

# EMERGENCY MANAGEMENT WORKBOOK FOR HEALTH CARE CLINICS

**Practice Name:**

**Address:**

**Completed:**

**Signed:**



**Nanaimo**

**Division of Family Practice**

An FPSC initiative

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# INTRODUCTION

This workbook prepares your organization to respond to a variety of emergency situations. Preparation is a key pillar of disaster planning; the better prepared an organization is, the better their response will be. This workbook can be used for a variety of disaster scenarios. From a small scale power outage or bomb threat, to a community wide emergency such as a wild fire or flood, or to a large scale disaster such as an earthquake.

This workbook will provide you with lists to fill out and the framework of a comprehensive emergency plan to adapt to your clinic that can be applied for a variety of emergency situations. You will build an:

- **evacuation plan**
- **shelter-in-place plan**
- **incident recovery plan**

You will also create critical contact lists to enable you to contact colleagues and organizations in an emergency. Communication is essential in an emergency situation and having the right contact information can be crucial to your response.

We encourage you to consider a variety of scenarios and practice your responses, then review your plan. Train staff so they know and can fulfill their role in the plan. What works, what needs to change or be updated? Did your plan work for an earthquake response? A threatening/armed individual in your office? A fire in an exam room? A hazardous substance? A power failure?

Once you review your plan, conduct practice exercises on a regular basis (see appendix 2). Make updates and additions as needed.

Make copies of this plan and have them in an accessible place throughout your clinic. Have your clinic lead bring a copy home, and email it to staff.

# CRITICAL CONTACTS

Emergency Responder Code: 911

Police: 250 754-2345

Hospital: 250 755-7691

BC Hydro: 1-800-224-9376

City of Nanaimo Emergency Program: 250 753-7311

Building Alarm: \_\_\_\_\_

Internet Provider: \_\_\_\_\_

Landlord: \_\_\_\_\_

Insurance: \_\_\_\_\_

Tech Support: \_\_\_\_\_

Clinic Address: \_\_\_\_\_

Nanaimo Division of Family Practice: \_\_\_\_\_



# STAFF CONTACT LIST



**Name**

**Contact #/alternate**

Clinic Manager: \_\_\_\_\_

Physician in charge: \_\_\_\_\_

**Staff Names**

**Contact information**

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Consider who would lead an emergency situation and identify them; This person would be in charge and be the go-to decision maker. Is it the same person for any scenario? Consider their role in the clinic, and outside. Do they have young kids to get to? Are they part time?

Consider who will contact whom. Design a fan out approach and ensure all know their role.

**Review this document regularly and update contact information as needed.**

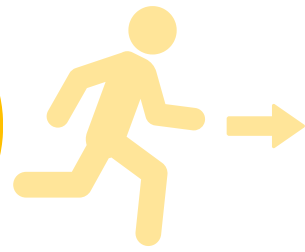
# GRAB AND GO CHECKLIST



**Below are items you may wish to include in a large bag and have ready to grab-and-go. Ensure all employees know the bags location. Store it in an accessible place near an exit if possible.**

- |                          |   |                          |                            |
|--------------------------|---|--------------------------|----------------------------|
| <input type="checkbox"/> | Tech/Helpline #'s                         | <input type="checkbox"/> | Disposable Masks           |
| <input type="checkbox"/> | Evacuation and recovery plan              | <input type="checkbox"/> | Anaphylaxis Kit            |
| <input type="checkbox"/> | Insurance Plan                            | <input type="checkbox"/> | Duct Tape                  |
| <input type="checkbox"/> | Staff Contact List/Numbers                | <input type="checkbox"/> | Bottle/s water             |
| <input type="checkbox"/> | Gloves- disposable heavy duty work gloves | <input type="checkbox"/> | Suture Kit                 |
| <input type="checkbox"/> | Scissors                                  | <input type="checkbox"/> | Flashlight/extra batteries |
| <input type="checkbox"/> | Pen/Paper                                 | <input type="checkbox"/> | Water purification tablets |
| <input type="checkbox"/> | Safety pins                               | <input type="checkbox"/> | Rain poncho                |
| <input type="checkbox"/> | String/rope                               | <input type="checkbox"/> | Whistle                    |
| <input type="checkbox"/> | First Aid kit                             | <input type="checkbox"/> | Emergency Blanket          |
| <input type="checkbox"/> | Disinfecting wipes                        |                          |                            |

# EVACUATION PLAN



## Fire, Office Threat, Extreme Weather, Gas Leak, etc

An evacuation plan is for any event that requires anyone in the building to get outside and out of the building. This can be due to a fire, office threat, extreme weather, gas leak, etc.

