

# Emergency Preparedness in Maryland

For Homecare Providers

*Joseph Anelli*

*Office of Preparedness and Response*

# Objectives

Participants will:

- Learn the basics of emergency management
- Learn what they can do to protect themselves
- Learn how they fit into emergency management in the state

# Emergency Management



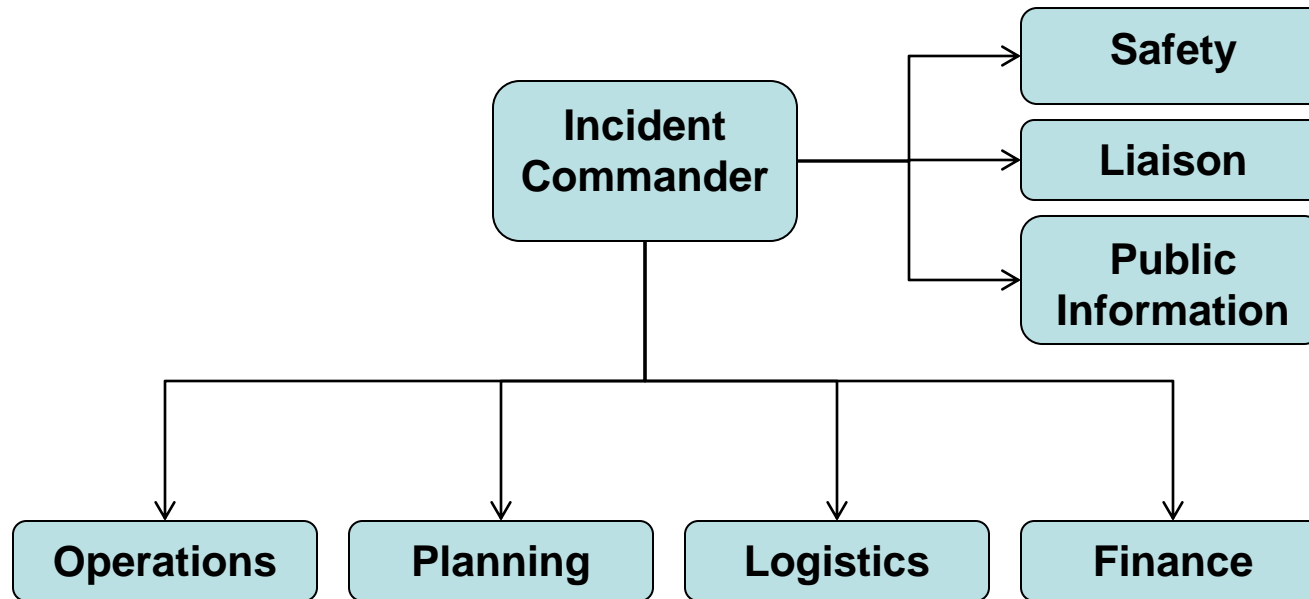
# Emergency Preparedness

- In general, we can speak of four levels of preparedness
  - Personal/Private
  - Local / regional
  - State
  - Federal
- Emergency management can be thought of as a process of “gathering, knowing, and accessing”
  - Gathering: resources and relationships
  - Knowing: what help is available and where from
  - Accessing: help from appropriate agencies in through established means

# Phases of Emergency Management



# Incident Command



# Emergency Support Functions

- Roles during response are broken into functional areas
- Two of these functions relate directly to vulnerable populations
- ESF-6: Mass Care and Sheltering
  - Basic needs of victims following a disaster
    - Family reunification
    - Establish shelters
    - Mass Feeding
- ESF-8: Health & Medical
  - Coordinate provision of medical care
    - Identify and manage health hazards
    - Provide medical support to shelters
    - Coordinate medical facility evacuation
    - Provide crisis counseling

# Personal Preparedness





# Personal Preparedness

- Prepare everything you might need
  - Food, water, flashlight, batteries, functional needs specific supplies, etc
  - Resources:
    - Ready.gov
    - MNCHA
    - 2-1-1 Maryland
- Make sure you have a plan
  - How will you communicate?
  - Where will you meet family members?
  - Where are your local shelters?
  - What are the evacuation routes?

