

Palm Beach County

CEMP Program Workshop



Together, Emergencies Are Managed

January 8, 2019



Together
Emergencies
Are
Managed

Palm
Beach
County



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Three Parts to Today's Meeting

☐ **Part 1**

- ☐ Policy Updates

☐ **Part 2**

- ☐ Common Mistakes

☐ **Part 3**

- ☐ Assembling a Submission



Objectives

- ❑ Learn about Palm Beach County's Policies and expectations for facilities.
- ❑ Hear about common mistakes made on submissions and how to fix them.
- ❑ Review the process of assembling a submission.

Note:

- This Presentation is held to assist you in compliance with:
- Florida Administrative Code: 27P-20.003, 58A-6.011, 59A-5.018, 59A-3.078, 65B-6
- Florida Statutes: §252.38, §393.067, §395.1055, §400.967, §400.23, §429.929, §429.41



Note:

- ❑ Certificates will be available in the lobby. You will need to turn in a course feedback form.
- ❑ A brief intermission will precede Part 3 for those not wishing to participate in the plan writing refresher.

Part 1

Policy Updates



New Hours, Same Service!

- CEMPs and EECs need to be submitted between the hours of 9am and 3pm.
- This gives us time to prepare our daily financial reports and other deliverables the same day.



How Can I Turn in My Plan?

- Plans can be brought in as a whole replacement plans, including the binder and tabs (New submissions are whole replacements)

Or

- Plans can be brought in as updates only.
- These submissions should include just the pages you want us to replace in your CEMP. (Updates only)
- All plans brought in for initial review may take up to 60 days to review, and will be reviewed in the order they are received.



What Happens When I Turn in a Submission?

- Initial Reviews have 60 calendar days to be reviewed
 - The first submission of the year is an initial review by default
 - Any submission following up a 3rd revision or more than 30 days after a previous submission is an initial review.
- Resubmission Reviews have 15 calendar days to be reviewed.
 - Facilities who turn in first, second, and third resubmissions within 30 days of receiving a rejected submission are eligible for the 15 calendar day resubmission review.
- Facilities have a submission date for their plans set 60 days before expiration.
 - This aligns with the 60 day review period.



Quick Tip!

When making an updates only submission highlight the changed items in the crosswalk



What Happens When I Turn in a Submission?

The Front Desk

- When a plan is submitted a facility is given two documents.
 - Receipt for CEMP Submission
 - Receipt for payment
- The receipt is a checklist done at the front desk to quickly check for missing items. **It does not constitute approval of any items.**
- All materials submitted are put in a binder clip with the submission checklist on top.



What Happens When I Turn in a Submission?

Plan Prep

- When a new binder is received it will be checked for a crosswalk and placed in the corresponding queue for an initial review or a resubmission review.
- Updates only submissions are inserted into the existing plan on file. This is done in three parts:
 1. swapping existing pages for new pages received.
 2. Adding new materials where instructed
 3. Removing old pages where instructed.

Provide clear instructions in the administrator's approval letter.



Ask For Help!

You have options to get assistance

- Contact our office
 - Phone Calls.
 - Great for quick questions or a few minutes
- Make an appointment
 - Ideal for reviewing rejected plans.
 - Can be by phone or in our office.
- Reach out to other facilities or associations.
 - FALA, FASDA, FHCA, etc.
- No walk-in meetings.
 - Please respect our time, our staff, and the needs of other facilities by making an appointment.



Ask For Help!

☐ Let's help each other out.

- ☐ Share and enter MOU's
- ☐ Share best practices.
- ☐ Simplify updates.

Who Should I call?

- ☐ I need the status of my plan.
 - ☐ For plan status call 561-712-6400
 - ☐ Patricia and Cheryl can both help you.
 - ☐ We cannot give you an estimated wait time.
- ☐ I need clarification on the crosswalk or I found an error or mistake in a review.
 - ☐ Keith can answer questions by phone or email.
 - ☐ kwall@pbcgov.org 561-712-6329
 - ☐ Appointments are available.

Part 2

Common Mistakes and How To Fix Them



The Administrator's Approval Letter

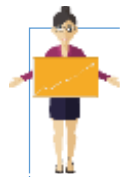
- A letter from your administrator explaining changes that were made to your plan is critical and can be used to provide instructions as a guide to make those changes to your plan.
- Also, provide a specific contact for follow up questions.



Section I Item 4

The Administrator & Alternate Administrator

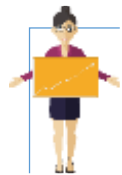
- Identifying staff in Section I items 4,5 and 6 often require names, home address, home phone and cell phone, etc. Often, the primary and alternate contacts **are not being labeled** making Section I Item 4 incomplete. This also affects the organizational chart.



Name of Administrator



Name of *Alternate* Administrator



Home Address of Administrator



Home Address of *Alternate* Administrator



Administrator's work and home telephone number



Alternate Administrator's work and home telephone number

Section I Item 4

The Administrator & Alternate Administrator

It is important to include the name, address, work and home telephone numbers for BOTH the Administrator and the Alternate Administrator. In the event of an emergency, individuals within your facility need to know how to contact the primary or secondary administrator, if one is not attainable.

I. INTRODUCTION <i>Page, Section, etc.</i>				
A. Provide basic information concerning the facility to include:				
4.	Name, address, work and home telephone number, of the Administrator. Name, address, work and home telephone number, of the Alternate Administrator.	Click here to enter text.		

Staying Organized with Charts

The first step is understanding the difference between these terms!

