

SARASOTA MEMORIAL HEALTH CARE SYSTEM CORPORATE POLICY

TITLE: HURRICANE RESPONSE PLAN

POLICY #: 00.SAF.48

EFFECTIVE DATE: 8/10/06

REVIEWED/REVISED DATE: 7/13/07

POLICY TYPE: Clinical Non-Clinical

PAGE: 1 of 11

Job Title of Reviewer: Director, Hospitality Services

This policy applies to the following:

- All (all subsidiaries)
- All subsidiaries providing patient care
- All subsidiaries providing surgical services

This policy may be modified for subsidiaries' use?

- Yes No

PURPOSE: To provide a system-wide plan that ensures the continuity of care as well as the safety of all patients, employees, families and others that may be housed at Sarasota Memorial Hospital during a hurricane and to provide an overview of preparation and recovery efforts necessary to ensure continued services to the community.

POLICY STATEMENT: SMHCS makes reasonable efforts to release employees from work prior to, during and after hurricane emergency conditions on a staggered basis to care for their personal and property needs and families. However, employees may be required to either stay on or return to duty as directed to ensure the continuity of quality patient care, maintain safety and fulfill the community's health care needs and trust.

Sarasota Memorial Health Care System will maintain, and at least annually, review and revise the hurricane plan in support of Policy #00.SAF.15, Emergency Preparedness Management Plan. Management of each department will educate staff on the updated plan and their specific roles and responsibilities by June 1 of each year.

EXCEPTIONS: None

- DEFINITIONS:**
1. **All Clear:** An overhead page and/or other notice authorized by the Incident Command Center (ICS) and designed to alert personnel that the Sarasota Emergency Management team has determined that the hurricane has passed and no longer poses a threat to human life or the environment.
 2. **Code Brown:** An overhead page and/or other notice designed to alert personnel and initiate interventions for an actual tornado or severe weather alert issued by the State Weather System.

3. **Code Yellow**: An overhead page and/or other notice designed to secure all perimeter entrances to the hospital (Facility Lockdown).
4. **Disaster or Emergency**: A natural or manmade event that significantly disrupts the environment of care (damage to buildings or grounds), that significantly disrupts care, treatment, and services (utility loss, civil disturbances, accidents within the hospital or community), or that results in sudden, significantly changed, or increased demands for the hospital's services (bioterrorist attack, building collapse).
5. **Essential Individuals or Departments**: Are those SMHCS employees/departments who perform critical functions that are required during and immediately after hurricane emergency situations. All essential employees should be assigned to either Team A or Team B.
6. **Hourly, Non-Exempt Employee**: An SMHCS employee who is paid an hourly wage and is eligible under the Fair Labor Standards Act to receive overtime pay for hours worked in excess of 40 in a work week or 8 in a day or 80 in a pay bi-weekly pay period.
7. **Hurricane**: Tropical cyclone in which winds reach speeds of 74 miles per hour or higher accompanied by dangerous waves known as storm surge. All hurricanes fall within the following categories of the Saffir-Simpson Scale:
 - Category 1** – Winds of 74 to 95 mph. Damage primarily to shrubbery, trees, foliage and unanchored mobile homes. Should not cause damage to structures. Storm surge of 4 to 5 feet above normal.
 - Category 2** – Winds of 96 to 110 mph. Considerable damage to trees, foliage, some trees blown down. Some roofing material, door and window damage to buildings. Considerable damage to mobile homes and piers. Coastal and low-lying escape routes flood 2-4 hours before arrival of center. Small craft in unprotected anchorages break moorings. Storm surge 6 to 8 feet above normal.
 - Category 3** – Winds 111 to 130 mph. Foliage torn from trees, large trees blown down. Some structural damage to small residences and utility buildings. Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain continuously lower than 5 feet at sea level may be flooded inland eight miles or more. Storm surge 9 to 12 feet above normal.
 - Category 4** – Winds 131 to 155 mph. Shrubs and trees blown

down. Extensive damage to roofing materials, windows, doors and mobile homes. Major erosion of beach. Major damage to lower floors of structures near the shore. Terrain continuously lower than 10 feet at sea level may be flooded requiring massive evacuation of residential areas inland as far as six miles. Storm surge 13 to 18 feet above normal.

