

MEMORANDUM

October 19, 2010

TO: Health and Human Services and Public Safety Committees

FROM: *KL* Keith Levchenko, Senior Legislative Analyst
Linda McMillan, Senior Legislative Analyst *LMC*

SUBJECT: **Discussion:** PEPCO Power Outages – Impacts On and Assistance To Vulnerable Populations

Expected for this session:

Kim M. Watson, Vice President for Maryland Affairs, PEPCO
Donna L. Mann, Process Manager, Planning and Managing Customer Satisfaction
George R. Gaiser, Manager, Emergency Management (PEPCO)
Chief Richard Bowers, Montgomery County Fire and Rescue Service
John Kenney, Chief, Aging and Disability Services, Department of Health and Human Services
Clark Beil, Senior Administrator, DHHS Licensure and Regulatory Services

This past August, following the severe storms that caused extended power outages, Councilmember Nancy Navarro wrote to PEPCO, the Department of Health and Human Services, and Fire and Rescue Services about calls she received regarding whether there was a way to prioritize restoration of power to the elderly or people who are vulnerable because of an illness or health condition. At that time, Councilmember Navarro asked the chairs of the Health and Human Services and Public Safety Committees if they would schedule a joint Committee discussion on this topic. Councilmember Navarro's memo is attached at © 1-2.

In September, Chief Bowers and DHHS Director Ahluwalia provided a response to the questions raised by Councilmember Navarro (© 3-5). The memo notes that the development of any immediate restoration list that is made based on a person's medical condition will need to be

in compliance with provisions of the Health Insurance Portability and Accountability Act (HIPPA). It also notes that DHHS case managers are able to contact their senior and disabled clients to check on whether emergency arrangements that are a part of their care plan are being met. Lastly the memo shares that, while Fire and Rescue will always respond to residents with life-threatening emergencies, asking Fire and Rescue to contact PEPCO will likely complicate, rather than speed up, the restoration of service.

Council staff has asked those attending this session provide the joint Committee with responses to the following questions.

1. Please provide an overview of PEPCO's Emergency Medical Equipment Notification Program. How does one apply, how does PEPCO decide whether to put someone on the list? Who qualifies to be on the list? What does it mean to be on the list? How many people are on the list currently?
2. How does PEPCO alert people in this program to scheduled outages and to severe storm warnings? How does PEPCO find out if someone in this program has lost power to his or her home?
3. Please provide any list PEPCO has of priority facilities for restoration in Montgomery County (such as hospitals, nursing homes, water treatment plants, etc)? How does PEPCO utilize this list during power outage restoration work?
4. How does PEPCO prioritize requests for individual households that need immediate restoration versus requests for priority restoration to larger facilities such as nursing homes, water treatment plants, hospitals, etc...?
5. In the instance of smaller or more localized outages, when PEPCO knows that it cannot restore power to a household on the "immediate restoration list" within a reasonable period of time (within 24 hours?), does PEPCO contact the resident and/or another County agency to set in motion alternative plans to meet the resident's critical needs. Are alerts sent out to notify the household about the estimated time for power restoration?
6. In a large outage, does PEPCO have the capacity to communicate with each individual on the "immediate restoration" list? If not, how does PEPCO communicate with County residents about how to prepare for an extended outage?
7. In the event of a long-term outage and transportation difficulties (such as last winter's snow storms), what is the ability of Police and Fire and Rescue to transport residents to shelters, hospitals, etc. to meet persons' medical needs?
8. Chief Bower's and DHHS Director Ahluwalia's response to Councilmember Navarro it is noted that DHHS case managers communicate with 300+ senior and disabled clients that receive personal care services during power outages. Is it possible for DHHS to expand this communication effort to include other medically vulnerable residents who may need to be contacted during a prolonged power outage?

9. Is it possible for the County to establish a volunteer driver program to provide transport to vulnerable residents? What issues need to be addressed?
10. What lessons have we learned about identifying and helping medically vulnerable residents during prolonged outages?
11. What expectations should medically vulnerable County residents have regarding the restoration of power during major outages and the provision of services to these residents during extended outages?