- Organizational Chart
- Hierarchy of authority
- Chain of command



Staying Organized with Charts

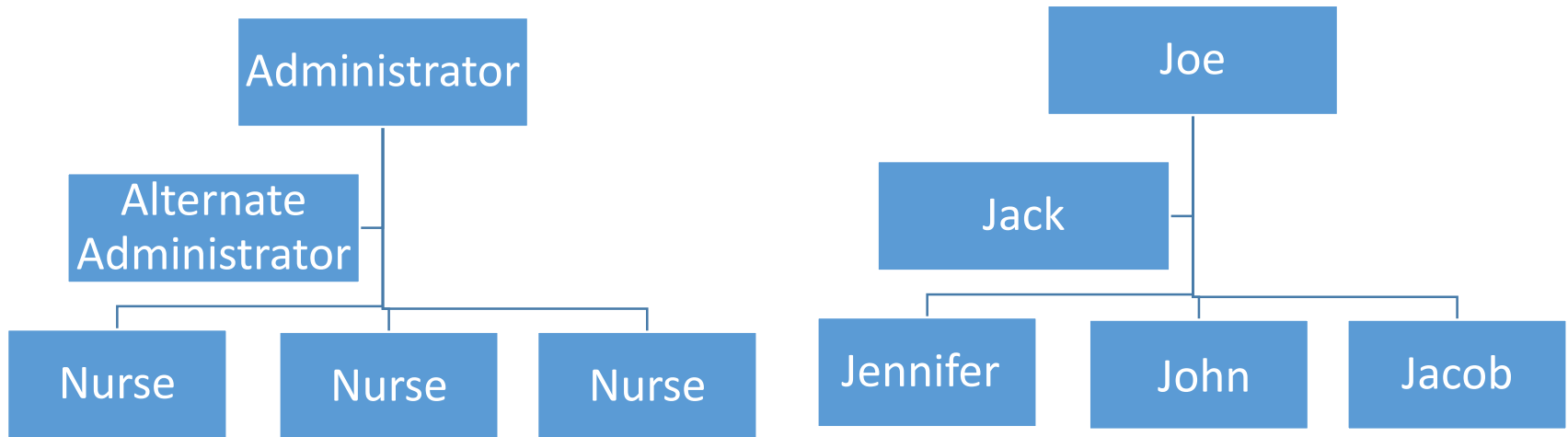
- Organizational Chart
 - A series of management positions in order of authority.
 - Defines the structure of an organization.
 - Shows the relationships between staff; shows the internal **structure of an organization** or company.
- Hierarchy of Authority
 - Is a method of maintaining managerial integrity.
 - A clearly defined hierarchy creates a **path of accountability** for every project and activity within the company.
- Chain of Command
 - Chain of command refers to the **orderly line of authority** within the ranks of the incident management organization.



Section I Item 7

Organizational Chart

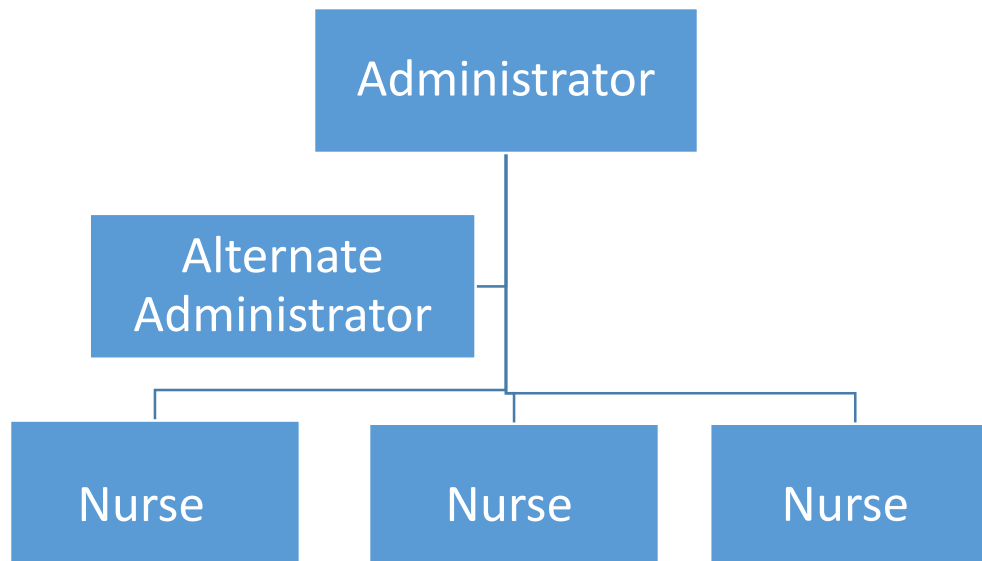
- Most common mistakes include:
 - Missing Required information
 - Chart does not have clear lines of authority
- Don't forget to add names with key positions. Depending on your facility CEMP criteria, phone numbers may need to be added with key positions and names.



Note: Small ALFs must explain when there are less than three persons in the hierarchy of authority.

