

Palm Beach County

CEMP Program Workshop



Together, Emergencies Are Managed

January 10, 2017



Together
Emergencies
Are
Managed

Palm
Beach
County



Keith Wall, MPA, CEM, MPCP
Senior Planner
Operations Section
Palm Beach County
Division of Emergency Management
561-712-6329
KWall@pbcgov.org

Three Parts to Today's Meeting

☐ Part 1

- ☐ Beta Testing Progress

☐ Part 2

- ☐ ADC Beta Test: A first hand account from A Place for You ADC

☐ Part 3

- ☐ Hands on ALF and SNF Beta Test Workshop
 - ☐ **Not included online**

Objectives

- ❑ Learn about the electronic CEMP program
- ❑ Hear about a facility's experience transitioning from a paper CEMP
- ❑ Get hands on with the ALF and SNF Templates

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 workshop

Part 1

Beta Testing Progress



What's Changed Since Last Time?

- ❑ The Adult Day Care Template underwent months of testing and revision
 - ❑ This process was far more time consuming than expected!
- ❑ Assisted Living Facility and Skilled Nursing Facility templates have been developed

What's Changed Since Last Time?

- As each template is approved it will go online and development on a new facility type will begin

So Where are These CEMP Templates ?

- ❑ Adult Day Care Template is posted to the website.
- ❑ Assisted Living Facility and Skilled Nursing Facility templates are in Beta Testing.
- ❑ Facilities interested in Beta testing the ASC templates should contact Keith Wall by email Kwall@PBCGOV.org.

New CEMP Templates

- The templates contain formatting to ensure each section begins on an odd page and each subsection starts on a new page.
- These formatting changes will ensure that the plan can be printed, hole punched and tabbed quickly, with no plan sections sharing a piece of paper.
- The formatting also ensures that when a page or section is replaced it does not impact any other sections.

New CEMP Templates

CROSS-REFERENCE FOR
COMPREHENSIVE EMERGENCY MANAGEMENT PLAN
ADULT DAY CARE FACILITIES

INSTRUCTIONS FOR REMAINING SECTIONS

Discard before submission.

The following information is required, beyond the contents of this document and will be considered not meeting the requirement if incomplete or not in the correct tab.

Tab VI: Key Disaster Roles

- List the names, addresses, and telephone number of all staff with disaster related roles.
- List the name of the company, agency or organization contact person, telephone number and address of emergency service providers such as transportation, emergency power, fuel, water, police, fire, rescue, Red Cross, Emergency Management, etc

Tab VII: Agreements and Understandings

- Provide copies of any mutual aid agreements, memorandums of agreement or any other understandings entered pursuant to the fulfillment of the plan. This is to include reciprocal host facility agreements, transportation agreements, current vendor agreements or any other agreement needed to ensure operational integrity of the plan

Tab VIII: Support Material (License, table of org etc)

- Organizational Chart.
- Optional facility-specific materials (service agreements, memos, corporate info, etc.)

Tab IX: Fire Plan and Approval Letter

- A copy of the fire safety plan that is approved by the local or county fire department.
- A letter approving the facility's fire safety plan. (*Annual Approval*)

Tab X: Standard Operating Procedures

COMPREHENSIVE EMERGENCY MANAGEMENT PLAN
ADULT DAY CARE FACILITIES

Table of Contents

I. INTRODUCTION	3
A. Basic Facility Information	3
B. Introduction to the Plan	4
II. AUTHORITIES AND REFERENCES	5
III. HAZARD ANALYSIS	7
IV. Concept of Operations	9
A. Direction and Control	9
B. Notification	11
C. Evacuation Plan	12
D. Re-Entry	14
V. INFORMATION, TRAINING AND EXERCISES	15

VI. KEY DISASTER ROLES	Click here to enter text.
VII. AGREEMENTS AND UNDERSTANDINGS	Click here to enter text.
VIII. SUPPORT MATERIAL	Click here to enter text.
IX. FIRE PLAN AND APPROVAL LETTER	Click here to enter text.
X. STANDARD OPERATING PROCEDURES	Click here to enter text.

