

# Welcome

---

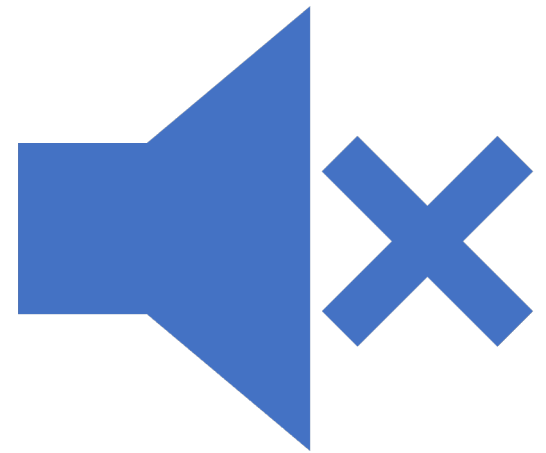
- Home Care Association of New York State (HCANYS)
- New York State Association of Health Care Providers (HCP)
- Hospice and Palliative Care Association of New York State (HPCANYS)



Research & Educational Resources  
for Home and Community-Based Care

# Housekeeping

- Audio is muted for all upon entry. Please keep your microphone muted for the duration of the program
- Add your questions to the Chat
- The Forum is being recorded and a link to the recording will be sent to all participants and remain available for 30-days
- Please complete the evaluation which will be available at the end of the webinar. A SurveyMonkey link will greet you when you exit.



# Grant disclaimer and acknowledgement

---

- This project was supported by the Department of Health and Human Services' Administration for Strategic Preparedness and Response. Its content is solely the responsibility of the authors and does not necessarily represent the official views of the Department of Health and Human Services' Administration for Strategic Preparedness and Response
- This Emergency Preparedness Forum was made possible by a grant from the NYC Department of Health and Mental Hygiene (DOHMH) Office of Emergency Preparedness and Response (OEPR)
- Special thanks to Fidelle Munroe, Senior Program Manager, LTC, Bureau of Healthcare and Community Readiness, Office of Emergency Preparedness and Response, NYC Department of Health and Mental Hygiene for her support of the associations' emergency preparedness work

# AGENDA

---

- Welcome and Introductions
- Introduction of Speaker, Sam de Lannoy, NYCEM
- Presentation, “New York City Emergency Management: Response, Planning, and Resilience”
- NYCEM Q&A
- Update from the NYC Department of Health and Mental Hygiene
- Updates from the Associations
- Open Discussion
- Closing and Evaluation

# Meet Your Hosts

## **NYS Association of Health Care Providers**

- Carole Deyoe, RPh, Director of Regulatory Affairs and Special Programs

## **Home Care Association of NYS**

- Al Cardillo, President and CEO
- Peter Chernack, Executive Vice President
- Wendy Parker, Vice President of Program Services and Development

## **Hospice and Palliative Care Association of NYS**

- Eva Cohen, Director of Regulatory and Community Affairs

## **New York City Department of Health and Mental Hygiene**

- Fidelle Munroe, Senior Program Manager, LTC, Bureau of Healthcare and Community Readiness, Office of Emergency Preparedness and Response

# NYC Emergency Management

---

April



# NYC Emergency Management



*NYC Emergency Management is committed to helping New Yorkers before, during, and after emergencies through preparedness, education, and response.*