A Unacceptable Organizational Chart

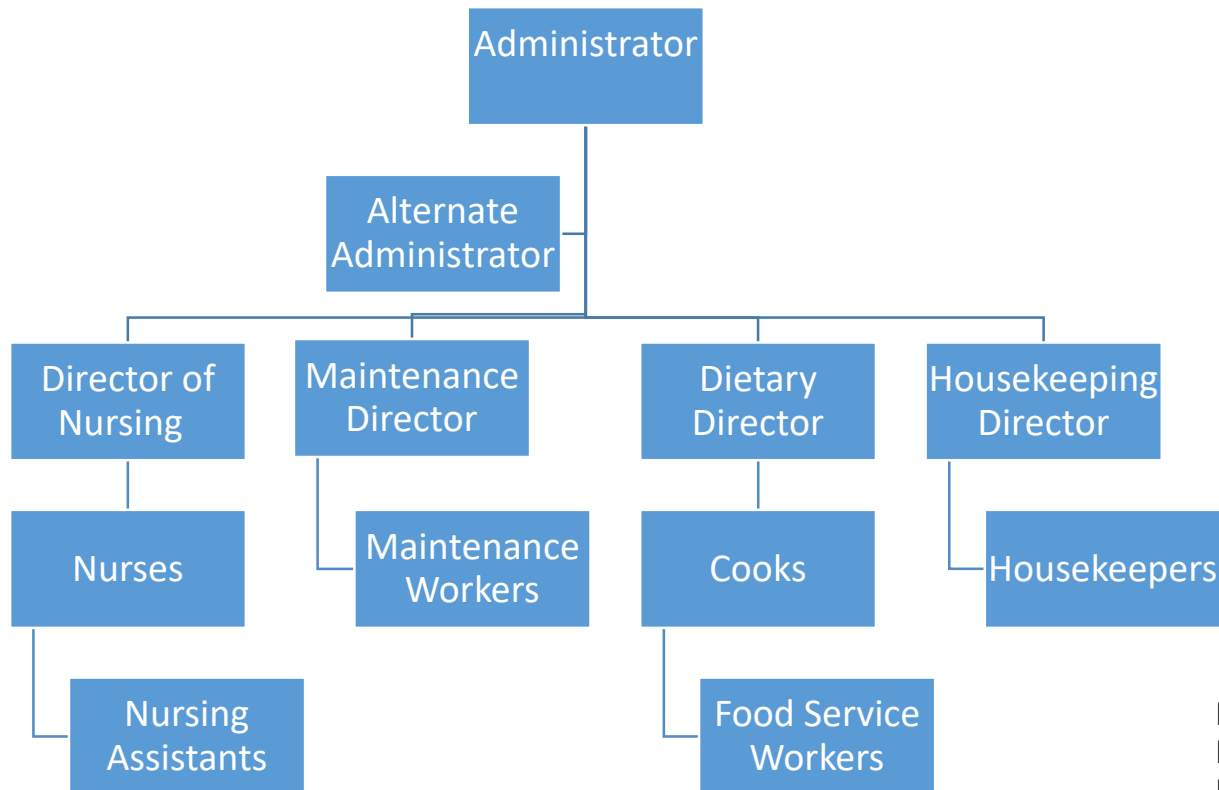
- If the organizational chart has a flawed design, it simply won't perform well. It must be structured (or restructured) to create a design that supports its function.
- Be sure that your organizational chart is structured and accurate.



Section I Item 7

An Acceptable Organizational Chart

- ▶ **Note:** Smaller facilities should identify staff limits when there are less than three persons in the hierarchy of authority.
- ▶ Don't forget to add names with key positions. Depending on your facility CEMP criteria, phone numbers may need to be added with key positions and names.



Section I Item 7

Best Practices

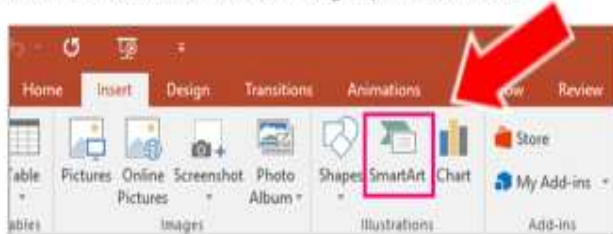
- The **purpose** of choosing a specific organizational structure is to clarify relationships, lines of authority and ways of communicating effectively, especially in the event of an emergency.
- You can **build** an organizational chart of your facility using SmartArt, a user friendly tool, in Microsoft Word.



Section I Item 7

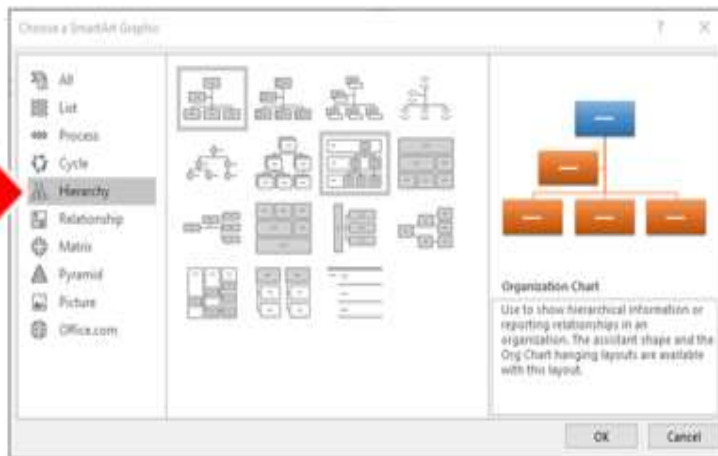
How To make a structured Organizational Chart

1. On the **Insert** tab, in the **Illustrations** group, click **SmartArt**.



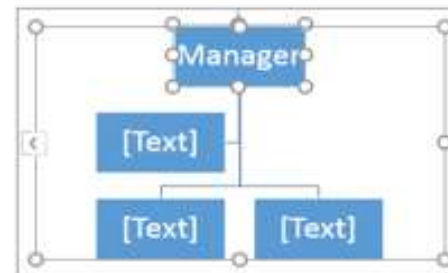
Example of the **Illustrations** group on the **Insert** tab in PowerPoint 2016

2. In the **Choose a SmartArt Graphic** gallery, click **Hierarchy**, click an organization chart layout (such as **Organization Chart**), and then click **OK**.



