



Central Alabama Veterans Healthcare System

Emergency Reference

GUIDE BOOK



**An Emergency Management Guide with Follow-Through Handouts
to Help Staff Members Meet Challenges During a Crisis**

In an Emergency...

Know How to Respond

The Central Alabama Veterans Health Care System (HCS) could face a number of internal and/or external emergencies, such as fire, hazardous materials (HAZMAT) spill, utility failure, and bad weather or bomb threats.

Every day, you and your co-worker work hard in the midst of intense medical situations. Yet should an emergency occur, you must make an intense emergency situation look routine. How? We all should know our roles and responsibilities in each type of emergency, whether it's internal or an external emergency. The purpose of this handbook is to help you to know exactly what to do! This handbook guides you through every step of the way with additional information such as the concepts of operations, areas of responsibilities and/or other supplemental information for the various Emergency Functions and Specific Hazards.



Table of Contents

Emergency Functions	<u>PAGE #</u>
Leadership/Incident Command/Command Post	4-9
Communications	10-12
• Use of Two-way Handheld Radio	13
• Cascade Call-back System.....	14
Medical Treatment	15-16
Damage Assessment	17
Evacuation.....	18-23
Manpower Pool	24-25
Public Information.....	26-27
Security, Traffic and Crowd Control	28-29

Specific Hazards

Fire Emergency Plan.....	30-32
Areas of responsibilities during a Fire Emergency.....	33
Hazardous Materials Emergency	34
Radioactive Material	35-38
• Procedures for Handling a Radioactive Spill or Contamination	??
• Minor Spills of Liquids and Solids.....	??
• Major Spills of Liquids and Solids.....	??
• Receiving Radioactive Contaminated Patients	??
Utility Failure	39
System Failure & Basic Staff Response.....	40-41
Medical Equipment Failure	42-43
Bomb Threat	44-47
Behavioral Emergency	48-49
Emergency Conditions and Base Response	50-53

Leadership

An Emergency Can Happen Anytime or Anywhere!

You need to respond to an emergency immediately, regardless of when or where it occurs.

If you detect an emergency situation, immediately:

- take actions to protect lives of those around you
- take actions to protect property
- report the emergency to the proper authorities



Leadership and Incident Command Begins When an Emergency Event is Discovered

If you are the only one present when a situation is detected or discovered—**YOU'RE IN CHARGE!** Authority only shifts to official management when each level of management becomes available.

Incident Command System

An emergency situation can occur throughout the health care system. A disaster can happen at all hours of the day and night. In such situations, official managers may not always be immediately available or management may even be cut off from the health care system.

The Incident Command System (ICS) provides leadership of

the emergency response even when the individuals who are usually assumed to provide leadership are unavailable. Administratively, the Director is responsible for the operation of the facilities and Outpatient Clinics and the functioning of the Emergency Management Plan. He/she will coordinate all relief activities assisted by the Chief of Staff (COS) and Associate Director (AD).

If the Director is unable to perform his/her duties, the Director's designee or the Administrative Officer of the Day (AOD) will take control until the Director or the next official in the chain of command, arrives at the health care system.

The ICS is only activated to the extent necessary to manage the event. If a small organization addresses the situation, then most the ICS structure will not be used. The Director may delegate to the Facilities Management Service (FMS) or another management official the role of Incident Commander, who will keep the Director, AD and COS informed of the status of the relief effort. If an incident grows, more of the ICS will be activate. **Attachments A-1.1** and **1-1.2** provide the organizational chart and description of the position available for activation under the ICS.

For more information, complete copies of the ICS, Job Action Sheets and other related information are available through the Safety Office.



The Command Post

If available, the Director Conference Rooms will set up the as a Command Post until further notification.

The Command Post is a recognized location for decision-making and where the information is passed along about the emergency situation.

The Incident Commander will use the Command Post Checklist for guidance during the initial set up. Some emergency situations may be requiring the operation of the Command Post for several hours or for several days.

The Incident Commander will:

- Assess the HCS operating capabilities.
- Assign recorders to document activities.
- Begin to fill out and submit the Operating Status Report form.
- Fill out and submit the Capacity Inventory Form.