# NYC Emergency Management

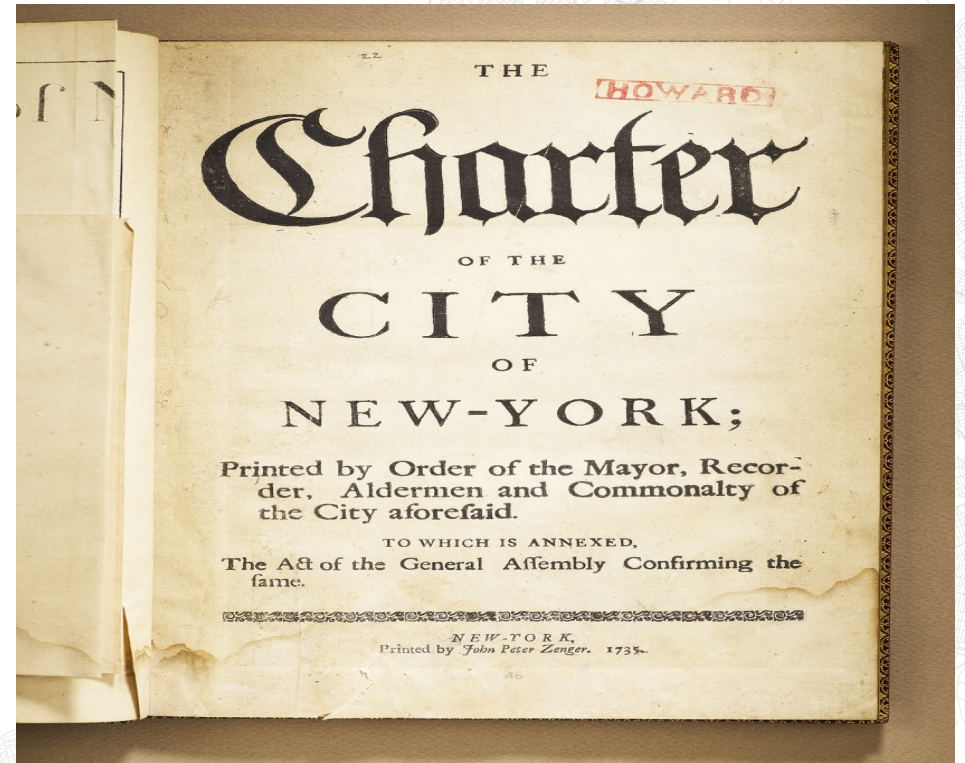
- Monitors for all potential emergencies
- Coordinates citywide response activities
- Coordinates planning, training, and drills with federal, state, and local partners
- Increases public awareness and outreach



# NYC Emergency Management

## NYC Charter Chapter 19-A: Emergency Management Department

- **Section 497:**
  - The Commissioner shall have the powers and duties to: coordinate the city's response to all emergency conditions and potential incidents which require a multi-agency response, including but not limited to severe rather, threats from natural hazards and natural disasters, power and other public service outages, labor unrest other than keeping of the peace, water main breaks, transportation and transit incidents, hazardous substance discharges, building collapses, aviation disasters, explosions, acts of terrorism and such other emergency conditions and incidents which affect public health and safety.
- **Section 498:**
  - The department shall be the lead agency in the coordination and facilitation of resources in incidents involving public safety and health, including incidents which may involve acts of terrorism.
  - All agencies shall provide the department promptly with all information relevant to the performance of the emergency management functions and shall collect and make available any information requested by the department for the use of emergency planning.



# Citywide Incident Management System (CIMS)

- The Citywide Incident Management System (CIMS) is an incident management doctrine for managing emergency incidents and planned events in NYC.
- CIMS Establishes roles and responsibilities and designates authority for City agencies performing and supporting emergency response.
- Adopted by executive order in 2005.
- Reviewed and updated in 2022.

| Incident Type                             | Command Structure | Primary Agencies                  |
|---|-------------------|-----------------------------------|
| Active Shooter                            | Single Command    | NYPD                              |
| Animal Health Emergency                   | Single Command    | DOHMH                             |
| Auto Extrication                          | Unified Command   | FDNY, NYPD                        |
| Aviation Emergency                        | Unified Command   | FDNY, NYPD                        |
| Boat in Distress                          | Unified Command   | FDNY, NYPD                        |
| Civil Disobedience                        | Single Command    | NYPD                              |
| Confined Space Rescue                     | Single Command    | FDNY                              |
| Correctional Facility Disturbance         | Single Command    | DOC                               |
| Cyber Emergency                           | Unified Command   | Cyber Command and Impacted Agency |
| Displaced Persons/Humanitarian Aid        | Unified Command   | DSS, NYCEM, MOIA                  |
| Downed Tree                               | Single Command    | Parks/FDNY                        |
| Elevator Incident or Emergency            | Single Command    | FDNY                              |
| Emotionally Disturbed Person              | Single Command    | NYPD                              |
| Entrapment/Impalement                     | Single Command    | FDNY                              |
| Explosion                                 | Unified Command   | NYPD, FDNY                        |
| Explosive Device/Bomb Threat              | Single Command    | NYPD                              |
| Fire                                      | Single Command    | FDNY                              |
| Flash Flood                               | Unified Command   | NYCEM, NYPD, FDNY, DEP            |
| Hazardous Materials (CBRN):<br>Biological | Unified Command   | NYPD, FDNY, DOHMH                 |