3. To enter your text, do one of the following:

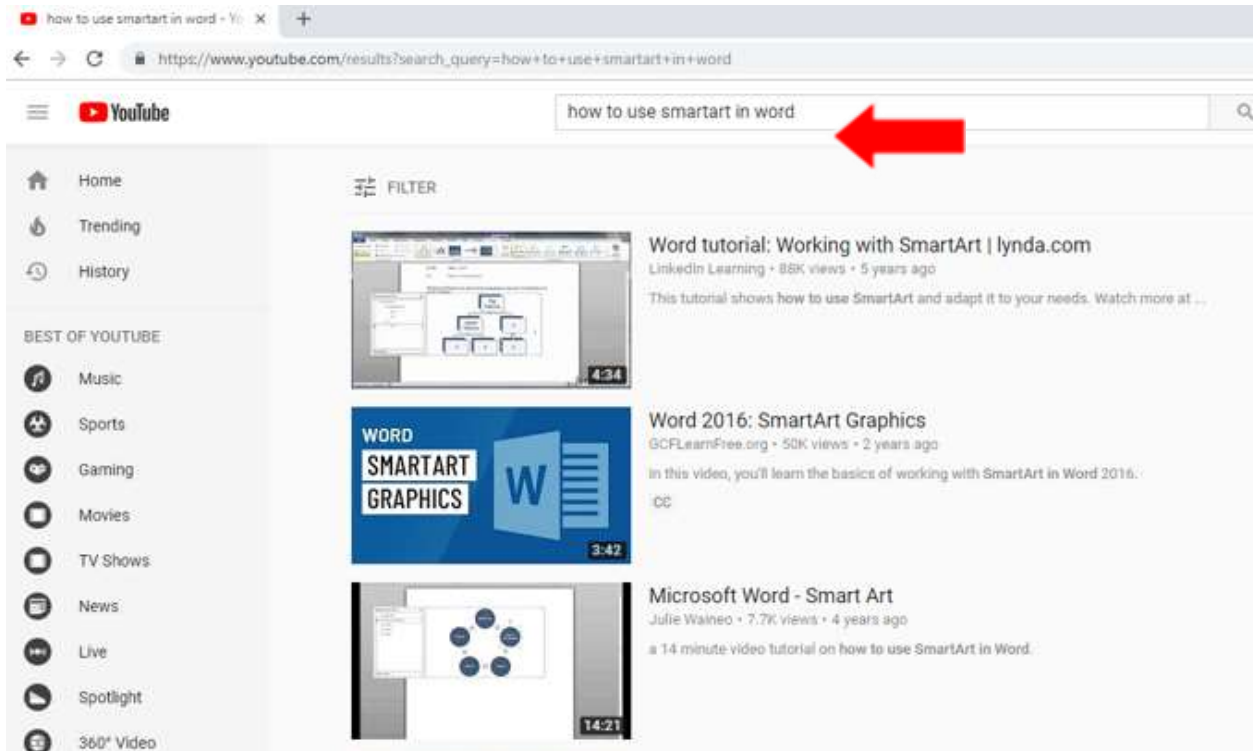
- Click in a box in the SmartArt graphic, and then type your text.



Section I Item 7

Need more help?

- Although SmartArt is user friendly, not everyone is tech savvy. If you find yourself needing a step by step tutorial on how to create your organizational chart using SmartArt, go to YouTube and search for “How To use SmartArt.”



Hierarchy of Authority

Section 3

Subsection B Item 3

- **Hierarchy** is a way to structure an organization using different levels of authority and a vertical link, or chain of command, between superior and subordinate levels of an organization.
- This can be provided as a list OR an organizational chart as long as the first, second and third in command are clearly specified.
- An organizational chart would have to show names and positions descending vertically.
- This may include corporate leadership.



Chain of Command

Section 4 Subsection A

Item 2

- Chain of command shows the hierarchy of authority specific to those on site at the facility.
- This can be provided as a list OR an organizational chart as long as the first, second and third in command are clearly specified.
- An organizational chart would have to show names and positions descending vertically.

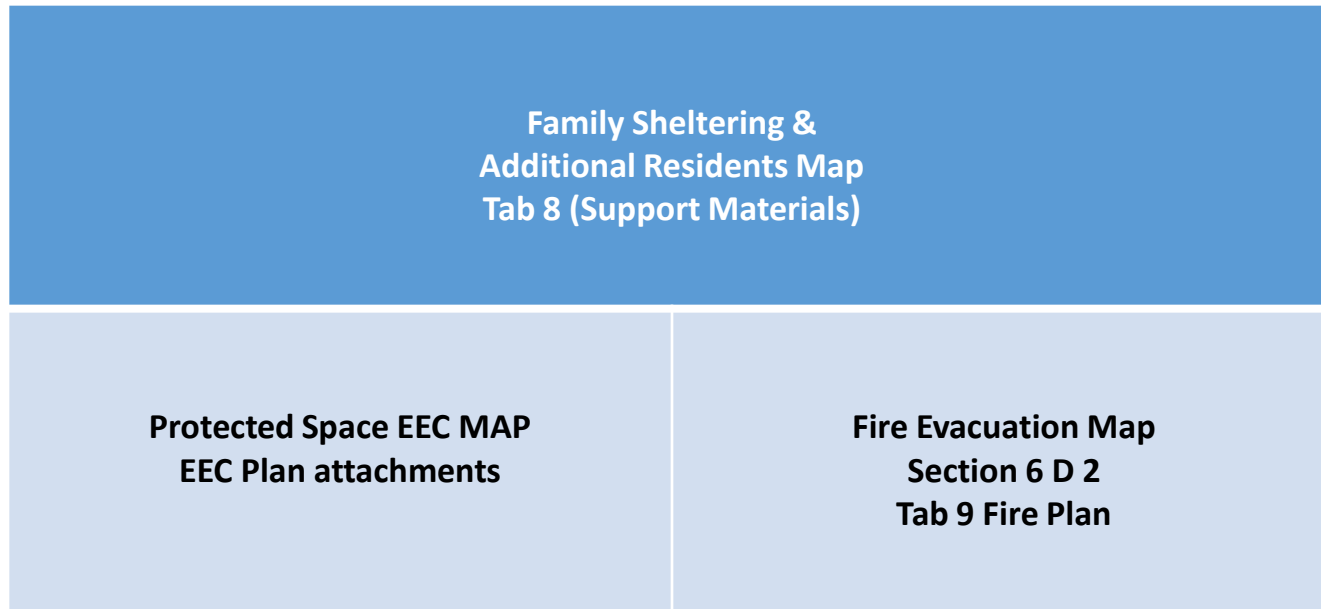


Floorplans

There are four places where floor plans are required. These may be combined when it makes sense. The four items that must be identified on a floorplan are family sheltering, additional residents, protected space (EEC) and the fire evacuation map.