Also attached to this packet are the brochure, "Emergency Medical Equipment Notification Program," that is provided on the PEPCO website (©6-7 and http://www.pepco.com/_res/documents/SpecialNeedsPepco09.pdf) and the Montgomery County publication "Emergency Preparedness Checklist for Case Management and Home Care Services" which is attached at © 8-15 and can be found on the County website at: <http://www.montgomerycountymd.gov/hhstmpl.asp?url=/content/hhs/phs/APC/preparedness.asp> This publication assists those providing home care to medically vulnerable people with planning for emergencies.



MONTGOMERY COUNTY COUNCIL
ROCKVILLE, MARYLAND

Nancy Navarro
District 4

M E M O R A N D U M

TO: Kim Watson, Vice President, Maryland Affairs, PEPCO
Uma Ahluwalia, Director, Department of Health and Human Services
Chief Richard Bowers, Montgomery County Fire & Rescue Service

FROM: Councilmember Nancy Navarro

CC: Councilmember George Leventhal
Councilmember Phil Andrews

DATE: August 2, 2010

I am writing to you regarding Pepco's outage response in cases involving residents with life-threatening health issues.

After last Sunday's storm, I was contacted by a constituent in the Glenmont area who was concerned that his neighbor, an extremely ill senior, was without power for several days. When my office was finally able to put this constituent in touch with a Pepco representative, he was informed that his neighbor was on an "immediate restoration" list due to his health issues, but that he had somehow been "missed" along with a number of other residents on the list.

My office received similar calls during this year's blizzards from constituents expressing concern for their elderly and disabled neighbors. Although I have been assured during Council briefings after both the blizzards and the recent storm that there is cooperation between Pepco and other agencies during emergencies, I have questions regarding the efficacy of this coordination. I have also heard conflicting information regarding the nature and purpose of the lists maintained by Pepco of residents with serious health issues.

For these reasons, I respectfully request a detailed explanation of Pepco's coordination with the Montgomery County Department of Health and Human Services and Fire & Rescue Service to identify and address the needs of our most vulnerable residents during power outages. In particular, please explain the measures taken to ensure that these residents are given timely and adequate information and receive priority restoration and/or appropriate medical assistance. Finally, describe the actions being

taken by Pepco, HHS and MCFRS to ensure that potentially devastating incidents, like the one I describe above, do not recur.

I have copied Councilmembers Leventhal and Andrews, and request that they convene a joint briefing of the HHS and Public Safety committees in order to fully explore the issues I have outlined above.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact me or my Chief of Staff, Miti Figueredo, at (240) 777-7953.



MONTGOMERY COUNTY FIRE AND RESCUE SERVICE

Isiah Leggett
County Executive

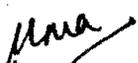
Richard R. Bowers
Fire Chief

MEMORANDUM

September 7, 2010

TO: Councilmember Nancy Navarro
Montgomery County Council

FROM: Richard R. Bowers, Fire Chief 
Montgomery County Fire and Rescue Service

Uma Ahluwalia, Director 
Department of Health and Human Services

SUBJECT: Response to Councilmember Navarro's Memo

We thank you for the opportunity to respond to your inquiry regarding PEPCO's outage response in cases involving residents with life-threatening health issues. Please consider the following information.

Pre-Event Preparation and Planning

Emergency preparedness of first responders and residents is a 365 day a year process. Activities range from presentations at senior residences, community centers, training of public and private agencies serving at risk populations and dissemination of information via newsletters, literature, the County's home page and other websites. (For a list of resources available, see the Department of Health and Human Services, Public Health Emergency Preparedness and Response, Advanced Practice Center website at www.montgomerycountymd.gov/apc ; Click "Vulnerable Populations")

When there is advanced information regarding a pending severe weather event, PEPCO, MCFRS and DHHS (along with a host of County departments, utility companies, municipalities and the American Red Cross as members of the Emergency Management Group) participate in conference

Office of the Fire Chief

planning calls convened by the Director, OEMHS, to anticipate weather/event impact on the general population with specific concern for vulnerable/at risk populations. Preliminary identification of shelter facilities is made (these plans are necessarily tentative as the opening of a shelter is contingent upon a supply of power, access, etc. which can only be determined closer to the event). When activated to the OEMHS Emergency Operations Center (EOC) PEPCO representatives, MCFRS and DHHS personnel remain in close proximity and maintain communication for the duration of the event. PEPCO is notified of power outages involving healthcare facilities (hospitals, skilled nursing facilities, assisted living facilities, group homes) and at-risk individual residents that come to MCFRS and/or DHHS attention. DHHS case managers contact its 300+ senior and disabled clients receiving home/personal care services to ensure that the emergency arrangements established in their care plan can be activated and that the items required to "shelter in place" are at hand.

