

***Preparing for the
Hurricane Season:
Medical Needs Shelters***

Faculty

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Objectives

- Provide an overview of how "Responds to disaster when called to duty" applies to all ADPH employees.
- Discuss the roles and responsibilities of various disciplines as they relate to shelters during an emergency response.
- Discuss some real-life experiences of staff who have worked in Medical Needs Shelters.

Objectives

- Define a Medical Needs Shelter.
- Define the role of each team member as it relates to Medical Needs Shelters.
- Identify three psychosocial interventions that can be used with clients and staff in Medical Needs Shelters.

Objectives

- Identify four personal preparedness activities to be utilized by individuals prior to dispatch.
- Define all team member roles in activation, dispatch, operations, and demobilization.

Why Training

- Provide information
- Alleviate fear
- Build confidence
- Increase level of preparedness

Are You Prepared?

- Do you have provisions stored for you and your family for two days? Five days?
- Do you have a disaster plan?
- Do you have a disaster kit?
- Does your family practice the plan?
- Do you have your pets cared for?
- Do you have your property cared for?

Taking Care of Home First

- **Water:** each person needs one gallon of water per day (1 liter for drinking and one liter for personal hygiene).
- **Non-perishable food items** for 5 days for each family member.
- **Portable battery operated radio**, extra batteries, matches dipped in wax.
- **Personal care products**, toothbrush, toothpaste, soap, shampoo, feminine products.

Taking Care of Home

- Heavy duty trash bags
- First aid kit
- Non-electric can opener
- Plastic utensils, ziploc bags
- Bathroom tissue
- Towels, blankets
- Chlorine bleach

Taking Care of Home

- Daily and as needed medications stored for family.
- Small repair kit (screwdriver, pliers).
- Pens paper.
- Copies of important documents in ziploc bags.
- State and local area maps.

Taking Care of Home

- Have important paper work in one place such as wills, insurance papers, immunization records.
- Compile a list of telephone numbers that may be needed while you are away.
- Store extra gas for grills and generators and charcoal for cooking.

Deployment

- Items to bring to shelter:
 - ADPH name tag
 - Appropriate license
 - Cell phone and charger
 - Back up phone number if towers go out
 - One gallon of water per day
 - High protein/energy snacks (diet appropriate snacks)
 - Comfort foods, plastic utensils

Deployment

- Items to bring to shelter:
 - Clothing items such as:
 - Jeans/T-shirts, scrubs, light jacket (place in ziploc bags, enough for 7 days)
 - Extra pair of shoes
 - Hand wipes in zip lock bags
 - Sleeping bag, air mattress, pillow
 - Soap, spray deodorant (not roll on)
 - Towels and washcloths

Deployment

- Items to bring to shelter:
 - Personal care items
 - Medications (prescribed and as needed medications)
 - Flash light with extra batteries
 - Earplugs
 - Clip board or box to hold papers and pens
 - Photo of family/journal for writing

Caring for Self and Others

- Watch out for warning signs of stress and burnout.
- Have strategies for self-care on and off the job.
- Take care of each other.

Nursing Kits

- They are available in the Areas.
- Policies are being developed to manage these in reference to inventory and replacement.

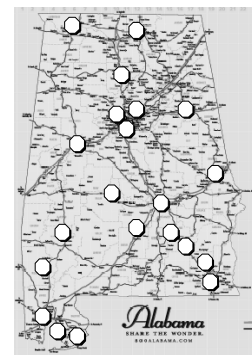
Medical Needs Shelters



Medical Needs Shelters

Status:

- Ready
- In Process
- Possible



As of March 14, 2006

Medical Needs Shelter Sites

As of March 14, 2006

County	City	Site
Baldwin	Foley	Courthouse Annex
	Fairhope	Courthouse Annex
Butler	Greenville	Greenville High School
Calhoun	Oxford	Civic Center
Clark	Thomasville	Thomasville Middle School
Cullman	Cullman	Commission on Aging
Dale	Ozark	First Methodist Church
Dallas	Selma	Morgan Convention Ctr.
Houston	Dothan	First Baptist Church
Jefferson B'ham		Fair Park Arena

Medical Needs Shelter Sites

As of March 14, 2006

County	City	Site
Jefferson B'ham		Boutwell Auditorium
Jefferson Hoover		Public Safety Warehouse
Lee	Opelika	First Presbyterian Church
Madison	Huntsville	Huntsville Rec. Center
Mobile	Mobile	Crawford Burn School
Montgomery	Montgomery	Capitol Hts. Community Ctr.
Pike	Troy	Sartain Hall
Pike	Brundidge	Salem Baptist Church
Tuscaloosa	Tuscaloosa	Shelton State Community College

MNS Mission

- To provide a shelter of last resort during emergency conditions for persons with conditions requiring medical/nursing oversight and who cannot be accommodated in a general population shelter.

