

# Emergency Preparedness Training

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# Introduction to Emergency Preparedness Training

This training is designed to review emergency preparedness requirements for Social Adult Day Care (SADC) programs, including relevant regulations and program standards.

The training will cover:

- Regulatory requirements outlined in Title 9 NYCRR and related guidance
- Program responsibilities for emergency planning and participant safety
- Staff roles and procedures during emergencies

# Introduction to Emergency Preparedness Training, continued

In addition to regulatory requirements, this training also includes **additional best practices and considerations** to help programs strengthen their emergency preparedness and ensure they are well prepared to respond to a wide range of emergency situations.

The goal is to support programs in maintaining **participant safety, operational continuity, and regulatory compliance.**

# Title 9 Emergency Preparedness Requirements

Under **Title 9 NYCRR §6654.20 – Program Standards**, Social Adult Day Care programs must maintain procedures and documentation to address emergency situations.

The regulation requires that:

- **The program maintains current written procedures for handling emergencies** such as **flood, fire, choking and fainting.**
- **There is a file on each participant that is easily located** listing identifiable information including the **physician's name and telephone number and family members' names and telephone numbers needed in emergencies.**

# Title 9 Emergency Preparedness Requirements, continued

- The program conducts and documents at least two fire drills each year.
- The program maintains and operates buildings and equipment in a manner which acts to prevent fire and other hazards to personal safety.
- The program provides written notification of its presence and hours of operation to the local fire department.

These requirements are part of the **Social Adult Day Services Program Standards under Title 9 NYCRR §6654.20.**

# Training Objectives

- Emergency preparedness requirements for SADC programs
- Staff responsibilities during emergencies
- Evacuation and safety procedures
- Emergency communication procedures
- How to support participants during emergencies





## Why Emergency Preparedness Matters

Participants served in SADC programs may have:

- Mobility limitations
- Cognitive impairment
- Medical needs
- Dependence on staff support

# Why Emergency Preparedness Matters, continued

Emergency preparedness helps ensure:

- Participant safety
- Staff readiness
- Continuity of services

# Program Responsibility

Programs must ensure:

- Health and safety of participants
- Written emergency procedures
- Emergency evacuation procedures
- Staff training: *Training at least annually in the use of fire extinguishers, written procedures concerning evacuation, emergency situations, and emergency telephone numbers*
- Emergency drills

# Types of Emergencies

## **Possible emergencies include:**

- Fire
- Severe weather
- Power outages
- Medical emergencies
- Building evacuation
- Transportation emergencies
- Public health emergencies
- Security threats



A close-up photograph of a person's hand holding a blue pen and writing in a notebook. The person is wearing a yellow shirt. The background is blurred, showing other people in white coats, suggesting a clinical or office setting.

# Hazard Vulnerability Assessment (HVA)

A way programs can identify risks that could impact operations is through completing a Hazard Vulnerability Assessment (HVA).

- HVAs are required under the CMS Emergency Preparedness Rule for **certain healthcare providers**.
- While completing an HVA is considered **best practice** to identify risks, programs should **confirm requirements with their Managed Care contractors**.
- HVAs can help guide emergency planning, training, and preparedness activities.

# Emergency Preparedness Plan Components

A strong emergency preparedness plan includes:

- Hazard vulnerability assessment
- Communication plan
- Evacuation procedures
- Continuity of care plan
- Emergency contact lists
- Staff training



# Emergency Communication Plan

Programs must maintain procedures for notifying:

- Participants
- Caregivers
- Staff
- MLTC / MAP plans
- NYSOFA
- Authorities when necessary

**Notification of NYSOFA and/or the MLTC / MAP plan will depend on the program's funding source.**

# Emergency Communication Plan, continued

Communication methods  
may include:

- Phone calls
- Text alerts
- Email notifications



# Emergency Contact Lists

Programs must maintain updated contacts for:

- Participants
- Caregivers
- Staff supervisors
- MLTC care managers
- Emergency services

Contact lists should be reviewed regularly.

# Emergency Evacuation Binder

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Regulatory Requirement:  
Programs must have a file with information for each participant that is easily located listing identifiable information including physician's name and telephone number and family members' name and telephone numbers, needed in emergencies.



# Emergency Evacuation Binder, continued

Contents may also include:

- Staff contact list
- Emergency procedures
- MLTC contacts
- Community Partners list, including local shelter information
- Incident forms

# Community Partners and Emergency Contacts

Social Adult Day Care programs can maintain a Community Partners List that includes key organizations and agencies that may assist during emergencies or service disruptions.

