Tell them you are participating in an exercise. They do NOT need to take any action. Post your success or failure in making contact.**
- 4. Provide your facility operational status – normal operations, emergency operations, etc.**
- 5. State what capabilities/systems for your facility are not functioning on generator power. Do these impact resident care?**
- 6. Do you have any resource needs at this time as a result of this snowfall?**

As strongly encouraged on our planning call, identify one part of your emergency operations plan that is relevant to this scenario and practice it.

Example: Make contact with the corporate office to ensure they are aware of your facility's status.

Example: Contact the local power company (tell them it's an exercise) and discuss how you might reach out in a real situation for restoration information.

Example: Exercise an all-staff contact method that does not require commercial power.

ENSURE ALL COMMUNICATIONS BEGIN WITH "EXERCISE"

Post what you tested and how it went to the event board!

Please submit all of your responses to the questions as one post. This will help keep track of all of the responses.

Thank you for your participation in today's Full-Scale Exercise!

Example response:

- 1. Yes, emergency procedures are active. Building Administrator, DON and Maintenance Director are in main conference room managing incident.*
- 2. Local EM Contacted via phone. Marci Stone, XXX-XXX-XXXX*
- 3. Successfully contacted the Eastern Virginia Healthcare Coalition*
- 4. Facility operating under emergency procedures including EMR downtime procedures.*
- 5. All patient care systems functioning on generator power with no impact to resident care. Facility HVAC system only partially on the generator but outside temperatures allow for proper inside temperature control.*
- 6. We have no immediate needs and are handling the snowfall well.*

We also activated the following sections of our Emergency Operations Plan:

- We reached out to corporate to provide stats and get the latest updates.*
- We called Dominion Power and received an email address and website we can use to get the latest restoration information.*

End Response

Replies

Author: Willis, Anita

Organization: Courtland Health & Rehabilitation Center

Time: 04/06/2018 10:04 AM

Reply: Team members Anita Willis, Admin; Clyde Artis, Mnt Dir; Madaline Powell, Environmental Services Director;Crystal Joyner, SDC

Author: Willis, Anita

Organization: Courtland Health & Rehabilitation Center

Time: 04/06/2018 10:06 AM

Reply: Emergency procedures have been activated. Local Emergency Manager has been contacted, Sheriff Jack Stutts, 757-653-2100.

Author: MOTLEY, EMANUEL
Organization: Culpeper Health and Rehabilitation Center
Time: 04/06/2018 10:08 AM
Reply: Bill Ooten has been contacted - 540-727-7161

Author: Willis, Anita
Organization: Courtland Health & Rehabilitation Center
Time: 04/06/2018 10:10 AM
Reply:

Message left with Michelle Cowling, LTC Preparedness Coordinator, at TEMS that we are participating in a drill and notification is just part of that.

Facility operations are normal at this time. Generator is operating properly with no problems.

Author: Shuler, Patrick
Organization: Virginia Beach Health and Rehab Center
Time: 04/06/2018 10:11 AM
Reply: Admin, DON, and Maintenance are all in emergency command center. We have contacted our local healthcare coalition contact and our local emergency manager, Michelle Cowling via email.

Author: Shuler, Patrick
Organization: Virginia Beach Health and Rehab Center
Time: 04/06/2018 10:13 AM
Reply:

Facility operations are normal at this time. Generator is operating properly with no problems.

Author: Willis, Anita
Organization: Courtland Health & Rehabilitation Center
Time: 04/06/2018 10:15 AM
Reply: There has been no impact on patient. Generator powers door alarms, call system, red outlets power emergency items and are accessible in all patient rooms, hallways, nurses stations. Kitchen equipment such as ice machine, fridge, freezer, stove, oven, hood system, etc are on generator. Washer and dryer are on generator in laundry. Parker Oil on backup for extra fuel. ;

Author: Shuler, Patrick
Organization: Virginia Beach Health and Rehab Center
Time: 04/06/2018 10:16 AM
Reply:

Maintenance is checking with units to ensure that all nursing emergency equipment is run to the generator outlets. Only thing not working is the AC

which is not necessary at this time.

We contacted our local propane company for delivery of tanks to ensure that we are 80% full.

Author: Konteh, Hannah

Organization: Bayside Health and Rehabilitation Center

Time: 04/06/2018 10:16 AM

Reply:

1. Yes, we have activated emergency procedures and have called Michelle Cowling to confirm we are prepared. The DON, Maintenance Director and Administrator are the Emergency Operations Team members.
2. Local EM Contacted via phone. Erin Sutton 757-385-1076 and left a voicemail.
3. We successfully contacted the Eastern Virginia Healthcare Coalition.
4. All normal operations and emergency operations are up to par and have no effect on resident care.
5. All patient care functions are not functioning on generator power. In the event of an outage, the Maintenance Director would manually power to areas in need. We have back up additives to add to the diesel fuel in the event that the generator freezes up.
6. We would need transportation for staff to come to the building.

Author: MOTLEY, EMANUEL

Organization: Culpeper Health and Rehabilitation Center

Time: 04/06/2018 10:18 AM

Reply:

1. Emergency procedures were active. Maintenance Director, Administrator, DON, ADON, SDC, Dietary Director, Hsk Manager.
2. Local EM contact- Bill Ooten 540-727-7161
3. Central Virginia Healthcare Coalition 800-276-0683
4. There was no adverse reaction to our operation
5. Our generators cut on within 5 seconds and powered the entire facility.
6. We have no immediate needs and our staff is managing the snowfall.

Author: Willis, Anita

Organization: Courtland Health & Rehabilitation Center

Time: 04/06/2018 10:19 AM

Reply: No immediate needs. Generator operating properly and good fuel supply. Necessary medications ordered in advance. Dietary has 3 day emergency food supply. Called in extra staff in advance, housing arrangements made. Snow removal contractor is clearing parking lot.

Author: Wiley, Adam

Organization: Riverside Health & Rehabilitation Center

Time: 04/06/2018 10:22 AM

Reply:

1. Administrator, ADON, Maintenance Director are in Administrator's office.
2. David Eagle 434-799-5226
3. Successfully Contacted Near-SW Healthcare Coalition
4. Facility operating under emergency procedures including EMR down time procedures.
5. All rooms are functioning on generator power with no impact on residents. All HVAC in rooms operating on generator and dining room HVAC is running on it as well.
6. We have no immediate needs and are handling it as planned.

