

Emergency Management Plan Guidelines

Purpose: This document is being provided to entities whose facilities are subject or may be subject to flooding and /or flash flooding to utilize in the preparation of evacuation and /or shelter-in-place plans. This document is intended for use by entities such as: long term care facilities, hotels, motels, day care facilities, schools, dormitories, and high occupancy areas, etc in creation of their flood response plan. Entities should utilize this document as ***guidance for preparing a written plan***. This document is also being utilized by City of Boulder planning staff to review the plans prepared.

Background: The City of Boulder is the #1 flash flood risk in the State of Colorado. This is due to the city's location at the mouth of the Boulder Canyon and the number of people who live and work in the floodplain. An emergency plan can help with preparing for this natural disaster.

To ensure community safety, protect vulnerable populations, and maintain essential services during and after a major flood, the City of Boulder has established a Critical Facilities and Lodging Facilities Ordinance. The ordinance requires critical facilities and lodging facilities in the 100-year and 500-year floodplains to develop emergency management plans for flash floods and other natural disasters. This requirement applies to essential services (such as fire stations, hospitals and government operations), at-risk populations (such as daycares, schools and long term care facilities and lodging facilities (such as hotels, motels, bed and breakfasts and dormitories).

These guidelines are intended to assist critical facilities and lodging facilities with the preparation of emergency management plans. City of Boulder staff will also use this document to review facilities' emergency management plans.

NOTE: Emergency plans must include either an evacuation plan (certified by a Colorado-registered professional engineer or International Facility Management Association-Certified Facilities Manager) or a shelter-in-place plan (certified by a Colorado registered professional structural engineer).

For more information about the guidelines or the ordinance, please contact the City of Boulder's Planning and Development Services Center at 303-441-1880 or plandevlop@bouldercolorado.gov.

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Planning Element	Planning Criteria/Questions (For use by facilities preparing plans)	Plan Review Guidelines (For use by city staff reviewing plans)	
Flooding Risk	<ul style="list-style-type: none"> • What is the flood risk to the facility? 	The flood risk should be determined by reviewing existing floodplain maps and studies, and determining potential impacts to the facility.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
Decisions	<ul style="list-style-type: none"> • Is there sufficient time allowed to organize a safe evacuation? • Is the structure strong enough to withstand a flood? • Are facility occupants more likely to be harmed if they stay in place or if they evacuate? • Is there sufficient staff to safely evacuate? If not, how quickly can staff be called in to assist? • Is there a place that will be adequate for shelter-in-place? Are there upper floors? • Is back-up power available? • Are there adequate supplies to shelter for up to 48 hours without outside assistance? • Are there adequate facilities to accommodate occupants if the public sewer systems are inoperable? 	The plan should be specific as to how decisions to shelter-in-place and/or evacuate are made. The plan should list who is authorized to make evacuation decisions. The plan may include several types of evacuations and no one method is preferred. The choice of evacuation versus shelter-in-place will be situation-dependent. Often a flowchart is included, but it isn't necessary if the decision-making criteria are clear and apparent.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
Situational Awareness	<ul style="list-style-type: none"> • How does your facility monitor severe weather situations? After-hours? • Who has responsibility for monitoring severe weather? • How and when is the staff informed of changing weather situations? 	A section regarding monitoring of severe weather situations should be included in the plan. This section should detail a plan for keeping informed of potential issues related to severe weather.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
Plan Activation	<ul style="list-style-type: none"> • What is the step-by-step response plan? 	The plan should explain the preparations for different warning levels and at what point an evacuation would be executed.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met

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Roles and Responsibilities	<ul style="list-style-type: none"> • Who is responsible for implementing the plan? • Who is responsible for making notifications to families? • Who is responsible for arranging transportation? • Who is responsible for assuring the safety of the evacuees during the evacuation process? • Who is responsible for securing the facility and turning off utilities? • Who is responsible for taking needed supplies/equipment to an alternate site? 	Significant roles and responsibilities during the incident should be detailed. Names are not necessary in the plan, responsibilities by position are usually sufficient.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
Staff Availability	<ul style="list-style-type: none"> • Determine the number of staff members needed to supervise persons being evacuated or sheltered. Because evacuation and shelter-in-place are not familiar things for people to do, additional staff may be necessary to prevent panic among facility occupants. • If persons being evacuated have special needs, such as mobility issues, more staff or specialized staff or specialized equipment will be needed to evacuate safely. Plans should address these needs. • Will it be necessary to call additional staff in to assure the safety of all persons during the flood emergency? 	In order for a response to be effective, an adequate number of staff members to provide direction and supervision must be available. The facility's plan should describe the minimum number of persons needed to assist with an evacuation and/or shelter-in-place. This number will not be standardized across plans, but will vary depending on the type and number of persons being evacuated or sheltered. For example, a school may have a sufficient number of teachers during school hours to manage an evacuation, while a long-term care facility may need additional staff to safely evacuate residents.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A