# NYC Emergency Management

- **Community Engagement**
- **Planning & Resiliency**
  - Resiliency & Recovery
    - Resiliency & Recovery Planning
    - Resiliency Implementation
  - Planning
  - Interagency Coordination
    - Health & Medical
    - Human Services
    - Critical Infrastructure
- **External Affairs**
- **Readiness**
- **Response**
- **Logistics**
- **Support Services**



# Public Facing Programs & Initiatives



*NYC Weather Updates*



*Notify NYC*



*Know Your Zone*



*Ready New York*



*NYC CERT*



*Partners in Preparedness*

# Interagency Coordination

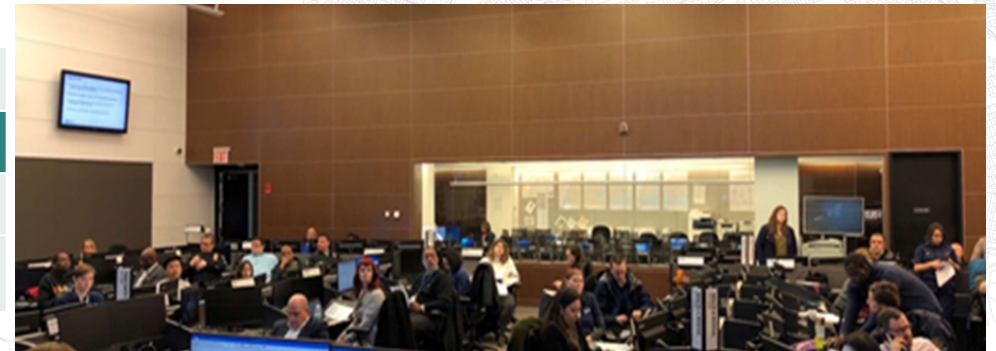
- **Watch Command**
  - Maintains citywide situational awareness
  - Monitors public safety frequencies, traffic cameras, news media, social media, and other feeds for escalating incidents
  - Coordinates Agency response to emerging incidents within NYC.
- **Citywide Interagency Coordinators (CIC's)**
  - Coordinates multi-agency responses to incidents in the field
- **Emergency Operation Center (EOC)**
  - Facility to coordinate responses to major emergencies, incidents, or events
  - Centralized location to make decisions and policy, prioritize allocation of resources, and collect information.



# Interagency Coordination

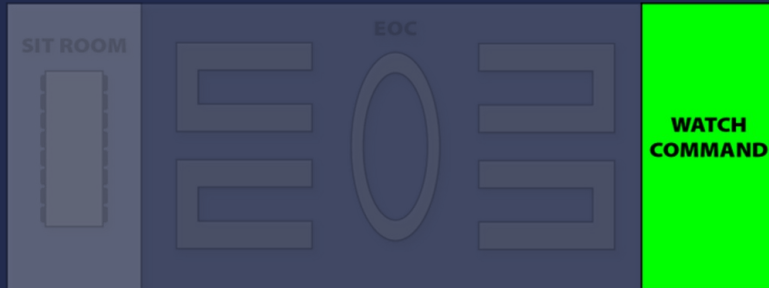
- NYCEM EOC On-Call Team
  - Red / White / Blue
  - Approximately 60 NYCEM staff per team
  - Three-week tour per team

|                                    |                |                  |                      |
|------------------------------------|----------------|------------------|----------------------|
| Team Leadership                    | Planning       | Logistics        | Admin/Finance        |
| <b>Emergency Support Functions</b> |                |                  |                      |
| Health & Medical                   | Human Services | Public Safety    | Transportation       |
| Utilities                          | Infrastructure | External Affairs | Community Engagement |