Author: Yeatts, Mike

Organization: Burke Health and Rehabilitation Center

Time: 04/06/2018 10:25 AM

Reply:

Burke Health and Rehabilitation Center Update:

1. Emergency Procedures are active. Building Administrator, Maintenance Director and D.O.N. are in conference room managing event.
2. Local Emergency Management contacted via phone. Paula Rosca- 703-246-8663
3. Contacted NVERS contact Janet Engle 571-2235-9487
4. Facility operating under emergency procedures.
5. Patient care systems functioning generator with no impact to resident care. Facility generator runs resident rooms HVAC.

Added: 4/6/2018 9:19 AM

Creator: Clark, JT

Org: Near Southwest RHCC - Roanoke

Org Type: RHCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Regional Healthcare Coordinating Center

MFA Full-Scale Exercise

Friday, April 6, 2018

10:00 am | Eastern Daylight Time (New York, GMT-04:00) | 1 hr 30 mins

Click LINK below to join WebEx:

[https](https://nspa1.webex.com/nspa1/j.php?MTID=m005f632e34b0635ed8cfc80c0ccaa1f2)

[://nspa1.webex.com/nspa1/j.php?MTID=m005f632e34b0635ed8cfc80c0ccaa1f2](https://nspa1.webex.com/nspa1/j.php?MTID=m005f632e34b0635ed8cfc80c0ccaa1f2)

Meeting number (access code): 736 385 829

Meeting password: G2bBhEd2

Join by phone: 1-415-655-0002 US Toll

Huntersville Health & Rehab
Virtual Full Scale Exercise
4/6/18

1. Yes, Emergency Preparedness Procedures were activated. Building Administrator, DON, and Maintenance Director in conference room managing incident.
2. VPO contacted by Administrator to ensure they are aware of our facilities status.
3. Local EM contacted via phone.
 - a. Spoke with Hannah Panicco-local emergency planner 704-336-2412.
 - b. Records updated with on-call number: 704-659-6819 and email addresses:
Hannah.panicco@charlottenc.gov
4. We successfully contacted the Metrolina Healthcare Preparedness Coalition 980-349-6472. Spoke with Hannah Gonpers- on duty officer
 - a. Updated Emergency Call list to reflect contact numbers and names
5. All patient care systems functions on generator power with no impact to resident care. Complete facility on generator power.
6. No further resources needed at this time.

We also activated the following parts of our Emergency Operations Plan:

- Provided status to Tom Oneto via telephone and provided status
- Local Power Company contacted and discussed options for restoration in case of real emergency.
 - a. Number updated to 1-800-POWERON (7693766)
 - b. Added account number to emergency preparedness book
 - c. Added text message alerts for restoration

Subject: FW: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise_ Alamance Health & Rehabilitation Center : NC Center

Date: Friday, April 6, 2018 at 11:08:48 AM Eastern Daylight Time

From: Kitt, Cleopatra at MFA

To: Matthew Marry, Craig Camidge

CC: Oneto, Thomas at MFA

Matthew,

Attached is the completed exercise from Alamance Health & Rehabilitation Center.

Thank you,
Cleo

Cleo Kitt, MPH
Medical Facilities of America, Inc.
2917 Penn Forest Blvd.
Roanoke, VA 24018
Office: (540)776-7520
Cell: (540)354-5587
Email: kittcleo@mfa.net

From: Caudill, Jonathan R. at Alamance

Sent: Friday, April 6, 2018 10:30 AM

To: Kitt, Cleopatra at MFA <kittcleo@MFA.NET>; Oneto, Thomas at MFA <toneto@MFA.NET>

Cc: Hostetler, Rhonda at Alamance <Rhonda.Derr@MFA.NET>; Shabazz, Abdullah at Alamance <Abdullah.Shabazz@MFA.NET>

Subject: RE: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise

Cleo and Tom,

- 1) Emergency procedures are active. DON, administrator, and maintenance director are in the DON office working together. We would gather our extension cords to connect to the "red outlets" that are powered by the generator.
- 2) Debbie Hatfield, emergency management coordinator at Alamance County Emergency Management, 336-227-1365 x09001. When I explained to the receptionist what we were doing, she gave me Debbie's name and tried to transfer me to her, but I got Debbie's voicemail and left a voicemail explaining what I was trying to do.
- 3) The person for this would be in the county's environmental health department. Her name is Christy Allred, and her number is 336-570-6367. When I called that number, I was informed she was off that day, and I was transferred to her voicemail. I left a voicemail explaining what we were doing. In the event of a real emergency, I would take the "press zero for immediate assistance" option and proceed from there. Not sure if it helps, but her email is Christy.Allred@Alamance-NC.com.
- 4) We would be under emergency operations in this event.
- 5) Every other resident room is on generator. This will only impact rooms that require extension cords to run oxygen, trach compressors or air mattresses. We have the needed items on site.
- 6) We would have secured back up food/water resources, adequate staffing, snow removal, flashlights, inspection of perimeter for any damage or potential damage, and monitor pipes and

heating.

We also activated the following parts of our Emergency Operations Plan:

- 1) We contacted Tom Oneto on his cell phone and let him know what was happening.
- 2) Duke Power has a number, 1-800-POWER-ON, that we would contact in a case like this for reporting and checking on updates for restoration.
- 3) Management would go throughout the building explaining the situation to staff, collecting any issues, and regrouping to address issues identified.

Thanks,
Jonathan

From: Kitt, Cleopatra at MFA

Sent: Friday, April 06, 2018 10:01 AM

To: ALL ADMIN'S & ASST. ADMIN'S <FACADMINI@MFA.NET>; ALL MAINTENANCE DIRECTORS <ALLMAINTENANCEDIRECTORS@MFA.NET>

Cc: Hassenpflug, David at MFA <HASSENPFUGDAVID@MFA.NET>; Anderson, Brian S. at MFA <Brian.Anderson@MFA.NET>; Harden, Sabrina T. at MFA <Sabrina.Harden@mfa.net>; Dick, Phillip at MFA <Phillip.Dick@MFA.NET>; Helmer, Keith at MFA <khelmer@MFA.NET>; Barnette, Cindy at MFA <cbarnette@MFA.NET>

Subject: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise

Importance: High

Good Morning,

The information below is as transmitted from the VHAAS system.