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Identification of Special-needs Populations	<ul style="list-style-type: none"> Special-needs populations are defined as those persons who may need additional assistance during an emergency. The following functional needs should be considered: communication, medical care, maintaining independence, supervision, transportation, institutionalized populations, non-English speaking, transportation disadvantaged, and those with chronic medical disorders and /or pharmacological dependence. Do you have persons in your facility that will not be able to walk? That will need special equipment or medications? That will need extra supervision outside of the facility setting? Plans should pre-determine the list of special needs categories and ensure that planning is adequate to address those needs prior to evacuation or shelter-in-place. Are there pets or service animals that must be evacuated? Are there patients/residents that will need to remain in isolation because of their illness? 	<p>Each plan should take into account any special-needs populations likely to be present at the facility. The plan should take into account:</p> <ul style="list-style-type: none"> Children, elderly, medically fragile and those needing supervision such as mentally handicapped or patients with Alzheimer's disease. The ability of the special-needs population to follow the plan with the available supervision. The amount of additional supervision (staff) that might be necessary to evacuate safely. Any specialized transportation needs of the special-needs population. Any medications or specialized equipment needs of the special-needs population. 	<input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A
Notifications	<ul style="list-style-type: none"> Plans should include a section showing who will be notified once the decision to shelter-in-place or evacuate has been made by your facility. Contact information should be included and up-to-date. Notifications should be made to: family members, emergency management, staff, persons affected by the evacuation, and potentially local law enforcement and emergency medical services, to 	<p>A list of those persons /entities to be notified should be included in the plan. At a minimum, the list should include:</p> <ul style="list-style-type: none"> emergency management; family members; and staff being called back. 	<input type="checkbox"/> Met <input type="checkbox"/> Not Met

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	<p>assist with the evacuation.</p> <ul style="list-style-type: none"> • Notifications should include information about where persons are being evacuated to, locations of any family assistance centers, expected duration of the evacuation, etc. • Does your facility have a plan for updating the contact information at least annually? 		
Communications Protocols	<ul style="list-style-type: none"> • The most efficient, effective means of communication should be considered. This should be based on the number and type of persons occupying the facility. • Time is also a consideration in your communications protocol. Do you have time to call the families of 500 school children? Would notification by email or text message be more efficient? Could the press be enlisted to assist with emergency communications? • What method will you use to let hotel guests know that they need to evacuate the building? How will you let them know where the nearest shelter is located? What if they are away from the facility? • Do you have contact information for everyone you may need to contact? This might include: transportation resources, additional staff members, alternate site managers, suppliers of food and medical supplies, etc. • What methods will be used to communicate in the event of primary phone line failure? Secondary communications systems should be established. 	<p>The plan should include a procedure for communicating the facility's intentions regarding shelter-in-place or evacuation. This may require several methods in order to be effective and efficient, depending on the number of persons at the facility. For example, a school may use electronic notifications to parents, while a small long-term care facility may use a calling tree to notify family members. A redundant communications system should be described.</p>	<input type="checkbox"/> Met <input type="checkbox"/> Not Met

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Public Information	<ul style="list-style-type: none"> This is a consideration for facilities that have large numbers of occupants whose families may need to be notified of plans for evacuation or shelter-in-place. Do you have contact information for local media? Do you have pre-prepared messages that can be given out as to where the evacuated persons will be housed? How family members should go about finding their loved ones? 	Depending on the type and size of facility, a section about public information regarding evacuation and family reunification may be included.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A
Evacuation Considerations (Evacuation Plans)	<p>Evacuation Route Planning:</p> <ul style="list-style-type: none"> the physical and cognitive limitations of those being evacuated. Can patients with mobility issues realistically be expected to walk a ½ mile route to safety? the length of time available to evacuate; the number of staff members that are available to assist with the evacuation; the amount of resources, such as vans and other transportation that is available; the location to which persons are being evacuated; and the amount of space available in each shelter. <p>Facility Considerations:</p> <ul style="list-style-type: none"> What is the plan for leaving the building? Will utilities be turned off or left on? How will the facility be secured? What will be necessary to assure that the facility can be reoccupied in a timely fashion once the flood waters have subsided? 	<p>Evacuation routes and times will vary widely depending on the type of facility and number of persons to be evacuated. In general, the most reasonable and shortest route should be used. The Agency for Healthcare Research and Quality has an evacuation calculator that may be of use in determining how reasonable the evacuation routes and times are.</p> <p>The plan should address issues related to the facility that is being evacuated.</p>	<input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Not Met

