



Primary Care Emergency Preparedness Network Coastal Storm Plan



This publication was supported by the Grant or Cooperative Agreement Number, NU90TP000546, funded by the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Centers for Disease Control and Prevention or the Department of Health and Human Services.

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Primary Care Emergency Preparedness Network Coastal Storm Plan

Introduction

The Primary Care Emergency Preparedness Network (PCEPN) is a coalition of primary care providers in New York City (NYC) who are committed to addressing the four phases of emergency management (mitigation, preparedness, response and recovery) for the primary care sector.¹ PCEPN operates under the Community Health Care Association of New York State (CHCANYS) and works with the New York City Department of Health and Mental Hygiene and NYC Emergency Management (NYCEM) to coordinate planning, training, response and recovery services to its affiliated primary care networks.

Hurricane Irene in 2011 and Superstorm Sandy in 2012 showed the importance of strong coastal storm planning for the health care sector. These storms physically damaged primary care facilities, limited access to pharmacies and public transportation, prevented staff from getting to work and disrupted deliveries to and from primary care facilities.

Purpose

This plan outlines the steps primary care facilities should take to minimize disruption in providing care to patients during major coastal storms. Coastal storms include nor'easters, tropical storms and hurricanes. These storms can cause severe flooding, strong winds, heavy rain and storm surges. Coastal storms can cause falling trees, downed power lines, flying debris and loss of heat, water or power. In the event of a coastal storm, will activate its coastal storm plan, which outlines procedures for specific emergency actions.

Scope

This primary care facility,
is located at

This plan is limited to coastal storms and is based on the facility's all-hazards comprehensive emergency management plan.

¹pcepn.org/mission. Accessed October 11, 2017.

Planning Assumptions

- Coastal storms can disrupt utilities and public transportation, and as a result, health care delivery.
- The National Weather Service (NWS) forecasts and provides warnings of an approaching coastal storm. A coastal storm may be more or less severe than the NWS predictions.
- Some coastal storms require certain areas of the city to evacuate. Some primary care facilities in NYC are in evacuation zones.
- Primary care facilities inside and outside of evacuation zones may be required to evacuate and temporarily close.
- Primary care facilities inside and outside of evacuation zones may see an increase in patient volume due to facility closures in other locations.
- Major coastal storms require significant coordination across all health care sectors.
- Coastal storms can cause damage that impacts services for weeks or months.

Instructions for Use

uses this plan along with its all-hazards comprehensive emergency management plan and notification protocols. Coastal storm responses are coordinated with this facility's Primary Care Association (if applicable), local emergency responders, the New York City Department of Health and Mental Hygiene, New York State Department of Health and New York City Emergency Management, which established the Emergency Support Function 8 under the Citywide Incident Management System (CIMS),² as needed.

Command and Control

Activation and Deactivation

The will ensure the following functions are completed:

Starts activating the Incident Command System, and open the Emergency Operations Center in accordance with the facility's institutional policies. Refer to policy

Deactivates the Incident Command System and Emergency Operations Center when recovery operations under the authority of the Incident Commander are complete. Refer to policy

Incident Command System

The _____ will ensure the following functions are completed:

Uses the incident command policies to manage the Incident Command System.

Refer to policy _____ .

Continuity of Services

(For more information on business continuity planning, please visit: <http://www1.nyc.gov/assets/doh/downloads/pdf/em/participants-materials.pdf>.)

The _____ will ensure the following functions are completed:

Decides whether to maintain or discontinue services if the facility remains open

Communicates this decision to all primary care facility staff, patients, vendors, Community Health Care Association of New York State, the New York City Department of Health and Mental Hygiene and NYS Department of Health (Appendix A, page 10)

Communication

(More details may be found in the site-specific communications plan.)

During Normal Operations

The _____ will ensure the following functions are completed:

Informs external partners of essential services

Suspends and resumes services provided by the facility

Identifies critical resource shortages (e.g., vaccines, diabetic medications, syringes, needles)

Provides a hard copy list of staff contact information to the primary care facility senior leadership team

Notifies staff of evacuation, potential closure or other changes in services

Notifies patients if an evacuation or temporary closure is a possibility

Continually updates phone messages, signage, the website and social media with current information about the facility

During Off-Hours or Facility Closure

The _____ will ensure the following functions are completed:

Notifies patients with existing appointments of any changes to the primary care facility that may affect their appointment

- If possible, notifies patients of any changes 24 hours before their appointment
- Gives patients instructions on how to receive emergency and non-emergency care while the primary care facility changes are in effect (e.g., delayed openings, reduced clinic hours and closures)

Continually updates staff, patients and vendors of evacuation, potential closure or other changes in services

Continually updates phone messages, signage, the website and social media with current information about the facility

Facility Preparation

The _____ is located in evacuation zone

_____.²

_____ will ensure the following functions are completed:

Closes all doors and windows during the storm watch phase³

Prepares the primary care facility, removes all loose items outdoors that can be harmful, and secures all garbage cans, lids and tools

Clears all gutters and drains

Places mobile health units or other vehicles in a garage

Makes sure that important documents (e.g., contracts, insurance, etc.) are secured and portable in the event of an evacuation order

²Find the evacuation zone for your primary care facility by visiting [nyc.gov/knowyourzone](https://www.nyc.gov/knowyourzone).

³For more information, go to [fema.gov](https://www.fema.gov) and search for **prepping for storm emergencies**.

Makes sure that the electronic health records for patients are accessible from an alternate location

Tests that generators work properly and makes sure that fuel tanks are full, if applicable

Transportation

The _____ will ensure the following functions are completed:

Reminds all staff to maintain full gas tanks in personal vehicles

Makes alternate plans for staff transportation to the facility in event of a public transit system shutdown

Reminds staff to carry workplace identification cards at all times to support passage in restricted areas

- Identification cards do not guarantee access to all restricted areas.
- Carrying workplace identification cards helps identify the worker as essential staff.

Resource Management

The _____ will ensure the following functions are completed:

Makes sure that all primary care facility vehicles have full gas tanks and fills the oil to the appropriate level

Makes sure that the primary care facility has enough emergency materials (e.g., battery-powered radio, flashlights, etc.) on hand

Makes sure that the primary care facility has enough emergency medical supplies to treat patients impacted by the storm

Recovery

The _____ will ensure the following functions are completed:

Staff and patients are notified not to return to the primary care facility until NYC or NYS authorities declare the area safe. If the primary care facility closed due to an evacuation order issued by an elected official or if the primary care facility location is affected and unsafe due to the weather conditions, contact NYS Department of Health (Appendix A, page 10).

Contacts appropriate governmental (e.g., NYC Watch Command) and regulatory agencies (e.g., NYS Department of Health) with facility updates (Appendix A, page 10)

Prepares documentation necessary for insurance claims related to the coastal storm

Conducts debriefing on emergency response and updates plans and trainings accordingly

Plan Maintenance and Review

The _____ will ensure the following functions are completed:

Reviews, tests and updates the coastal storm plan annually

Maintains electronic and hard copies of the coastal storm plan in areas accessible to all staff

Plan developed: March 2015

Plan revised: January 2018

Approved by:

Updated:

Approved by:

Appendix A: Contact Information

| Agency, Entity or Department | Phone Number |
|--|------------------------------------|
| NYCEM Watch Command | 718-422-8700 |
| Community Health Care Association of New York State | 212-710.4192 emteam@chcanys.com |
| NYS DOH desk at NYCEM Emergency Operations Center | 718-422-8767 |
| NYS DOH Healthcare Emergency Response Data System Helpdesk – Contact Metropolitan Area Regional Office | 212-417-5550 |
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