New CEMP Templates

Table of Contents

I. INTRODUCTION.....	3
A. Basic Facility Information.....	3
B. Introduction to the Plan.....	4
II. AUTHORITIES AND REFERENCES.....	5
III. HAZARD ANALYSIS.....	7
IV. Concept of Operations.....	9
A. Direction and Control.....	9
B. Notification.....	11
C. Evacuation Plan.....	12
D. Re-Entry.....	14
V. INFORMATION, TRAINING AND EXERCISES.....	15
VI. KEY DISASTER ROLES.....	Click here to enter text.
VII. AGREEMENTS AND UNDERSTANDINGS.....	Click here to enter text.
VIII. SUPPORT MATERIAL.....	Click here to enter text.
IX. FIRE PLAN AND APPROVAL LETTER.....	Click here to enter text.
X. STANDARD OPERATING PROCEDURES.....	Click here to enter text.



Fill in your own locations for Tabs VI-X!

New CEMP Templates

COMPREHENSIVE EMERGENCY MANAGEMENT PLAN ADULT DAY CARE FACILITIES

I. INTRODUCTION

A. Basic Facility Information

1. Name of facility, address, telephone number, emergency contact telephone number, pager number (if available), fax number.

Click here to enter text.

2. Owner of facility, address, telephone number. Indicate whether private or corporate ownership. Type of facility, and license.

Click here to enter text.

3. Year facility was built, type of construction and date of any subsequent construction.

Click here to enter text.

4. Name of Administrator, address, work/home telephone number, and the work/home telephone number of his/her alternate.

Click here to enter text.

Click here to enter text.

5. Name, address, work and home telephone number of person implementing the provisions of this plan, if different from the Administrator.

Click here to enter text.

6. Name, work and home telephone number of person(s) who developed this plan.

Click here to enter text.

7. Provide an organizational chart, including phone numbers, with key management positions identified. (Text or Image)

Click here to enter text.



Most items allow only text.

Administrator and alternate each go on separate lines.

Some items allow both text and graphical responses.

New CEMP Templates

Instruction sheets are included on the first page for Tabs I-V and VI-X.

CROSS-REFERENCE FOR
COMPREHENSIVE EMERGENCY MANAGEMENT PLAN
ADULT DAY CARE FACILITIES

*INSTRUCTIONS FOR REMAINING
SECTIONS*

Discard before submission.

The following information is required, beyond the contents of this document and will be considered not meeting the requirement if incomplete or not in the correct tab.

Tab VI: Key Disaster Roles

- List the names, addresses, and telephone number of all staff with disaster related roles.
- List the name of the company, agency or organization contact person, telephone number and address of emergency service providers such as transportation, emergency power, fuel, water, police, fire, rescue, Red Cross, Emergency Management, etc

Tab VII: Agreements and Understandings

- Provide copies of any mutual aid agreements, memorandums of agreement or any other understandings entered pursuant to the fulfillment of the plan. This is to include reciprocal host facility agreements, transportation agreements, current vendor agreements or any other agreement needed to ensure operational integrity of the plan

Tab VIII: Support Material (License, table of org etc)

- Organizational Chart.
- Optional facility-specific materials (service agreements, memos, corporate info, etc.)

Tab IX: Fire Plan and Approval Letter

- A copy of the fire safety plan that is approved by the local or county fire department.
- A letter approving the facility's fire safety plan (*Annual Approval*)

Tab X: Standard Operating Procedures

Features

- ❑ Easier updates
- ❑ Page numbers
- ❑ Digital submission ready
- ❑ Each template has text boxes for entry of your criteria
- ❑ A completely filled template will have answered all the AHCA requirements

Do I Need to Start Over with this Template?

- ❑ Eventually yes
 - ❑ If your plan is not in word format and easily edited you should begin migrating now for this plan year
 - ❑ If your plan is already in word format and you are happy with it you can wait for the next plan year
 - ❑ *The new file format will be required for digital submission*

If your plan is a PDF of photocopies or completely paper, immediately assign someone to begin transcribing the plan an hour or two a week

So what should I do?