Family Sheltering Map Section 4 A 3 Tab 8 (Support Materials)	Additional Residents Map Section 4 E 2 Tab 8 (Support Materials)
Protected Space EEC MAP EEC Plan attachments	Fire Evacuation Map Section 6 D 2 Tab 9 Fire Plan

Sometimes it makes sense to combine family sheltering maps with additional residents maps due to capacity restrictions.



This reduces the number of maps needed.

Section III

Subsection B Item 3

Hurricane Evacuation Zone

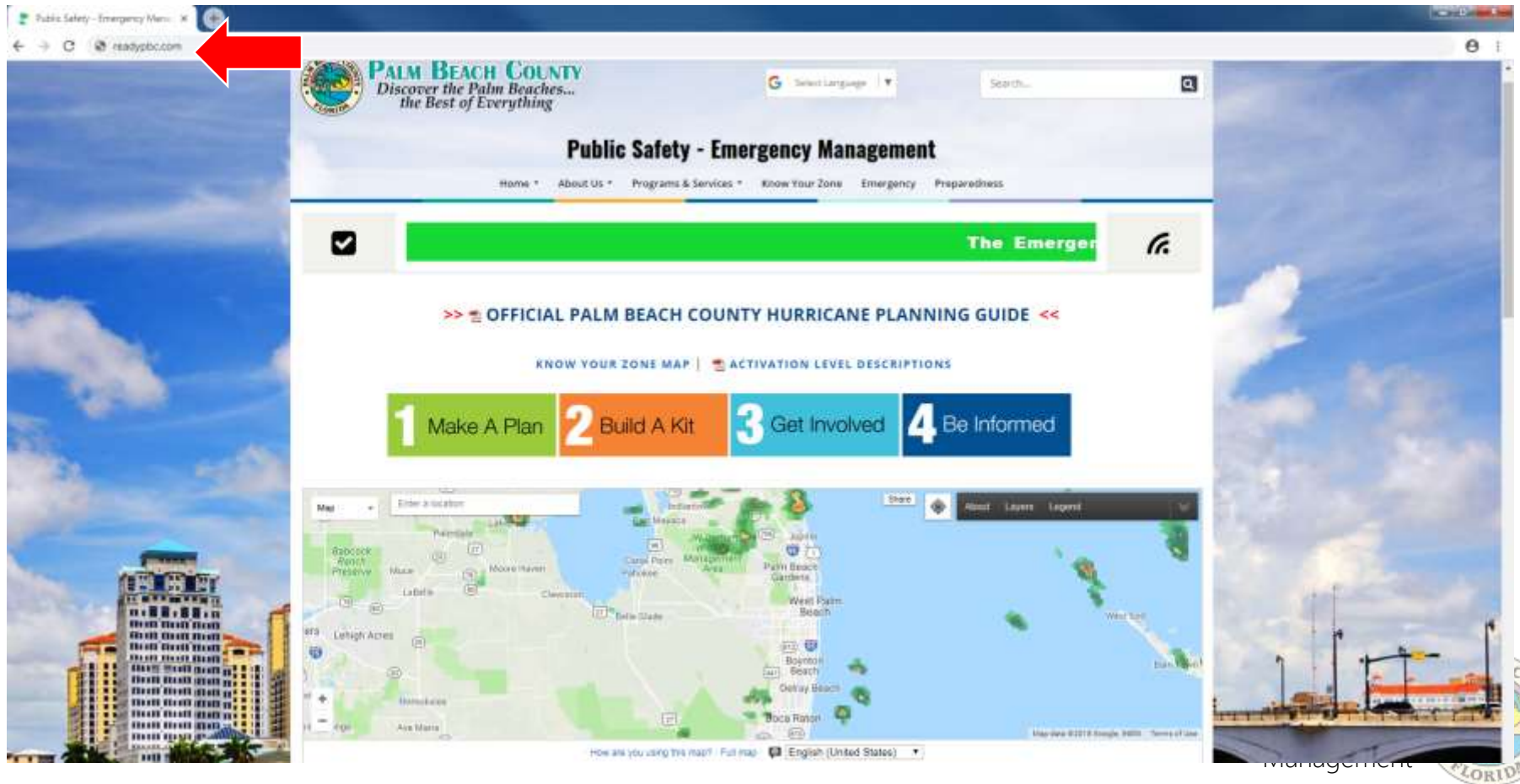
- Identification of the hurricane evacuation zone the facility is located in.
- You **MUST** indicate in your CEMP if your facility is or is not located in a hurricane evacuation zone.



Section III Item 4

Finding Flood Zones

- Using your web browser, go to www.readyabc.com.

