Glossary

Accountability—Effective accountability during incident operations is required at all levels within the facility. The following guidelines are adhered to: Check-In (all employees and responders must report in to receive an assignment in accordance with the procedures established by the incident commander), Incident Action Plan (response operations must be directed and coordinated as outlined in the IAP, Unity of Command (each individual involved in incident operations will be assigned to only one supervisor), Span of Control (Supervisors must be able to adequately supervise and control their subordinates, as well as communicate with and manage all resources under their supervision), Resource Tracking (Supervisors must record and report resource status changes as they occur).

Alternate Communication Methods: Include cellular phones, satellite phones, internet, two-way radios, CB, HAM radios.

Alternate Facility Relocation Site—A facility that can be utilized in case of a complete evacuation of the primary facility that meets basic requirements for the safety and security of the residents and staff members. It is suggested that the facility establish at least two alternate sites, one in the same vicinity and one at least 50 miles away.

Area of Refuge—Interior rooms above the ground floor with the fewest windows or vents available for safe refuge with adequate space for everyone to be able to sit in.

Chain of Command—Every person participating in the incident has a designated supervisor. There is a clear line of authority within the incident command organization, and all lower levels connect to higher levels, eventually leading solely back to the Incident Commander. The Chain of Command follows an established organizational structure that adds layers of command as needed. The basic outline of command layers are command, sections, branches, divisions/groups, units, resources.

Code Black—Utility Outage

Code Blue—Medical Emergencies

Code Brown—Nuclear Power Plan Emergency

Code Gray—Workplace Violence or Threat of Violence

Code Green—Severe Weather. Can include Tornadoes, External Threat, Flooding, Hurricanes and Tropical Storms (wind, storm surge, torrential rain),

Code Orange—Hazardous Materials Incident

Code Pink—Missing Resident

Code Purple—Epidemic/Pandemic Episodes

Code Red—Fire Emergency

Code White—Terrorism

Code Yellow—Bomb Threat

Communications and Information Management—NIMS requires incident management organizations to ensure that effective interoperable communications and information management processes, procedures, and systems exist to support a wide variety of incident management activities across agencies and jurisdictions.
Continuity of Operations Planning—Helps ensure that the facility can sustain operations that are absolutely vital including administrative and business components immediately following a crisis or disaster situation.

Critical Medical Information Wristband—Orange wristband to be worn on the same wrist as the Resident Evacuation Identification Wristband for each resident with special needs. Includes resident’s full name, facility name and contact number, note if resident is either insulin dependant—diabetes mellitus (ddm)—or non insulin dependant—diabetes mellitus (niddm)—if diabetic, note if resident is using a thickener product or mechanically altered diet, other special needs.

Disaster Menu—An emergency menu that can be developed using minimal resources of food, water, and utilities.

Disaster Preparedness Assessment—To be conducted on an annual basis to determine the readiness of the physical plant and associated supplies/provisions within the facility to manage a crisis or disaster situation.

Drills—Drills are characterized by an activity that tests, develops, or maintains skills in a single emergency response procedure. Focus is limited.

Emergency Go Boxes—Contain cell phone/charger, cash/credit cards/additional keys, emergency key contacts list, list of employee payroll and contact information, and badges for visitors. Can be placed in secure locations throughout the facility, so that the Administrator and/or Incident Commander can grab them in an emergency situation.

Emergency Management Codes—Utilized to notify the employees of the various crises or disaster situations that may impact the facility.

Facility Action Cards—To be utilized as “cheat sheets” for the designated ICS positions.

Finance/Administration—One of the five ICS management functions, the facility’s Finance Leader is tasked with tracking incident related costs, personnel records, requisitions, and administrating procurement contracts required by Logistics, including: contract negotiation and monitoring, timekeeping, cost analysis, compensation for injury or damage to property.

Flood Warning—Flooding is already occurring or will occur soon. Take precautions at once. Be prepared to go to higher ground. If advised, evacuate immediately.

Flood Watch—Flooding is possible. Stay tuned to National Oceanic and Atmospheric Administration (NOAA) radio. Be prepared to evacuate. Tune to local radio and television stations for additional information.