Prior to the July 25th severe storm, Fire and Rescue had no prior involvement in the pre-event identification of vulnerable residents during power outages with either PEPCO or HHS. Though there have been recent discussions regarding the development of a registry of "priority restoration residents" (i.e., residents with complex medical needs and/or life support technologies requiring electrical power), Fire Rescue believes the pre-event development and screening for this list is solely a PEPCO function that must be coordinated with individual customers that will likely require HHS funneling residents into the PEPCO process. The development of an "immediate restoration" list based upon resident's medical vulnerability has potential for violation of the Health Insurance Portability and Accountability Act (**HIPAA**) of 1996. Although an excellent idea this will need to be researched to see if it is possible to implement, and as important, how this ever changing information would be maintained.

Operational Plans

In any case involving residents with life-threatening health issues in which 911 is called by an individual, fire and rescue always responds immediately to assist the patient. FRS personnel continually provide services to residents that are in immediate need of power restoration during an emergency. FRS personnel take the necessary steps to assist the resident in moving to a facility that can fully support their needs and notifies PEPCO through the EOC if it is activated. This is the core reason and action for early Emergency Operations Center (EOC) activation and the timely opening of one or more "special needs" shelters. Fire and Rescue, HHS and OEMHS implemented this exact process during the blizzards of 2009 and 2010.

Fire Rescue believes the process of directly notifying PEPCO of an "immediate restoration" resident that is without power will only complicate and delay the power restoration process overall. As with any large scale incident, notifications to PEPCO should be limited to critical life safety issues of live

Downed wires, fires involving live downed wires, and other higher priority life safety emergencies.

DHHS and OEMHS have frequently convened advisory subcommittees of both the Commission on Aging and the Commission on People with Disabilities to help guide emergency preparedness efforts. Recent USAI funding has enabled us to focus specifically on Emergency Planning for Special Populations which includes training of shelter staff and the initiation of a Special Needs Emergency Preparedness Advisory Panel comprised of individuals with disabilities and seniors.

Thank you for your interest in our residents with special needs. However we can be of further help, please contact us directly. Thank you!

Frequently Asked Questions

Is restoration priority given to customers on life support?

Special needs customers, including those who rely on life-support equipment, are located in neighborhoods everywhere throughout our service area. During a major power outage, it is not possible to correct problems at individual locations before main substations and power lines are restored.

Our restoration process uses a system of priorities that have been developed taking into account public safety, community needs and the nature of the electric distribution system. Generally, the sequence is as follows:

1. Downed live wires or potentially life-threatening situations and public health and safety facilities without power,
2. Transmission lines serving thousands of customers,
3. Substation equipment,
4. Main distribution lines serving large numbers of customers,
5. Secondary lines serving neighborhoods,
6. Service lines to individual homes and businesses.

Individuals with special needs are therefore urged to make emergency arrangements ahead of time to prepare for extended outages when a major storm threatens.

When the power is out, what is the best way to protect my food and refrigerated medicine?

The best way to protect food and medicine is with regular ice in an insulated cooler. Ice is inexpensive, easy to use and readily available from a number of retail sources. It is also the best way to preserve medicines that must be refrigerated.



What can you tell me about portable generators?

The most important consideration is safety - improper use of portable generators can be deadly due to the carbon monoxide from the generator exhaust and the potential for electrical shock from improperly connecting the generator to a home wiring system. Portable generators should never be operated indoors, in an attached garage or near open windows and doors. Individual appliances should be plugged into the generator using appropriately sized, outdoor-rated cords.

