

Annual Continuing Education (ACE)



(Print version)

Emergency/Disaster Management

Emergency/Disaster Management

The information in this module is appropriate for all AHS employees to review and partially meets the annual education requirements of the AUPE, HSAA and UNA collective agreements. To fully meet the requirements of these collective agreements employees should also participate in hands-on emergency response and disaster response training exercises in their specific areas.

The information presented in this module provides an introduction to planning for emergency response and recovery. After completing this module the learner will be aware of their responsibilities in the event of an emergency or disaster.

Time needed to complete module: 30 minutes

Please retain your completed and self-corrected quiz for your records and to provide to your manager, if they require you to do so.

** An alternate e-learning version of ACE is available on MyLearningLink.*

Prerequisite/Pre-reading

- Optional – review information on Insite:
<http://insite.albertahealthservices.ca/edm.asp>

Overview

- AHS sites and services are interwoven with the communities they serve.
- Our emergencies can affect the community and vice versa.
- AHS employees need to be ready to respond and recover quickly from events that affect our sites and services.

Objectives

By the end of this module, you will be able to:

- List the general responsibilities of Emergency/Disaster Management
- Identify 3 types of hazards that may occur in work locations
- Describe the types of emergencies that can occur at your site.
- Analyze your worksite/community to identify potential hazards
- Identify the emergencies that match a specific response code and describe the appropriate response procedure.
- Describe the incident management system
- Describe the incident command system
- Describe your personal preparedness responsibilities

The goal of Emergency/Disaster Management is to ensure that AHS is prepared for, can respond to and recover from incidents that threaten life, property, operations or the environment.

Roles and responsibilities of the program include:

- Overseeing the development of provincial/zone/site and service-based emergency response plans.
- Designing and conducting training exercises
- Researching and using best practices to respond to emergencies
- Reviewing the response to recent incidents to learn how to improve
- Collaborating with internal and external partners to make sure site and service operations continue during emergencies/disasters.

Potential Hazards

Understanding the hazards that exist in our work locations and the impact they can have on us, is essential in order to prepare for them. The two basic categories of potential hazards are: natural and man-made (unintentional and intentional). Examples

of intentional man-made disasters include: planned demolitions, hostage-taking, kidnapping, and arson. Examples of unintentional man-made disasters include: train derailments, chemical spills and oil spills.

Hazard Categories:

- Pandemic/epidemic
- Flood
- Extreme weather
- Terrorist acts
- Supply chain interruption
- Earthquake
- Fire
- Water contamination
- Transportation incident
- Utility outage
- Chemical Biological Radiological Nuclear Explosion (CBRN-E) incident

Emergency Response Codes

Emergency Response Codes (aka – color codes) represent the types of emergencies most likely to occur in a healthcare environment.

The Emergency Response Plans associated with each code are located in your site/service-specific Emergency Response manuals.

You are responsible for understanding these plans and acting accordingly in the event of an emergency.

Cardiac Arrest/Medical Emergency

■ Code Blue

- Check for unresponsiveness
- Call for help
- Call switchboard or 911
- Start CPR if required and if trained

Fire

■ Code Red

- R – remove from danger
- E – ensure doors closed
- A – activate alarm
- C – call switchboard or 911
- T – try to extinguish

Violence/Aggression

- Code White
- All available staff respond to the area

Hostage Situation

- Code Purple
- Notify Protective Services or Police
- Cordon off area
- Do not enter area of hostage-taking
- Refer to dept/service plan in Emergency Response manual

Missing Person

- Code Yellow
- Search immediate work area
- Assist as directed by response personnel
- Observe for suspicious activity

Bomb Threat/Suspicious Package

- Code Black
- Alert others
- Record info on Bomb Threat Checklist
- Conduct visual search
- Report any suspicious packages

Shelter in Place/Air Exclusion

- Code Grey
- Stay indoors
- Close all windows and doors
- Be prepared to evacuate if necessary

Evacuation

- Code Green
- Follow instructions
- Provide assistance as required

Chemical Spill/Hazardous Material

- Code Brown
- Stop all work
- Contain the spill as trained
- Remove unnecessary personnel
- Assess if minor or major spill



Mass Casualty Incident

■ Code Orange

- Refer to dept/service plan in Emergency Response manual
- Bring in AHS identification card

Incident Management System (IMS)

- Used for any type of emergency/disaster
- Three levels of response (depending on size and location of incident)

Command Post (CP)

- Lowest level of response
- Emergency occurs at site or service level.