Thank you,
Cleo

Cleo Kitt, MPH
Medical Facilities of America, Inc.
2917 Penn Forest Blvd.
Roanoke, VA 24018
Office: (540)776-7520
Cell: (540)354-5587
Email: kittcleo@mfa.net

A spring snow event is impacting your facility and the surrounding areas. For the past couple of days, the NWS had indicated the possibility of 2-4 inches of snowfall. However, 6-8 inches of heavy snow and ice impacted your region overnight. Roadways are clear, but the heavy snow has caused damage to early-blooming trees and falling limbs have caused a power failure at your facility. Your generator is working properly.

All participating healthcare facilities:

1. **Have you activated emergency procedures at your facility? Who are your Emergency Operations Team members (titles are fine – don't need to post names).**
2. **Contact your local emergency manager by phone or email. Tell them you are participating in an exercise and wanted to exercise your ability to contact them. They do NOT need to take any action. Post the name and phone number for your local emergency manager in the event log.**
3. **Contact your local healthcare coalition. Tell them you are participating in an exercise and**

wanted to test your ability to contact them. They do NOT need to take any action. Post your success or failure.

4. Provide your facility operational status – normal operations, emergency operations, etc.
5. State what capabilities/systems for your facility are not functioning on generator power. Do these impact resident care?
6. Do you have any resource needs at this time as a result of this snowfall?

As strongly encouraged on our planning call, identify one part of your emergency operations plan that is relevant to this scenario and practice it.

Example: Make contact with the corporate office to ensure they are aware of your facility's status.

Example: Contact the local power company (tell them it's an exercise) and discuss how you might reach out in a real situation for restoration information.

Example: Exercise an all-staff contact method that does not require commercial power.

ENSURE ALL COMMUNICATIONS BEGIN WITH "EXERCISE"

Include what you tested and how it went in your response!

Example response:

1. *Yes, emergency procedures are active. Building Administrator, DON and Maintenance Director are in main conference room managing incident.*
2. *Local EM Contacted via phone. Marci Stone, XXX-XXX-XXXX*
3. *We successfully contacted the Triad Healthcare Preparedness Group.*
4. *Facility operating under emergency procedures including EMR downtime procedures.*
5. *All patient care systems functioning on generator power with no impact to resident care. Facility HVAC system only partially on generator but outside temperatures allow for proper inside temperature control.*
6. *We have no immediate needs and are handling the snowfall well.*

We also activated the following parts of our Emergency Operations Plan:

- **We reached out to corporate to provide status and get latest updates.**
- **We have called Dominion Power company and received an email address and website we can use to get the latest restoration information.**

Subject: FW: Belaire Emergency Preparedness response: Belaire Health & Rehabilitation Center: NC Center

Date: Friday, April 6, 2018 at 11:34:11 AM Eastern Daylight Time

From: Kitt, Cleopatra at MFA

To: Matthew Marry, Craig Camidge

CC: Oneto, Thomas at MFA

Good Morning Matthew,

Below is the completed exercise for Belaire Health & Rehabilitation Center.

Thank you,
Cleo

Cleo Kitt, MPH
Medical Facilities of America, Inc.
2917 Penn Forest Blvd.
Roanoke, VA 24018
Office: (540)776-7520
Cell: (540)354-5587
Email: kittcleo@mfa.net

From: Loney, Aaron at Belaire

Sent: Friday, April 6, 2018 11:30 AM

To: Oneto, Thomas at MFA <toneto@MFA.NET>

Cc: Harden, Sabrina T. at MFA <Sabrina.Harden@mfa.net>; Kitt, Cleopatra at MFA <kittcleo@MFA.NET>

Subject: FW: Belaire Emergency Preparedness response

- Tom, ..1. Emergency preparedness procedures are active. Administrator, DON, SDC, Maintenance director, Housekeeping Director, Dietary Manager, and HR Manager are in SDC conference room managing incident.
2. We contacted local EM by phone and explained we are conducting a drill and wanted to include them in our training. They appreciated our contacting them.
 3. We successfully contacted our health care coalition by email to let them know of our training drill regarding severe weather/power outage. They responded back with an email to thank us for our efforts.
 4. Facility operating under emergency procedures including EMR downtime procedures.
 5. All patient care systems functioning on generator power with no impact to resident care.
 6. We identified we needed additional O2 portable tanks to meet patient needs during outage. Reviewed dialysis patients and determined if local dialysis center was not fully operational we will send patients the following day to hospital to receive dialysis treatment if power outage is still in effect.
 7. There are no other immediate needs at this time. We are managing the severe weather well.

From: Loney, Aaron at Belaire

Sent: Friday, April 06, 2018 10:38 AM

To: Oneto, Thomas at MFA <toneto@MFA.NET>

Cc: Harden, Sabrina T. at MFA <Sabrina.Harden@mfa.net>; Kitt, Cleopatra at MFA <kittcleo@MFA.NET>

Subject: Belaire Emergency Preparedness response

Tom, Belaire activated our emergency preparedness response Team regarding severe weather emergency and power outage. Generator is fully operational and providing emergency power to designated areas.

Local emergency agencies have been contacted to assist us when available. Further updates will be provided as we complete our training. Thanks, Aaron

Subject: FW: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise: Carolina Burke Health & Rehabilitation Center: NC

Date: Friday, April 6, 2018 at 11:32:24 AM Eastern Daylight Time

From: Kitt, Cleopatra at MFA

To: Matthew Marry, Craig Camidge

CC: Oneto, Thomas at MFA

Good Morning Matthew,

Below is the completed exercise for Carolina Health & Rehabilitation Center.