# Personal Preparedness (Cont.)

- Engage your community
  - Make sure you're aware of their needs
  - Make sure they're aware of yours, especially if you have functional needs
- Preparedness reduces the burden on response
  - Focus on those who haven't or weren't able to prepare
  - Supplies and funding go farther

# Private Entities

- What should a private entity do to prepare?
- Are your employees prepared?
- Communicate with/represent/advocate for their constituencies
- Important considerations:
  - Continuity of Operations
    - Maintain critical functions in an emergency
  - Recovery
    - How to restore normal operations after an emergency

# Emergency Management in Maryland



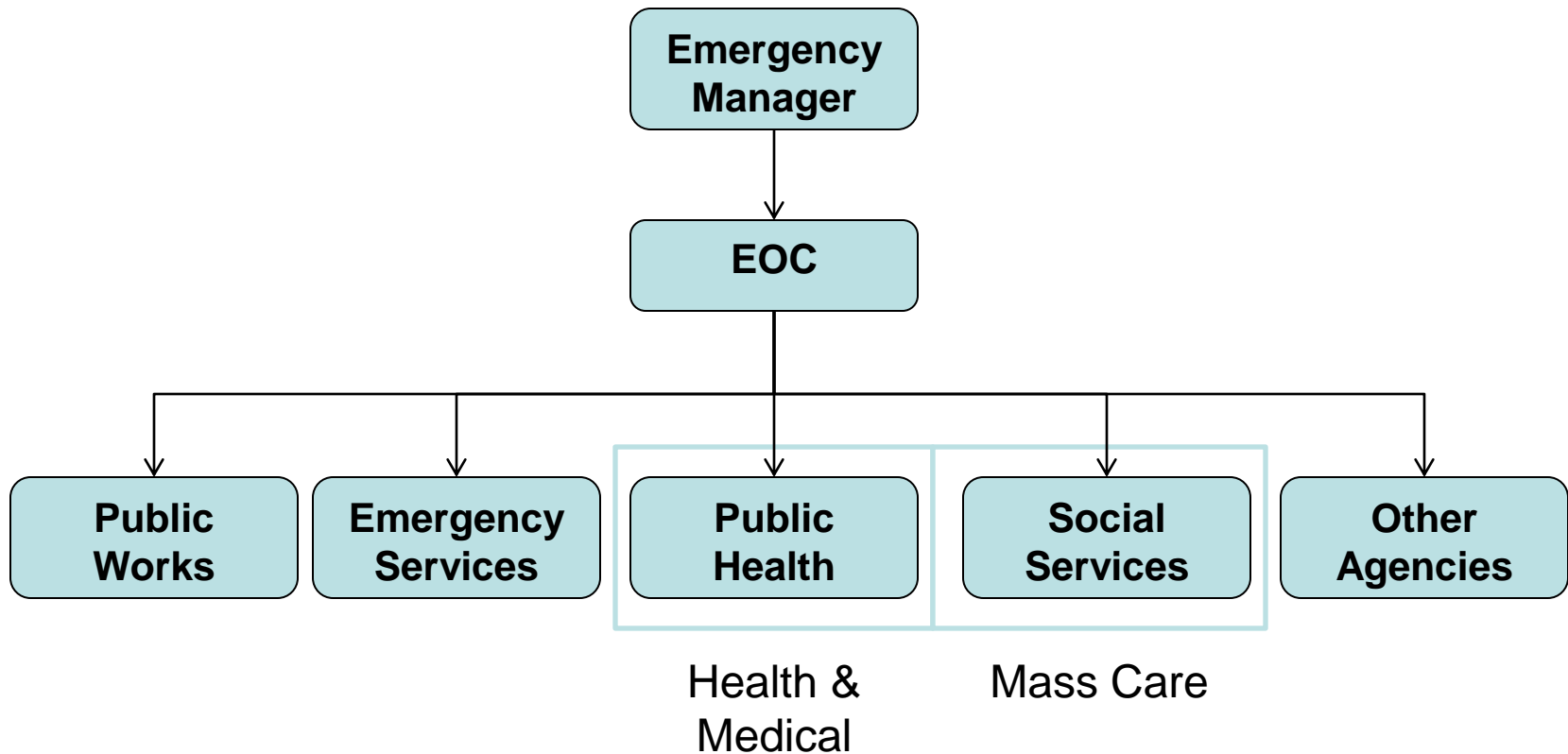
# Local/Regional Preparedness

- Emergency Services (narrow focus)
  - Police
  - Fire & Rescue
  - Emergency Medical Services (EMS)
  - Hospitals
- Health Department (wide focus)
- Social Services (wide focus)
- Emergency Management (wide focus)
- Exact roles vary by county