Category 5 – Winds greater than 155 mph. Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown down or away. Major damage to lower floors of all structures located less than 15 feet at sea level and within 500 yards of shoreline. Massive evacuation of residential areas on low ground within five to 10 miles of shoreline. Storm surge greater than 18 feet above normal.

8. **Hurricane Hotline:** Number that SMHCS staff can call 24 hours prior to a threat of a hurricane, during and after a hurricane hits our immediate area. Employees are responsible for monitoring the hotline number at **917- 8799**.
9. **Hurricane Season:** June 1 through November 30.
10. **Hurricane Warning:** Issues when hurricane conditions are expected within 24 hours.
11. **Hurricane Watch:** Issues when there is a threat of hurricane conditions within 24 – 36 hours.
12. **Incident Command System (ICS):** is the combination of facilities, services, equipment, personnel, procedures and communications operations. This organizational structure under emergency management conditions brings the hospital in concert with outside agencies for the common objective pertaining to an incident or event.
13. **Mitigation:** Those activities taken in attempting to lessen the severity and impact of a potential emergency.
14. **Non-Essential Individuals or Departments:** Those SMHCS employees/departments whose function is not critical during or immediately after a hurricane emergency situation. Non-Essential personnel are asked to volunteer for the Labor Pool either before, during or after the storm.
15. **On Duty:** When an SMHCS employee is on the facilities or premises at management's request and is available for a work assignment.
16. **Persons with Special Needs (PSN's):** Directed by the Emergency Operations Center to seek medical shelter in the

event of a hurricane or other community disaster.

17. **Pre-Team**: Non-clinical employees assigned to the Labor Pool to assist with PSN intake procedures preparation for a hurricane. Assignments include registration, transport, meal delivery, etc. Pre-team labor pool members go home prior to lockdown of the facility and arrival of Team A members.
18. **Preparation**: Those activities taken to build capacity and identify resources that may be used in an emergency occurs.
19. **Response**: The combination of facilities, services, equipment, personnel, procedures and plans being placed into action during a declared emergency.
20. **Recovery**: The combination of facilities, services, equipment, personnel, procedures and Mutual Aid Agreements implemented to take the organization from an emergency situation to normal operations.
21. **Salaried, Exempt Employee**: A SMHCS executive, administrative or professional employee who is paid a salary (not an hourly wage) to perform the duties and responsibilities of a job regardless of hours worked in a work week or bi-weekly pay period. In accordance with the Fair Labor Standards Act this category of employee is exempt from the overtime pay provisions of the act.
22. **Team A**: Essential clinical and non-clinical personnel needed to perform critical functions during a hurricane. Team "A" members prepare their homes, family and pets prior to reporting to work and remain at the facility during the hurricane emergency until Team "B" arrives.
23. **Team B**: Essential employees assigned to Team "B" are required to report to work in their departments if clinical, or the Labor Pool if non-clinical, immediately before the storm and following the "All Clear" announcement. The primary purpose of Team "B" is to provide recovery for Team "A", and to assist in whatever efforts are needed to return the hospital to normal operations.
24. **Tropical Storm**: Tropical cyclone in which winds reach speeds of 40 to 74 miles per hour.

PROCEDURE:**ROLES AND RESPONSIBILITIES:**

1. Emergency Preparedness safety officer or designee will monitor

and track tropical depressions with information from the National Weather Service Hurricane Center and Sarasota County EOC. The safety officer will keep Administration informed of the hurricane status, and will inform the chief executive officer (CEO) or designee when a hurricane alert, watch or warning is issued.

2. The CEO or designee will notify Administration and all departments to implement their hurricane plans. The Incident Command Center will be activated and officers will begin their specific duties as outlined on their Hurricane Job Assignment Check Lists.
3. Departments will activate their specific plans. Receipt and pre-staging of supplies, food, materials, etc. must be completed before tropical storm force winds are expected.
4. Pre-team members will be instructed when to report to the Labor Pool to assist with PSN registration process.
5. Essential Team "A" members will be advised to complete personal hurricane preparations and report back to work prior to Code Yellow implementation.
6. Visitors will be asked to leave the hospital premises at least 12 hours prior to expected Code Yellow implementation.
7. Employees who are either: (a) regularly scheduled; or (b) not scheduled but are called in and report for duty during a declared emergency are compensated in accordance with existing relevant personnel policy and established employment and emergency pay practices as outlined in Policy #00.PER.07, Employee Compensation During Declared Emergency Conditions.
8. Regular, full- and part-time employees who are not regularly scheduled and not called in for duty during a declared emergency are eligible to receive paid time off (PTO) benefits in accordance with existing relevant personnel policy and established employment and pay practices.