If you plan to connect a generator to your home wiring, first have an electrician install a transfer switch in accordance with National Electric Code requirements to prevent electricity from feeding back into electric lines. Failure to properly connect your generator to your house wiring could cause back feed on our power lines and endanger our line workers and others. **Never plug a portable generator into an electrical outlet in your home.**

If you decide a generator is right for you, determine how many appliances you will run at the same time and select your generator based on the total wattage required, including appliance motor start-up requirements. Compare brands and models, determine where you will store the generator, and see your generator dealer for assistance selecting a model that is the right size for your needs. And remember, most portable generators will not run your central air conditioner or electric heat pump.

pepco.com

For the latest information during a storm, go to pepco.com, where you can also download copies of our outage brochure, *Weathering the Storm*.

Other Resources

Federal, state and local emergency management agencies provide useful information on emergency preparedness.

Federal Emergency Management Agency (FEMA)
1-800-480-2520 www.fema.gov

District of Columbia
Emergency Management Agency
202-727-6161 www.dcema.dc.gov

Maryland Emergency Management Agency
1-877-MEMA-USA
www.mema.state.md.us

American Red Cross
Call your local chapter
www.redcross.org

Important Phone Numbers

Customer Care
202-833-7500

Outages
1-877-PEPCO62 (1-877-737-2662)

Emergencies 202-872-3432
(wires down, struck pole, burning wires, life-threatening situations)

TTY 202-872-2369

Servicio en Espanol 202-872-4641

Fax Medical Certification Form to:
1-800-461-9737



pepco.com

202-07-09.Pepco



Special Needs



Emergency Medical Equipment Notification Program

Severe Storm Notification

Plan Ahead for Emergencies

Safety Tips

Important Phone Numbers



Your life. Plugged in.™

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Emergency Medical Equipment Notification Program

We care about our customers and recognize that some face special challenges. For customers who rely on electricity to power life-support equipment in their homes, such as respirators or kidney dialysis machines, Pepco offers the Emergency Medical Equipment Notification Program. This program provides advance notice of scheduled outages and severe weather alerts to customers who depend on electricity for emergency medical and life-support equipment.

Services available to qualified participants who enroll in this program include:

- an information package to help you prepare for emergencies,
- notification of **scheduled outages** in your area, and
- notification of severe storms such as hurricane warnings that could lead to extended outages on our electric system.

Please note that since special needs customers are located throughout our service area, it is not possible to give priority to these customers following storm outages.

To enroll, please go to our Web site or contact Customer Care representatives to obtain the necessary certification form for you and your physician to complete and fax or mail back to us.

In every case, we want to make sure our customers have information to help them plan for emergencies, and you will find this brochure also contains information and tips to help you prepare.



Description of Program Services Information Package

Pepco will send out an annual package of information to help customers with special medical needs plan for emergencies.

Scheduled Outage Notification

Scheduled outages occur when Pepco plans ahead to turn the power off to a part of the electric system in order to perform maintenance or construction on that section of line. Once customers are enrolled in the Emergency Medical Equipment Notification Program, they would be given as much advance notice as possible of any scheduled outages that might affect their electric service.

Severe Storm Notification

We cannot guarantee advance notice of outages in the event of a storm emergency or any other unplanned outage, but when possible we will provide notification of the potential for widespread outages due to forecasted severe weather or other potential system problems.

When a severe weather alert such as a hurricane warning is posted for our service area, Pepco will telephone customers who are enrolled in our Emergency Medical Equipment Notification Program. The message will remind participants that there is a potential for widespread outages and they should prepare to implement their storm contingency plan if extended outages occur.

Plan Ahead for Emergencies

Occasional power outages are unavoidable and we encourage all customers to plan ahead for storms or any type of emergency situation.

It is important that customers with special medical needs or their caregivers take responsibility

to make arrangements ahead of time to prepare for potentially long-lasting interruptions in electric service. Because customers who depend on life-support equipment are spread throughout all parts of our service area, it's not possible to provide restoration priority to individual medical needs customers when there are power outages.

Customers who use life-support equipment that requires electricity to operate should identify a location with emergency power capabilities, and make plans ahead of time to go there or to a health care facility during a prolonged outage. One alternative would be to ask a relative or friend who has power if you can stay with them.

Another option is to research whether or not a portable generator is appropriate for your situation. Contact your physician to discuss other alternatives. Customers who experience medical distress due to a power outage should seek medical assistance.