# Local Emergency Management

- Coordinates the local response
  - Brings organizations with into response
  - Fulfill resource requests
- Emergency Operations Center
  - Command center for overall incident
  - Houses representatives from many different organizations with different roles

# Local Emergency Management

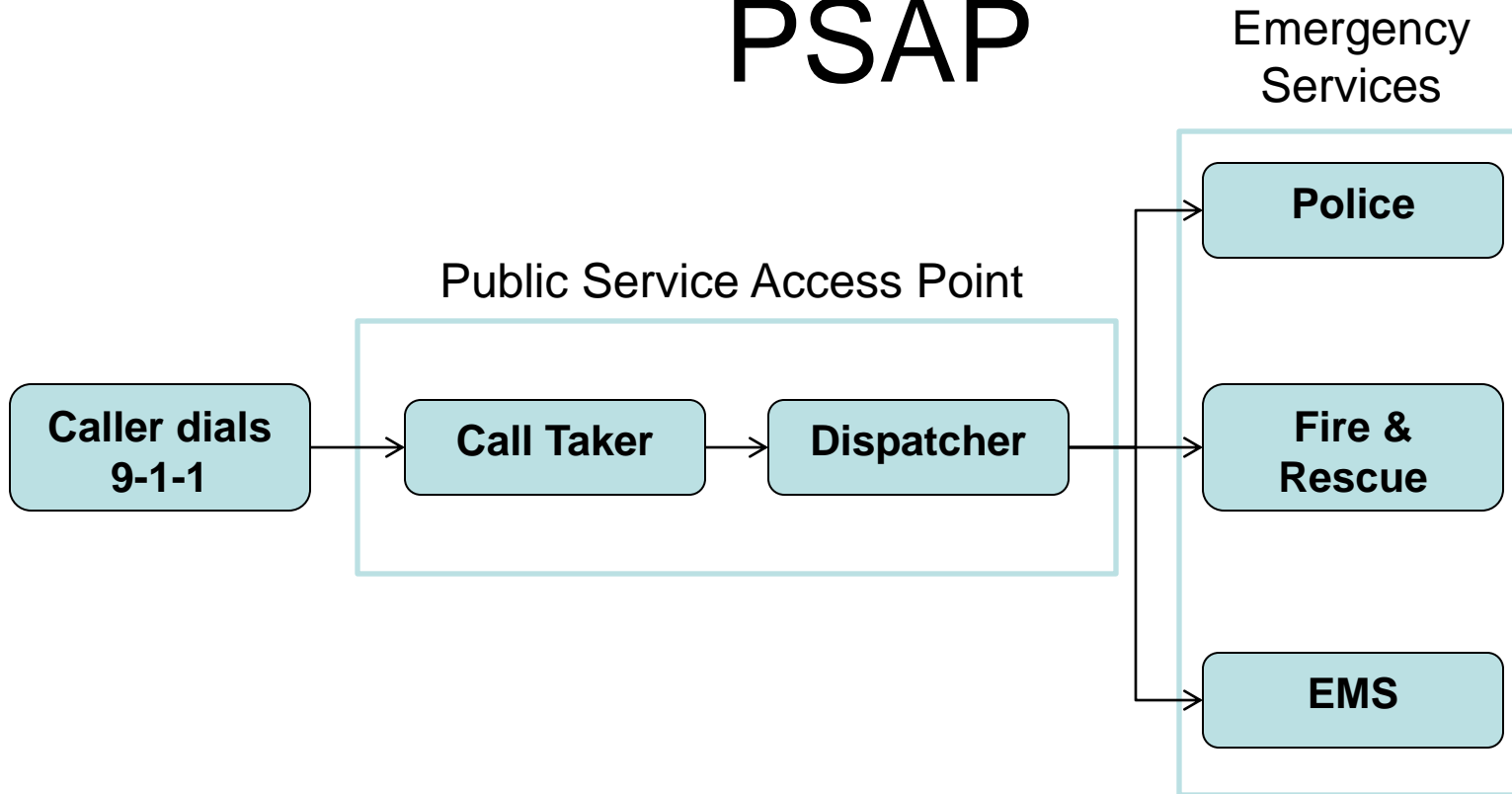


# Emergency Services

- Public Service Access Point (PSAP)
  - Primary emergency number: 9-1-1
  - Triages call and connects to Police, Fire & Rescue and EMS
- Point of contact for the general public
  - The majority of emergencies will be resolved by one or more of these services
  - Most common problems will be handled by Emergency Services
  - Handles both emergency and non-emergency calls



