

Transforming
Lives

Disaster Preparedness Rule Making Communication Systems

June 15, 2022

Brian Laughlin

ALISA RCS Policy Unit



Welcome

Recap of Previous Meeting

Meeting Recap

- Main points

- Purpose and objectives of work group is to represent a diverse group of stakeholders and help develop rule recommendations for the requirements in SHB 1218
- Work plan and timeline will cover the topics of communications, visitation, safe and healthy environments, and disaster plans. The timeline may take a year or longer to complete all the rule making steps.
- Accessibility is critical piece to understand as we move forward through communications
- Many lessons to capture from COVID pandemic

All Hazards Focus to Project

All Hazards

- SHB 1218 Sections 5, 11, 16:
 1. Each (assisted living facility/nursing home/enhanced services facility) shall develop and maintain a comprehensive disaster preparedness plan to be followed in the event of a disaster or emergency, including fires, earthquakes, floods, infectious disease outbreaks, loss of power or water, and other events that may require sheltering in place, evacuations, or other emergency measures to protect the health and safety of residents.
 2. (2) The department shall adopt rules governing the comprehensive disaster preparedness plan. At a minimum, the rules must address: Timely communication with the residents' emergency contacts; timely communication with state and local agencies, long-term care ombuds, and developmental disabilities ombuds; contacting and requesting emergency assistance; on-duty employees' responsibilities; meeting residents' essential needs; procedures to identify and locate residents; and procedures to provide emergency information to provide for the health and safety of residents. In addition, the rules shall establish standards for maintaining personal protective equipment and infection control capabilities, as well as department inspection procedures with respect to the plans.

Communications Requirements

Communications Requirements

- **Sections 4, 9, 15**

- ALF, NH, and ESFs “shall be responsive to incoming communications and respond within a reasonable time to phone and electronic messages.
- ALF, NH, and ESFs “must have a communication system, including a sufficient quantity of working telephones and other communication equipment to ensure that residents have 24-hour access to communications with family, medical providers, and others, and also to allow for emergency contact to and from facility staff.”

- **Section 25**

- Resident has the right to... “Have reasonable access within a reasonable time to the use of a telephone and other communication equipment...”

Communications Requirements

- **Sections 5, 11, 16**

- The department shall adopt rules governing the comprehensive disaster preparedness plan. At a minimum, the rules must address:
 - Timely communication with the residents' emergency contacts
 - Timely communication with state and local agencies, long-term care ombuds, and developmental disabilities ombuds
 - Contacting and requesting emergency assistance

Communications Gap Analysis from SHB 1218 to Existing Rules

Summary of Gaps

- **New terms that have not been defined before**
- **Use of communications during emergencies**
- **Describing communications in disaster plans**
- **Previously communications largely limited to resident rights access to phones**
 - Other equipment is new and needs to be defined
 - Electronic messages

Break

Define Key Terms

Defining these terms will help inform scope of rule language (SHB 1218 section number)

- **Communications systems (4, 9, 15)**
 - Sufficient quantity of phones and other equipment
 - ensure that residents have 24-hour access to communications with family, medical providers, and others
 - allow for emergency contact to and from facility staff
- **Other equipment (4, 9, 15, 25)**

Defining these terms will help inform scope of rule language (SHB 1218 section number)

- Facility responsive to incoming communications (4, 9, 15)
- Facility respond within a reasonable time to phone and electronic messages (4, 9, 15)

Defining these terms will help inform scope of rule language (SHB 1218 section number)

- **Timely communication with the residents' emergency contacts (5, 11, 16)**
- **Timely communication with state and local agencies, long-term care ombuds, and developmental disabilities ombuds (5, 11, 16)**
- **Contacting and requesting emergency assistance (5, 11, 16)**

Next Steps

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- **DSHS staff conducting additional research**
- **Scope of rule making recommendations based on how we define these terms**
- **Identify potential language for the recommended rules**
- **Consensus on recommended rule language**