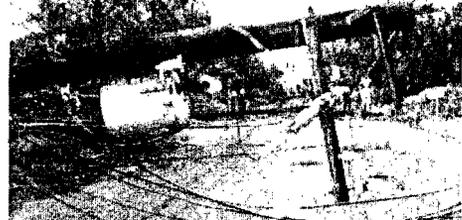
Whatever the cause of a power outage, we understand the inconvenience and hardship that loss of power presents, and greatly appreciate your patience as we work to restore service as quickly and safely as possible.

What You Can Do Now

Planning ahead is essential for everyone. Here are some things you can do right now to prepare:

- Assemble a "storm kit." Include a battery-operated radio or television, flashlight, a first-aid kit, battery-powered or windup clock, extra batteries, an insulated cooler and a list of important and emergency phone numbers.
- Keep at least a 3-day supply of nonperishable foods and bottled water and have a hand-operated can opener available.
- Check your supplies of medications, prescription drugs and any special health need items such as contact lens supplies or infant supplies.

- Make a plan and gather supplies for your pet or service animal.
- Make sure you have a telephone with a cord or cell phone to use as a backup. Cordless telephones require electricity to operate, and won't work if there is an outage.
- Protect your electronic equipment. Plug computers and other sensitive equipment into surge suppressors, and consider a UPS (uninterruptible power supply) for temporary battery back-up power.



Safety Tips

If you see a downed power line, stay away from it. Assume that all downed power lines are live and extremely dangerous. Don't touch any person or object that is in contact with a power line; the current could flow through you, causing serious injury or death. Immediately call Pepco at 202-872-3432 to report downed wires and call 911 if there is an emergency such as a fire or for medical assistance.

Also

- Never attempt to remove trees or limbs from any utility line. Assume all objects touching a power line are energized.
- If you have a flooded basement in your home, never attempt to turn off power or operate circuit breakers while standing in water.

2



**Public Health Emergency
Preparedness and Response**
MONTGOMERY COUNTY, MD

Plan to be safe.



Preparedness Checklist
**for Case Management
and Home Care
Services**

Case management personnel comment on emergency planning:

“90% of my clients feel comfortable with their emergency plans – if they had to evacuate. Most, if not all, have extra food, water, medications and hygienic materials to handle several days in place [in part, as a consequence of this exercise].”

—Case Manager

“Planning ahead with your staff and clients makes good sense so you are prepared in case of inclement weather or a biohazard event. Our clients are now more aware and prepared to shelter in place as a result of this effort by our case managers.”

—Supervisor of Case Management Program

GOALS AND USES

The Montgomery County, Maryland Advanced Practice Center for Public Health Emergency Preparedness and Response is pleased to provide public health professionals with this Emergency Preparedness Checklist. The Checklist is designed to ensure that clients receiving home care and case management services have a conversation, develop an emergency plan, and gather a three days or more supply of nine essential items in preparation for an emergency event.

The tool has been proven to be useful for:

- Integration of emergency preparedness into every day public health practice
- Preparation of vulnerable populations
- Measurement of personal preparedness

Although case management and home care services vary by jurisdiction, public health professionals and local, state, and federal agencies can view the Checklist as a template that is readily adaptable to their needs and uses. Needs may vary depending upon the vulnerable population being served.

BACKGROUND



Public Health and Aging and Disability Services of Montgomery County, Maryland Department of Health and Human Services developed

a Checklist for case managers, certified nursing assistants (CNAs), and other home care personnel as part of a broader planning and education effort to integrate emergency preparedness into daily public health functions and to prepare vulnerable populations. Through a Montgomery County Committee on Vulnerable Populations and Emergency Preparedness, the need was identified to help prepare vulnerable populations for emergency events. Research has found that public health agencies that have made preparedness more a part of every day public health functions, have improved public health preparedness overall.¹ The Department of Health and Human Services, Aging and Disability Services, Home Care Program and Social Services to Adults Program, and the Public Health Emergency Preparedness and Response Program assembled a workgroup to develop a tool to integrate preparedness into its every day case management and home care services as a means to increase preparedness among vulnerable populations.

¹ Lurie, N., Wasserman, J., and Nelson, C. (2006). Public health preparedness: Evolution or revolution. *Health Affairs*, 25(4), 935-945.

The Home Care Program provides certified nursing assistant services to vulnerable populations such as: frail seniors, adults with disabilities, adults and families with children at risk for abuse and neglect. Services may include but are not limited to: personal care (bathing) assistance and/or chore services (light housekeeping, laundry, shopping, meal preparation, etc.).