- ❑ Check our website prior to preparing your submission

<http://discover.pbcgov.org/publicsafety/dem/Pages/Healthcare-CEMP.aspx>

Changes generally kick in with the fiscal year on 1 October

- ❑ Make use of all the online resources
- ❑ Ask Questions. Send emails, make calls

Pro Tip

□ Search the Web for

“Palm Beach County
Healthcare CEMP”

To find our webpage



Public Safety - Emergency Management

Healthcare CEMP

The Residential Health Care Facility (RHCF) Comprehensive Emergency Management Plan (CEMP) Review Program was introduced as a result of Florida State Legislature, requiring certain health care facilities to prepare and annually update a comprehensive emergency management plan. These facilities include:

- Adult Day Care Centers (ADC)
- Assisted Living Facilities (ALF)
- Ambulatory Surgical Centers (ASC)
- Hospitals
- Residential Treatment Centers(RTC)
- Skilled Nursing Homes (SNF)

State law requires that the Agency for Health Care Administration (AHCA) develop and adopt minimum criteria for the CEMP. [The law also requires that the CEMPs be reviewed and approved by Palm Beach County Division of Emergency Management \(DEM\).](#)

The AHCA has a local office here in Palm Beach County. The agency's contact information is as follows:

5150 Linton Boulevard, Suite 500
 Delray Beach, Florida 33445
 Telephone number [561-496-5900](tel:561-496-5900)

AHCA Criteria Cross-Walk

The crosswalk documents identify the minimum criteria to be used when developing CEMPs for residential health care facilities. The cross-walk serves as the required plan format for the CEMP, and will also serve as the compliance review document for Palm Beach County Division of Emergency Management upon submission for review and approval pursuant to Chapter 252, Florida Statutes (F.S.). These criteria satisfy the basic emergency management requirements of 400, Part II, Florida Statutes, but are not designed to provide specific emergency medical planning guidance.

Review Fee

The Palm Beach County Division of Emergency Management will begin charging for two hours of review time for all healthcare CEMPs effective 1 October 2015. All plan submissions will be charged \$62.50 based on two hours at \$31.25 per hour (FL Ch. 27P-20). This change is necessitated to fully cover the time spent on CEMPs including, but not limited to: administrative and data entry work, database and technology support, binder and update packet processing, training and consulting to facilities that occur beyond time spent reviewing plans.

Training Resources

The slideshows from past quarterly presentations are available here:

- [January 2016 Updates Made Easy](#)
- [July 2016 Writing Your First Submission](#)

Upcoming: Template Training

For specific information on state requirements, review the Florida statutes [online](http://www.flsenate.gov/Laws/Statutes) at <http://www.flsenate.gov/Laws/Statutes>.

Healthcare CEMP Documents

- [Skilled Nursing Facility Crosswalk](#)
- [Residential Treatment Center Crosswalk](#)
- [Hospital Crosswalk](#)
- [Ambulatory Surgery Center Crosswalk](#)
- [Assisted Living Facility Crosswalk](#)
- [Adult Day Care Crosswalk](#)

Ask For Help!

- ❑ You have options to get assistance
 - ❑ Contact the Division of Emergency Management
 - ❑ Phone Calls (No Appointment)
 - ❑ Great for about 3 questions or 15 minutes
 - ❑ Make an appointment
 - ❑ Ideal for reviewing rejected plans
 - ❑ Can be by phone or in our office
 - ❑ Reach out to other facilities or associations

Ask For Help!

