

# **EMERGENCY COMMUNICATION**

**PLANNING AND STRATEGIES**



# REGULATORY REQUIREMENTS

- **PLAN MUST INCLUDE NAMES AND CONTACT INFORMATION FOR:**
  - **STAFF**
  - **RESIDENT PHYSICIANS**
  - **OTHER LTC FACILITIES**
  - **VOLUNTEERS (IF APPLICABLE)**
  - **EMERGENCY OFFICIALS**
  - **LICENSING AGENCY**
  - **OFFICE OF THE STATE LONG-TERM OMBUDSMAN**
  - **OTHER SOURCES OF ASSISTANCE**
- **PRIMARY AND ALTERNATE MEANS FOR COMMUNICATION WITH:**
  - **STAFF**
  - **EMERGENCY MANAGEMENT AGENCIES**
- **REVIEW ANNUALLY**

# THE WORLD NEWS

Since 1883

YOUR NUMBER ONE SOURCE FOR HEADLINES

\$1.00

# THE SKY IS FALLING!

...T DECLARES

RELIGIOUS LEADERS  
URGE ALL TO LOOK UP

CHICKEN LITTLE  
NOWHERE TO BE FOUND

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... iij biukuy ehij

# **FACILITY COMMUNICATION**

- **START COMMUNICATION BEFORE WEATHER RELATED EVENTS**
- **MAKE COMMUNICATIONS CONCISE AND MEANINGFUL**
  - **HAVE CLEAR MESSAGES AND OBJECTIVES**
- **DURING AN EVENT COMMUNICATE AS FREQUENTLY AS NEEDED**
  - **MAYBE IN WRITING OR FACE TO FACE**
- **IMMEDIATELY FOLLOWING AN EMERGENCY EVENT COMPLETE A HOTWASH**
- **COMPLETE AN AFTER ACTION REVIEW (AAR) FOR ALL EVENTS**
  - **GET FEEDBACK FROM ALL LEVELS OF STAFF INVOLVED**

# **FAMILY/REPRESENTATIVE COMMUNICATION**

- **ENSURE YOU HAVE THE BEST PHONE NUMBER TO CONTACT THEM IN AN EMERGENCY**
- **DURING AN EMERGENCY EVENT COMMUNICATE WITH THEM ASAP**
- **DEVELOP A CONSISTENT MESSAGE THAT WILL BE COMMUNICATE TO ALL FAMILIES/REPRESENTATIVES**
- **OFFER A PHONE NUMBER THAT THEY CAN CALL DURING AN EVENT TO GET INFORMATION/UPDATES**
- **PRACTICE THIS DURING EXERCISES**



**COMMUNICATION IS KEY  
TO SUCCESSFUL  
EMERGENCY RESPONSE.**