Thank you,
Cleo

Cleo Kitt, MPH
Medical Facilities of America, Inc.
2917 Penn Forest Blvd.
Roanoke, VA 24018
Office: (540)776-7520
Cell: (540)354-5587
Email: kittcleo@mfa.net

From: Rader, Ashley J. at Carolina Rehab of Burke

Sent: Friday, April 6, 2018 11:28 AM

To: Kitt, Cleopatra at MFA <kittcleo@MFA.NET>

Subject: RE: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise

All participating healthcare facilities:

1. **Have you activated emergency procedures at your facility? Who are your Emergency Operations Team members (titles are fine – don't need to post names).**
Yes, Ashley Rader, NHA; Tammy Daves, DON; Shane Barnett, Maintenance Director
2. **Contact your local emergency manager by phone or email. Contacted Mike Willis**
Tell them you are participating in an exercise and wanted to exercise your ability to contact them. They do NOT need to take any action. Post the name and phone number for your local emergency manager in the event log. DONE
3. **Contact your local healthcare coalition. Contacted Hannah Gompers**
Tell them you are participating in an exercise and wanted to test your ability to contact them. They do NOT need to take any action. Post your success or failure.
4. **Provide your facility operational status – normal operations, emergency operations, etc.-**
Done; Emergency operations for severe weather and power outage/on generator
5. **State what capabilities/systems for your facility are not functioning on generator power.**
Do these impact resident care?-Lighting, Heat, phone, internet; Contacted landscaper, power company in addition to above
6. **Do you have any resource needs at this time as a result of this snowfall? Food/resident supplies/blankets in place**
What we learned:

We need to establish emergency supply boxes to include and be stored in a designated area:
2 large containers
6 drop cords
12 flashlights with appropriate batteries
6 headlamps

From: Kitt, Cleopatra at MFA
Sent: Friday, April 06, 2018 11:19 AM
To: Rader, Ashley J. at Carolina Rehab of Burke <Ashley.Rader@MFA.NET>
Subject: RE: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise

Ashley,

Please send the answers to the questions in the original email below.

Thank you,
Cleo

Cleo Kitt, MPH
Medical Facilities of America, Inc.
2917 Penn Forest Blvd.
Roanoke, VA 24018
Office: (540)776-7520
Cell: (540)354-5587
Email: kittcleo@mfa.net

From: Rader, Ashley J. at Carolina Rehab of Burke
Sent: Friday, April 6, 2018 11:14 AM
To: Kitt, Cleopatra at MFA <kittcleo@MFA.NET>
Subject: RE: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise

Drill is complete. Do I need to send anything to you?
Ashley Rader, CROB

From: Kitt, Cleopatra at MFA
Sent: Friday, April 06, 2018 10:01 AM
To: ALL ADMIN'S & ASST. ADMIN'S <FACADMINI@MFA.NET>; ALL MAINTENANCE DIRECTORS <ALLMAINTENANCEDIRECTORS@MFA.NET>
Cc: Hassenpflug, David at MFA <HASSENPLUGDAVID@MFA.NET>; Anderson, Brian S. at MFA <Brian.Anderson@MFA.NET>; Harden, Sabrina T. at MFA <Sabrina.Harden@mfa.net>; Dick, Phillip at MFA <Phillip.Dick@MFA.NET>; Helmer, Keith at MFA <khelmer@MFA.NET>; Barnette, Cindy at MFA <cbarnette@MFA.NET>
Subject: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise
Importance: High

Good Morning,

The information below is as transmitted from the VHAAS system.

Thank you,
Cleo

Cleo Kitt, MPH
Medical Facilities of America, Inc.
2917 Penn Forest Blvd.
Roanoke, VA 24018
Office: (540)776-7520
Cell: (540)354-5587
Email: kittcleo@mfa.net

A spring snow event is impacting your facility and the surrounding areas. For the past couple of days, the NWS had indicated the possibility of 2-4 inches of snowfall. However, 6-8 inches of heavy snow and ice impacted your region overnight. Roadways are clear, but the heavy snow has caused damage to early-blooming trees and falling limbs have caused a power failure at your facility. Your generator is working properly.

All participating healthcare facilities:

- 1. Have you activated emergency procedures at your facility? Who are your Emergency Operations Team members (titles are fine – don't need to post names).**
- 2. Contact your local emergency manager by phone or email. Tell them you are participating in an exercise and wanted to exercise your ability to contact them. They do NOT need to take any action. Post the name and phone number for your local emergency manager in the event log.**
- 3. Contact your local healthcare coalition. Tell them you are participating in an exercise and wanted to test your ability to contact them. They do NOT need to take any action. Post your success or failure.**
- 4. Provide your facility operational status – normal operations, emergency operations, etc.**
- 5. State what capabilities/systems for your facility are not functioning on generator power. Do these impact resident care?**
- 6. Do you have any resource needs at this time as a result of this snowfall?**

As strongly encouraged on our planning call, identify one part of your emergency operations plan that is relevant to this scenario and practice it.

Example: Make contact with the corporate office to ensure they are aware of your facility's status.

Example: Contact the local power company (tell them it's an exercise) and discuss how you might reach out in a real situation for restoration information.

Example: Exercise an all-staff contact method that does not require commercial power.

ENSURE ALL COMMUNICATIONS BEGIN WITH "EXERCISE"

Include what you tested and how it went in your response!

Example response:

- 1. *Yes, emergency procedures are active. Building Administrator, DON and Maintenance Director are in main conference room managing incident.***
- 2. *Local EM Contacted via phone. Marci Stone, XXX-XXX-XXXX***
- 3. *We successfully contacted the Triad Healthcare Preparedness Group.***
- 4. *Facility operating under emergency procedures including EMR downtime***

procedures.

5. All patient care systems functioning on generator power with no impact to resident care. Facility HVAC system only partially on generator but outside temperatures allow for proper inside temperature control.

6. We have no immediate needs and are handling the snowfall well.

We also activated the following parts of our Emergency Operations Plan:

- We reached out to corporate to provide status and get latest updates.**
- We have called Dominion Power company and received an email address and website we can use to get the latest restoration information.**

Subject: FW: Live Emergency Documentation

Date: Friday, April 6, 2018 at 12:12:53 PM Eastern Daylight Time

From: Oneto, Thomas at MFA

To: Matthew Marry

CC: Kitt, Cleopatra at MFA

Matthew,
Here is the documentation from Carolina Rehab Of Cumberland.
Thanks,
Tom

Thomas J. Oneto III
V.P. of Physical Plant Management and Environmental Services
Medical Facilities of America
2917 Penn Forest Blvd.
P.O. Box 29600
Roanoke, Va. 24018
toneto@mfa.net
office 540-776-7590
e-fax 540-776-7461
cell 540-521-0982
www.lifeworksrehab.com



LifeWorks RehabSM

From: Danner, Marc at Cumberland

Sent: Friday, April 6, 2018 12:07 PM

To: Oneto, Thomas at MFA <toneto@MFA.NET>; Kitt, Cleopatra at MFA <kittcleo@MFA.NET>

Cc: Englund, Elizabeth at Cumberland <Elizabeth.Englund@MFA.NET>

Subject: Live Emergency Documentation

Good morning,

- 1) We activated our emergency Procedures. Administrator, DON, ADON, admissions and DOR gathered in the conference.
- 2) We contacted PWC, 910-483-1382 and spoke with Heidi, I told her it was an exercise and tree limbs took out our power. She explained in a real event she would create a ticket and they would dispatch crews as they were available.
- 3) We spoke with our county emergency coordinator, James 910-321-6736. Our generators work great but I spoke with him about the possibility of temporary power since our generator repair

company is a hour and a half away. He explained that they would be able to help us but wasn't able to give any time frames on how long that would take.