Definition of a MNS

- A secure facility with power, water, sanitation, limited food service and medical oversight.
- A refuge of last resort during emergency conditions for people:
 - with conditions requiring limited medical/nursing oversight who cannot be accommodated in a general population shelter.
 - who bring their own caregiver, medical supplies, equipment, and special dietary supplies.

Nursing Protocols

- Nursing protocols have been developed and are in draft form at this time.

A Secure Facility Is

- Structurally appropriate.
- Staffed by security personnel.
- Not in mandatory evacuation zone or high risk area.

Phases of MNS

- **Activation**
 - The State Health Officer orders the opening of medical needs shelters.
- **Operations**
 - Routine management of the patients', caregivers', families', and shelter staff's needs.
- **Demobilization**
 - Leadership determines shelter operation is no longer necessary.

Patient Population in a MNS

- People with minor medical conditions that require professional observation, assessment, and maintenance but do not require institutional care.
- People with chronic stable conditions who may require assistance with the activities of daily living but do not require institutional care.

Patient Population in a MNS

- People with contagious health conditions that require universal precautions or isolation and who cannot be cared for in a mass shelter environment.

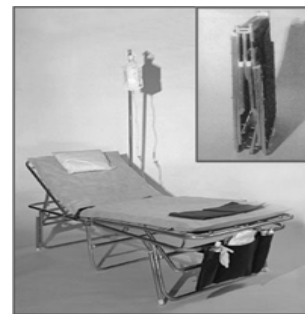
Examples of Equipment and Supplies People May Bring to the Shelter

- Cane
- Crutches
- Dialysis supplies
- Feeding pump and supplies (tubing, formula)
- Foley catheter and bags
- Incontinent products (chucks, diapers, skin care products)

Examples of Equipment and Supplies People May Bring to the Shelter

- Insulin syringes, medication, glucometers
- Nebulizer
- Ostomy products
- Oxygen and supplies (O2 tubing, portable tanks)
- Sleep apnea products C-Pap, Bi-pap
- Walkers
- Wheel chair

Example of a Patient Cot



Area and Central Office Response Teams

- Designed to be deployed quickly to any area of the state as directed by the ADPH Incident Commander.
- Teams will consist of:
 - Nurses
 - Service workers
 - Administrative/environmentalists
 - Support staff

Area and Central Office Response Teams

- Serve as supplemental staff to teams already in the area.
- Be prepared to respond on short notice and on-call 24 hours a day in times of severe weather or suspected disease outbreak.
- Expect deployment of seven days.

Notification of Team

- Area staff
 - Notified by the Area Administrator or her/his designee.
- Central office staff
 - Notified through the ICS, the ADPH Duty Officer, or immediate supervisor.

Staff Specifics

- Central office employees will report to the RSA Tower Board Room.
- The time to report will be given in your notification call.
- Each shelter will be staffed by two medical teams, working 12 hour shifts.

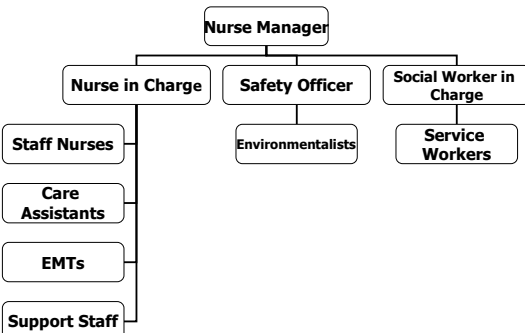
Staff Specifics

- Staff/patient ratios will be driven by the acuity of the patients.
- Rotation of teams should overlap to allow for a briefing at each team change (7-day deployment).

MNS Staffing

- Nurse manager
- Charge nurse
- Staff nurse
- Care assistant
- Emergency medical technician
- Support staff
- Social worker in charge
- Service workers
- Safety officer
- Team support officer

MNS Organizational Structure



Staff Responsibilities While in the Shelter



Nurse Manager

- Staff supervision and duty assignment.
- Ensures procedures are in compliance with protocol and physician orders.
- Monitors the potential for the spread of infectious disease.
- Monitors staff for signs of stress and fatigue.
- Provides administrative and logistical support to staff.
- Orders additional supplies as needed.

Charge Nurse

- Patient assignment and direct supervision of staff.
- Ensure that procedures are in compliance with protocol and physician orders.
- Monitor condition of patients.
- Assure that supplies are properly utilized and inventoried.
- Conduct shift report.

Staff Nurse

- Utilize appropriate protocol and physician orders.
- Nursing management of the patient in conjunction with the caregiver.
- Notification of charge nurse regarding patient condition.