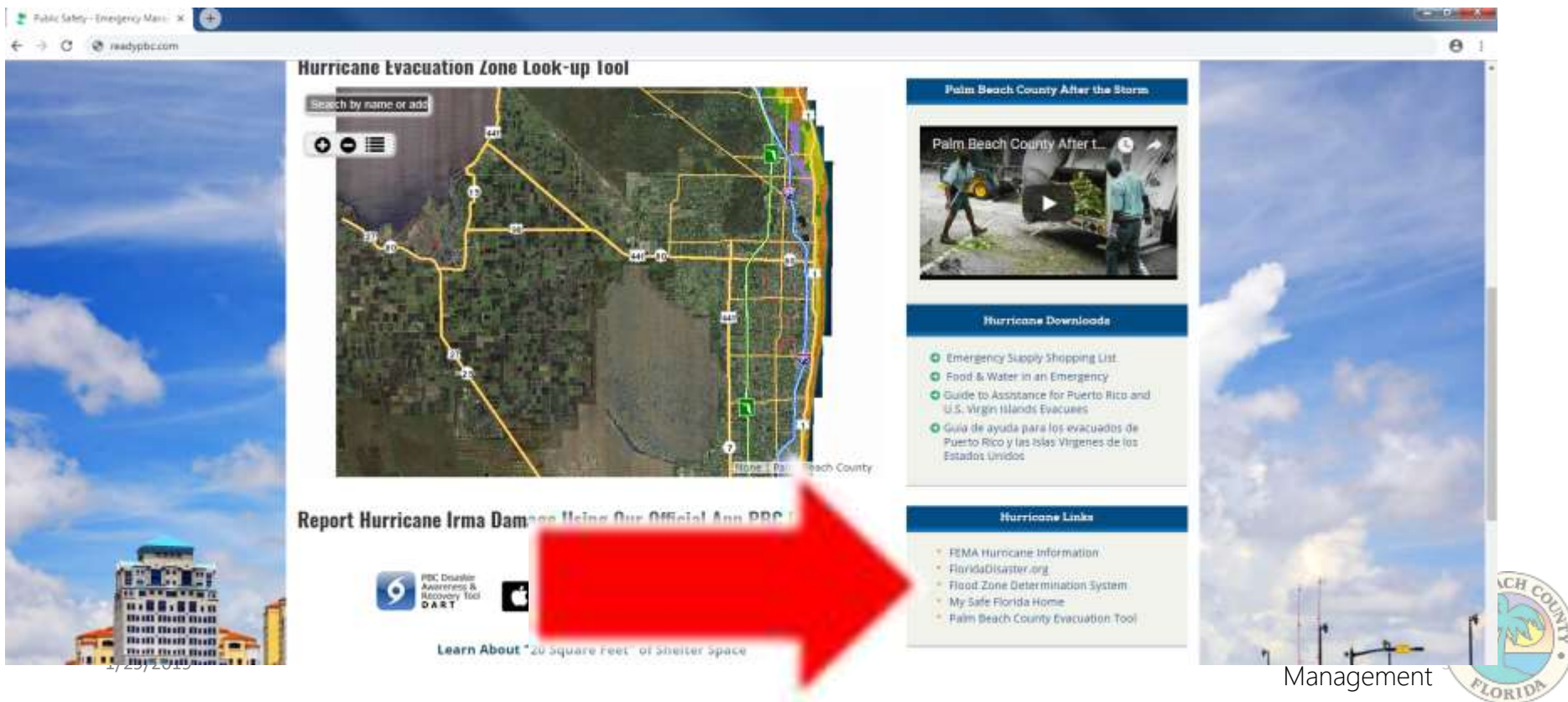


Section III

Subsection B Item 4

Finding Flood Zones

- Scroll down to **Hurricane Links** and click on Flood Zone Determination System.



The screenshot displays the Palm Beach County Emergency Management website. The main content area features the "Hurricane Evacuation Zone Look-up tool" with a map of Palm Beach County showing evacuation zones. A red arrow points to the "Hurricane Links" section on the right side of the page. The "Hurricane Links" section includes the following links:

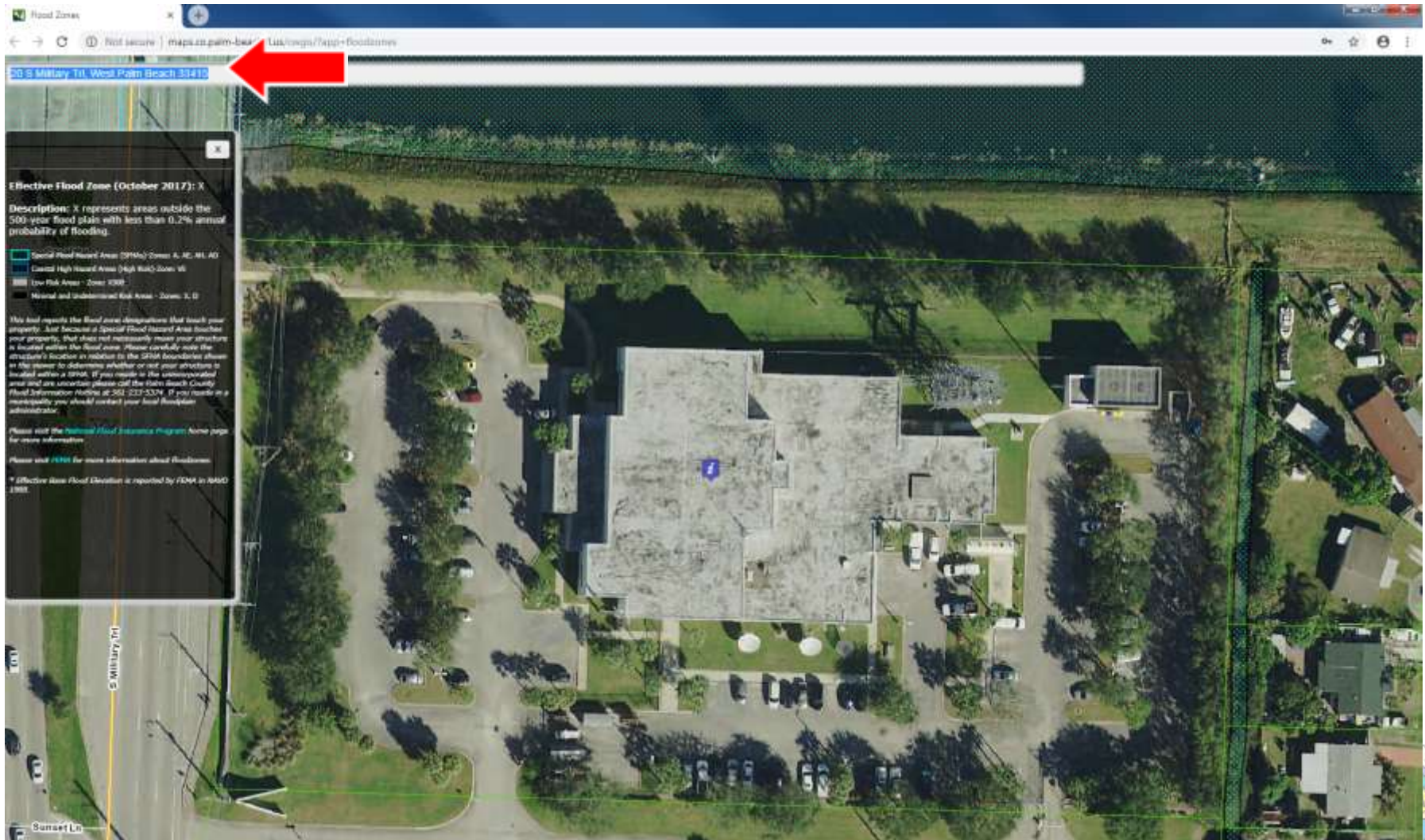
- FEMA Hurricane Information
- FloridaDisaster.org
- Flood Zone Determination System
- My Safe Florida Home
- Palm Beach County Evacuation Tool