- 4) In the event of a large amount of snow, staffing would be another concern for us since we are in an area that doesn't have a large amount of snow removal equipment. We would have the staff that was in the building work extra with alternating breaks until all staffing needs are taken care of.
- 5) All of our resident rooms have red emergency generator outlets so all medical equipment would be taken care of. All of our nursing stations have the same outlets so they would be able to work without interruption. Our HVAC and PTACS would operate properly and about half of our lights would be on. James with Bobby Taylor Oil would be able to refill our generator tanks as needed within an hour.
- 6) We have our backup supply of food/water, extra linen and we would have stocked up on Nursing care supplies.

We have a great staff that communicates well and know that our residents are our priority.

Thanks

Marc Danner
Maintenance Director
Carolina Rehab Center of Cumberland

Subject: FW: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise- Charlotte Health & Rehabilitation Center : NC Center

Date: Friday, April 6, 2018 at 1:50:32 PM Eastern Daylight Time

From: Kitt, Cleopatra at MFA

To: Matthew Marry, Craig Camidge

CC: Oneto, Thomas at MFA

Good Afternoon Matthew,

Below is the completed report for Charlotte Health & Rehabilitation Center.

Thank you,
Cleo

Cleo Kitt, MPH
Medical Facilities of America, Inc.
2917 Penn Forest Blvd.
Roanoke, VA 24018
Office: (540)776-7520
Cell: (540)354-5587
Email: kittcleo@mfa.net

From: Stewart-Weston, Shonna N. at Charlotte

Sent: Friday, April 6, 2018 1:40 PM

To: Kitt, Cleopatra at MFA <kittcleo@MFA.NET>

Cc: Wood, Joshua G. at Charlotte <Joshua.Wood@MFA.NET>; Harden, Sabrina T. at MFA <Sabrina.Harden@mfa.net>

Subject: FW: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise

From: Kanitz, Nicholas P. at Charlotte

Sent: Friday, April 06, 2018 10:23 AM

To: Stewart-Weston, Shonna N. at Charlotte <Shonna.Stewart-Weston@MFA.NET>

Subject: RE: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise

All participating healthcare facilities:

1. **Have you activated emergency procedures at your facility? Who are your Emergency Operations Team members (titles are fine – don't need to post names).**

We have activated emergency procedures. EOT members: Maintenance director, director of nursing and Administrator aware. Staff clearing sidewalks and walkways as well as parking lot. Oxygen and necessary equipment could be switched to red outlets. Our administrator would contact the corporate office.(This drill was completed by SDC, HRM, Floor Techs)

2. **Contact your local emergency manager by phone or email. Tell them you are participating in an exercise and wanted to exercise your ability to contact them. They do NOT need to take any action. Post the name and phone number for your local emergency manager in the event log.**

We contacted the local emergency management and were connected with Chief Tim Hartsell voicemail-

7043362412.

3. **Contact your local healthcare coalition. Tell them you are participating in an exercise and wanted to test your ability to contact them. They do NOT need to take any action. Post your success or failure.**

We were unable to contact them at this time

4. **Provide your facility operational status – normal operations, emergency operations, etc.**

We would be under emergency operations at this time due to the effects of the snow on the community and staffing.

5. **State what capabilities/systems for your facility are not functioning on generator power. Do these impact resident care?**

The facility would be functioning as close to normal as possible. The generator and backup would last approximately 48 hours and then could be tripped/reset for an additional 48 hours. In the event of an internet loss then paper medication records would be printed.

6. **Do you have any resource needs at this time as a result of this snowfall?**

Resources in stock include food and water for up to three days, medications could be obtained via medication dispense if needed, salt and shovels for the sidewalks. Housekeeping services have extra blankets as needed as well. Dialysis patients will be removed by emergency medic.

From: Kitt, Cleopatra at MFA

Sent: Friday, April 06, 2018 10:01 AM

To: ALL ADMIN'S & ASST. ADMIN'S <FACADMINI@MFA.NET>; ALL MAINTENANCE DIRECTORS <ALLMAINTENANCEDIRECTORS@MFA.NET>

Cc: Hassenpflug, David at MFA <HASSENPFUGDAVID@MFA.NET>; Anderson, Brian S. at MFA <Brian.Anderson@MFA.NET>; Harden, Sabrina T. at MFA <Sabrina.Harden@mfa.net>; Dick, Phillip at MFA <Phillip.Dick@MFA.NET>; Helmer, Keith at MFA <khelmer@MFA.NET>; Barnette, Cindy at MFA <cbarnette@MFA.NET>

Subject: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise

Importance: High

Good Morning,

The information below is as transmitted from the VHAAS system.

Thank you,
Cleo

Cleo Kitt, MPH
Medical Facilities of America, Inc.
2917 Penn Forest Blvd.
Roanoke, VA 24018
Office: (540)776-7520
Cell: (540)354-5587

Email: kittcleo@mfa.net

A spring snow event is impacting your facility and the surrounding areas. For the past couple of days, the NWS had indicated the possibility of 2-4 inches of snowfall. However, 6-8 inches of heavy snow and ice impacted your region overnight. Roadways are clear, but the heavy snow has caused damage to early-blooming trees and falling limbs have caused a power failure at your facility. Your generator is working properly.

All participating healthcare facilities:

1. **Have you activated emergency procedures at your facility? Who are your Emergency Operations Team members (titles are fine – don't need to post names).**
2. **Contact your local emergency manager by phone or email. Tell them you are participating in an exercise and wanted to exercise your ability to contact them. They do NOT need to take any action. Post the name and phone number for your local emergency manager in the event log.**
3. **Contact your local healthcare coalition. Tell them you are participating in an exercise and wanted to test your ability to contact them. They do NOT need to take any action. Post your success or failure.**
4. **Provide your facility operational status – normal operations, emergency operations, etc.**
5. **State what capabilities/systems for your facility are not functioning on generator power. Do these impact resident care?**
6. **Do you have any resource needs at this time as a result of this snowfall?**

As strongly encouraged on our planning call, identify one part of your emergency operations plan that is relevant to this scenario and practice it.