PRE-PLANNING:

1. Hurricane Preparedness Committee:

Following each hurricane event and at least semi-monthly from January to June of each year, the Hurricane Preparedness Committee will meet to analyze critiques, develop actions plans, assign improvement responsibilities and update Mutual Aid Agreements. The Committee will consist of representatives from Administration, Operation of Plant, Safety & Security,

Human Resources, Quality Improvement, and the Emergency Preparedness Committee, at a minimum.

2. Department Heads (Including Off-Site Locations):

Prior to the beginning of June each year (hurricane season) department heads will:

- a. Review and update their department-specific hurricane plan and submit the plan for review and approval to the Emergency Preparedness and Hazardous Materials & Waste Committee.
- b. Ensure their employees are familiar with the system-wide plan as well as the department-specific plan.
- c. Ensure all employees in their department are assigned to one of the three hurricane teams: Pre-team, Team "A" or Team "B" as outlined in their specific department plan.
- d. Access their employee's needs for child care, family or pet accommodations by completing the required pre-registration forms. A copy of all gathered information will be sent to Human Resources who will aggregate the data and communicate needs to the responsible parties for planning purposes.

PROCEDURES DURING ACTIVATION:

1. President/CEO or Designee Responsibilities:

- a. Announce a Hurricane Alert upon recommendation from the Sarasota County Emergency Operations Center and/or the SMHCS Emergency Preparedness safety officer or designee.
- b. Activate the Incident Command Center
- c. Initiate a management meeting during which information will be passed onto all department heads to activate hurricane plans that take 24-36 hours or more to complete. In the event of a storm forming quickly and not allowing the normal amount of time to make preparations, SMHCS will go into appropriate hurricane actions/responses based on the information issued by the National Hurricane Center in conjunction with Sarasota County Emergency Operations Center.

2. Incident Command Center Responsibilities:

- a. Coordinates all functions including operations, medical and support staff, supplies, internal and external communications, etc. (See Policy #00.SAF.15,

Emergency Preparedness Management Plan for further specific details).

3. Department Head Responsibilities:

- a. Confirm Team "A" and Team "B" employees and pre-register families and dependants using the Family registration, Child Care or pet registration forms. Send any new information to Human Resources.
- b. Provide periodic updates and relevant information to the Command Center and complete all documentation as requested.
- c. Secure their areas and obtain all appropriate supplies.
- d. Advise essential Team A members to complete personal hurricane preparations and report back to work prior to the anticipated facility lockdown. Request Team B members to come to the facility if needed, or remain at work to assist in facility preparation until released or upon Team A members arrival. Non-essential employees will be sent home.
- e. In the event that computer systems are not operational, all departments should be prepared to handle actions manually which are normally performed via computer.
- f. Request Team "B" members to provide/confirm contact information and to remain off-site (home, shelter, etc.) until Sarasota County and the county in which they live call the "All Clear".

4. Medical Staff Office Responsibilities:

- a. Prepare a list of all physicians who expect to be present during the storm.
- b. At least one physician from each medical field is recommended. Family members will be accommodated.
- c. Ensure all physicians are familiar with the hurricane plan.

5. Patient Care Area Responsibilities:

- a. In an effort to utilize available space and staffing efficiently, non-critical patients will be consolidated as much as possible.
- b. Patients scheduled for elective surgery will be discharged and/or rescheduled.
- c. Census information and other relevant patient data will be forwarded to the Incident Command Center.
- d. Departments will be relocated to higher floors if threatened by floodwaters once so ordered by the Incident Command Center.
- e. All patients and staff from Bayside Center for Behavioral Health will be transported to 10ET at SMH upon threat of a Category 3 or greater storm.

6. Mutual Aid Agreements:

- a. In the event that transfers to SMHCS from other health care facilities become necessary, adequate professional and licensed staff, medical supplies, patient records, treatment plans, and other necessary items are the responsibility of the transferring facility and are to accompany all patients.
- b. In the event that transfers from SMHCS to other health care facilities become necessary, adequate professional and licensed staff, medical supplies, patient records, treatment plans, and other necessary items will accompany all patients.