Appoint a leader for an evacuation scenario and an alternate.

Staff can have more than one role. In a larger clinic you may consider implementing an Incident Command Structure (see appendix 1).

- How will you contact a pts family if a pt requires assistance in an emergency situation/evacuation?
- Who can make the decision to evacuate if it is not clear?
- Who sweeps the clinic?
- How will you evacuate if you are in the middle of a procedure with a patient and need to evacuate immediately?
- Who pulls the fire alarm?
- Who gets the fire extinguisher?
- Who grabs the emergency grab-and-go bag?

Name

Role/Responsibilities

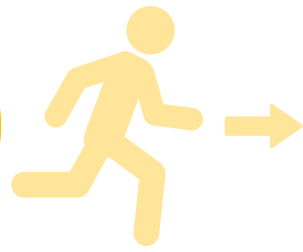
Lead: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_





# EVACUATION PLAN



**Identify Muster Point/ Evacuation Exits and Routes:**

**Location**

Muster Point \_\_\_\_\_

\_\_\_\_\_

Emergency Exit 1 \_\_\_\_\_

\_\_\_\_\_

Emergency Route 1 \_\_\_\_\_

\_\_\_\_\_

Emergency Exit 2 \_\_\_\_\_

\_\_\_\_\_

Emergency Route 2 \_\_\_\_\_

\_\_\_\_\_

**Include Map with exits and routes labelled:**

Once evacuated and at muster point, ensure all staff and patients are accounted for.

**Things to Consider:**

**Staff must consider their own safety and should assess risks on an ongoing basis.**

Are there other businesses in your building?

Multiple Floors?

Location of the disaster in relation to your exits and evacuation routes

# SHELTER IN PLACE PLAN



**A shelter-in-place event requires anyone in the building to find a safe place and stay there until it is safe to evacuate. This can be due to a hazardous substance, public health emergency, extreme weather, terrorist threat, etc.**

- **Staff must consider their own safety and should assess risks on an ongoing basis.**
- Who is the leader? Identify/Appoint them. Alternate?
- Who sweeps the clinic?
- Who locks the door?
- Who grabs the emergency grab-and-go bag? Take a phone with you if possible.
- Who contacts staff in the building to alert them?
- Who contacts other staff/patient families, etc?
- How will you deal with patients undergoing a procedure?

Name	Role/Responsibilities
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

# SHELTER IN PLACE PLAN



Location/s: \_\_\_\_\_

Alternate shelter in place location/s \_\_\_\_\_

**Insert map:**

Time Allotted

Agenda Topic

Presenter

Pre-select and identify an inside room with the fewest windows and vents; consider bathroom access, large enough so people can sit down. Identify several rooms to avoid over crowding as needed



# INCIDENT ACTION PLAN



Use this when an emergency occurs to help form your plan and record information

1) Incident Name and Description \_\_\_\_\_

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2) Date \_\_\_\_\_ Date updated: \_\_\_\_\_

3) Current Situation \_\_\_\_\_

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4) Next Steps: 0-24hrs

Actions	Who's Responsible	Notes	Due Date/time
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

# INCIDENT ACTION PLAN



5) Next Steps-Ongoing \_\_\_\_\_

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6) Next Steps-Recovery \_\_\_\_\_

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## Consider the following information:

- Do you need to move to work from home?
- Are you set up to provide virtual care? (Contact information for virtual care support: \_\_\_\_\_ )
- How will you track patient data? Records?
- Who do you need to contact to begin to restore facilities: \_\_\_\_\_
- Can you restore critical day-to-day operations short term?
- Do you need an alternate location to practice? (contact Nanaimo division 250-591-5525)
- How will you communicate with patients to schedule appointments?
- How will you recover lost data?
- Do employees need counselling?