# Community Partners and Emergency Contacts, continued

Community partners may include:

- County Emergency Management Office
- Local Fire Department and Emergency Medical Services (EMS)
- Police Department
- County Department of Health
- Area Agency on Aging
- Local hospitals or health systems
- Utility companies or building management (if applicable)
- Local Shelter information

# Community Partners and Emergency Contacts, continued

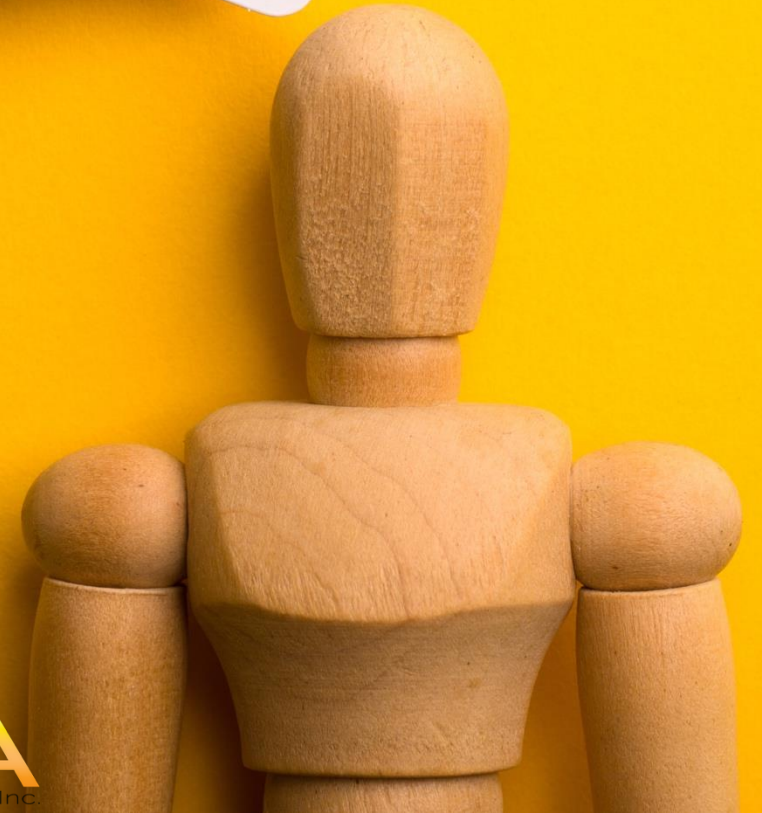
Maintaining a Community Partners List helps programs coordinate emergency response, access resources, and support participant safety.

# Where to Find Emergency Contact Information

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Emergency contact information can typically be found through:

- County Emergency Management websites
- Local government websites
- County Department of Health websites
- Area Agency on Aging offices



# Where to Find Emergency Contact Information, continued

For New York programs, emergency management contacts can also be found through:

- New York State Division of Homeland Security and Emergency Services (DHSES)
- Local county emergency preparedness websites

# Documentation and Maintenance

Programs should maintain these contacts in:

- The Emergency Contact List
- The Emergency Evacuation Binder
- The Emergency Preparedness Plan

Contact information should be reviewed and updated periodically to ensure accuracy.

# Fire Department Notification

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*Regulatory Requirement: The Program must provide written notification of its presence and hours of operation to local fire department.*

Programs must notify the local fire department when opening the program, so emergency responders know the program operates at the location.





# Regulatory Requirement

**Programs funded by NYSOFA and/or AAA are required to send an annual letter to the fire department including:**

- Program location
- Program hours
- Average daily attendance
- Number of staff
- Special evacuation considerations

## **Example:**

- Program located on second floor with elevator access, number of participants needing assistance to evacuate the building



# Emergency Decision Authority

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Emergency plans should identify who has authority to make decisions, including:

- Program closures
- Program cancellations
- Evacuation decisions
- Emergency communications

Typically assigned to the Program Director or Executive Director.

# Program Cancellation Procedures

Emergency plans should address:

- Weather-related closures
- Safety hazards
- Transportation disruptions

# Program Cancellation Procedures, continued

Programs should have procedures to notify:

- Participants
- Caregivers
- Staff
- Transportation providers



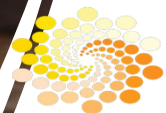
# Continuity of Care

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Emergency plans must address:

- Essential services during emergencies
- Participant supervision
- Medication needs
- Nutrition services

Programs should determine which services must continue during emergencies and communicate with the MLTC care manager and/or NYSOFA depending on the SADS programs funding sources.