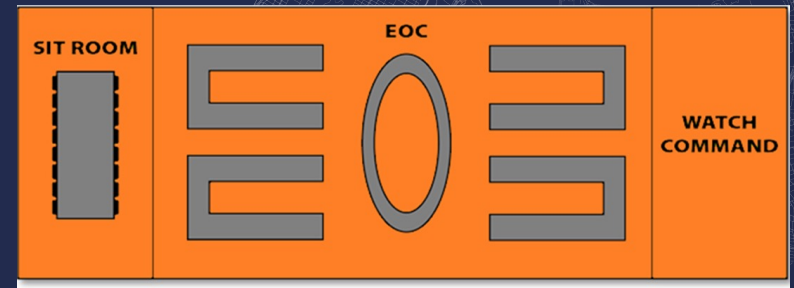


# Activation Levels

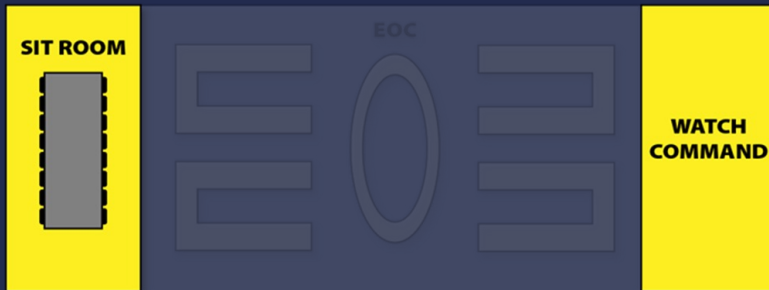
4



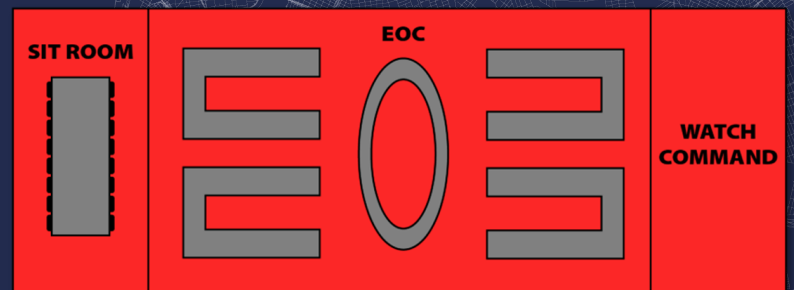
2



3



1



# NYCEM Health & Medical

The Health & Medical Unit works with New York City, state, and federal partners, healthcare associations, healthcare facilities, and emergency medical services partners to prepare for and respond to incidents that impact the New York City healthcare sector.



# NYCEM Health & Medical

## Planning & Resiliency Bureau

- Heather Roiter, Deputy Commissioner

## Interagency Operations

- Johanna Conroy, Assistant Commissioner

## Health & Medical Unit

- Robert Bristol, Director
- Sofia Rivera-Perez, Planning Program Manager
- Kayla Sossin, WMD Program Manager
- Samantha De Lannoy, Planning Specialist
- Ana Balthazar, Operations Specialist
- Dr. Dario Gonzalez, Medical Director (FDNY)
- Dr. Anna Levitt, Health & Medical Fellow