Example: Make contact with the corporate office to ensure they are aware of your facility's status.

Example: Contact the local power company (tell them it's an exercise) and discuss how you might reach out in a real situation for restoration information.

Example: Exercise an all-staff contact method that does not require commercial power. ENSURE ALL COMMUNICATIONS BEGIN WITH "EXERCISE"

Include what you tested and how it went in your response!

Example response:

1. *Yes, emergency procedures are active. Building Administrator, DON and Maintenance Director are in main conference room managing incident.*
2. *Local EM Contacted via phone. Marci Stone, XXX-XXX-XXXX*
3. *We successfully contacted the Triad Healthcare Preparedness Group.*
4. *Facility operating under emergency procedures including EMR downtime procedures.*
5. *All patient care systems functioning on generator power with no impact to resident care. Facility HVAC system only partially on generator but outside temperatures allow for proper inside temperature control.*
6. *We have no immediate needs and are handling the snowfall well.*

We also activated the following parts of our Emergency Operations Plan:

- **We reached out to corporate to provide status and get latest updates.**
- **We have called Dominion Power company and received an email address and website we can use to get the latest restoration information.**

Subject: FW: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise
Date: Friday, April 6, 2018 at 12:07:01 PM Eastern Daylight Time
From: Oneto, Thomas at MFA
To: Matthew Marry
CC: Kitt, Cleopatra at MFA

Good afternoon Matthew,
Here is the Exercise Documentation form Guilford HRC.
Thanks,
Tom

Thomas J. Oneto III
V.P. of Physical Plant Management and Environmental Services
Medical Facilities of America
2917 Penn Forest Blvd.
P.O. Box 29600
Roanoke, Va. 24018
toneto@mfa.net
office 540-776-7590
e-fax 540-776-7461
cell 540-521-0982
www.lifeworksrehab.com



LifeWorks RehabSM

From: Maher, Cindy at Guilford
Sent: Friday, April 6, 2018 12:00 PM
To: Kitt, Cleopatra at MFA <kittcleo@MFA.NET>
Cc: Oneto, Thomas at MFA <toneto@MFA.NET>
Subject: RE: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise

Guilford Healthcare:

1. We have activated our emergency procedures and a meeting was called to the conference room with Administrator, DON, Unit Managers, Dietary Manager, Environmental Service Manager, and Maintenance Director
2. We spoke to our local emergency service coordinator Steven Grose 336-641-2278 and informed him of the exercise.
3. We called the Triad Healthcare preparedness coalition and spoke to Corey Roberts 336-528-

9625 who is the coordinator/planner and informed him of the exercise.

4. The facility is operating on emergency operations
5. We have red outlets in the hallways. Each unit is equipped with extension cords to run trach, oxygen and air mattress beds.
6. We have our extension cords available, emergency supply box is ready and stocked. We have a 3 day supply of food, we have contacted snow removal and we have a 3 day linen supply but have contacted AlSCO as back up.

Identify one part of your emergency operations plan that is relevant to this scenario and practice it.

1. We contacted Duke Energy to have them identify the source of the outage and an estimated time for power back on.
2. We met with each nurses station and established a priority list of patients who need to be moved onto emergency power.
3. We engaged staff to take extension cords from resident room and plug into red outlet.
4. We contacted AlSCO to alert of potential for prolonged outage and ETA should linen be necessary.

From: Kitt, Cleopatra at MFA

Sent: Friday, April 06, 2018 10:01 AM

To: ALL ADMIN'S & ASST. ADMIN'S <FACADMINI@MFA.NET>; ALL MAINTENANCE DIRECTORS <ALLMAINTENANCEDIRECTORS@MFA.NET>

Cc: Hassenpflug, David at MFA <HASSENPFUGDAVID@MFA.NET>; Anderson, Brian S. at MFA <Brian.Anderson@MFA.NET>; Harden, Sabrina T. at MFA <Sabrina.Harden@mfa.net>; Dick, Phillip at MFA <Phillip.Dick@MFA.NET>; Helmer, Keith at MFA <khelmer@MFA.NET>; Barnette, Cindy at MFA <cbarnette@MFA.NET>

Subject: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise

Importance: High

Good Morning,

The information below is as transmitted from the VHAAS system.

Thank you,
Cleo

Cleo Kitt, MPH
Medical Facilities of America, Inc.
2917 Penn Forest Blvd.
Roanoke, VA 24018
Office: (540)776-7520
Cell: (540)354-5587
Email: kittcleo@mfa.net

A spring snow event is impacting your facility and the surrounding areas. For the past couple of days, the NWS had indicated the possibility of 2-4 inches of snowfall. However, 6-8 inches of heavy snow and ice impacted your region overnight. Roadways are clear, but the heavy snow has caused damage to early-blooming trees and falling limbs have caused a power failure at your facility. Your generator is working properly.

All participating healthcare facilities:

1. **Have you activated emergency procedures at your facility? Who are your Emergency Operations Team members (titles are fine – don't need to post names).**
2. **Contact your local emergency manager by phone or email. Tell them you are participating in an exercise and wanted to exercise your ability to contact them. They do NOT need to take any action. Post the name and phone number for your local emergency manager in the event log.**
3. **Contact your local healthcare coalition. Tell them you are participating in an exercise and wanted to test your ability to contact them. They do NOT need to take any action. Post your success or failure.**
4. **Provide your facility operational status – normal operations, emergency operations, etc.**
5. **State what capabilities/systems for your facility are not functioning on generator power. Do these impact resident care?**
6. **Do you have any resource needs at this time as a result of this snowfall?**

As strongly encouraged on our planning call, identify one part of your emergency operations plan that is relevant to this scenario and practice it.

Example: Make contact with the corporate office to ensure they are aware of your facility's status.

Example: Contact the local power company (tell them it's an exercise) and discuss how you might reach out in a real situation for restoration information.

Example: Exercise an all-staff contact method that does not require commercial power.

ENSURE ALL COMMUNICATIONS BEGIN WITH "EXERCISE"

Include what you tested and how it went in your response!