FLOP—Acronym for the four sections of staff after Command: Finance/Administration, Logistics, Operations, and Planning.

Functional Exercise—A functional exercise is intended to test or evaluate the capability of one or more functions or complex activities within a function. The results are obtained when the activity or function can be effectively evaluated from other emergency management activities. An example would be a test and evaluation of the centralized emergency operations capability and timely response of one or more departments under a stress environment. It could be centered in the Incident Command Center (ICC) and the use of outside activity and response could be simulated.

Hazardous Materials—Substances that are flammable or combustible, explosive, toxic, noxious, corrosive, oxidizable, an irritant, or radioactive.

Hazard Vulnerability Analysis—A tool to help determine what events or incidents may negatively impact the operations of a healthcare facility to adequately anticipate and prepare to manage a crisis or disaster situation.
**Hurricane Landfall**—The periods of time in which hurricane winds, rains, and storm tide present a danger to the general population as the storm approaches land and passes through the area.

**Hurricane Warning**—A hurricane is expected to hit land within 24 hours. Hurricane conditions are imminent, bringing: sustained winds of 74 miles per hour or higher, torrential rain fall which will cause flooding, storm surge, rising tidal sea levels of more than 10 feet above normal.

**Hurricane Watch**—A hurricane is possible within 36 hours. Stay tuned for additional advisories. Tune to local radio and television stations for additional information.

**Incident**—An incident is an occurrence, either caused by humans or natural phenomena, that requires response actions to prevent or minimize loss of life or damage to property and/or the environment.

**Incident Action Plan**—For the specific event, the response is coordinated and managed through one plan of action.

**Incident Command**—One of the five ICS management functions, the facility’s Incident Commander is the single person in charge of the incident at the facility and initially fills all five command staff positions. As the incident grows the tasks covered by other sections can be delegated, and those new positions take the title of Section Leader. The Incident Commander is responsible for all activity on the incident as well as creating the overall incident objectives.

**Incident Commander**—The most qualified staff member (in regard to the Incident Command System) on duty at the time will assume the Incident Commander position. Incident Commander should educate leadership to the ICS, so that in the event of an emergency of significant magnitude, other Incident Command positions can be designated as needed. It may not be practical for all positions to be filled due to lack of positions at any given time, so some sections may be covered by the same individual.

**Incident Command Post**—An area designated where the Incident Commander, management team, as well as other staff members convene to review the situation and strategize the course of action.

**Incident Command System (ICS)**—A component of the federal National Incident Management System (NIMS), has become the standard for incident management within the United States. A management system with procedures for controlling personnel, facilities, equipment, and communications and is designed to be used from the time an incident occurs until the requirement for management and operations no longer exists.

**Incident Management Sheet**—Documents incidents and pertinent details surrounding the emergency situation, including employees who assume ICS functions during the incident.

**Liaison Officer**—Serves as the primary contact for supporting agencies assisting at an incident.

**Logistics**—One of the five ICS management functions, the facility’s Logistics Leader is tasked with providing all resources, services, and support required by the incident, including: ordering, obtaining, and maintaining essential personnel, equipment, and supplies; providing communication planning and resources; setting up food services; setting up and maintaining incident facilities; providing transportation; providing medical services to incident personnel.

Minimize Exposure to Radiation by:
- **Distance**—The more distance between you and the source of the radiation, the better. This could be evacuation or remaining indoors to minimize exposure.
- **Shielding**—The more heavy, dense material between you and the source of the radiation, the better.
- **Time**—Most radioactivity loses its strength fairly quickly.
**Morgue Log Sheet**—To be filled out to document temporary storage of human remains during an emergency situation.

**National Incident Management System (NIMS)**—Developed by Department of Homeland Security to manage emergency situations.

**Nuclear Power Plant Emergency**

- **Notification of Unusual Event**—A small problem has occurred at the nuclear plant. No radiation leak is expected. No action at the facility will be necessary.
- **Alert**—A small problem has occurred at the nuclear facility, and small amounts of radiation could leak inside the plant. This will not affect the facility and no action is required.
- **Site Area Emergency**—Area sirens may be sounded. Listen to your radio or television for safety information.
- **General Emergency**—Radiation could leak outside the plant and off the plant site. The sirens will sound. Tune to local radio or television station for reports. Be prepared to follow instructions promptly.