# NYCEM Health & Medical

## Support NYCEM Led Planning Initiatives

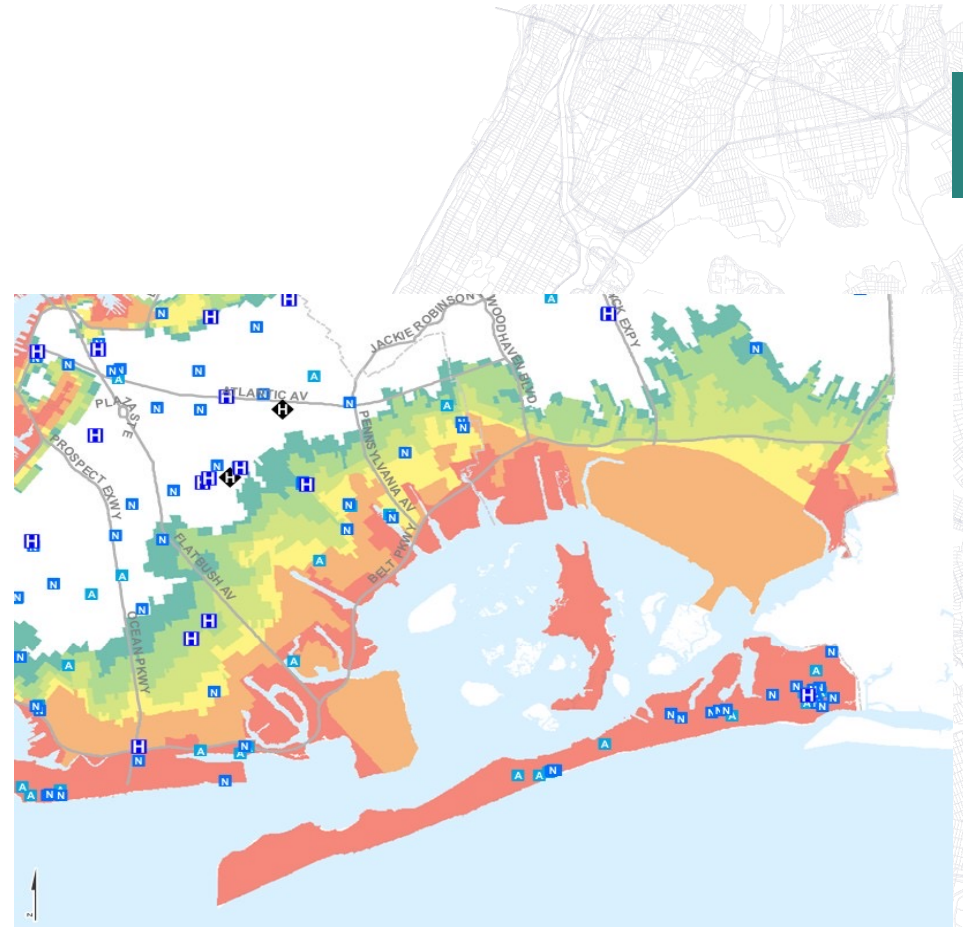
- Coastal Storm Plan
  - Transportation Branch
  - Sheltering Plan
- Heat Emergency Plan
- Winter Weather Emergency Plan
- Flash Flood Emergency Plan
- Earthquake Response Protocol
- Infectious Disease Response Plan (IDRP)
- Citywide Health & Safety Plan (CHASP)
- Air Quality Emergency Guide



# NYCEM Health & Medical

## Coastal Storm Evacuation by the Numbers:

- **Zone 1**
  - 4 Hospitals – 2,179 Beds
  - 22 Nursing Homes – 4,986 Beds
  - 17 Adult Care Facilities – 2,272 Beds
  - 43 Facilities – 9,837 Total Beds
- **Zone 6 (cumulative, all zones)**
  - 31 Hospitals – 9,187 Beds
  - 64 Nursing Homes – 16,021 Beds
  - 43 Adult Care Facilities – 6,219 Beds
  - 6 Psychiatric Hospitals – 1,021
  - 144 Total Facilities – 32,448 Beds



# NYCEM Health & Medical

## Coordinate Citywide Planning Efforts

- Special Medical Needs Shelter Program
- No-Notice Healthcare Facility Evacuation Protocol
- Public Health Incident Command Protocol
- NDMS Federal Coordinating Center Support Protocol
- CHEMPACK Program
- Burn Surge Response Plan (BSRP)
- CBRNE Plan
- Community Reception Center Protocol
- Radiological Response and Recovery Plan (RRRP)
- New York Interagency Suspicious Substance Protocol
- Nuclear Detonation Response Plan (NDRP)
- Blood Supply
- NFWZC
- Chemical Working Group



