



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

May 16, 2011

RE: Hurricane Preparedness and Emergency Status System (ESS) Enrollment - Information Update Needed

Dear ESS User:

As we begin the 2011 hurricane season, please take time to ensure your facility is prepared for potential emergencies and can sustain protection for the clients you serve.

The Agency for Health Care Administration (Agency) maintains information related to emergency preparedness on the Internet at <http://ahca.myflorida.com>. Regulations regarding emergency preparedness are available on this website as well.

Licensees providing residential or inpatient services must utilize an online database approved by the Agency to report information to the Agency regarding the provider's emergency status, planning, or operations. The Agency maintains the Emergency Status System (ESS) database to allow health care providers to enter emergency-related information through the Internet. ESS enables reporting of information that has traditionally been collected through phone calls and fax responses, including emergency contacts, evacuation status, power and generator status, available beds and more.

If you have not enrolled in ESS, please do so immediately as part of your emergency preparedness. If you have previously enrolled, please take time now to verify your information (please see ESS PROVIDER DATA ENTRY).

ESS USER ENROLLMENT - Each provider may enroll up to two people as Provider ESS Users. **Section 408.821, Florida Statutes, requires a safety liaison be designated as the primary contact for emergency operations.**

Additionally, persons affiliated with the provider, such as a corporate representative, may enroll as Affiliate ESS Users. Once approved by the provider, the Affiliate may enter information for the provider into ESS. Please enroll and update your information online at the Emergency Status System (ESS) link: <http://ess.myflorida.com/>. If you are enrolling in ESS, select the "First Time Users" link to complete a user agreement.

ESS PROVIDER DATA ENTRY

Pre-Season Information

Please enter basic emergency information about the provider. You may return to update this pre-season information at anytime. Several areas of ESS are not available unless a storm or event is being tracked. This includes tabs for Evacuation Status and others which cannot be viewed during the Pre-Season session.



- Once enrolled, please check your **Affiliates** for pending requests. Only approve Affiliates if the person is a valid representative of your provider. Once approved by you, an Affiliate will be able to change your provider information. De-activate any Affiliates that are no longer associated with you.
- Proceed to **Enter Provider Information**
- Select the tab titled **Emergency Contact**; view any existing Emergency Contact information from last year, update existing and add any new.
- Select the tab titled **Power/Utility Information**, view or add the name and account number for the facility's utility and water companies. Check if the facility has a "quick connect" to attach a large generator if needed.
- **Continue** to proceed to generator details.
- If the facility has no generator, indicate "no" and click **Submit**.
- If the facility has a generator, indicate "yes", answer all questions, and click **Continue**. Select **Add** to enter information about each generator for the facility. Once all generators are added, select **Back**.
- Update your **Census and Available Beds** information.
- Your ESS entry is complete you may log out or review other areas of ESS from the **ESS Home** screen.

Pre- and Post-Impact (Storm/Event) Information

When the State Emergency Operations Center is activated in response to an emergency involving Agency regulated providers, the "event" will be opened in ESS. Once an Event is open, ESS will enable entries of additional information.

- Log into ESS and verify accurate user and provider information.
- If the provider is not affected, please check "Provider Has No Needs or Impact"
- If the provider is affected:
- Update the tab for **Emergency Contact**.
- Select the tab for **Power/Utility Information** and several new items are requested including status of power-outage, residents on life support, and generator function. Please also update any other relevant information.
- Select the tab titled **Resident Characteristics** and add the number of residents in need of care that may be affected by an event including: dialysis, ventilator, and oxygen or insulin dependent.
- Select the tab titled **Census and Available Beds**. Indicate the facility's current census and available staffed beds.
- Select the tab titled **Evacuation Status** and indicate the facility's evacuation status (even if not evacuating). Please complete all requested information including destination location.
- Select the tab titled **Impact**. Add any impact to the facility from the storm or event, including structural or roof damage, flooding, roads blocked and others. Select the **Out of Service** link if the facility is completely out of service due to the event.

Reports

When an event is open in ESS, you may retrieve reports of Bed Availability by provider type and county. Reports may be emailed or exported. Please see the ESS Help file for report information.

HURRICANE PREPAREDNESS - It is important to make as many preparations as possible before a storm.

- ❖ **Vendors** – Contact all vendors to assure they will follow through on agreements for transportation, fuel, water and other supplies. Consider arrangements with multiple vendors for back up purposes.
- ❖ **Generators** – Verify that your generator is in good working order. Run a load test on the generator. Identify that key parts of the generator (e.g., Water pump or fuel pump, relay switch) are available.