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	<p>Transportation resources:</p> <ul style="list-style-type: none"> • Transportation will be the key to a successful evacuation. It is important to note that other facilities may be competing for the same resources during a disaster or impending disaster. • Redundancy is critical. Another key criterion to consider is how many trips will be necessary. It is likely that there will not be sufficient emergency medical services to move residents/patients in a single wave and a staging process may be needed. Emergency medical services may be unavailable during the incident. • How will you prioritize who gets evacuated? • What Memorandum of Agreement do you have with transportation providers? 	<p>Again, the number and type of resources needed will be dependent on the:</p> <ul style="list-style-type: none"> • number of persons to be evacuated; • special needs; and • locations of shelters for evacuees. <p>The plan should have a comprehensive step-by-step plan for evacuation. Generally, this works like medical triage. Those that can evacuate themselves without assistance are evacuated first, followed by those who need assistance. In large facilities, and especially in medical care facilities, a prioritization process will be needed. The plan must address methods to evacuate everyone. Facilities must be able to accomplish full evacuation and the plan must be sufficiently detailed to address that requirement.</p>	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
<p>Identification of Shelter Area(s) (Shelter-in-place Plans)</p>	<ul style="list-style-type: none"> • Have shelter locations within your building been pre-identified? • Consideration should be given to the: number of persons to be sheltered, amount of space needed for each person, toilet facilities, electric power, water availability, and special needs of those being sheltered. • Have emergency responders and emergency management agencies been notified of your 	<p>Each plan should pre-identify a shelter-in-place location. The location should be safe from flooding, and be appropriate for the number and type of persons being sheltered.</p>	<input type="checkbox"/> Met <input type="checkbox"/> Not Met

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	<p>intended shelter areas?</p> <ul style="list-style-type: none"> • A structural engineer will need to certify that the facility can safely provide shelter during a flood. 		
Persons Accountability	<ul style="list-style-type: none"> • Do you know who is in your facility at any given moment, including visitors and staff? • How will you assure that each person has been evacuated or moved to the shelter-in-place area? • How often will you account for persons? 	<p>The plan should provide details about how the facility will keep track of each person being evacuated or sheltered. This might be as simple as a roll call process for small daycares to an electronic system for large facilities. Some facilities such as hotels/motels may have difficulty tracking who is present in the building when a disaster occurs.</p>	<input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A
Recordkeeping	<ul style="list-style-type: none"> • What records will you need to take with you to the evacuation site or to the shelter-in-place location since you may not be able to go back to get them later? • Do you have printed contact lists for staff and families? Will you be taking electronic records on a laptop? • Do you have phone numbers for those agencies who can assist you? Emergency management, insurance agencies, etc. • What method will you use to document the event? • For healthcare facilities, how will patient status changes be documented? • Where are copies of important documents being kept? Copies should be kept off-site in a secure, non-floodprone location. 	<p>A list of important documents to be taken to the evacuation or shelter-in-place site should be listed in the plan. At a minimum, the following documents should be included:</p> <ul style="list-style-type: none"> • staff contact list; • evacuee list; • emergency phone numbers; and • map of the facility. <p>For long-term care facilities, a minimal patient record should be identified as a critical record. For schools and day care facilities, parent contact information should be identified as a critical record.</p>	<input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A

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	<ul style="list-style-type: none"> Evacuation routes or sheltering locations should be posted on the inside of the doorway of each unit at a lodging facility. 		
Equipment and Supplies	<p>The www.ready.gov website offers many helpful suggestions for businesses regarding the types of equipment and supplies that may be needed in order to evacuate or shelter-in-place.</p>	The plan should include a list of equipment and supplies that will be needed. The list should be specific as to the type and quantity of each item needed.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
Pharmaceuticals	<ul style="list-style-type: none"> All facilities should assure that a basic first aid kit is available at the evacuation/shelter site. Facilities that have individuals needing medication on a routine basis should plan accordingly and assure that an adequate supply of pharmaceuticals and appropriate storage are available. Depending upon the type of medication, refrigeration may be necessary. Schools and day cares should plan to move any student/child medications to the evacuation/shelter site. 	The plan should discuss the type of persons at the facility and typical needs. It is not necessary to list specific medications, since this will change with the population at the facility, and may change from day-to-day. A plan for safe storage and monitored distribution of these medications should be included in the plan.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A
Training and Exercise of Plan	<ul style="list-style-type: none"> How will staff learn about their responsibilities in the plan? How often will you provide training to the staff? How will training be documented? At a minimum, training should be provided annually to employees and upon hire for new employees. 	Although few facilities will have exercised their plan, there should be, at a minimum, a process for training staff (and potentially persons affected by the plan) regarding the evacuation and shelter-in-place plans.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met

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Demobilization	<ul style="list-style-type: none"> • If you evacuated your facility, who is responsible for determining when the facility is safe to reoccupy? • What is your plan if the facility is too damaged to reoccupy? • What mechanism will be used to get persons back in the facility? This will be especially important for medically fragile persons. Will emergency medical services be needed? • How will family members and others be notified of your intention to move back to your own facility? • Approval from local health and building officials may be necessary before occupying the building. 	<p>The plan should include a section that details when and how persons will again be allowed to reoccupy the facility. It should be clearly defined in the plan who can authorize re-entry into the building or evacuated areas of the building.</p>	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
References	<ul style="list-style-type: none"> • References should be included as a part of the plan, if needed. • Is the plan for evacuation/shelter-in-place a part of a larger emergency response plan that should be referenced? 	<p>Some plans may contain this section.</p>	