Example response:

1. *Yes, emergency procedures are active. Building Administrator, DON and Maintenance Director are in main conference room managing incident.*
2. *Local EM Contacted via phone. Marci Stone, XXX-XXX-XXXX*
3. *We successfully contacted the Triad Healthcare Preparedness Group.*
4. *Facility operating under emergency procedures including EMR downtime procedures.*
5. *All patient care systems functioning on generator power with no impact to resident care. Facility HVAC system only partially on generator but outside temperatures allow for proper inside temperature control.*
6. *We have no immediate needs and are handling the snowfall well.*

We also activated the following parts of our Emergency Operations Plan:

- ***We reached out to corporate to provide status and get latest updates.***
- ***We have called Dominion Power company and received an email address and website we can use to get the latest restoration information.***

Subject: FW: Lexington Health & Rehabilitation Center - MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise: NC Center

Date: Friday, April 6, 2018 at 11:40:19 AM Eastern Daylight Time

From: Kitt, Cleopatra at MFA

To: Matthew Marry, Craig Camidge

CC: Oneto, Thomas at MFA

Priority: High

Good Morning Matthew,

Below is the completed report for Lexington Health & Rehabilitation Center.

Thank you,
Cleo

Cleo Kitt, MPH
Medical Facilities of America, Inc.
2917 Penn Forest Blvd.
Roanoke, VA 24018
Office: (540)776-7520
Cell: (540)354-5587
Email: kittcleo@mfa.net

From: Lancaster, Lynn A. at Lexington

Sent: Friday, April 6, 2018 11:38 AM

To: Oneto, Thomas at MFA <toneto@MFA.NET>; Kitt, Cleopatra at MFA <kittcleo@MFA.NET>

Subject: Lexington - MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise

Importance: High

Hi Tom & Cleo,

1. We implemented the power outage portion of our EPP this morning at 1000 hrs.
2. We called the Davidson County EM, Larry James, Director, to inform them of our stand-alone exercise.
3. We called Triad Healthcare Coalition and did same.
4. We are back on normal operations as of 1129 hrs today.
5. We are fully functional with no impact on resident care.
6. We need to additional resources.

Additionally, we identified several changes to our emergency preparedness plan that we will be incorporating, e.g. key account numbers such as utilities and food service vendors, addition of historical generator fuel consumption to our EPP, add location of fax/printer for MAR/TAR to building plan view, identifying all dietary items on critical branch to include on building plan view,etc.

Best,

Lynn

Lynn A. Lancaster

Administrator
Lexington Health Care Center
17 Cornelia Street
Lexington, NC 27292
Ph: 336-242-1349
Fax: 336-242-1380
Cell: 336-953-5353
www.lexingtonhealthrehab.com

From: Kitt, Cleopatra at MFA
Sent: Friday, April 6, 2018 10:01 AM
To: ALL ADMIN'S & ASST. ADMIN'S <FACADMINI@MFA.NET>; ALL MAINTENANCE DIRECTORS <ALLMAINTENANCEDIRECTORS@MFA.NET>
Cc: Hassenpflug, David at MFA <HASSENPFUGDAVID@MFA.NET>; Anderson, Brian S. at MFA <Brian.Anderson@MFA.NET>; Harden, Sabrina T. at MFA <Sabrina.Harden@mfa.net>; Dick, Phillip at MFA <Phillip.Dick@MFA.NET>; Helmer, Keith at MFA <khelmer@MFA.NET>; Barnette, Cindy at MFA <cbarnette@MFA.NET>
Subject: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise
Importance: High

Good Morning,

The information below is as transmitted from the VHAAS system.

Thank you,
Cleo

Cleo Kitt, MPH
Medical Facilities of America, Inc.
2917 Penn Forest Blvd.
Roanoke, VA 24018
Office: (540)776-7520
Cell: (540)354-5587
Email: kittcleo@mfa.net

A spring snow event is impacting your facility and the surrounding areas. For the past couple of days, the NWS had indicated the possibility of 2-4 inches of snowfall. However, 6-8 inches of heavy snow and ice impacted your region overnight. Roadways are clear, but the heavy snow has caused damage to early-blooming trees and falling limbs have caused a power failure at your facility. Your generator is working properly.

All participating healthcare facilities:

- 1. Have you activated emergency procedures at your facility? Who are your Emergency Operations Team members (titles are fine – don't need to post names).**
- 2. Contact your local emergency manager by phone or email. Tell them you are participating in an exercise and wanted to exercise your ability to contact them. They do**

NOT need to take any action. Post the name and phone number for your local emergency manager in the event log.

- 3. Contact your local healthcare coalition. Tell them you are participating in an exercise and wanted to test your ability to contact them. They do NOT need to take any action. Post your success or failure.**
- 4. Provide your facility operational status – normal operations, emergency operations, etc.**
- 5. State what capabilities/systems for your facility are not functioning on generator power. Do these impact resident care?**
- 6. Do you have any resource needs at this time as a result of this snowfall?**

As strongly encouraged on our planning call, identify one part of your emergency operations plan that is relevant to this scenario and practice it.

Example: Make contact with the corporate office to ensure they are aware of your facility's status.

Example: Contact the local power company (tell them it's an exercise) and discuss how you might reach out in a real situation for restoration information.

Example: Exercise an all-staff contact method that does not require commercial power. ENSURE ALL COMMUNICATIONS BEGIN WITH "EXERCISE"

Include what you tested and how it went in your response!

Example response:

- 1. *Yes, emergency procedures are active. Building Administrator, DON and Maintenance Director are in main conference room managing incident.***
- 2. *Local EM Contacted via phone. Marci Stone, XXX-XXX-XXXX***
- 3. *We successfully contacted the Triad Healthcare Preparedness Group.***
- 4. *Facility operating under emergency procedures including EMR downtime procedures.***
- 5. *All patient care systems functioning on generator power with no impact to resident care. Facility HVAC system only partially on generator but outside temperatures allow for proper inside temperature control.***
- 6. *We have no immediate needs and are handling the snowfall well.***

We also activated the following parts of our Emergency Operations Plan:

- *We reached out to corporate to provide status and get latest updates.***
- *We have called Dominion Power company and received an email address and website we can use to get the latest restoration information.***

Subject: FW: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise- Mecklenburg Health & Rehabilitation Center

Date: Friday, April 6, 2018 at 11:07:50 AM Eastern Daylight Time

From: Kitt, Cleopatra at MFA

To: Matthew Marry, Craig Camidge

CC: Oneto, Thomas at MFA

Matthew,

Attached is the completed exercise from Mecklenburg Health & Rehabilitation Center.