The workgroup developed an Emergency Preparedness Checklist to assess the effectiveness of case managers and the CNAs in assisting clients served by the Home Care Program to develop an emergency plan and obtain a three days supply of nine essential items necessary for an emergency event. These steps are based upon Montgomery County's *Plan to Be Safe* Campaign. (www.montgomerycountymd.gov/apc)

EFFECTIVENESS

The workgroup pilot tested the Emergency Preparedness Checklist with case managers and CNAs who were merit county employees. A “train the trainer” session was provided for the target staff on the fundamentals of Montgomery County's *Plan to Be Safe* Campaign by the Public Health Emergency Preparedness and Response Program. The CNAs completed the Checklist for each client and participation was voluntary. Clients who

Continued inside back cover ►



Emergency Preparedness Checklist

for Case Management and Home Care Services

CLIENT INFORMATION

Name _____

Address _____

Phone _____

Email _____

OTHERS IN HOUSEHOLD

Name	Age	Relationship
1		
2		
3		
4		
5		

CASE MANAGER INFORMATION

Name _____

Phone _____ Email _____

Date Initiated _____



See Tips on Using This Checklist inside the back cover for some helpful hints

Emergency preparation is a three-step process that *anyone* can—and should—do.

● Have a conversation

- 1 Why plan for an emergency? (peace of mind • safety • survival) _____
- 2 Talk about the most likely events. (disease • fire • flood • weather • mass transit accident • HAZMAT spill • terrorism) _____
- 3 Where to meet? (friend • relative • landmark • in town • out of town) _____
- 4 Will you stay or go? (go to a shelter • shelter-in-place • another safe place) _____
- 5 Child care? (by whom • where • their needs) _____
- 6 Pet care? (by whom • where • their needs) _____
- 7 Elder care? (by whom • where • their needs) _____
- 8 Additional needs? (medications • children's needs • other family members who need special assistance) _____



 **Make a plan**

PERSONAL INFORMATION

Name _____
Address _____

Phone _____
Cell Phone _____
Birth Date _____

LOCAL CONTACT

Name _____
Relationship _____
Address _____

Phone _____
Cell Phone _____

OUT-OF-STATE CONTACT

Name _____
Relationship _____
Address _____

Phone _____
Cell Phone _____

NEAREST RELATIVE

Name _____
Relationship _____
Address _____

Phone _____
Cell Phone _____

PETS CARED FOR BY

Name _____
Address _____

Phone _____
Cell Phone _____

MEETING PLACES

Outside your home

Outside your neighborhood

MEDICATIONS

Make a kit

Plan 9

The Nine Essential Items for Emergency Preparedness

Water



Food



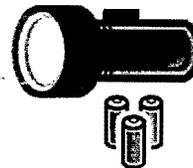
Clothes



Medications



Flashlight



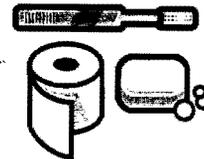
Can Opener



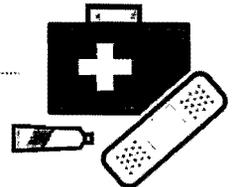
Radio



Hygiene Items



First Aid



[Contact • Date] 1ST CONTACT • _____ 2ND • _____ 3RD • _____ 4TH • _____

- 1 **Water** (one gallon per person per day for three days)
- 2 **Food** (non-perishables, canned or packaged)
- 3 **Clothes** (one change of clothes and footwear per person)
- 4 **Medications** (three days worth of medication)
- 5 **Flashlight** (and extra batteries—no candles!)
- 6 **Can Opener** (manual, not electric)
- 7 **Radio** (battery powered or hand crank powered)
- 8 **Hygiene Items** (basics like soap, toilet paper, toothbrush)
- 9 **First Aid** (antiseptic, bandages, non-prescription medications)