- ❑ Let's help each other out
 - ❑ Share documents or ideas (Not copies!)
 - ❑ Enter mutual aid agreements
 - ❑ Agreements are Quid Pro Quo
 - ❑ Share best practices
 - ❑ Streamline updates

Please Don't

- ❑ Mail checks without the facility name. (typically from a 3rd party)
- ❑ Send disorganized submissions
 - ❑ Ask for help. Make updating easy!
- ❑ Expect Walk-In meetings
 - ❑ We are always happy to answer a few questions by phone. Please respect our time and the needs of other facilities by making an appointment

Disaster Preparedness

- [www.pbcgov.com/
dem/knowurzone](http://www.pbcgov.com/dem/knowurzone)

Things to look forward to

- ❑ Digital Submission by June 2017.
 - ❑ Ref: PBC DEM Strategic Plan 2016-2020

- ❑ New templates are digital submission friendly

- ❑ A transition period will be announced to allow facilities to submit hard copy plans while they prepare for digital submission

Part 2

□ ADC Beta Test: A first hand account from A Place for You ADC





A Place For You
adult daycare & rehabilitation center

Caely Perez

President / Owner

A Place for You Adult Day Care & Rehab Center

Immediate Past President of FADSA

561-965-6980

Cperez@aplaceforyouadultdaycare.com

What's the Point?

- ❑ What on earth is a CEMP?
- ❑ Why do we make these plans in the first place?
- ❑ What is the process?
- ❑ Who creates your plan?
- ❑ Why do I need this?
- ❑ How do I use the plan?
- ❑ How or who else needs to use the plan?
- ❑ Who should be trained or educated on the plan on what it is, how to read it, what it's for?
- ❑ Where should the plan be located and who should have access to it?

The Beta Test Experience...

- A Place for You ADC got involved with the Palm Beach County Healthcare CEMP Electronic Plan Beta Test program in July 2016.
- A Place for You ADC volunteered for the project because we really wanted to deeply understand the CEMP itself and to be able to take action in case of an emergency with no room for errors.

Life before the Beta Test



Life before the Beta Test

Scary!

We struggled for YEARS with the approval process and often did not understand why we were not passing!

Life Before the Beta Test

This **WAS** our REALITY!...

Life Before the Beta Test

“The Struggle”

Having to pull critical staff away from their roles at work



Life Before the Beta Test

“The Struggle”

- A significant challenge of developing the plan was having to pull critical staff away from their roles to work on researching what was appropriate for the plan and writing the document itself.
- Interruptions from planning to attend to facility participants would stop meetings.