Thank you,
Cleo

Cleo Kitt, MPH
Medical Facilities of America, Inc.
2917 Penn Forest Blvd.
Roanoke, VA 24018
Office: (540)776-7520
Cell: (540)354-5587
Email: kittcleo@mfa.net

From: Dority, Cassandra M. at Mecklenburg

Sent: Friday, April 6, 2018 10:36 AM

To: Kitt, Cleopatra at MFA <kittcleo@MFA.NET>; Oneto, Thomas at MFA <toneto@MFA.NET>; Harden, Sabrina T. at MFA <Sabrina.Harden@mfa.net>

Subject: RE: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise

EVENT LOG FOR EMERGENCY RESPONSE EXERCISE
4-6-18 MECKLENBURG HEALTH AND REHABILITATION CENTER

Email sent to home office (Cleo Kitt, Tom Oneto, Sabrina Harden): "We are currently without power due to ice damage. Generator is functioning and staffing is adequate."

Administrator, Maintenance director, SDC, BOM, DCP, Med Rec, Admissions, HR, DOR in conference room managing the incident."

Contacted Hannah 704-579-4150 at Metrolina Healthcare Coalition regarding event and updated her that we have no immediate needs. Also followed up with email. She offered to contact emergency manager directly, the phone number (704-336-2412) is not working, and that was also followed up with an email.

Review of emergency supplies reveals we do have salt to clear all walkways and shovels available to keep high traffic and evacuation routes clear. Housekeeping keeping floors inside building clean and clear of water melting from visitors. Exterior lighting is on generator.

Staff able to get to work, roads are clear. Power Company (Duke Energy —1-800-769-3766) has been contacted and will call with updates on restoration of power. Staff has been informed not to leave duty until replacements arrive, currently fully staffed.

Staff for subsequent shifts were contacted using the printed phone list in the schedule book. Calls were made using cell phones which are functional in the facility.

Maintenance director contacted Purser Oil (704-333-3775) for generator fuel refill. Their process is a call back within 1-hour during an emergency situation and will deliver off-hours once we get close to depleting our 3-day supply of fuel. Their phones are manned 24-7 and never an answering service.

Back up emars have been printed for nursing by Medical Records using the emergency backup computer in the 200 hall med room. Since roads are clear, no current concerns regarding medication deliveries. Medication refrigerators and Omnicell are also on generator.

Currently generator is powering emergency systems and kitchen. Heat is also on generator and facility is at appropriate temperature.

At 10:30 am we remain on emergency operations pending power being restored. We are operational and handling the snowfall without incident.

Cassandra Dority, MSHS, LNHA | Administrator | Mecklenburg Health & Rehab
2415 Sandy Porter Road | Charlotte, NC 28273
Ph: 704-583-0430 | Fax: 704-583-0433
www.mecklenburghealthrehab.com

From: Kitt, Cleopatra at MFA
Sent: Friday, April 06, 2018 10:01 AM
To: ALL ADMIN'S & ASST. ADMIN'S <FACADMINI@MFA.NET>; ALL MAINTENANCE DIRECTORS <ALLMAINTENANCEDIRECTORS@MFA.NET>
Cc: Hassenpflug, David at MFA <HASSENPFUGDAVID@MFA.NET>; Anderson, Brian S. at MFA <Brian.Anderson@MFA.NET>; Harden, Sabrina T. at MFA <Sabrina.Harden@mfa.net>; Dick, Phillip at MFA <Phillip.Dick@MFA.NET>; Helmer, Keith at MFA <khelmer@MFA.NET>; Barnette, Cindy at MFA <cbarnette@MFA.NET>
Subject: MFA/MFNC NSPA Emergency Preparedness Full Scale/Virtual Exercise
Importance: High

Good Morning,

The information below is as transmitted from the VHAAS system.

Thank you,
Cleo

Cleo Kitt, MPH
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A spring snow event is impacting your facility and the surrounding areas. For the past couple of days, the NWS had indicated the possibility of 2-4 inches of snowfall. However, 6-8 inches of heavy snow and ice impacted your region overnight. Roadways are clear, but the heavy snow has caused damage to early-blooming trees and falling limbs have caused a power failure at your facility. Your generator is working properly.

All participating healthcare facilities:

- 1. Have you activated emergency procedures at your facility? Who are your Emergency Operations Team members (titles are fine – don't need to post names).**
- 2. Contact your local emergency manager by phone or email. Tell them you are participating in an exercise and wanted to exercise your ability to contact them. They do NOT need to take any action. Post the name and phone number for your local emergency manager in the event log.**
- 3. Contact your local healthcare coalition. Tell them you are participating in an exercise and wanted to test your ability to contact them. They do NOT need to take any action. Post your success or failure.**
- 4. Provide your facility operational status – normal operations, emergency operations, etc.**
- 5. State what capabilities/systems for your facility are not functioning on generator power. Do these impact resident care?**
- 6. Do you have any resource needs at this time as a result of this snowfall?**

As strongly encouraged on our planning call, identify one part of your emergency operations plan that is relevant to this scenario and practice it.

Example: Make contact with the corporate office to ensure they are aware of your facility's status.

Example: Contact the local power company (tell them it's an exercise) and discuss how you might reach out in a real situation for restoration information.

Example: Exercise an all-staff contact method that does not require commercial power. ENSURE ALL COMMUNICATIONS BEGIN WITH "EXERCISE"

Include what you tested and how it went in your response!

Example response:

- 1. Yes, emergency procedures are active. Building Administrator, DON and Maintenance Director are in main conference room managing incident.**
 - 2. Local EM Contacted via phone. Marci Stone, XXX-XXX-XXXX**
 - 3. We successfully contacted the Triad Healthcare Preparedness Group.**
 - 4. Facility operating under emergency procedures including EMR downtime procedures.**
 - 5. All patient care systems functioning on generator power with no impact to resident care. Facility HVAC system only partially on generator but outside temperatures allow for proper inside temperature control.**
 - 6. We have no immediate needs and are handling the snowfall well.**
- We also activated the following parts of our Emergency Operations Plan:**
- We reached out to corporate to provide status and get latest updates.**
 - We have called Dominion Power company and received an email address and website we can use to get the latest restoration information.**

