

Emergency Management Workbook for Health Care Clinics

Practice name: _____

Practice address: _____

Date completed: _____

Signed: _____

[Reset Form Fields](#)

Critical Contacts

Emergency Responder Contact: 911

Police: _____

Hospital: _____

Other: _____

Practice address: _____

STAFF CONTACT LIST

Name

Contact *(include alternate number if applicable)*

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

PROCEDURE NOTES:



THINGS TO CONSIDER:

- Do you need a procedure for contacting patients' families who may require assistance?
- How will you ensure you have patient contact information available if you have patient appointments scheduled for the rest of the day?
- What will you do if you are in the midst of a procedure with a patient and need to evacuate immediately?



EVACUATION PLAN

ROLES AND RESPONSIBILITIES

Some roles and responsibilities you may consider are who is leading the evacuation, who sweeps the clinic, who grabs the emergency grab-and-go bag, who contacts staff and patients, etc.

People may have more than one role. In a larger clinic you may wish to consider implementing an Incident Command Structure.

Name

Role & Responsibilities

PROCEDURE NOTES:



CONSIDER THESE POTENTIAL ROLES & RESPONSIBILITIES:

- Who will lead an evacuation?
- Who will be an alternate lead if required?
- Who will sweep rooms to ensure everyone is out of the building and close doors (there could be different scenarios based on the size of the building)?
- Who will conduct any initial communications with critical contacts?
- How will you deal with patients undergoing a procedure at the time of an emergency?

EMERGENCY MANAGEMENT WORKBOOK



Grab-and-Go Checklist – Evacuation

Below are some of the items you may wish to consider having packed and ready in a grab-and-go bag. This should also include a print copy of your incident recovery plan.

- | | |
|---|---|
| <input type="checkbox"/> evacuation and practice recovery plans | <input type="checkbox"/> first aid kit (including pain medication, allergy pills, stomach remedies) |
| <input type="checkbox"/> other important printed documents (e.g. insurance) | <input type="checkbox"/> disinfecting wipes |
| <input type="checkbox"/> hand sanitizer | <input type="checkbox"/> disposable masks |
| <input type="checkbox"/> disposable gloves | <input type="checkbox"/> roll of duct tape |
| <input type="checkbox"/> pair of heavy-duty scissors | <input type="checkbox"/> pens |
| <input type="checkbox"/> paper | <input type="checkbox"/> Swiss army knife |
| <input type="checkbox"/> leather work gloves | <input type="checkbox"/> anaphalaxis kit and allergy medication |
| <input type="checkbox"/> safety pins/string/rope | <input type="checkbox"/> suture kit |
| <input type="checkbox"/> clinic roster | <input type="checkbox"/> flashlight |
| <input type="checkbox"/> _____ | <input type="checkbox"/> blanket |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |

Consider having everything in your grab-and-go bag or pack a separate emergency kit with the necessary supplies in case of a medical emergency.

[illegible]

- Location of potential disaster in relation to exits in your building
- Multiple floors – an emergency starts on the top floor and there are staff on subsequent floors
- Other businesses in your building



Things to Take With You

Essential Items

- ☐ grab-and-go-bag
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____

Optional Items

- ☐ computers
- ☐ personal items (bags, coats, etc.)
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____



SHELTER IN PLACE PLAN

ROLES AND RESPONSIBILITIES

Some roles and responsibilities you may consider are who is the shelter in place lead, who sweeps the clinic, who grabs the emergency grab-and-go bag, who contacts staff and patients, who locks the door, etc.

People may have more than one role. In a larger clinic you may wish to consider implementing an Incident Command Structure.

Name

Role & Responsibilities

PROCEDURE NOTES:



CONSIDER THESE POTENTIAL ROLES & RESPONSIBILITIES:

- Who will lead the shelter in place plan?
- Who will be an alternate lead if required?
- Who will sweep rooms to ensure everyone is in the designated shelter location?
- Who will conduct any initial communications with critical contacts?
- How will you deal with patients undergoing a procedure at the time of an emergency?



Location

Grab-and-go-bag



Grab-and-Go Checklist – Shelter in Place

Below are some of the items you may wish to consider having packed and ready in a bag to either grab-and-go or have for your shelter in place. This should also include a print copy of your incident recovery plan.