- ❖ **Testing Emergency Generators**
 - Hospitals and most nursing homes are required by state law to have emergency generators. Other types of providers may also have a generator. If your facility has a generator, please perform the monthly exercising of generators, under load, as required by Article 6.4 of National Fire Prevention Association (NFPA) 110, 1999 Edition, "Standard for Emergency and Standby Power Systems".
- ❖ **Fuel** - Make sure all fuel tanks are full. Make arrangements for refueling as needed for up to seven days. Have both a local and an out of state contract for refueling backup. Include guidance on how much fuel will be needed for the requisite size of generator and the facility size.
- ❖ **Special Needs** - If you have patients/residents on dialysis, ensure they are dialyzed at their assigned centers within 24 hours of a hurricane warning. Make sure you have an emergency contact number for each dialysis center. Dialysis patients should be placed on their disaster diets and provided with a list of all dialysis facilities in the state as well as their treatment sheets. After the storm, contact the dialysis center and see if it is operational. If it is not, call the emergency contact for the facility. If these contacts fail, call Network 7 at 1-800-826-3773. Do not assume that the local hospital can handle dialysis unless prior arrangements were made before the storm. If your patients/residents have special needs, know and be able to pass those needs and necessary supplies to the receiving facilities. Your arrangements should include sufficient staff to attend to the patients/residents at the receiving facilities.
- ❖ **Water systems** – Water is often polluted and/or unreliable after a storm. If you need bottled water or large tanks of water, get them now. Assume the need for a seven day supply.
- ❖ **Food** - Have sufficient food on hand for a seven day period for both residents and staff with arrangements to replenish.
- ❖ **Batteries** - Pre-stock batteries for necessary equipment including smoke alarms, hearing aids, IV pumps, portable phones, vital sign equipment, and electrical tapes.
- ❖ **Vehicles** - Make sure all facility vehicles are in good working order, fueled, and ready to transport when needed. Obtain any needed specialty licenses (e.g. bus driver) in advance.
- ❖ **Oxygen** – For patients/residents with oxygen needs, have sufficient oxygen supply for up to seven days with arrangements to replenish. Plan ahead for those with chronic pulmonary conditions.
- ❖ **Evacuation** – Contact evacuation receiving facilities and transportation vendors to make certain your plan is still viable. Check with the receiving facility before a storm to ensure there is compatibility of wander guard or secure care systems. Consider a secondary evacuation plan in case your initial planned area is affected and a secondary location must be considered. Discuss who will be responsible for food, medications, supplies, etc., before a storm requires an evacuation. **CONTACT THE AGENCY IF EVACUATING.**
- ❖ **Loss of Power** - Assure an appropriate plan for loss of power before, during, and after a storm, taking into account temperature levels and access to necessary supplies, services and staffing.
- ❖ **Review Emergency Management Plans**
 - Check your current emergency management plans to assure they are up-to-date. Consider lessons learned from drills and previous experiences.
 - Ensure staff are aware of the content of the plan and at a minimum, know where residents will be evacuated, how they will get there (transportation) and important contact numbers.

NECESSARY CLEARANCE PRIOR TO RETURN AFTER EVACUATION

If residents were evacuated in response to an emergency and the facility is damaged, contact must be made with the Agency prior to returning residents to the facility. Hospitals, nursing homes, ambulatory surgery centers and intermediate care facilities for the developmentally disabled require the Agency's approval prior to occupying the building. Assisted living facilities and adult family care homes require approval from the local fire authority if damages required substantial renovations.

EMERGENCY RESOURCES AND CONTACTS

In an emergency, your first contact should be your local county emergency management agency. However, if you are unable to get through to your local office, the following numbers are **operational during emergencies:**

- Florida Emergency Information Line at (800) 342-3557
- Emergency Support Function-8 at (850) 410-1822 or (800) 320-0519 (request ESF-8)

You may also obtain updates of information at the Florida Division of Emergency Management website at <http://FloridaDisaster.org>, or by calling the Agency's Emergency Information Message Line for Health Care Providers at (888) 774-7609.

If you are evacuating your facility in response to an emergency or if you have questions, contact the appropriate licensure unit at the Agency:

Assisted Living Unit (850) 412-4304
Assisted Living Facilities and
Adult Family Care Homes

Long Term Care Unit (850) 412-4303
Nursing Homes, Intermediate Care
Facilities for the Developmentally Disabled and
Transitional Living Facilities

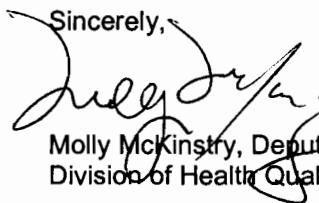
Hospital and Outpatient Services Unit (850) 412-4549
Hospitals, Crisis Stabilization Units, Short-Term Residential Treatment Facilities, Residential
Treatment Facilities and Residential Treatment Centers for Children and Adolescents

Laboratory Unit (850) 412-4500
End Stage Renal Disease facilities

Home Care Unit (850) 412-4403
Only hospice providers that operate freestanding
inpatient facilities and residential units are
required to enroll in ESS

Should you have questions about this information or any other Agency activities, please contact the appropriate Agency unit for assistance.

Sincerely,



Molly McKinstry, Deputy Secretary
Division of Health Quality Assurance