



National Association for Home Care & Hospice

**Emergency Preparedness:  
Best Practices From States that Require a Plan**

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**Valerie Cornett**, Chief of Strategy & Innovation, MAC Legacy

**Brittnei Salerno**, CEO, La Jolla Nurses Homecare

**Candyce Slusher**, Owner, Slusher Consulting

**Kristen Wheeler**, Executive Director of Private Duty at NAHC

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## Today's Agenda

- Welcome and introductions
- The Value of Emergency Planning
- Basic components of a good Emergency Plan
- Similarities of States that require plans
- Emergency Planning with Clients/families
- Getting staff trained and on board with their obligation to her/his clients?

## Disclaimer!

We will **not** be discussing the Medicare Conditions of Participation (CoP) requiring comprehensive emergency planning.

## Meet the Speakers



**Valerie Cornett**

*Chief of Strategy & Innovation, MAC Legacy*



**Candyce Slusher**

*Owner, Slusher Consulting*



**Brittnei Salerno**

*CEO, La Jolla Nurses Homecare*



**Kristen Wheeler**

*Executive Director of Private Duty at NAHC*

## The Value of Emergency Planning in Home Care

- Why providers of private duty home care have a unique risk
- Do you need emergency planning even if no regulatory requirement?

## Emergency Plan 101: Before a Disaster

### **Predetermine:**

- Who Will be in Charge When There's an Emergency
- How Your Agency Will Continue Operations During an Emergency
- Methods of Communication During a Disaster
- The Plan to Educate Clients and Staff About Their Roles and Responsibilities During an Emergency

## Emergency Plan 101: Risk Assessment

- How Do You Determine Which Emergencies Most Affect Your Geographic Region?
  - Hazard Vulnerability, Risk Management, Risk Vulnerability Analysis
- Performing a risk assessment/analysis sets the stage for your company to anticipate, cope, resist or recover from an emergency.

# Examples of Events

## Natural Disasters

Heat/Cold emergencies, Tornados, Hurricane, Earthquake

## Biological/Environmental

Epidemic/Pandemic, Chemical/Nuclear Incident, Pollution/Air Quality

## Man Made Disasters

Civil Disturbance, Bomb Threat, Active Shooter,

## Operational

Power Failure, Communication Failures, Information Systems Failure

# Evaluate the Risk

Consider three things:

1. Probability

What is the likelihood of an event occurring?

1. Vulnerability

To what degree will your company/clients be impacted?

1. Preparedness

What is your company's experience in dealing with events of this nature?

EVENT	PROBABILITY LEVEL			VULNERABILITY LEVEL			PREPAREDNESS LEVEL			TOTAL SCORE <i>Multiply each column</i>
	3 Very Likely	2 Likely	1 Unlikely	3 Total Disruption	2 Moderate Disruption	1 Low Disruption	1 Good	2 Fair	3 Poor	
<b>Natural Disasters</b>										
Heat Emergency	X					X	X			3
Cold Emergency	X					X	X			3
Thunderstorm	X					X	X			3
Tornado		X			X			X		8
Hurricane		X			X			X		8
Flooding		X			X			X		8
Ice/Snow	X				X		X			6
Blizzard		X		X				X		12
Earthquake			X	X					X	9
Fire	X			X			X			9
<b>Biological/Environmental</b>										
Epidemic/Pandemic Flu			X		X		X			2
Epidemic/Pandemic Disease			X	X			X			3
Chemical Incident			X			X			X	3
Nuclear Incident			X	X					X	9
Air Pollution/Air Quality		X				X	X			2
<b>Man Made Disasters</b>										
Civil Disturbance			X		X				X	6
Bomb Threat			X		X		X			2
Terrorist Threat			X		X				X	6
Mass Casualty			X		X				X	6
Workplace Violence			X	X					X	9
Active Shooter			X	X					X	9
<b>Operational</b>										
Electrical Power Failure	X				X		X			6
Communication Failure	X				X		X			6
Water Failure			X			X	X			1
Transportation			X	X					X	9
Informational System Failure	X			X				X		18

Source: [Maryland Emergency Preparedness Network](#) and the [Maryland-National Capital Homecare Association](#)

## Emergency Plan 101: Pandemic

- COVID-19 (Sars Co-V2)
- Monkeypox
- What's Next...