- | | |
|---|---|
| <input type="checkbox"/> evacuation and practice recovery plans | <input type="checkbox"/> first aid kit (including pain medication, allergy pills, stomach remedies) |
| <input type="checkbox"/> other important printed documents (e.g. insurance) | <input type="checkbox"/> disinfecting wipes |
| <input type="checkbox"/> hand sanitizer | <input type="checkbox"/> disposable masks |
| <input type="checkbox"/> disposable gloves | <input type="checkbox"/> roll of duct tape |
| <input type="checkbox"/> pair of heavy-duty scissors | <input type="checkbox"/> pens |
| <input type="checkbox"/> paper | <input type="checkbox"/> Swiss army knife |
| <input type="checkbox"/> leather work gloves | <input type="checkbox"/> anaphalaxis kit and allergy medication |
| <input type="checkbox"/> safety pins/string/rope | <input type="checkbox"/> suture kit |
| <input type="checkbox"/> clinic roster | <input type="checkbox"/> flashlight |
| <input type="checkbox"/> _____ | <input type="checkbox"/> blanket |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |

Consider having everything in your grab-and-go bag or pack a separate emergency kit with the necessary supplies in case of a medical emergency.



THINGS TO CONSIDER:

- Pre-select an interior room with fewest window or vents:
 - Conference room, storage room or hallway
 - Big enough so everyone can sit down
 - Has bathroom access
- Use several rooms to avoid over-crowding if necessary



Incident Action Plan

1. Incident Name and Description

2. Date

Date:

 Date Updated:

3. Current Situation

4. Next steps – 0–24 hours

Actions:	Who is responsible:	Notes:	Due Date:
<hr/>	<hr/>	<hr/>	<hr/>
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Incident Action Plan

5. Next steps – Ongoing

6. Next steps – Recovery

NOTES:



THINGS TO CONSIDER:

- Do you need to move to working from home?
- Are you set up to provide virtual care?
- Do you know who to contact if you need support with virtual care?
- What steps and who do you need to contact to restore facilities?
- How will you restore critical day-to-day operations in the short-term?
- How will you ensure you review and document regularly?
- Will you need to find an alternate location to practice while your facility is being restored?
- How will you contact and communicate with patients scheduled for appointments?
- How will you recover any lost data?
- Do you need to make provisions for counselling for employees?



POST-EMERGENCY DEBRIEF

Remind team that the debrief is not intended for personal assessment.
It is important to discuss what happened after an event.
Summarize the event, list things that went, and discuss opportunities to improve and action them.
Debrief should include all team members.
Debriefs should aim to be about 10 minutes.

- ☐ Assemble team and assign a timekeeper and a scribe to fill out the learnings below.
- ☐ Ask each team member to state a reaction
- ☐ Acknowledge how the team is feeling
- ☐ Summarize the case
- ☐ Ask what worked and why?
Capture in learnings below
- ☐ Ask what did not work and why?
Capture in learnings below
- ☐ Give team the opportunity to ask questions
- ☐ Offer to provide additional support if the team would like to talk individually
- ☐ Share mental health and wellness resources if needed

LEARNINGS AND ACTIONS

Learning	Action	Who is Responsible	Date



Critical Business Contacts

You may already have a comprehensive list of business contacts and may wish to expand on this depending on clinic size.

People/Contacts	Include: Name/Contact Information/ Comments, etc.	Include: Link and indicate location (server/online) or file cabinet
Division of Family Practice		
Practice Support Program		
Accountant or Bookkeeper		
Bank Account Holders		
Authorized Check Signers		
Financial Planner/Broker		
Financial Institution		
Building (property management company)		
Office Security System Company		
Attorney		
IT Provider		
EMR Vendor		
Internet/Telephone Company		
Utilities		
Suppliers		



Contingency Inventory

Business & Critical Info

Information & Documents

Information/Data

Include: Relevant information/actual numbers, etc.

Location (server, online, hard copy)

Include: Link and indicate location (server/online) or file cabinet

Articles of Incorporation

Business Licences and #

Business Number

Current and previous audited financial statements

Company Books & Records

GST/PST Returns

Blank Checks

Company Credit Cards

Insurance (i.e. company, group medical, malpractice, etc.)

Lease documents (renters)

Contracts (i.e. janitorial services)

Patient Records

Building Security Passcode

Computer passwords

Printer passwords

Voicemail passwords

Other online tools and websites

Supply and equipment inventory



Human Resources

Human Resources	Information/Data	URL Link (server, online) or File	Last Updated/Completed
Information & Documents	Include: Relevant information/actual numbers, etc.	Include: Link and indicate location (server/online) or file cabinet	Indicate when documents/ information was last updated
Employee Records/ Personnel Info			
HR Manual (policies, code of conducts)			
Payroll information			
WorkSafe Returns			



CONSIDER THIS: SPRINKLER MALFUNCTION

- Who do you need to contact?
- What steps can you take to continue your practice in the short-term?
- How will you deal with patient files?
- What supports do you need to put in place for affected staff?

CONSIDER THIS: FIRE IN YOUR CLINIC

It's the middle of the afternoon at your busy group practice. There are six patients in the waiting room, you are in the midst of an appointment and another doctor is consulting with a patient in a separate exam room. Your MOA emerges from the washroom and sees smoke coming from the ceiling at the end of the hallway. She pulls the fire alarm and knocks on the exam room doors instructing everyone to evacuate the office immediately for the pre-identified muster or meeting area.