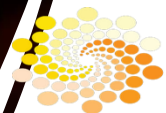
# Client Welfare Checks

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When services are disrupted, programs may conduct welfare checks.

Examples:

- Phone calls to participants
- Contacting caregivers
- Coordination with MLTC care managers



# Participant-Specific Emergency Planning

Emergency planning must consider individual participant needs.

Examples:

- Mobility limitations
- Cognitive impairment
- Medical conditions
- Assistive devices
- Medication needs
- Living arrangements, whether they live alone etc.

# Emergency Roles and Responsibilities

During an emergency, staff must know their roles.

Program Director / Supervisor:

- Coordinates emergency response
- Communicates with authorities
- Makes closure decisions

# Emergency Roles and Responsibilities, continued

## Direct Care Staff:

- Assist participants
- Supervise evacuation
- Provide reassurance

## Front Desk Staff:

- Retrieve emergency contact list
- Bring Emergency Evacuation Binder

# Evacuation Procedures

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Staff should know:

- Emergency exit routes
- Assembly locations
- Evacuation procedures
- Headcount procedures



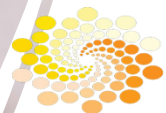


# Evacuation Support for Participants with Mobility Limitations

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Staff must assist participants who:

- Use wheelchairs
- Use walkers or canes
- Have limited mobility
- Have cognitive impairments



# Evacuation Support for Participants with Mobility Limitations, continued

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Evacuation planning must consider:

- Staffing levels
- Floor location
- Building layout
- Safe evacuation methods



# Fire Safety

Programs must maintain:

- Fire alarms
- Fire extinguishers
- Clear exit pathways
- Fire evacuation plans



# Fire Drill Requirements

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*Regulatory Requirement: Fire drills must be conducted:*

- *At least two times per year*
- *Every six months*

Drills should occur during program hours with participants present.



# Safety Equipment Inspections and Maintenance

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Requirement: The Program maintains and operates buildings and equipment in a manner which acts to prevent fire and other hazards to personal safety.



Social Adult Day Care programs must ensure that all safety equipment is properly maintained and operational to protect participants and staff.

# Safety Equipment Inspections and Maintenance, continued

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Programs should conduct regular safety checks of equipment including:

- Fire alarm systems
- Fire extinguishers
- Smoke detectors
- Carbon monoxide or gas detectors
- Emergency lighting
- Exit signs



# Safety Equipment Inspections and Maintenance, continued

## Inspection and Documentation:

- Safety checks should be conducted regularly according to manufacturer and local regulatory requirements.
- Inspections should be documented in a safety log or maintenance log.
- Logs should include:
  - Date of inspection
  - Equipment checked
  - Condition of equipment
  - Staff member conducting the inspection
  - Any corrective actions taken

# Safety Equipment Inspections and Maintenance, continued

Compliance:

All safety equipment must comply with:

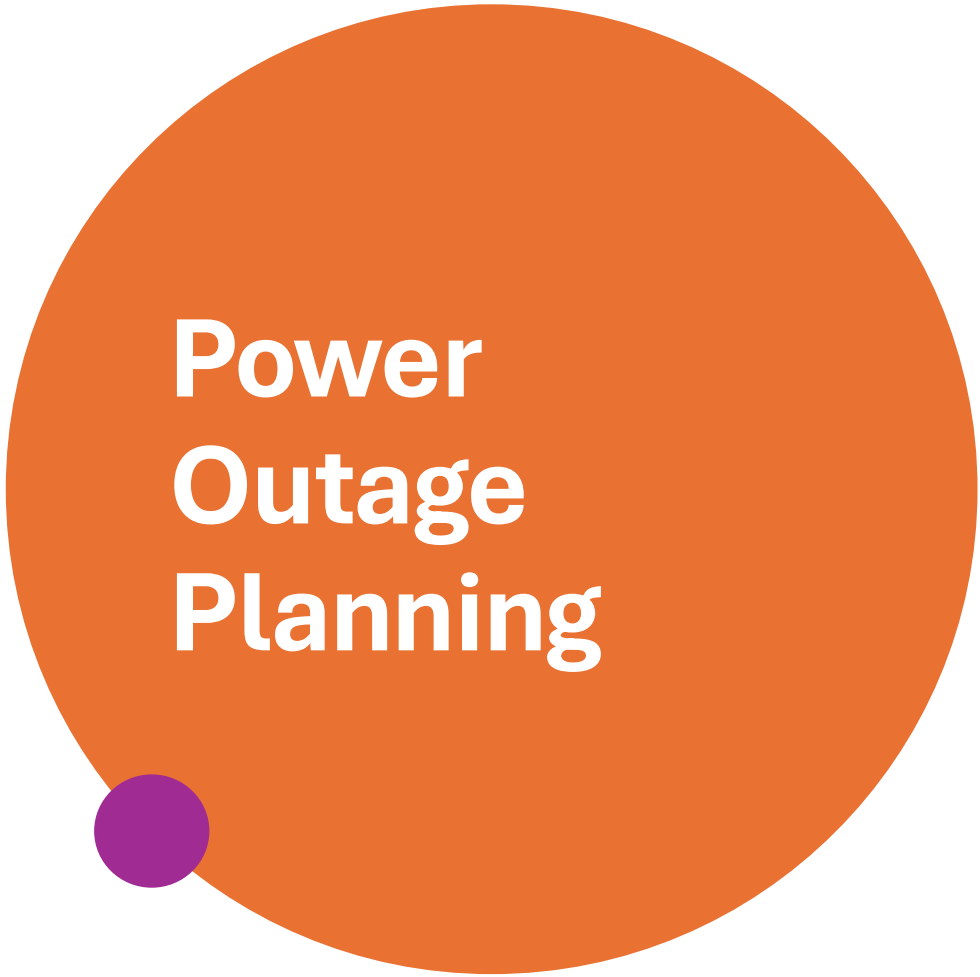
- Local building and fire codes
- FDNY regulations (for NYC programs)
- Landlord or building management requirements

Maintaining and documenting safety checks helps ensure the program is prepared for emergencies and compliant with safety regulations.

# Additional Emergency Drills

Best practice is to conduct additional drills including:

- Severe weather
- Power outages
- Active threat / active shooter
- Partial evacuation
- Elevator failure



# Power Outage Planning

Emergency plans should address:

- Lighting
- Building safety
- Participant supervision
- Communication procedures

# Participants Using Medical Equipment

## **Emergency planning should consider participants using:**

- Personal Emergency Response Systems (PERS)
- Medication dispensing devices
- Durable medical equipment

Plans should address power outage risks.



# Active Shooter/Active Threat Preparedness

There is no specific Title 9 regulation requiring active shooter procedures, but NYC Aging guidance recommends planning for these scenarios.

When planning for active threat emergencies, programs should consider:

- Participants with **limited mobility**
- Participants with **cognitive impairment**
- Safe **lockdown or shelter-in-place procedures**
- Staff supervision and accountability of participants
- Communication with **911 and emergency responders**

# Active Shooter/Active Threat Preparedness, continued

Emergency preparedness plans should prioritize **participant safety and staff coordination during any security incident.**

Reference:

- FDNY Active Shooter and Medical Emergency Preparedness Curriculum
- <https://www.nyc.gov/assets/fdny/downloads/pdf/business/cof-f58-f59-active-shooter-and-medical-emergency-preparedness-curriculum.pdf>

# Emergencies During Transportation

Emergencies may occur while participants are **being transported to or from the program** or during **community outings**.

Programs should have procedures to address transportation emergencies, including:

- Vehicle accidents
- Medical emergencies during transport
- Severe weather conditions
- Vehicle breakdowns
- Road closures or other transportation disruptions

Staff and transportation providers should prioritize **participant safety and immediate communication**.

# Transportation Emergency Procedures

**During a transportation emergency:**

- 1. Call Emergency Services:** Contact **911** for serious accidents or medical emergencies.
- 2. Notify the Program Immediately:** Transportation staff should notify the program supervisor or director.
- 3. Contact Caregivers:** Program staff to Inform caregivers if transportation delays, accidents, or medical emergencies occur.
- 4. Coordinate with Emergency Responders:** Provide participant information if medical assistance is needed.

# Program Responsibilities

## Programs should:

- Maintain contact information for transportation providers
- Train drivers on emergency protocol
- Ensure drivers have emergency contact numbers for the program



# Cybersecurity and Emergency Preparedness

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## Current Regulations:

The Social Adult Day Care regulations (Title 9 NYCRR §6654.20) do not specifically address cybersecurity requirements.

However, cyber incidents such as:

- Ransomware attacks
- System outages
- Phishing attacks
- Data breaches



# Cybersecurity and Emergency Preparedness, continued

Can disrupt program operations and affect:

- Participant records
- Communication systems
- Scheduling and billing systems
- Coordination with contractors, e.g. MLTC plans, AAA's, NYSOFA, or other grants.