Life Before the Beta Test

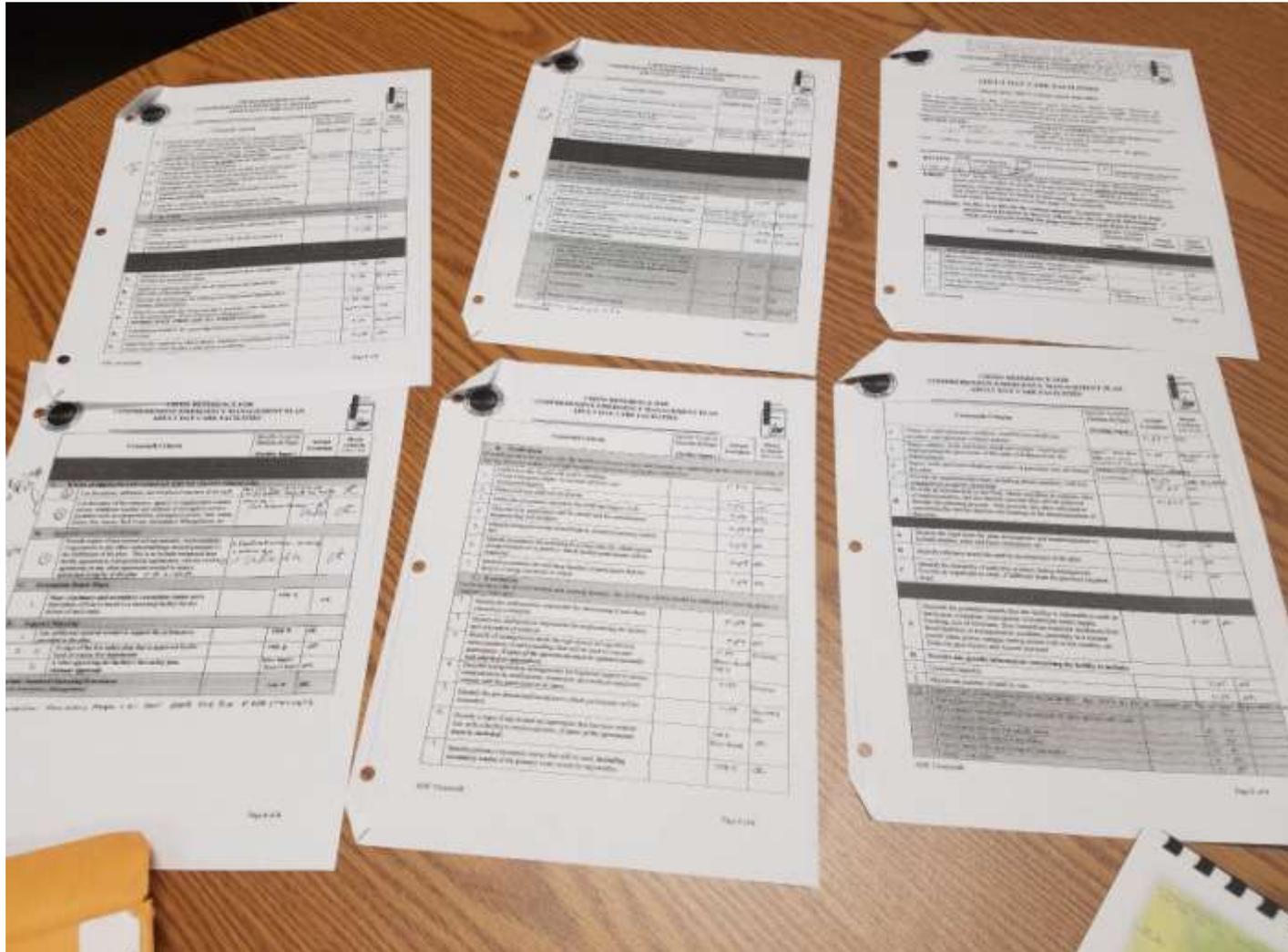
Usually a couple of hours a day for week or more of staff time was spent on CEMP updates incurring a large cost to the business.

How much coffee do I need to get through this?



Life Before the Beta Test

The NIGHTMARE CROSSWALK!



Life Before the Beta Test

- Writing our own plans involved so much time spent just trying to establish what AHCA was asking for and how the criteria was to be addressed.
- The AHCA Criteria Crosswalk is an absolute nightmare! It's eye damaging and extremely time consuming.

Life Before the Beta Test



Beginning the Beta Test

- ❑ We received the template about a month before a face to face meeting for the Beta testing session at Palm Beach County Emergency Operations Center.
- ❑ Not having an electronic copy to start with was the biggest delay in completing the template in advance of the meeting

**THE Beginning/START was a
TRUE Success for everyone!**



The Beta Test Workshop

- During the session we were able to write the majority of our CEMP from scratch within two hours. Less than an hour was spent after the meeting to finalize the plan with contracts and documentation.

Beta Test Summary

- ❑ Highly confident in creating a successful CEMP
- ❑ Confidence in staff's ability to understand and implement the plan in an emergency
- ❑ Saving time and money on the plan development as well as staff time to increased productivity
- ❑ No more headaches and sleepless nights!
 - ❑ No longer 'scared' of the CEMP
- ❑ Great News! If every field is completed and the Table of Contents is completed the crosswalk is no longer needed.

Thank You!

Any questions?

Keith **Wall** MPA CEM MPCP

Palm Beach County Division of Emergency Management

Senior Planner

Email: Kwall@pbcgov.org

Phone: 561-712-6329

[http://discover.pbcgov.org/publicsafety/dem/
Pages/Healthcare-CEMP.aspx](http://discover.pbcgov.org/publicsafety/dem/Pages/Healthcare-CEMP.aspx)