What are your next steps?

- What do you take with you to the muster point?
- What steps do you take to ensure everyone is out of the office safely?
- Who does what in evacuating the office?
- Who is leading the emergency once at the muster point?
- What are the next steps once everyone is at the muster point?

The fire spreads quickly, and by the time the fire department reaches the scene, much of the building is destroyed beyond repair. A new, permanent location will be required in the long run, but interim quarters are needed now to provide essential services.

Although all computers and paper-based files were destroyed there is a backup of the office's files stored off-site at one of the partnering physician's homes.

What are your next steps?

- Who do you need to contact for what support?
- What steps can you take to continue your practice in the short-term?
- How will you deal with patients scheduled for appointments in the coming days?
- What supports do you need to put in place for affected staff?

*** Also consider a wildfire event that threatens your community. Many of the processes could be the same with evacuations being forced upon you and your clinic staff.*

CONSIDER THIS:

ARMED INDIVIDUAL OUTSIDE YOUR OFFICE

An RCMP member contacts the office and informs your MOA that there is an individual on the street with a gun threatening to take his life and you are instructed to keep everyone in the office. Your office waiting room, which has three people sitting in, has windows looking out onto the street. You have two providers currently with patients.

What are your next steps?

- What do you take with you to the safe location?
- What should the providers with patients do?
- Who do you contact?

What are your next steps once the situation is deemed safe to leave the office?

- Who do you contact?
- What supports do you need to put in place for staff?

CONSIDER THIS: EARTHQUAKE

An earthquake measuring 6.3 on the Richter Scale strikes the Lower Mainland. Everyone in the wider region around the epicentre felt the violent shaking. Infrastructure throughout the city has been damaged and some roadways are blocked. Hospitals quickly become overwhelmed due to skyrocketing critical and acute injuries, and the demand spills into primary care providers' offices. You are suddenly being asked to see patients who are attached to other providers, so you have incomplete medical histories, and to treat injuries you haven't treated in many years. You are also short on supplies and anticipate supply chain will be interrupted. Your clinic is relatively unscathed but there are widespread power outages so your EMR is not functioning well.

What are your next steps?

- What do you need to do to ensure your office and staff are safe?
- Who do you need to contact?
- Who do you need to network with?
- Who will staff your clinic to support the evolving situation?
- What resources will you need to support the evolving situation?
- How will you have to modify operations to support the situation?
- How will you support your staff?



- # Emergency Drill Template



EVACUATION

- ☐ Evacuation performed according to plan
- ☐ Participants understood their roles and responsibilities
- ☐ All rooms were checked for occupants
- ☐ All doors were closed
- ☐ Participants met at designated meeting place according to the plan
- ☐ The evacuation and incident recovery plan were brought to the muster point
- ☐ The critical contact list was brought to the muster point
- ☐ The grab-and-go bag was brought to the muster point
- ☐ Everyone was accounted for at the muster point
- ☐ Any special considerations for patients were accounted for
- ☐ Critical contacts were notified
- ☐ Next steps were identified and documented on the Incident Action Plan

LEARNINGS AND ACTIONS

Learning	Action	Who is Responsible	Date

SHELTER IN PLACE

SCENARIO

- | | | |
|--|--|--|
| <input type="checkbox"/> Shelter in place performed according to the plan | <input type="checkbox"/> Participants met at the designated safe room | <input type="checkbox"/> Everyone was accounted for in the safe room |
| <input type="checkbox"/> Participants understood their roles and responsibilities | <input type="checkbox"/> The shelter in place plan were brought to the safe room | <input type="checkbox"/> Any special considerations for patients were accounted for |
| <input type="checkbox"/> All rooms were checked for occupants | <input type="checkbox"/> The critical contact list was brought to the safe room | <input type="checkbox"/> Critical contacts were notified |
| <input type="checkbox"/> All doors were closed | <input type="checkbox"/> The grab-and-go bag was brought to the safe room | <input type="checkbox"/> Immediate next steps were identified and documented on the Incident Action Plan |
| <input type="checkbox"/> Air handling equipment was shut down (heating, ventilation, air conditioning) | | |



SHELTER IN PLACE

LEARNINGS AND ACTIONS

Learning	Action	Who is Responsible	Date

INCIDENT RECOVERY PLAN REVIEW

When you do your annual training and review you should also ensure your incident recovery plan and corresponding documents are up to date.

- ☐ Business critical list up to date
- ☐ Contingency inventory up to date
- ☐ Post-emergency debrief
- ☐ _____
- ☐ _____
- ☐ _____

ACTIONS

Acknowledgments

This guide and its supporting workbook have been inspired (with permissions) by work previously carried out by the Victoria Division of Family Practice and the BC Ministry of Health Emergency Management Unit.

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A GPSC initiative

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