Scenario: Bomb Threat

CP location: nurses' station, security office, maintenance office

CP Role:

- Receive reports from visual searches
- Coordinate internal response by Protective Services
- Liaise with the police
- Approve the 'All Clear'

Zone Emergency Operations Centre (ZEOC)

- Affects more than one site
- Coordinates the activities of several CPs

Scenario: Smoke from BC Forest Fires

ZEOC Location: predetermined headquarters for each zone

ZEOC Role:

- ensure consistency of Code Grey responses at sites
- provide operational guidance and support
- facilitate post-incident debriefings

Emergency Coordination Centre (ECC)

- Highest level response
- May affect more than one Zone

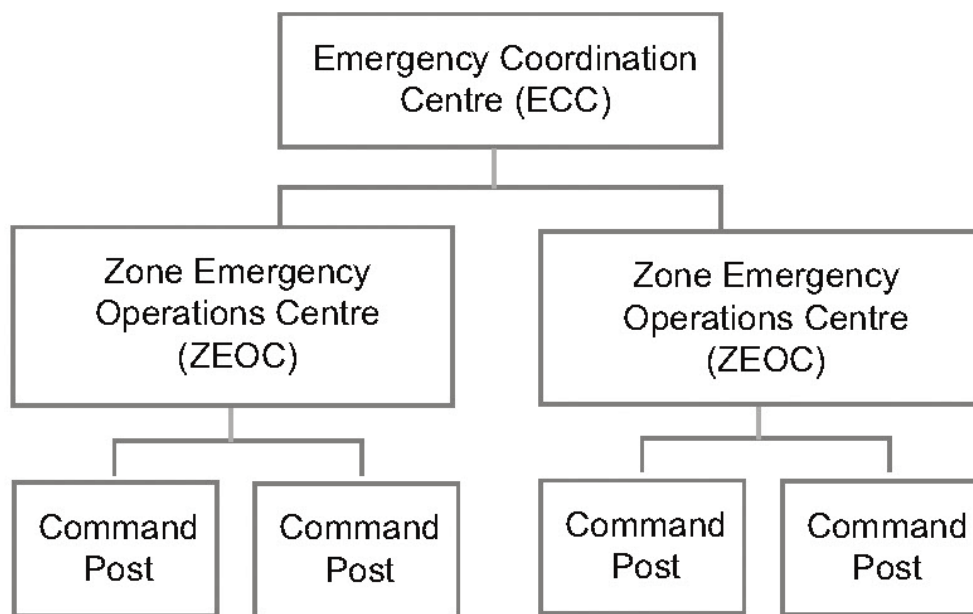
Scenario: Influenza Pandemic

ECC Location: Calgary or Edmonton

ECC Role:

- Organize resources to ensure fast response times
- Provide leadership and direction on response strategy
- Work with government agencies to provide the necessary emergency assistance

IMS Structure



Incident Command System (ICS)

Command staff

- Incident Commander
- Liaison Officer
- Public Information Officer
- Safety Officer

General staff

- Operations
- Planning
- Logistics
- Finance/Admin

ICS Roles

Each type of staff wears a specific color of vest to signify their position in the CP, ZEOC or ECC

Command staff

- Incident Commander: green
- Liaison Officer: red
- Public Information Officer: red
- Safety Officer: red

Roles:

Incident Commander

- Manages situation
- Final decision maker
- Responsible for all staff/resources assigned to the incident

Liaison Officer

- Primary contact for external organizations (police, etc.)

Public Information Officer

- Responsible for all internal and external (media) communications.

Safety Officer

- Monitors safety conditions
- Develops measures to assure safety for staff responding to the incident

General staff

- Operations: orange
- Planning: blue
- Logistics: yellow
- Finance/Admin: grey

Roles:

Operations (led by the Operations Section Chief)

- Operations staff includes representatives from health care operations (medical, nursing, community health, public health, infection prevention and control and EMS).
- directs actions required to meet incident objectives (eg.– free up space in hospital, recall employees from home).

Planning (led by the Planning Section Chief)

- Provides the Operations group with information for decision-making
- Keeps track of resources and manage documentation related to incident, including a record of decisions made by the Operations group.

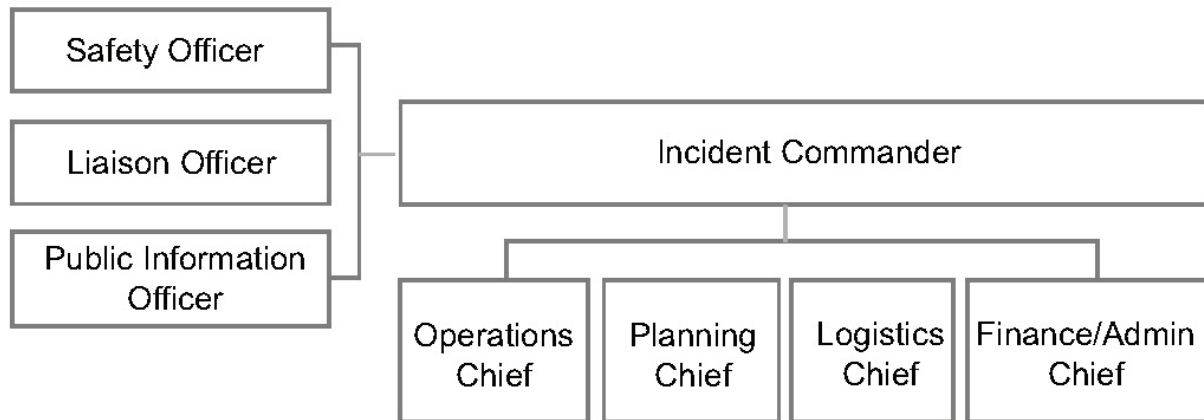
Logistics(led by the Logistics Section Chief)

- provides support, resources to help operations meet their objectives
- comprised of people from healthcare support services (Contract Procurement & Supply Management, Facilities Maintenance & Engineering, Information Management, Nutrition and Food Services and Environmental and Linen Services).

