

Section V: Recovery

1. Authority to Call for Re-Entry to Facility

Following a crisis or disaster situation, re-entry into _____ (*facility name*) must receive approval by all appropriate authorities having jurisdiction (local, county, state, etc.) and may only be initiated if the _____ (*facility name*) is deemed safe for occupancy.

- A. The Administrator or designee should have the authority to call for re-entry once it is deemed safe
- B. Notify staff members and participating agencies regarding return to normal operations, including:
 - 1. Ownership/Corporate entities
 - 2. Division of Health Service Regulation, Construction Section
 - 3. Police
 - 4. Fire Department
 - 5. County Health Department
 - 6. County Emergency Management Director
 - 7. EMS
 - 8. Insurance agent
 - 9. Other relevant agencies that provide clearance
- C. Notify residents, Medical Director, all attending physicians, families, and responsible parties of the re-entry
- D. Notify Kentucky Long Term Care Ombudsman of re-entry (Proposed CMS Guidelines)
- E. Implement a return process that provides for a gradual and safe return to normal operations

Post- Evacuation Return Transportation to Facility

Following a disaster, transportation resources are likely to be in high demand and may be difficult to find. Drivers may be limited or unavailable and the entire community may be competing for the same resources, including fuel and specialized vehicles for transporting persons who are frail or have disabilities. This demand will likely outpace resources.

Prior to an emergency, the local Emergency Management officials will be made aware of the type of transportation likely to be needed by facility residents so that they can receive the appropriate priority when assistance is needed with transport services. Agreements will be in place with public and private transportation agencies, ambulance services, wheelchair accessible services and other transportation options in the community, including family and volunteers.

Return transportation will be arranged by the facility in collaboration with the Emergency Management Office. The post evacuation return to the facility may need to be staged in shifts over days or weeks. Individuals with disabilities may have a higher priority for return to their care facility. Planners should prioritize the transport of individuals in need to ease the burden that a disaster may cause.

The Facility Administrator or his/her appointee is responsible for determining the order in which residents are returned to the facility. The Resident Evacuation Tracking Log and Resident Evacuation Checklist (**See Appendix 7**) or the hosting facility's equivalent forms will be completed and returned with the resident.

2. Post Disaster Procedures for the Facility

- A. Incident Command Structure will function as the recovery team and designate members to the team as needed to determine priorities for resuming operations
- B. Physically secure the property
- C. Conduct Damage Assessment for residents and the facility (see Section 3 below)
- D. Protect undamaged property. Close up building openings. Remove smoke, water, and debris. Protect equipment against moisture
- E. Restore power and ensure all equipment is functioning properly
- F. Separate damaged repairable property from destroyed property. Keep damaged property on hand until insurance adjuster has visited the property.
- G. Report claim to insurance carrier
- H. Take an inventory of damaged goods. (This is usually done with the insurance adjuster)

- I. Invite Emergency Management Agency Representative to visit, so residents can report loss if necessary. (Proposed CMS Guidelines)
- I. Keep detailed records for repairs, loss mitigation. Photograph and /or video tape the damages
- J. Restore equipment and property. For major repair work, review restoration plans with the insurance adjuster and appropriate local and state agencies
- K. Assess the value of damaged property and impact of business interruption.

3. Damage Assessment

Following a crisis or disaster situation, a thorough evaluation of the _____ (*facility name*) should be conducted to determine if any hazards or vulnerabilities exist. The following areas will be inspected to assure a safe environment prior to re-entry:

- Structural elements – building integrity
- Security of windows and doors
- Interior finish damage (non-load bearing)
- Reliability of walking surfaces (slip / trip / fall hazards)
- All utilities (gas, electric, water)
- All mechanical systems
- All fire and life safety systems
- Presence of rodents, insects, or other pests
- Presence of contaminated environment (bad air or standing water)
- Presence of hazardous materials
- Availability of adequate drinking and potable water
- Availability of adequate food and associated supplies
- Availability of adequate pharmaceuticals and associated supplies
- Availability of laundry supplies and necessary linens
- Availability of all supplies needed to operate the facility
- Availability of appropriate staffing levels to safely operate the facility
- Data processing backup
- Any other relevant items

Remember:

- Do not touch loose or dangling wires
- Do not step in pools of water, where such wires may be grounded
- Remove boards from windows as appropriate to reduce the growth of mold

4. Recovery Analysis

Following a crisis or disaster situation, it will be important to identify general issues that will improve the capabilities of the facility to prepare for, respond to, and recover from similar incidents in the future.

The following points should be considered when analyzing the incident:

- Determine how the facility can improve preparedness, response, and recovery from staff members who were involved with the handling of a particular crisis or disaster situation and determine by what methods this information can be obtained (formal investigation, critique, interview, etc.) and utilized
- Determine if any personnel policies or business practices such as shift schedules, compensation (overtime, etc.), or other issues deterred staff members from serving during the crisis or disaster situation and/or returning to their duties after the incident
- Identify any standards, requirements, or practices that hindered the facility's overall ability to ensure resident and staff safety
- Identify any vulnerabilities in hiring or purchasing restrictions that may have hindered operations during the crisis or disaster situation
- Considering the nature of a particular crisis or disaster situation the facility has experienced, determine if there are new tasks, policies, systems, etc. that can be modified to minimize the impact of the same type of situation in the future
- Determine who should receive a copy of the Recovery Analysis.