**Official Spokesperson**—An individual designated to educate staff members, residents, family members, and other applicable members/organizations within the community on issues pertaining to the facility’s all hazards emergency management program.

**Operation Period**—Incident Action Plans include the measurable strategic operations to be achieved and are prepared around a time frame called an Operational Period.

**Operations**—One of the five ICS management functions, the facility’s Operations Leader is tasked with directing all actions to meet the incident objectives.

**Planning**—One of the five ICS management functions, the facility’s Planning Leader is tasked with the collection and display of incident information, primarily consisting of the status of all resources and overall status of the incident, including: collecting, evaluating, and displaying intelligence and information about the incident; preparing and documenting incident action plans; conducting long-range and/or contingency planning; developing plans for demobilization; maintaining incident documentation; tracking resources assigned to the incident.

**Preparedness**—The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness involves efforts at all levels of government and between government and private sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

**Probability**—The likelihood of an event occurring near or in a facility. Issues to consider in determining probability are: known risk, historical data, manufacturer/vendor statistics.

**Public Information Officer**—Serves as the conduit for information to internal and external stakeholders, including the media or other organizations seeking information directly from the incident or event.

**R.A.C.E.**—Rescue (Rescue /Evacuate persons in immediate danger) Alarm (Pull nearest “pull station.” Announce “CODE RED” and fire location over loud speaker. Repeat the announcement) Confine (Confine the fire by closing doors to isolate the fire and smoke) Extinguish (Attempt to extinguish the fire only if the first three parts of the R.A.C.E. Procedure have been completed and the fire appears to be manageable).
**Radiological Dispersion Device (RDD)**—Combines a conventional explosive device—such as a bomb—with radioactive material and is designed to scatter dangerous and sub-lethal amounts of radioactive material over a general area.

**Recall Roster**—List of facility employees including emergency contact numbers.

**Resident Acuity Sheet**—Documents resident census by acuity level for evacuation.

**Resident Emergency Travel Bag**—Packed with personal clothing, gowns/pajamas, shoes, slippers, socks, underclothes for three to four days.

**Resident Evacuation Identification Wristband**—Clear/white identification wristband that includes resident’s full name, no known allergies (NKA) or list of food/medication allergies (in red), critical diagnosis, facility name and contact number, name of physician, name of responsible parties with contact numbers for each, DNR, if applicable.

**Resident Information Packet**—Plastic packet sent with resident to receiving facility during evacuation. Contains resident’s identification bracelet, face sheet/data sheet with contact information of responsible party/family, Social Security Number, Medicare/Medicaid/other insurance provider numbers, photograph, date of birth, allergies, diagnoses/medical conditions, current medications, resuscitation instructions with copy of DNR, Power of Attorney or advance directives, diet and special provisions, transfer methods.

**Resident Tracking Log**—Filled out if evacuation is necessary that includes resident’s name, gender, time of departure, mode of transportation and provider, destination, chart and medication sheet sent with resident, equipment sent with resident, family notification with person notified, date, and time.

**Resource Management**—Efficient incident management requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the NIMS includes mutual-aid agreements; the use of special federal, state, local, and tribal teams; and resource mobilization protocols.

**Risk**—Potential impact that any given hazard may have on the facility. Issues to consider are: threat to life and/or health, disruption of services, damage/failure possibilities, loss of community trust, financial impact, legal issues.

**Safety Officer**—Monitors safety conditions and develops measures for assuring the safety of all assigned personnel.

**Saffir/Simpson Scale**—Used by the National Hurricane Center to give public officials a continuing assessment of the potential for wind and storm surge damage.

**Shelter-in-Place**—Suitable spaces that are structurally sound and away from potential exposure areas for residents, staff, and visitors to seek shelter during an emergency situation.