# NYCEM Health & Medical

## Support Citywide Health & Medical Planning

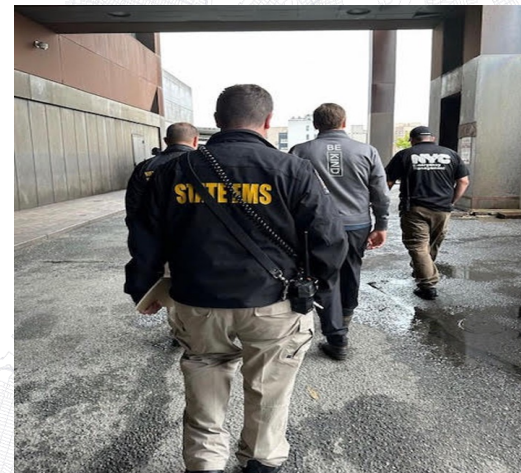
- Healthcare Evacuation Center (HEC)
- Isolation/Quarantine Planning
- High Consequence Infectious Disease (HCID) Regional Transport
- MCI Notification and Response Planning
- Mass Fatality Management Planning & Family Assistant Center (FAC) Plan
- NYC REMSCO
- Quad-State EMS Task Force
- BioWatch
- BioTWG
- PHEPR
- PRI
- NYCHCC



# NYCEM Health & Medical

## Support Healthcare Facility Preparedness

- No-Notice Healthcare Facility Evacuation
- Emergency Radio Communication Program
- Healthcare Consequence Management Cell (HCMC)
- Healthcare facility training and exercise support
- Medical Logistics Cache



# NYC Health & Medical ESF



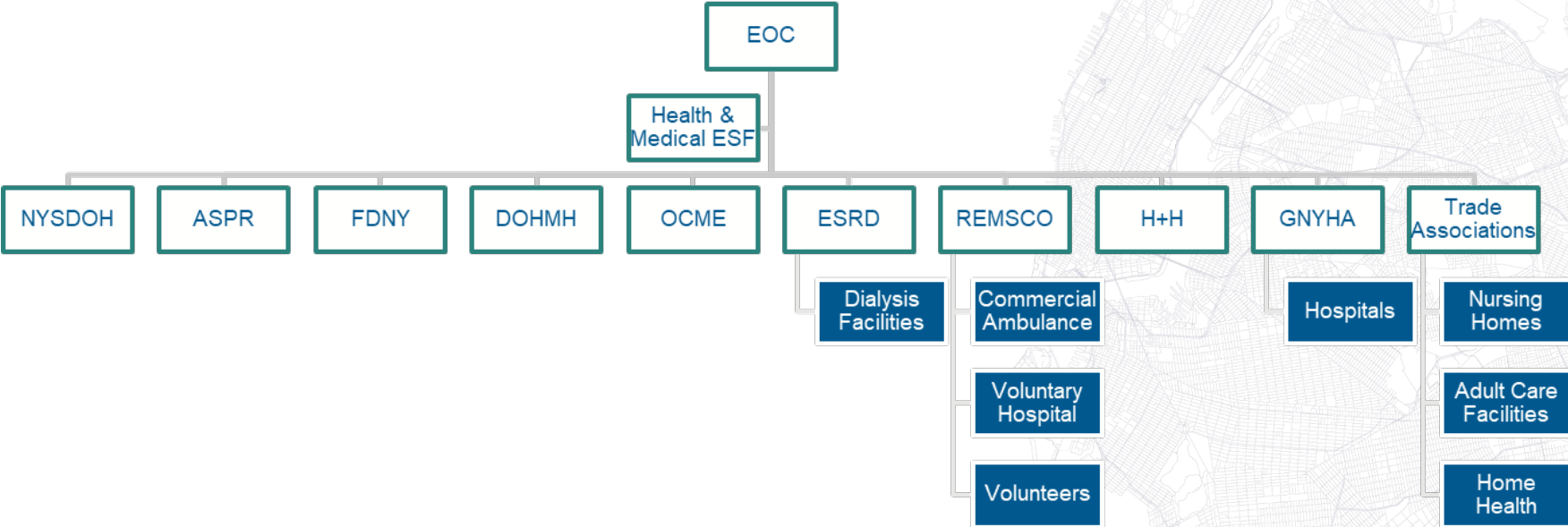
NYC Emergency Management

# NYCEM Health & Medical ESF

- Assessment of public health/medical needs
- Health surveillance
- Healthcare system capacity
- Medical care personnel
- Health & Medical equipment and supplies
- Patient evacuation
- Continuation of patient care
- Behavioral healthcare
- Mass fatality management