The "Hurricane Downloads" section lists the following resources:

- Emergency Supply Shopping List
- Food & Water in an Emergency
- Guide to Assistance for Puerto Rico and U.S. Virgin Islands Evacuees
- Guía de ayuda para los evacuados de Puerto Rico y las Islas Virgenes de los Estados Unidos

The "Palm Beach County After the Storm" section features a video thumbnail showing people loading supplies into a van. The "Report Hurricane Irma Damage Using Our Official App PBC" section includes logos for the PBC Disaster Awareness & Recovery Tool (DART) and the Apple App Store. The footer text reads "Learn About 20 Square Feet of Shelter Space". The Palm Beach County Florida logo is visible in the bottom right corner.

Enter your facility address in the location search bar. The system will suggest addresses as you type. Please select an address from the suggestions.





- Effective Flood Zone (October 2017): X
- In this example X is the flood zone.
- Other examples include, AE, B, X, and X500
- You will write the flood zone in Section 3; Subsection B; Item 4 of your plan.



Section III

Subsection B Item 5

“Proximity of the facility to a railroad or major transportation artery (per hazardous materials incidents).”

- This item is about identifying roads or highways that may present a danger to your facility.
- Provide measurements in straight lines (not driving directions)
 - Right click and select measure in online maps.



Identifying the four nearest US, State and County roads including railways or any major transportation artery within a 5 mile radius of your facility.



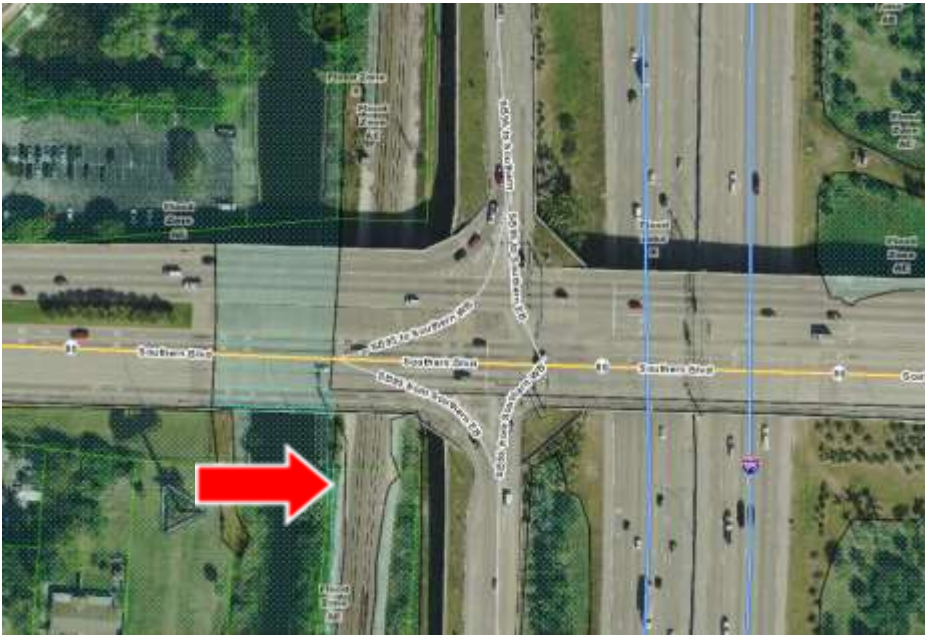
- What makes a major road? US, State, County & RR.

TRI RAIL

brightline



- Amtrack and Tri-Rail shadows I-95 and goes West across Florida adjacent to Beeline Highway.
- FEC follows US-1 North and South.



Amtrak & Tri-Rail



Florida East Coast Railway



Section V.

Information, Training and Exercises

- Training vs. Exercise
 - Training is about teaching the staff about the plan.
 - In-services, staff trainings, or meetings are examples of training.
 - Exercises test the ability of the staff to execute the plan as envisioned by you.
 - Fire drills, elopement drills, and table tops, etc. are examples of exercises.

Drills are an exercise, not a training.

- Schedules
 - Training and exercise schedules may be combined.
 - Schedules should provide dates, or months, or a pattern of regular occurrence (i.e. monthly, quarterly, annually).
- Corrections of deficiencies.
 - How are your exercise results and feedback implemented into the plan?
 - How are new trainings implemented to correct staff misunderstandings of your vision?

