

## Appendix C.1: Communications

The communication document supports rapid and accurate communication both internally and externally. This section describes the elements of a basic communication plan which is updated annually and whenever needed due to changes in contact information. Internal notification and partner communications should be conducted according to the Emergency Operations Plan (EOP). Key considerations in evacuations include, but are not limited to:

- **Staff:** Notification to internal and external staff of potentially unsafe situation(s) at the facility. If evacuation activities are possible, an ‘evacuation standby’ notification should be made as soon as possible so that units may begin accessing appropriate supplies and collecting belongings and records.
  - If an incident occurs that may require activation of the EOP, the person who first recognizes the incident will immediately notify their supervisor or the senior manager on site (see Annex A for Emergency Notification of Administrator/Director policy/procedure).
- **Resident Families:** Notification of families of evacuation destinations.
- **Medical Providers:** Notification to medical providers their residents are being evacuated and their destination facility
  - Pharmacy
  - Durable Medical Equipment
  - Hospitals
  - Clinics
- **Partners:** Notify as needed based on emergency and needs of emergency.
  - Health Care Coalitions
  - Emergency Managers
  - Business Partners/ Parent Company
  - Health Regulations Board
  - Ombudsman
  - MDH HRD
- **Public Safety:** Communication links to facilitate coordination with public safety agencies (security and traffic control), EMS and other transport providers (buses, etc.), and fire agencies (lifting assistance).
- **Media:** Public information reflecting the capabilities and situation of the facility.

## **Development of communications plan**

### **Requirements**

- Must develop a written communication plan.
- Must be reviewed/updated annually.
- Verify written communication plan and annually reviewed.

## **Names and contact information**

### **Requirements**

- Communication plan must include all the following names/contact information: staff, entities providing services under agreement, residents' physicians, other facilities, volunteers.
- Verify all required content present.

## **Emergency officials contact information**

### **Requirements**

- Communication plan must include contact information for the following:
  - Federal, State, tribal, regional & local EP staff.
  - State Licensing and Certification Agency.
  - MN Office of Ombudsman for LTC.
  - Other sources of assistance.

## **Primary/alternate means for communication**

### **Requirements**

- Communication plan must include primary and alternate means of communicating with:
  - Facility staff.
  - Federal, state, tribal, regional & local emergency management agencies.

## **Methods for sharing information**

### **Requirements**

- Communication plan must include:
  - Method for sharing information and medical documentation for residents under the facility's care, as necessary, with other HCPs to maintain continuity of care.
  - Means, in event of evacuation, to release resident information as permitted under 45 CFR 164.510(b)(1)(ii).

- Means of providing information about general condition/ location of residents under the facility's care as permitted under 45 CFR 164.510(b)(4).
- Verify communication plan has P/P to address the means facility will use to release resident information.

## **Sharing information on occupancy/needs**

### **Requirements**

- Communication plan must include all of the following, means to providing information about the facility's occupancy, needs, and its ability to provide assistance, to the authority having jurisdiction, the Incident Command Center, or designee.
- Verify communication plan contains required content.
- Ask how residents/families/representatives receive information regarding the EP.

## **Family notifications**

### **Requirements**

- Communication plan must include all the following: method for sharing information from the emergency plan, that the facility has determined appropriate, with residents and their families/representatives.