# PSAP



# Department of Social Services

- Coordinates all the mass care resources
  - Food, Shelter, Staffing
- Roles vary from county to county
- Responsible for establishing local shelters
- Family reunification
- Case management post-emergency

# Local Health Department

- Provides medical staff for shelters
- Provides guidance to medical professionals on public health issues
- Tracks licensed facilities during power outages

# Regions

- Regional planning groups are not legal entities, but are essential in planning for cross-jurisdictional emergencies
- Definitions of regions vary, but generally fall into four groups:
  - Central Maryland
  - Southern Maryland
  - Eastern Shore
  - Western Maryland

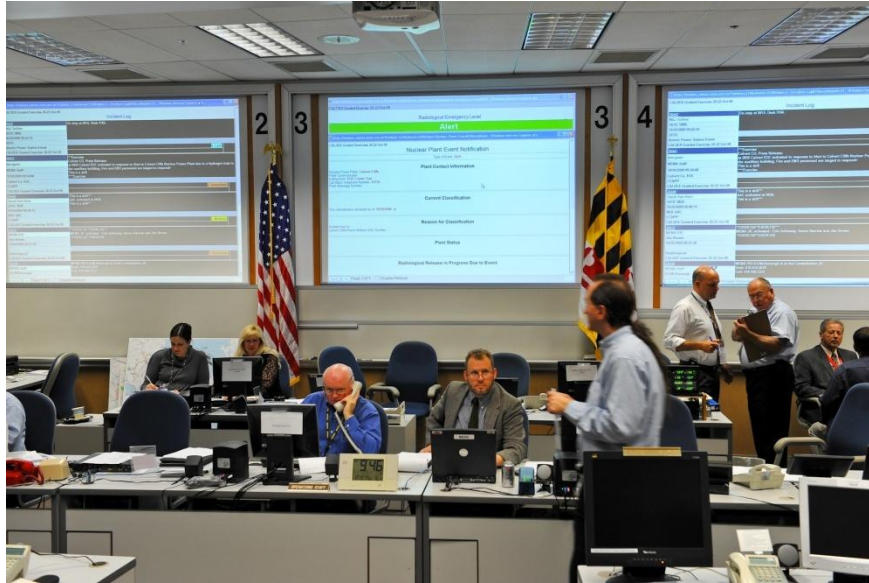
# Health and Medical Work Group Regions



# State

- Governor's Declaration
- Emergency Support Functions
- Maryland Emergency Management Agency
- Maryland Department of Health & Mental Hygiene
- Maryland Department of Human Resources
- Maryland Department of Disabilities

# Maryland Emergency Management Agency



- Monitor threats through joint operations center
- Elevate activation level
- Coordinate ESFs
- Fulfill resource requests

# Maryland Department of Health & Mental Hygiene

- Issue guidance to clinicians on public health threats
- Track licensed facilities during power outages
- Provide medical staff for state-level shelters
- Manage professional volunteers
- PODs
- Insurance Waivers



# Maryland Department of Human Resources

- Establishes and staffs state-level shelters
- Coordinating on vulnerable populations survey
- Help coordinate PODs
- Assist in distributing water and food

# Maryland Department of Disabilities

- Advocate for disability needs
- Information and communication
  - Coordinate information sharing
  - Outreach
    - Public Information
    - Social Media
    - Centers for Independent Living
    - Alliance of Disability Issues
- Helps shape policy and disability integration
- Supports sheltering activities

# Federal

- Presidential Declaration
- Federal Emergency Management Agency
  - Support role to State and Locals
  - Financial Assistance to individuals
- Health & Human Services
  - Hospital Preparedness Program
  - Public Health Emergency Preparedness
  - Strategic National Stockpile

# Resources

- [Ready.gov](http://Ready.gov)
- [MNCHA.org](http://MNCHA.org)
- [211md.org](http://211md.org) (or Dial 2-1-1)
- [Mema.maryland.gov](http://Mema.maryland.gov)
- Maryland Department of Disabilities
  - Main Line: 410-767-3660
  - [MDOD@mdod.state.md.us](mailto:MDOD@mdod.state.md.us)

# MNCHA Partnership

- Grant funding starting fall 2013
- Project implemented to reach a segment of the population we have difficulty accessing
- Emergency Preparedness Network
- Preparedness Print Materials
- Meetings and Webinars

# Home Care Preparedness Guide



## My Emergency Preparedness Guide



*A guide for home care patients and their families*

### EVERYONE SHOULD HAVE A PLAN

As a home care patient – or a family member caring for a loved one at home – planning is important because you have to make sure you and your family members have the supplies you need to stay healthy and safe in times of emergency.