# NYCEM Health & Medical ESF



# NYCEM Health & Medical ESF

NYCEM Health & Medical ESF Coordinators are on call 24/7 as part of the NYCEM EOC On-Call Teams

- Five Health & Medical Unit Staff
- Three additional NYCEM Staff assigned.

Coordinate the NYC Health & Medical ESF (ESF #8)

- Pre-Season preparedness calls
- Situational awareness emails and bulletins
- Response coordination and EOC activations
- Recovery operations.

Manage “NYC Health & Medical ESF 8 Interagency” Teams Channel.

- 300 users from Federal, State, local, and healthcare facility partners
- Immediate situational awareness and bi-directional communication



# NYCEM Health & Medical ESF

- Health & Medical ESF Coordinators support Watch Command in response to facility-level emergencies.
  - Utility Concerns and Outages
    - Power, Water, Gas, Steam, etc
  - Fire
  - Evacuations
  - Public Safety Agency Coordination
- Serve as Safety Officers for the NYCEM Incident Management Team



# NYCEM Health & Medical ESF

- Agency Liaison Expectations
  - Amplify NYCEM and NYC Messaging to sector partners.
  - Raise operational and life safety issues and concerns to the Health & Medical ESF Coordinator.
  - Serve as conduit to reach into sector during emerging issue or emergency.



# NYCEM Health & Medical ESF

## *Past Activations/Incidents (Since 2017)*

- West Side Highway Vehicle Ramming Attack
- Emirates Sick Passenger Flight
- COVID-19
- Tropical Cyclones: Isaias, Henri, Ida,
- Ann Street Garage Collapse – IMT SOFR
- NYSNA Nursing Strike
- Brooklyn Subway Shooting
- Hospital Fires: St. John's, Memorial Sloan Kettering, NYU, Mount Sinai Hospital
- NH/ACF Fires: Long Island Living Center, Castle Senior Living
- H+H Woodhull Evacuation
- mPox
- Measles
- Avian Influenza
- Deployments – Hurricane Maria, Puerto Rico Earthquakes



# NYC Advanced Warning System

- Emergency Alerts for Organizations that Serve People with Disabilities and Others with Access and Functional Needs
- AWS mobile app to get emergency messaging delivered to your mobile device.
- Travel advisories, facility suggestions, weather alerts, health advisories, mayoral announcements
- Resources/Plans

[Register your facility](#)



**NYC**  
**Advance Warning**  
**System**

The logo features the letters 'NYC' in a large, bold, blue, blocky font. Below it, the words 'Advance Warning' and 'System' are stacked in a smaller, blue, sans-serif font. The background of the logo area is a light gray map of New York City with a grid of streets.

# Contact

Sam de Lannoy

[sdelannoy@oem.nyc.gov](mailto:sdelannoy@oem.nyc.gov)

NYCEM Health & Medical

[Healthmedical@oem.nyc.gov](mailto:Healthmedical@oem.nyc.gov)

NYCEM Health & Medical ESF

[HealthmedicalESFlist@oem.nyc.gov](mailto:HealthmedicalESFlist@oem.nyc.gov)



Kimberly  
Schildknecht,  
MPH, BSN,  
RN  
CDC Career  
Epidemiology  
Field Officer