NOTE: All transfers of patients into or out of the facility will only occur upon the direction of the Incident Commander.

DURING THE STORM

1. Employees, staff, physicians, families, County response personnel and PSN's staying at SMHCS will receive assigned sleeping/down-time areas through the Incident Command Center.
 - a. Valuables should not be brought into the facility. Valuables cannot be controlled and are the sole responsibility of the owner. SMHCS is not responsible for theft or loss of any valuables brought into the facility.
 - b. Clothing and personal belongings should be secured and controlled within an individual's department whenever possible. Employees are encouraged to watch over each other's belongings.
 - c. All employees must assist in controlling the flow of people throughout the facility and immediately report any suspicious individuals or activities to Security or the Incident Command Center. Employees should also report any individual found without an ID.
2. All persons on-site during the storm are expected to register at the appropriate station upon arrival and departure and are to stay in their assigned area(s) at all times.
3. All individuals in the facility must wear the proper identification at all times.
4. General Safety Precautions:
 - a. All employees will assist in controlling the flow of people throughout the facility by reporting any individuals without

- the proper identification or who are acting in a suspicious manner to Security or the Incident Command Center.
- b. All persons should stay out of areas with exterior glass windows.
 - c. Staff should be sure all windows are closed and locked and window coverings are utilized.
 - d. Staff should remove all equipment possible away from exterior windows.
 - e. In the event windows break, staff will evacuate all patients and other individuals to a hallway or other interior room. Notify the Command Center immediately of any broken windows, leaks, or building damage.
 - f. No smoking or open flames of any kind is to be allowed within the facility.
 - g. All persons will remain inside the facility until the "All Clear" is announced.

POST HURRICANE – ALL CLEAR

1. When an All Clear is received from Sarasota County Emergency Management the SMHCS Incident Command Center will issue an announcement to all areas. The facility will remain in Lock Down until an assessment of any potentially unsafe exterior hazards has been conducted.
2. Once any issues have been corrected, the Incident Command Center will direct department heads to initiate their plans for Team B arrival.
3. All Essential Team A personnel will remain on the premises until Team B relief has arrived and a release from duty is granted by the respective department head.
4. Team B employees who may lose power are responsible for listening to local radio broadcasts via battery-powered radio and to call in to the SMHCS Hurricane Hotline for current status and information. Employees living outside Sarasota County and assigned to Team "B" will need to follow their specific County guidelines and are responsible for notifying their supervisor of such. Team "B" members should be prepared to stay at the facility for the duration required to return the hospital to normal operations.
5. PSN's will be discharged under the direction of Sarasota County Emergency Management depending upon mode of transportation and travel conditions within the county.
6. PSN's, families, and employees will sign out of the facility. PSN's, their care givers and all family members will surrender their I.D./armbands at this time.

7. SMHCS Incident Command will remain operational until such time as the President/CEO or designee deems the organization has returned to normal operations.
8. All ICS officers, department heads, physicians and staff are urged to complete a critique and forward to the Operation of Plant office for further plan improvement.

RESPONSIBILITY:

1. It is the responsibility of all department directors to:
 - a. Create and maintain department-specific hurricane plans in their Emergency Plan Manual;
 - b. Train employees on department-specific and overall hospital response;
 - c. Ensure all employees are assigned to Pre-Team, Team A, or Team B, and to;
 - d. Ensure their plans are approved by the Emergency Preparedness and Hazardous Materials & Waste committee annually.
2. It is the responsibility of the Emergency Preparedness Safety Officer or designee to annually train all Incident Command Center Officers and participants.
3. This policy shall be reviewed annually by the SMHCS Emergency Preparedness and Hazardous Materials & Waste committee in conjunction with the Environment of Care Committee.

REFERENCES:

The Joint Commission (TJC) Accreditation Manual for Hospitals: Environment of Care Standard EC.4.10 and EC.4.20

SMHCS Policy #00.SAF.15, Emergency Preparedness Management Plan.

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ATTACHMENT(S):

None

APPROVALS:

Signatures indicate approval of the new or reviewed/revised policy.		Date
Reviewer's Signature:	James Hesemann, Director of Hospitality Services	6/11/07

Vice President/Executive Director:	Michael Harrington	6/22/07
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