You must have the supplies, tools and plans in place to make it on your own, at least for a period of time, no matter where you are when disaster strikes.

### GENERAL PREPAREDNESS CHECKLIST

#### Create an emergency kit for your home and vehicle

- Have enough food, water, medicine and medical supplies to last 3 to 5 days without aid from others. Store your supplies in a waterproof container that is easy for you to open. Include things like can opener and eating utensils.
- Have extra incontinence briefs for adults (if needed).
- Label all your equipment and supplies with your name and phone number.
- For those on oxygen, have backup oxygen cylinders in case of power outage. Call your home care agency when you lose power and start using backup oxygen, to allow time for the DME company to provide more when needed.
- Have a charged cell phone, battery powered radio, and flashlight with fresh batteries.
- Have a list of important contacts and numbers (i.e., your physician, your family members, your neighbors, etc.) to take with you wherever you go.
- Keep a current list of the medications you are taking, pharmacy number, physician name and phone numbers and phone number of emergency contact.
- Keep important documents, both personal and financial, in a waterproof portable container. This should include your MOLST (Medical Orders for Life-Sustaining Treatment) form and/or advance directives.
- Make a communication plan with family and friends in case you are separated. Have a family contact who lives outside of your area.
- Keep food, water and medicines on hand for pets and make plans to ensure their safe shelter and care.

#### Prepare ahead of time

- During storms and outages, stay aware of alerts, warnings and local emergency services. Know the emergency plan for your area including evacuation routes, shelters and emergency numbers.
- If you require electric powered medical equipment and/or oxygen notify your power company before an emergency and let them know you are at high risk during power outages.
- Keep your car full of fuel with directions to the nearest shelter or evacuation route.
- If you need to evacuate – call your home care provider/agency right away. Inform the agency of your evacuation plan/shelter site. Bring your Medicare, Medicaid, and/or insurance card.

#### Who to Call

Keep your home care agency's number close by the phone in case you need assistance. And if you are having a true emergency, call 9-1-1.

### Emergency Supply Kit

Keep these items on hand in your Emergency Supply Kit:



**Water** – one gallon of water per person per day for at least three days



**Food** – at least a three-day supply of nonperishable food



**Battery Powered Radio** – and extra batteries



**Flashlight** – and extra batteries



**First Aid Kit** – be sure to check expiration dates of the contents and keep them up to date



**Whistle** – to signal for help



**Dust Mask** – or cotton T-shirt, to help filter contaminated air



**Plastic Sheetting and Duct Tape** – to shelter-in-place



**Wrench or Pliers** – to turn off utilities when necessary



**Can Opener** – to open canned food



**Infant Formula and Diapers** – if you have an infant



**Local Maps** – including a map of your area and a map for where you plan to go if you are evacuated

### Special Needs

Many people with special needs and disabilities have additional challenges preparing for and coping with emergencies. Meet with family, friends and neighbors to discuss your needs during an emergency, and make sure to plan ahead for the support you will need.

If you are living at home and have special needs, be sure to register with your county emergency management agency, local fire department and utility company.

### For More Information & Resources

For more information and resources, you can visit these websites.  
<http://preparedness.dhmh.maryland.gov> and [www.facebook.com/MarylandOPR](http://www.facebook.com/MarylandOPR)  
[www.mema.maryland.gov](http://www.mema.maryland.gov)  
[www.mncha.org/emergency-preparedness](http://www.mncha.org/emergency-preparedness)



Provided in partnership by the Department of Health and Mental Hygiene Office of Preparedness and Response and the Maryland-National Capital Homecare Association

WRITE THE NAME AND PHONE NUMBER OF YOUR HOME CARE COMPANY IN THIS BOX.

# Questions?

- Contact: Joseph (Jay) Anelli
  - [Joseph.Anelli@maryland.gov](mailto:Joseph.Anelli@maryland.gov)
- Next Webinar: July 1<sup>st</sup>
  - <http://www.atconference.com/services/web-conferencing/login.asp>
- Call-in: [866-906-9888](tel:866-906-9888) / Passcode: 1694816
- Passcode also same for Webinar