---

Respiratory Illnesses

---

RSV

---

Flu situation report

---

COVID-19 news

---

Measles update

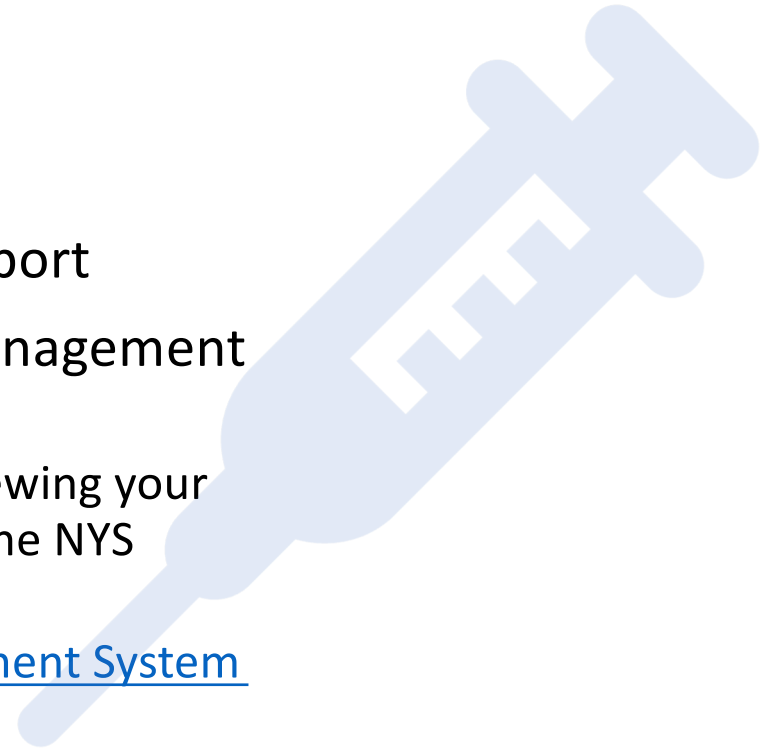
---

Upcoming Heat Season

# Emergency Management Update from the Associations - HCP



- Flu personnel immunization report
- Comprehensive Emergency Management Program (CEMP)
  - Assistance in developing or reviewing your emergency plan is available on the NYS Learning Management System
  - Log on to the [Learning Management System](#)





# Emergency Management Update from the Associations - HCANYS

- **HCA Tools for advancing EP in HCBS**
  - mutual aid agreements.
  - staff training resources.
  - best practices for meeting federal and state requirements for individualized patient/family EP as part of the plan of care.
- **Provider-Health Plan Partnering**
  - best practices for provider-health plan partnering in EP planning and response.
- **Medical Complications**
  - Addressing complications from virulent infectious disease

# Emergency Management Update from the Associations - HPCANYYS

- **Health Commerce System**
  - First source for finding NYS updates including Dear Administrator Letters (DAL) and NYS Health Notifications.
  - Good practice to log in daily.
  - Always keep your roles up to date including a 24/7 contact number.
  - [Log on to the Health Commerce System](#)
- **HERDS Surveys**
  - Timely completion remains a requirement



# Open Discussion

# Thank you

- Please take a few moments to complete the evaluation for today's program
- Sharing your feedback will help guide future programming
- <https://www.surveymonkey.com/r/MQSVPMW>



# Principle Association Contacts for Emergency Preparedness



260 Washington Avenue  
Suite 100  
Albany, New York 12203

Alberto Cardillo, President/CEO

[acardillo@hcanys.org](mailto:acardillo@hcanys.org)

Peter Chernack, EVP

[pchernack@hcanys.org](mailto:pchernack@hcanys.org)

Wendy Parker, VP

[wparker@hcanys.org](mailto:wparker@hcanys.org)



24 Computer Drive West,  
Suite 104  
Albany, New York 12205

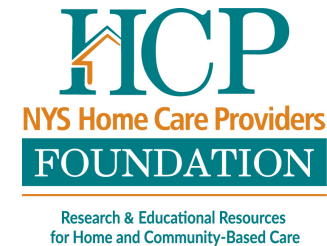
Jeanne Chirico, President

[jchirico@hpcanys.org](mailto:jchirico@hpcanys.org)

Eva Cohen, Director

Regulatory & Community Affairs

[ecohen@hpcanys.org](mailto:ecohen@hpcanys.org)



20 Corporate Woods Blvd.  
Albany, New York 12211

Carole Deyoe, RPh

Director of Regulatory Affairs

and Special Programs

[deyoe@nyshcp.org](mailto:deyoe@nyshcp.org)