# CRITICAL BUISINESS CONTACTS

**Name**

**Phone Number**

Nanaimo Division of Family Practice

\_\_\_\_\_

\_\_\_\_\_

Practice Support Program

\_\_\_\_\_

\_\_\_\_\_

IT provider

\_\_\_\_\_

\_\_\_\_\_

EMR Vendor

\_\_\_\_\_

\_\_\_\_\_

Building Management

\_\_\_\_\_

\_\_\_\_\_

Utilities

\_\_\_\_\_

\_\_\_\_\_

Suppliers

\_\_\_\_\_

\_\_\_\_\_

Internet/phone

\_\_\_\_\_

\_\_\_\_\_

Accountant/Bookkeeper

\_\_\_\_\_

\_\_\_\_\_

Banking/Bank Account Holders

\_\_\_\_\_

\_\_\_\_\_

Security System

\_\_\_\_\_

\_\_\_\_\_

Attorney

\_\_\_\_\_

\_\_\_\_\_

# CONTINGENCY INVENTORY



Articles of Incorporation \_\_\_\_\_

Business License and # \_\_\_\_\_

Financial Statements \_\_\_\_\_

Company Books/Record \_\_\_\_\_

GST/PST Returns \_\_\_\_\_

Blank Checks \_\_\_\_\_

Company Credit Cards \_\_\_\_\_

Insurance-company \_\_\_\_\_

Lease Documents \_\_\_\_\_

Contracts: Janitors, etc \_\_\_\_\_

Patient Records \_\_\_\_\_

Building Security \_\_\_\_\_

Computer Passwords \_\_\_\_\_

Voicemail Passwords \_\_\_\_\_

Employee records/HR manual \_\_\_\_\_

Payroll info \_\_\_\_\_

# APPENDIX 1

## Incident Command System (ICS)

An ICS helps users effectively manage incidents. It establishes a coordinated response to an emergency, and can be scaled due to the size of your clinic. (a smaller clinic may have one person in multiple roles, a large clinic may not need to use all of the roles). It enables you to streamline communication and information with other clinics and organizations.

Can your organization respond to an emergency event with its current organizational structure, or does an ICS need to be implemented? Consider the following:

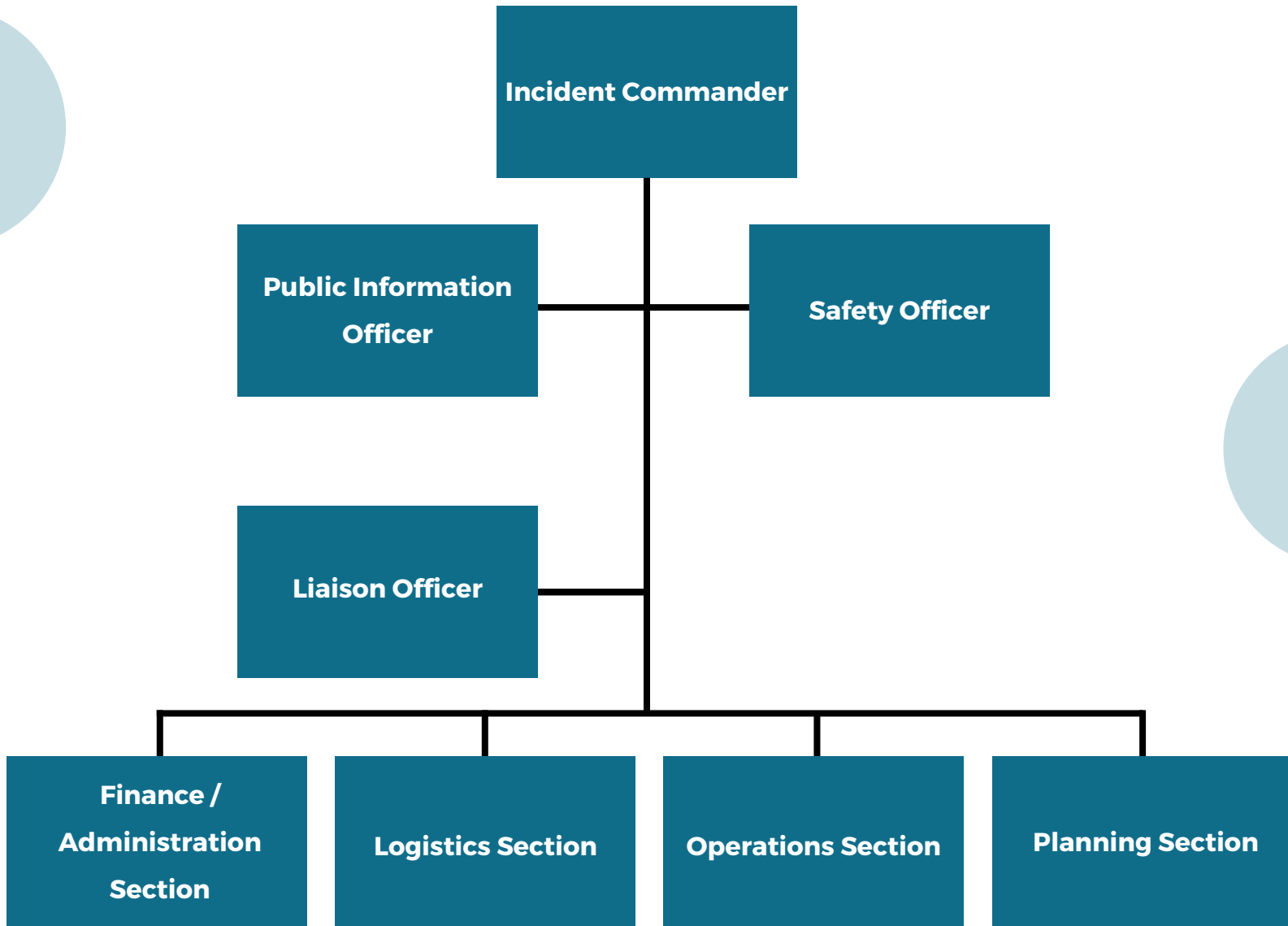
- The need to communicate and coordinate operations with other external organizations
- The event will likely overwhelm the capacity of your clinic
- The event conditions will impact staff safety, disrupt services of the clinic, or threaten the infrastructure of the clinic.

An ICS is triggered by the most senior person at the clinic who is available at the site of impact. It provides a structure that enables you to define clear roles for a coordinated and effective response. If you feel you need to implement an ICS consider assigning these roles:

- Incident Commander (IC) – Defines and oversees goals
- Information Officer- Leads communication plans
- Safety Officer-monitoring and determining hazardous and unsafe situations
- Liaison Officer-Directly supports the IC oversees reporting and documentation
- Operations Section Chief- Oversees and supports needs, develops plans
- Logistics Chief- Manages logistics as directed by the IC, coordinates and facilitates meetings
- Planning Chief-Collects and manages data, develops contingency plans
- Finance Chief-oversees budgets/costs with response and recovery



# APPENDIX 1



# APPENDIX 2

## Practice and Review

Practice and review your emergency plans at least once a year. Consider reviewing when you have a new staff member, make any changes to your office, or when there are new updates to make. Have someone in charge of checking and updating contact information on a regular basis.

Practicing and reviewing ensures all staff are aware of the emergency plan, trained in the course of action, know where emergency supplies are, and feel confident in implementing the plan if/when an emergency occurs.

This can be done by creating emergency scenarios, practicing the response through role play and discussion and using the incident action plan. Practice both an evacuation and a shelter-in-place scenario. Allow time to check and update emergency equipment and update any supplies in the grab-and-go bag.

Debrief and discuss what worked, what did not work, and why. Was current contact information correct? Are the evacuation routes still the best ones to use? Did someone remember to lock the doors? Pull the fire alarm? Get the grab-and-go bag? Capture any learnings and update your plan accordingly.