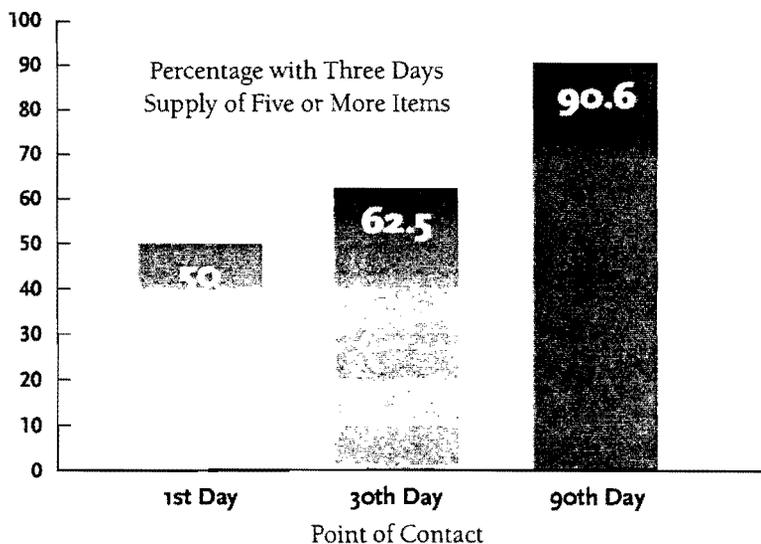
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were clinically unable to participate were not included in this pilot, but are part of a separate plan. In some instances case managers assisted the client's primary caregiver and/or family member to create a family emergency plan.

The results of the pilot found at baseline, on the first day of contact, 50 percent of the home care clients had a three days supply of five or more items. At the end of the 30th day, 62.5 percent of clients had a three days supply of five or more items, and at the end of the 90th day, 90.6 percent of clients had a three days supply of five or more items. The total number of clients in the pilot was 32. (See graph). A battery operated radio and a first aid kit were the most difficult for clients to obtain, with costs cited as being the primary barrier. Many clients chose not to have all the items in one location. CNAs also reported that some clients were in denial of the possibility that an emergency event would occur. Strategies developed by the workgroup to overcome these barriers were: to identify community resources for the radios, to simplify the first aid kit, and to provide additional and ongoing education to clients and family members.

The Home Care Program has incorporated the Emergency Preparedness Checklist into its case files. The Checklist will be reviewed with new clients the first day and 30th day of service, and will be reviewed subsequently twice a year. The Checklist allows the CNAs and case managers to assess each client's level of personal preparedness and to identify needs or barriers. Semi-annually, case managers document that the plan has been reviewed and discussed with the family. Although the Checklist was piloted primarily with older and disabled adults, it can be modified to meet the needs of other vulnerable populations receiving case management and home care services. Montgomery County Department of Health and Human Services, Public Health Services plans to integrate the Checklist into other service areas such as maternal and child health and chronic disease case management.

Case Management Emergency Preparedness Checklist Pilot Results



DIRECTIONS

The Checklist is designed to be cut and/or copied and directly inserted into a client's chart.

TIPS FOR USING THIS CHECKLIST

Know the population

Be familiar with the vulnerable populations. Identify specific needs that they may have during an emergency event. For example, infant formula for babies; batteries for hearing aids for older adults.

Match materials to the client

Select educational materials appropriate for the needs of the client. Materials that are simple, easy to understand, and in a format appropriate to the population being served (i.e., language, large print) are recommended. In some instances, case managers and others may want to provide copies of the forms to the client. The Montgomery County APC's *Plan to Be Safe* Campaign materials are available to download at <http://www.montgomerycountymd.gov/apc>.

Find the right partners

Identify community partners who may be willing to provide items that are too costly or too complicated for clients to put together. These partners could include groups from churches, schools, youth groups, or other service organizations.

In 2004 Public Health Services of the Montgomery County, Maryland Department of Health and Human Services became one of the first 11 public health agencies in the nation to be recognized as Public Health Ready by the National Association of County and City Health Officials (NACCHO) and the Centers for Disease Control and Prevention (CDC) of the U.S. Department of Health and Human Services. The county is home to one of eight Advanced Practice Centers for Public Health Preparedness (APCs) funded by NACCHO through the CDC. The Montgomery County APC developed the Emergency Preparedness Checklist in conjunction with the county's Aging and Disability Services Program, Home Care Program and Social Services to Adults Program.

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Contact Information

**Montgomery County Advanced Practice Center
for Public Health Emergency Preparedness
and Response**

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