Care Assistants

- Activation
 - Assist with disbursement of supplies.
 - Provide assistive care as patients are admitted.
 - Assist patient with completion of forms.

Care Assistants

- Operation
 - Provide assistive and personal care to patients.
 - Provide supportive care for caregivers.
 - Light housekeeping duties.

Care Assistants

- Demobilization
 - Personal and assistive care and assist with discharge.
 - Assist nurses stand down procedures.

Emergency Medical Technician

- Activation
 - Assist charge nurse as needed.
- Operation
 - Assist charge nurse as needed.
 - Assessment of patients.
 - Assist patients with activities of daily living.
 - Assist in emergency situations.

Emergency Medical Technician

- Demobilization
 - Assist in discharge process.
 - Assist charge nurse and other staff.
 - Assist in general stand down.

Support Staff, Clerical and Logistical Support

- Activation
 - Prepare and maintains clerical and administrative supplies.
 - Assist with shelter set up.
 - Assist patient with form completion.

Support Staff, Clerical and Logistical Support

- Operation
 - Maintain records including number of patients, caregivers, and staff.
 - Assist staff as needed.
 - Provide administrative and logistical support.

Support Staff, Clerical and Logistical Support

- Demobilization
 - Assist with patient discharge.
 - Assist with recovery of medical equipment and supplies.
 - Assist in general stand down.

Social Worker in Charge

- Activation
 - Ensures that social worker kits arrive at shelter.
 - Identify areas for children’s activities (if needed), staff breaks, persons exhibiting signs of stress.
 - Work with nurse manager to assign service workers to shifts.

Social Worker in Charge

- Operations
 - Assist with patient forms.
 - Complete psychosocial intake form.
 - Begin discharge planning at admission.
 - Provide age appropriate activities for children.
 - Provide referrals for patients with mental and substance abuse issues.

Social Worker in Charge

- Demobilization
 - Assist with discharge.
 - Ensure SW kits are returned to the appropriate place.
 - Attend debriefing.
 - Assist in general stand down.

Service Worker

- Activation
 - Assists with patient intake.
 - Complete psychosocial intake form.
 - Assist with psychosocial assessment of patients.
 - Assist with patient forms as needed.
 - Begin discharge planning.

Service Worker

- Operation
 - Provide resource referrals and referrals for patients with mental and substance abuse issues.
 - Observe patients, caregivers and staff for signs of stress and difficult emotions and provide stress management techniques as needed.

Service Worker

- Demobilization
 - Assist with discharge.
 - Assist with social worker kits.
 - Assist in the general stand down of the shelter.

Safety Officer

- At least one team member will be assigned to serve as the Safety Officer. This person will work with the Security Officer to ensure that the setup and operations of the shelter are conducted in the safest manner possible. Environmentalists assigned to the shelter during a shift will report to the Safety Officer and assist with his/her duties.

Team Support Officer

- At least one person on each team will be designated as the Team Support Officer. This person is responsible for taking care of the needs of the team during their deployment, allowing the team to focus on patient care activities.

Dieticians

- Menu planning for clients with complex medical needs such as diabetics and renal diseases.
- Collaborate with food distributors to help ensure that appropriate foods are provided as much as possible.
- Assist environmentalists on food safety issues.

Social Service Intake Referral

- This form addresses long term care needs the patients may have such as: housing, clothing, FEMA assistance, Medicare and Medicaid numbers for drug or DME assistance.

Pharmacy

- Provide information and collaboration on drug therapies to health care providers.
- Coordinate pharmacists volunteer that are sent to the shelters.
- Develop medication management policies.
- Notify shelters of pharmacies that are open for business.
- Coordinate obtaining prescription supplies.

Environmentalism

- The Environmentalist will assess food sanitation and general sanitation issues.
- The Environmentalist will assist with registration and support functions of shelter.
- The Environmentalist will coordinate with shelter manager to ensure efficient and safe operation.

Environmental Tool

- Guides for environmental procedures are located in the Medical Needs Shelters Operations Manual.

Disease Intervention Specialist

- Coordinate efforts between shelters.
- Assist with obtaining immunization histories for clients.
- Assist with safe food handling procedures.

Shelter Issues Liability and Licenses

Objectives - Outline

- Licensure issues
- Types of liability
- Constitutional protections
- State statutory protections
 - In a proclaimed state of emergency
 - In Non-proclaimed emergencies
- “Best Bets”

Licensure and Practice Issues - RNs

- Nurse Practice Act and rules require RN to practice within skills and training to maintain license.
- Exception is “Good Samaritan-type” situations.
- Assignment to shelter may exceed this.
- Department has an obligation to assure adequate training . . . And we will!