**Shut Down**—Turning off all electricity, gas, etc. to the facility.

**Simulation**—In a simulation, personnel demonstrate at least a portion of the actual response activities that they would execute in an emergency. Drills and simulations give participants the opportunity to practice and demonstrate how they would respond to and manage a crisis. The primary difference between a drill and a simulation is that during a drill, equipment and personnel do not actually deploy.

**Single Command**—Command function in which the Incident Commander will have complete responsibility for incident management. A Single Command may be simple, involving an Incident Commander and single resources, or it may be a complex organizational structure with an Incident Management Team.
Span of Control—Span-of-control is the most fundamentally important management principle of ICS. It applies to the management of individual responsibilities and response resources. The objective is to limit the number of responsibilities being handled by, and the number of resources reporting directly to, an individual. ICS considers that any single person’s span of control should be between three and seven individuals, with five being ideal. In other words, one manager should have no more than seven people working under him/her at any given time.

Surge Capacity Assessment—Determines how many individuals the facility can safely Shelter-in-Place.

Tabletop Exercise—A tabletop exercise is a simulated emergency situation. It is a facilitated activity conducted in a conference room setting involving the discussion of a scenario by participants or a response team or teams. It is intended to evaluate plans and procedures then resolve questions of coordination and assignment of responsibility. Tabletop exercises are not concerned with time pressures, stress, or actual simulations of specific events.

Take Cover Procedure—Any situation where the safety and well-being of the residents and staff members of the facility are at risk due to an event that occurs outside of the facility can result in a decision by the Administrator and/or Incident Commander to Take Cover. Residents, staff, and visitors will be directed to Take Cover inside the facility in a safe area.

Threats—Include fire/explosion, flood, bomb threat, tornado, hurricane, severe weather, power failure, utility disruption, workplace violence, security threat, missing resident, internal hazardous materials spill/leak, pandemic episode, unknown acts of terrorism.

Tornado Warning—A tornado has been sighted in the area or is indicated by radar. Take shelter immediately.

Tornado Watch—Atmospheric conditions are right for tornadoes to potentially develop. Be ready to take shelter. Stay tuned to radio and television stations for additional information.

Transfer of Command—The process of turning over responsibility from one Incident Commander to another.

Tropical Depression—Winds less than 30 miles per hour.

Tropical Storm—Winds over 39 miles per hour, but less than 74 miles/hour.

Tropical Storm Watch—Issued when storm conditions are expected within 36 hours.

Tropical Storm Warning—Issued when storm conditions are expected within 24 hours.

Types of Evacuation

Complete/Outside Evacuation—Moving residents, staff, and visitors to a pre-designated area outside of the building.

Horizontal Evacuation—Moving residents, staff, and visitors to a safe area on the same floor (compartmentalizing through the use of rated doors and rated assemblies—smoke partitions, fire walls, etc.) into an adjacent smoke/fire compartment (Partial Evacuation).

Phase I Evacuation—Transport of the highest acuity residents traveling via ambulance. These residents will be transferring to hospitals and will be transferred first if at all possible.

Phase II Evacuation—Transport of all other residents who can travel via buses and cars.

Relocation—Moving residents to an off-campus alternate facility (may be referred to as Receiving Facility).

Staging Area—Last place to move residents before leaving the building. Residents may be sent to a staging area based on acuity level.
**Vertical Evacuation**—Moving residents, staff, and visitors off the floor, down stairs and elevators to a safe area within the facility (Partial Evacuation).

**Unified Command**—Command function in which responding agencies and/or jurisdictions with responsibility for the incident share incident management. A Unified Command may be needed for incidents involving: multiple jurisdictions, a single jurisdiction with multiple agencies sharing responsibility, multiple jurisdictions with multi-agency involvement.

**Unique Threats**—Threats that can potentially impact the facility based on the facility’s geographic location, past history, proximity to other structures and operations, proximity to transportation corridors as well as other unique factors.

**Unity of Command**—Each individual participating in the operation reports to only one supervisor.

**Workplace Violence**—“Violent acts (including physical assaults and threats of assaults) directed toward persons at work or on duty.” (National Institute for Occupational Safety and Health (NIOSH).