Finance/Admin (led by the Finance/Admin Section Chief)

- calculates the costs of managing the incident for purposes of audit and financial accountability.

ICS Structure



Your Role in ICS

If your role in an incident is to participate in a CP, ZEOC or ECC, you should contact your zone Emergency/Disaster Management team to inquire about taking an ICS course. This course will help you learn more about the functions of ICS positions and help you manage an incident.

Emergency/Disaster Contact Information: Zones

Additional information about Emergency/Disaster Management is available in each zone. Please contact the office for your zone if you have questions or suggestions.

North:	780-830-2853	Edmonton:	780-342-0142
Central:	403-406-5514	Calgary:	403-943-1309
South:	403-388-6529		

Personal Disaster Preparedness

Research demonstrates that responders are often unable to function effectively unless they know that their own family is safe and secure. Therefore, it is essential that you and your family are prepared to support yourselves for a minimum of 72 hrs in the event

of an emergency or disaster. Accordingly, you should complete your own personal preparedness plan. The Personal and Family Disaster Preparedness (PDP) Guide, available from your zone Emergency/Disaster Management team will help you prepare. You can also find a copy of the PDP Guide on the Emergency/Disaster Management pages on Insite at: <http://insite.albertahealthservices.ca/2622.asp>

Some examples of information in the Guide include:

- planning an evacuation route from your home
- a list of the types of food you need to survive for 72 hrs
- a list of the general supplies (eg. Flashlights, batteries) you need in your emergency kit.

Summary

Now that you've reached the end of the module, you should be able to describe:

- The types of hazards that may affect you, your family and AHS
- The most common emergencies in a healthcare environment and their corresponding color codes
- How the AHS Incident Management System provides three levels of response for the organization depending on the size and complexity of an incident.
- The range of roles that comprise the Incident Command System
- The importance of personal and family preparation for a disaster

Quiz

1. Match the examples of hazards that could affect our sites/services and communities with the corresponding type of potential hazard listed earlier in this module.
As you complete this exercise, think about which of these could happen at your site.
Examples:

1. H1N1 outbreak	a. utility outage
2. ice, snowstorm, tornado, heat wave	b. terrorist act
3. bomb on an oil pipeline	c. transportation accident
4. oil spill into a river	d. CBRN-E incident
5. fire at a lab that provides vaccines	e. supply chain interruption
6. school bus accident	f. water contamination
7. power failure	g. extreme weather
8. train derailment with ammonia spill	h. pandemic

2. Circle the answer below that is not a responsibility of AHS's Emergency/Disaster Management Team:
 - a. Debriefing after incidents occur to look for ways to do it better next time
 - b. Designing and delivering mock disasters
 - c. Overseeing the development of emergency response plans at a national level
 - d. Researching and using 'best practices' to respond to emergencies

3. If you are called in to work during a 'mass casualty incident' you should remember to bring:
 - a. Your lunch
 - b. A change of clothes
 - c. Your AHS identification card
 - d. A friend

4. If a Code Purple is called your first priority should be to:
 - a. Search your immediate area
 - b. Stay indoors
 - c. Remove those in immediate danger
 - d. Notify protective services or the police

5. The three levels of response within AHS to any type of emergency or disaster situation are:
 - a. Command post, Operations Centre, Emergency Centre
 - b. Emergency Coordination Centre, Finance Operations, IMS
 - c. IMS, ACS, Personal Preparedness
 - d. Command Post, Zone Emergency Operations Centre, Emergency Coordination Centre

6. Which level of response would be most appropriate for a pandemic influenza situation within AHS?
 - a. ZEOC and ECC
 - b. CP
 - c. ECC
 - d. CP and ZEOC

7. Where would you record pertinent information in the event of a Code Black?
 - a. Patient's chart
 - b. Bomb Threat Checklist
 - c. On an incident form
 - d. Communication book

8. Circle the position name that most closely matches the following description of responsibilities within Incident Command System: "this position is responsible for direction the actions required to meet the incident's objectives."
 - a. Public Information Officer
 - b. Operations Section Chief
 - c. Incident Commander
 - d. Finance/Admin Section Chief

9. It is essential that you and your family are prepared to support yourselves for a minimum of 48 hrs. in the event of an emergency or disaster (circle the correct response).
 - True
 - False

10. The Personal and Family Disaster Preparedness Guide is available:
 - a. On the Internet
 - b. On the Intranet
 - c. By contacting your zone Emergency/Disaster Services representative
 - d. All of the above

Answers: 1. 1.(h), 2.(g), 3.(b), 4.(f), 5.(e), 6.(c), 7.(a), 8.(d), 2.(c), 3.(c), 4.(d), 5.(d), 6.(c), 7.(b), 8.(b), 9.(False), 10.(d).