Types of Liability

- Malpractice and professional liability.
- Exceeding skills and training probably is outside the standard of care.
- General tort liability – negligence or an act or omission
 - Economic loss.
 - Non-economic loss.

Types of Liability

- Gross negligence, wanton misconduct, bad faith
- Vicarious liability
- Respondent superior
- Negligent recruitment/training/supervision
- Premises liability

An Additional Worry – A Lawyer to Defend You



**Atticus Finch worked cheap –
Dewey, Cheatham and Howe
won't**

Torts

- An actionable wrong under the law
- Recoverable in a civil action against you
- Filed in Circuit Court
- You must hire a lawyer to defend yourself



Constitutional Immunities

- Alabama Constitution, Article 1, § 14 provides:
 - " . . . the State shall never be a defendant in a suit at law or in equity."

Constitutional Immunities

- This means provisions for:
 - Sovereign immunity for the State.
 - Immunity for state agencies.
 - Qualified immunity for state employees.
 - Qualified immunity for volunteers performing a state function.

Immunity of the State and the State Agency

- A suit against the State or a state agency will be defended by the Attorney General and if for money damages will be dismissed.
- However, the remedy of the Board of Adjustments is available to make a claim. See Code of Ala.1975, § 41-9-60.
- This doesn't address personal claims.

Qualified Immunity

- Available for agents of the state.
- Sometimes known as discretionary function immunity.
- Protects the decision making process.
- Does not protect against simple negligence.

State Employee Liability Trust Fund - "The Fund"

- Administered by State Risk Mgt. Division of Finance Dept.
- Applies to all state employees.
- Provides \$1 Million liability coverage for acts and omissions committed in the scope and line of duties.
- Includes professional liability coverage.
- Provides competent counsel.

Emergency Management

- Under Code of Ala.1975, § 31-9-2:
 - Governor proclaims an "emergency" defined as:
 - Enemy attack, sabotage
 - "Other hostile action;"
 - Fire, flood and "other natural causes."
- Definition is broad enough to cover B/T incidents or naturally occurring events like hurricanes and tornadoes.

Governor's Powers

- Among other powers, §31-9-6 also provides authority to:
 - Make orders, rules and regulations.
 - To utilize all state employees.
 - To utilize any state or local officers or agencies, granting state officer immunity to such, including volunteers.
- Such state employees become "emergency management workers"

Personal Liability Protections

- Section 31-9-16 provides that:
 - Except for willful misconduct, gross negligence or bad faith, any "emergency management worker" is granted state officer immunity.
 - Requirements for licenses to practice do not apply.
 - "Emergency worker" is anyone helping out whether paid or not.

Premises Liability Protections

- § 31-9-17 provides similar liability protections apply to those permitting the state to use their real property.

The Volunteer Service Act

- § 6-5-336. Volunteers Defined.
 - A person performing services for:
 - A nonprofit organization.
 - A nonprofit corporation.
 - A hospital.
 - A governmental entity.
 - Without compensation.
 - Including a volunteer.

The Volunteer Service Act

- The volunteer is immune from civil liability in any action, on the basis of any act or omission, resulting in damage or injury if:
 - acting in good faith;
 - within the scope of duties;
 - for a covered organization; and
 - damage or injury was not caused by:
 - willful misconduct;
 - or wanton misconduct by the volunteer.

Federal Volunteer Protection Act - 42 USC § 14501

- Designed to give minimum protections to volunteers even in state law functions.
- Does not supercede state acts giving greater protections to volunteers.

Federal Volunteer Protection Act - 42 USC § 14501

- Limited in protections to:
 - Economic loss and simple negligence.
 - No protection against punitive damages.
 - Does not cover driving a car or boat.
- Coverage eligibility is similar to Alabama Act

The Good Samaritan Act

- § 6-5-332 applies to:
 - Doctor or dentist
 - Medical intern
 - Nurse
 - Member of rescue squad
 - Police, State Trooper
 - Member of fire department
 - Volunteer fire department
 - EMT or Medical corpsman
 - Chiropractor
 - Public education employee

Good Samaritan - Elements

- Gratuitously and in good faith.
- Renders first aid or emergency care.
- At the scene of:
 - an accident
 - casualty
 - disaster
- Is not liable for any civil damages.

“Best Bets” for Protection

- Good Samaritan probably does not apply past the immediate “emergency”.
- Look to Title 31 coverage in proclaimed emergency.
- Look to discretionary function immunity otherwise.

“Best Bets” for Protection

- Look to “The Fund” for coverage.
- Look to your skills training to help you avoid liability by avoiding errors.
- Look to your legal staff for assistance.

For a complete list of upcoming programs,
go to the
Alabama Public Health Training Network
web site at
www.adph.org/alphtn

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