Cybersecurity incidents should be treated as operational emergencies that may impact service delivery and participant information.

# Cybersecurity Guidance and MLTC Coordination

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New York State has issued cybersecurity guidance to healthcare providers.

For example, New York State Department of Health highlights the importance of:

- Monitoring for cybersecurity threats
- Maintaining operational continuity
- Reporting incidents when appropriate

# Cybersecurity Guidance and MLTC Coordination, continued

## Programs should:

- Contact all funders if a cyber incident affects operations or data sharing.
- Follow any cybersecurity policies or reporting requirements required by their health plans.
- Ensure staff understand how to report suspicious emails or system disruptions.
- Follow HIPAA breach notification requirements if PHI is involved

## Reference:

- NYS Department of Health DAL NH 24-18  
[https://www.health.ny.gov/professionals/nursing\\_home\\_administrator/dal/docs/dal\\_nh\\_24-18.pdf](https://www.health.ny.gov/professionals/nursing_home_administrator/dal/docs/dal_nh_24-18.pdf)

# Local Cybersecurity Resources and Reporting

Programs should also check whether local agencies provide cybersecurity reporting guidance or assistance, including:

- Area Agency on Aging
- County or City Emergency Management Offices
- Local government IT or cybersecurity offices

# Local Cybersecurity Resources and Reporting, continued

Some local jurisdictions may provide:

- Cyber incident reporting guidance
- Technical assistance
- Emergency response coordination for cyber events

Programs should identify these contacts as part of their Community Partners List and Emergency Preparedness Plan.



# Cybersecurity Risk to Healthcare Providers

Federal agencies have warned that healthcare providers are frequent targets of cyberattacks.

The Federal Bureau of Investigation (FBI) regularly alerts healthcare organizations that they are at increased risk of:

- Ransomware attacks
- Data theft
- Disruption of healthcare services

# Cybersecurity Risk to Healthcare Providers, continued

Healthcare providers should remain vigilant and report suspected cyber incidents to appropriate authorities.

Cybersecurity awareness helps protect:

- Participant information
- Program operations
- Continuity of care

Cybersecurity preparedness is increasingly considered an important part of overall emergency preparedness for healthcare and community-based service providers.

# NYC Advance Warning System (AWS)

Organizations serving individuals with disabilities in NYC can register for the NYC Advance Warning System (AWS).

AWS alerts organizations to:

- Severe weather
- Transportation disruptions
- Utility outages
- Public health emergencies

Organizations can relay alerts to participants and caregivers.



# NYC Advance Warning System (AWS), continued

**NYC Advance Warning System (AWS) Contact:**

**Program:** NYC Advance Warning System (AWS)

**Agency:** NYC Department of Health and Mental Hygiene (DOHMH)

**General Email:** [aws@health.nyc.gov](mailto:aws@health.nyc.gov)

**AWS Registration/Information:** <https://www.nyc.gov/site/doh/health/emergency-preparedness/aws.page>

**Subscription Link:**

<https://www2.pardot.health.nyc.gov/e/944933/aws/pm3pk/881367535/h/W2UE6pPlqgZEK4PLuGcMgRsK0GL6JR05xQUxWni6W1U>

# Resources

**NYSOFA Local Offices:** <https://aging.ny.gov/local-offices>

**Find Your Local Emergency Management Office:** <https://www.dhSES.ny.gov/county-emergency-management-offices>

**Division of Homeland Security and Emergency Services Safety and Prevention Access & Functional Needs:** <https://www.dhSES.ny.gov/access-functional-needs>

# Resources, continued

## NYC Resources:

- Enroll in the City's [Notify NYC](#) messaging system.
- [Prepare for power outages if you depend on Life Sustaining Equipment](#)
- [Download NYC Emergency Management guides](#)
- NYC Emergency Management's [Hurricane Evacuation Zone Finder tool](#)
- Ready.gov: [Take Control, Disaster Preparedness Guide for Older Adults](#)
- [American Red Cross, Greater New York](#)
- [Getting Care After the COVID-19 Public Health Emergency](#)

# Key Takeaways

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Emergency preparedness ensures participant safety, staff readiness, continuity of services, and regulatory compliance.

Every staff member plays an important role in protecting participants during emergencies.

**If a program has specific questions about emergency preparedness requirements, they should contact their funding sources for clarification and guidance.**