## Emergency Plan 101: During a Disaster

- Plan How to Notify Clients and Staff to Determine Their Safety and How They're Going to Get Through This Emergency
- Prioritize the Most Vulnerable Clients and Ensure Their Emergency Plan is Solid
- If Clients Evacuate, or Agency Operations Cease, Make a Plan for Re-establishing Contact With Clients After the Emergency is Over

## Emergency Plan 101: After a Disaster

- If Clients Evacuate, or Agency Operations Cease, Make a Plan for Re-establishing Contact With Clients After the Emergency is Over
- Evaluate How Well the Emergency Plan Worked, What Should be Done Differently, and What the Outcomes Were for Clients and Agency

## California

- Home Health Agencies must have an emergency preparedness plan aimed at providing continued care.
- Home Care Organizations (employ only home care aides) must train staff for emergencies within their required 3 hours of safety training.

## Maryland

The non-skilled agencies (licensed as Residential Service Agencies in Maryland) have a less prescriptive regulatory requirement to 'develop emergency procedures'.

## Florida

- Called a Comprehensive Emergency Management Plan (CEMP)
- No drill required for non-certified agencies
- Must be updated and approved annually

## Texas

- Called an Emergency Preparedness and Response Plan
- A Drill or Plan Activation required annually for all Home Care agency categories
- Must be reviewed/updated annually/with each activation

## Emergency Planning with Clients

- At Admission, discuss Emergency Preparedness with clients/families and give them resources to prepare for an emergency, for sheltering in place, and discuss what their plan is if evacuation is needed. Revisit the subject annually, or if their situation changes
- A Home Safety Assessment is a great tool to determine if your client can function during an emergency
  - Ask about their medications, exits, alarm systems, flashlights, batteries, candles, water stores, first aid supplies, cell phone/charger, alternate heating source, breaker box, potential fire hazards in the home



## Emergency Planning with Clients

You are not a first responder, and therefore are not ultimately responsible for evacuating clients from their homes, or ensuring their safety during a city-wide or Statewide emergency.

Your obligation is to bring awareness to their own plan.

**Make sure clients' decision makers know this.**

## Staff Training & Expectations

- Be Prepared! Your own family should have an Emergency Plan in place: Emergency Kit, contingency for child/elder care, etc.
- Caregivers have a responsibility to attempt to ensure Clients' safety and to communicate with the Agency
  - “Never leave a Client alone unless/until instructed to do so.”
  - “Failure to provide a ‘Good Faith Effort’ to care for your clients in an emergency could result in serious action.”
  - “If there is an emergency, the Agency will call you and the client – if you are aware of an Emergency and haven’t been called - call us!”

# NAHC Private Duty Certification

<https://www.nahc.org/about/about-pdhc-at-nahc/certification/>

- Demonstrates your commitment to quality and service delivery excellence in private duty home care.
- Provides a competitive edge to you and your private duty home care business demonstrating to stakeholders your commitment to practicing at a higher level and may positively enhance your ability to secure new business through referral sources, contracts, or other means.
- Demonstrates that you hire and train quality, trustworthy caregivers with due diligence who receive appropriate training and skills assessments before providing care and services to clients and families.
- Enhances your ability to attract and retain the best talent within a highly competitive talent market.
- Receives use of the National Association for Home Care & Hospice Private Duty Home Care Certification logo within the outlined parameters of logo licensing agreement for the duration of Certification.
- Special designated listing on NAHC's website and agency locator as a Private Duty Home Care Certified agency location for the duration of Certification.

## Questions?



# Contact Information



**Valerie Cornett**  
*valeriecornett@mac-legacy.com*



**Candyce Slusher**  
*candyceslusher@gmail.com*



**Brittnei Salerno**  
*britt@lajollanurseshomecare.com*



**Kristen Wheeler**  
*kwheeler@nahc.org*