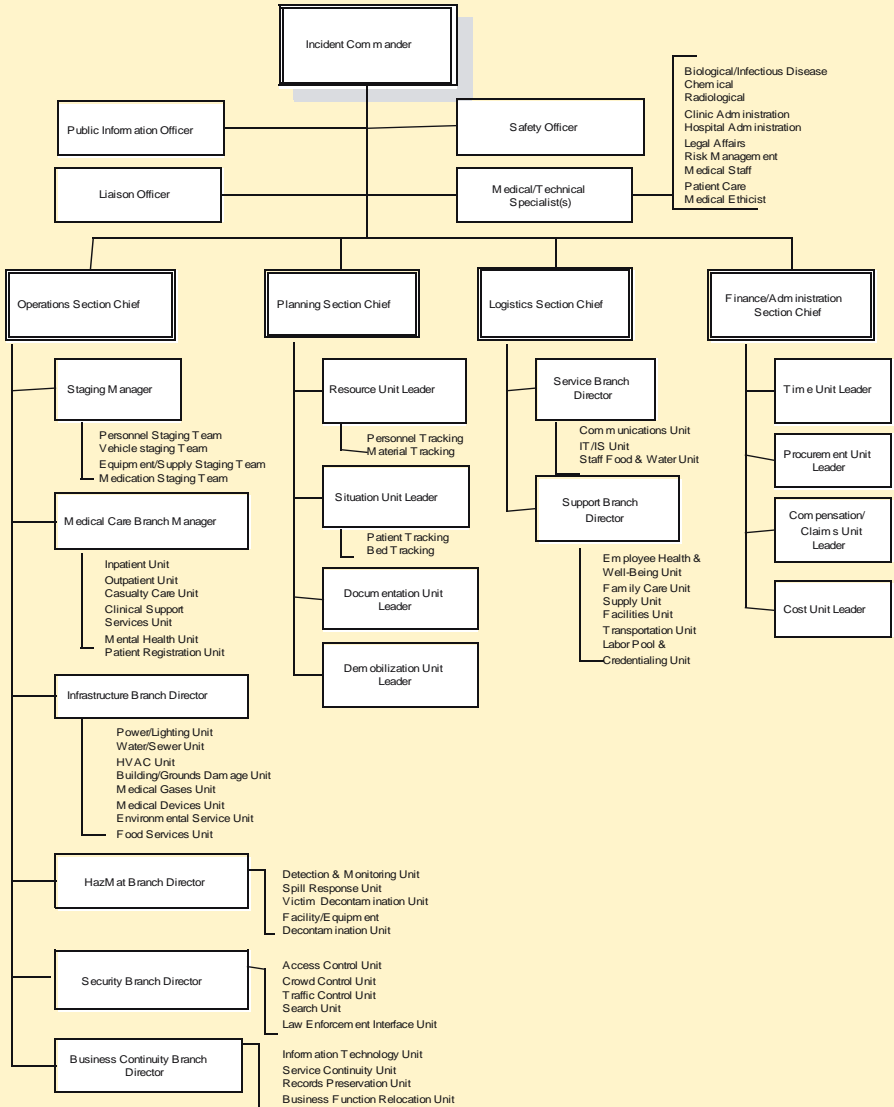


You Can Make A Difference!!

YOU MAY be the right person in the right place at the right time to MAKE A DIFFERENCE. In an emergency, every second may count in terms of saving lives or property. Therefore, you may be called upon to do tasks and supervise areas that are not normally within your job description.

Let's RISE to the Challenge!

Incident Command Organization Chart



Communications

Communications is a major activity during any emergency event. During the early stages of an emergency, information about the event may be limited. Communication by telephone, radio and other means will be needed to provide valuable links for information about internal or external events. Effective use of the various communication vehicles is crucial to the health care system's ability to respond and handle an emergency event well.



Various Communications Vehicles

HCS radios are located in the Safety Office who will bring them to the Command Post. These radios will be used by staff members to communicate information regarding patients' conditions and if they need to be sent to another facility for more or additional definitive care. During the emergency and/or disaster, the radios will be used by a base station coordinate communication regarding field transport, hospital utilization, medical resources and overall medical response among other base hospitals.



- Runners
- Cellular phones and pagers
- Public Address (PA) system
- Automatic communication systems: Police, Fire
- Portable two-way radios