This is about the plan, not the staff performance.



Intermission and Mutual Aid Agreement Meet and Greet

Certificates are available in the back of the room. Please see Cheryl or Patricia in the lobby for any questions. Please exchange your course feedback form for a certificate.



Part 3

Assembling a submission



Assembling a submission

- ☐ What is a submission?
- ☐ What are the parts of a plan?
- ☐ How do to put it all together?



Back to Basics

- CEMP stands for Comprehensive Emergency Management Plan.
- Provides for All-Hazard response.
- Describes how the facility will provide care of clients in an emergency (in-place sheltering and evacuating, or being evacuated to a facility).
- Arrangement of post-disaster priorities including communication with resident families, medical needs, transportation and reporting to State and County.
- Provides a legal basis for actions taken in an emergency.

How to Develop an Effective Emergency Management Plan

- Follow the AHCA Guidance as a plan format, including the use of corresponding labeling.
 - Using templates when available makes this easy.
- AHCA wants the EM copy to be an exact copy to the one in your facility.
- Answer every issue even if the answer is duplicated from a previous page.
- TYPED plan, with No hand-written notes or corrections will be accepted.



A Complete Submission

Required

Required if changed

ADMINISTRATOR'S APPROVAL LETTER
ADULT DAY CARE FACILITY

FIRE PLAN APPROVAL LETTER
ADULT DAY CARE FACILITY

Payment

Tab 8: Support Material (license, table of org etc)

Tab 10: Standard Operating Procedures

Tab 7: Agreements and Understandings

Tab 6: Key Disaster Roles

Tab 9: Fire Plan and Approval Letter



CEMP Organization



The Base Plan –



I. Introduction



II. Authorities and References



III. Hazards Analysis



IV. Concept of Operations

- Direction and Control
- Notification
- Evacuation
- Re-Entry
- Sheltering



V. Information, Training and Exercise



Appendices.



Start sections and subsections on new pages.



Should take approximately 20 pages for the base plan.



CEMP

Putting it together

- ☐ Plan in a 3-ring binder with name on cover.
- ☐ A 'typed' letter from the administrator.
- ☐ A completed, cross-referenced, AHCA criteria form as supplied by our office.
- ☐ Must have a title page, with facility name and address.
- ☐ Must successfully meet each issue defined by AHCA in the crosswalk.
- ☐ Must have pages numbered.
- ☐ Must be tabbed.
- ☐ **All updates to a plan must be 3 hole punched.**

TABS

The plan should be organized into tabs:

- ☐ Tab 1: Introduction
- ☐ Tab 2: Authorities
- ☐ Tab 3: Hazard Analysis
- ☐ Tab 4: Concept of Operations
- ☐ Tab 5: Information, Training, and Exercises
- ☐ Tab 6: Key Disaster Roles
- ☐ Tab 7: Agreements and Understandings
- ☐ Tab 8: Support Material
- ☐ Tab 9: Fire Plan and Approval Letter
- ☐ Tab 10: Standard Operating Procedures



Tab 6: Key Disaster Roles

- ☐ Roster of employees with disaster related roles.
 - ☐ Name, address, phone number of employees with disaster related roles.
- ☐ List of companies, agencies or organizations providing emergency support
 - ☐ Name, address, phone number.
 - ☐ This should align with your contracts.



Tab 7: Agreements and Understandings

☐ Mutual Aid Agreements

1. Agreement
2. Primary Route and Map
3. Secondary Route and Map

☐ Vendor Agreements

☐ Letters from Vendors

- | | |
|------------------------|---------------|
| •Transportation | •Pharmacy |
| •Generator Maintenance | •Local Police |
| •Generator Fuel | •Local Fire |
| •Food | •Red Cross |
| •Water | |



Tab 8: Support Material Tab

- ☐ Forms and such: Any/All forms used day-to-day or in emergencies referenced in plan
 - ☐ License
 - ☐ Organizational Chart
 - ☐ Hierarchy of Authority
 - ☐ (Chain of Command)
 - ☐ Emergency Menus
 - ☐ Generator Form
 - ☐ Evacuation Log
 - ☐ Floor Plan
 - ☐ Training Schedule

Tab 9: Fire Plan and Approval Letter

- ☐ Facility Fire Plan –
 - ☐ The FD Approval Letter.
 - ☐ Fire Plan.

Tab 10: Standard Operating Procedures

- ❑ Standard Operating Procedures
 - ❑ Each Position in your Organizational Chart has specific duties to perform during any emergency
 - ❑ “State the operational support roles for all facility staff. (***This will be accomplished through Standard Operating Procedures, which must be attached to this plan***)”
- ❑ Operational Roles
 - ❑ Administrator
 - ❑ Second in Command
 - ❑ Staff Roles



Other Plans (Completely Optional)

- ☐ **May be individually tabbed for ease of use.**
- ☐ Other Stand Alone Plans, for example:
 - ☐ Terrorism
 - ☐ Severe weather
 - ☐ Flooding
 - ☐ Missing resident
 - ☐ Power outages
 - ☐ Hazardous Materials

Past History Tab (Completely Optional)

Past history and lessons learned of hurricanes, or other times your disaster plan was put into use.

- ☐ Power Outage?
- ☐ Flooding?
- ☐ Hurricanes Wilma, Frances, Jean?
- ☐ Tropical Storm Isaac?



Storage and Use of Facility CEMP

- ❑ Located in Plans Library. (Secure location)
- ❑ Old Plans are destroyed.
- ❑ Duty Officer may use plan if responding to a disaster at a facility.

Thank You!

Any questions?

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Senior Planner

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<http://discover.pbcgov.org/publicsafety/dem/>

Pages/Healthcare-CEMP.aspx

