

# AGENCY FOR HEALTH CARE ADMINISTRATION EMERGENCY OPERATIONS PLAN

## INTRODUCTION

The State of Florida has developed a plan to respond to natural and man-made disasters, that provides a method for the delivery of goods and services to affected areas quickly and decisively. The plan is initiated in Tallahassee at the State Emergency Operations Center (SEOC) where the seventeen emergency Support Functions (ESF's) are activated. A brief description of each ESF is contained in this manual.

## OVERVIEW OF EMERGENCY SUPPORT FUNCTIONS (ESF)

In a widespread emergency the needs may be complex and far-reaching. Seventeen areas of responsibility have been established to coordinate emergency preparedness, response, and recovery. Those areas are known as Emergency Support Functions (ESF). There is one agency with primary responsibility for operating each ESF. Other agencies are tasked with supporting roles. ESF's are the functional support roles of the State Emergency Response Team (SERT). The details of each function are in the state plan. The details of how the jobs are to be done are in procedures developed by the primary agency of an ESF. These are the emergency support functions and the agencies with primary responsibility for them. These seventeen Emergency Support Functions are the backbone of Florida's emergency management program.

Listed below are the Emergency Support Functions and their agencies with primary and support responsibility:

### **ESF 1      TRANSPORTATION**

**Primary Agency:    Department of Transportation**

Coordinate the use of transportation resources to support the needs of local governments, voluntary organizations and other emergency support groups requiring transportation capacity to perform their emergency response, recovery and assistance missions.

**Support:** Agriculture and Consumer Services; Management Services; Education; Florida Wing-Civil Air Patrol; Environmental Protection; Law Enforcement; Highway Safety and Motor Vehicles.

### **ESF 2      COMMUNICATIONS**

**Primary Agency:    Department of Management Services**

Assure provisions for communication to support state, county and local response efforts before, during and immediately following the Governor's emergency declaration.

**Support:** Agriculture and Consumer Services; Law Enforcement; Community Affairs; Military Affairs; Public Service Commission; Florida Wing-Civil Air Patrol; Amateur Radio Emergency Services.

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**ESF 3      PUBLIC WORKS AND ENGINEERING**

**Primary Agency: Department of Transportation**

Provide public works and engineering support to assist the local governments in needs related to lifesaving or life protecting support prior to, during and immediately following a major or catastrophic disaster.

**Support:** Environmental Protection; Health and Rehabilitative Services; Military Affairs; Management Services; Water Management Districts; Public Service Commission; Agriculture and Consumer Services; Florida Institute of Consulting Engineers.

**ESF 4      FIRE FIGHTING**

**Primary Agency: Department of Insurance**

Provide state support to local governments and prescribe the use of state resources to detect and suppress urban, rural and wildland fires resulting from a condition or event.

**Support:** Agriculture and Consumer Services; Florida Fire Chiefs' Association.

**ESF 5      INFORMATION AND PLANNING**

**Primary Agency: Department of Community Affairs**

Address those procedures and activities assigned to the "Information and Planning Function" in support of the State Emergency Response Team (SERT) in a major disaster.

**Support:** Agriculture and Consumer Services; American Red Cross; Health and Rehabilitative Services; Environmental Protection; Military Affairs; Public Service Commission.

**ESF 6      MASS CARE**

**Primary Agency: American Red Cross**

Coordinate activities involved with the emergency provision of temporary shelters, emergency mass feeding, bulk distribution of coordinated relief supplies for victims of disasters and disaster welfare information.

**Support:** Department of Health; Agriculture and Consumer Services; Elder Affairs; Education; Agency for Health Care Administration; Business and Professional Regulation; Military Affairs; Labor and Employment Security.

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**ESF 7            RESOURCE SUPPORT**

**Primary Agency: Department of Management Services**

Provide logistical and resource support to state and local entities involved in delivering emergency response and recovery efforts for natural disasters and other catastrophic events.

**Support:** Transportation; Community Affairs; Office of the Governor; Labor and Employment Security; Law Enforcement; Public Service Commission; Military Affairs; Agriculture and Consumer Services; Corrections; Board of Regents.

**ESF 8            HEALTH AND MEDICAL SERVICES**

**Primary Agency: Department of Health**

Coordinate the State of Florida health and medical resources needed to supplement county and regional resources in response to public health and medical care needs following a significant natural disaster or man-made event.

**Support:** *Agency for Health Care Administration*; American Red Cross; Agriculture and Consumer Services; Business and Professional Regulation; Elder Affairs; Environmental Protection; Military Affairs; Florida Funeral Directors Association.

**ESF9            SEARCH AND RESCUE**

**Primary Agency: Department of Insurance**

Provide state support to local governments and to prescribe the use of state resources in both urban and no-urban Search and Rescue (SAR) in response to an actual or potential disaster condition.

**Support:** Florida Fire Chiefs' Association.

**ESF 10            HAZARDOUS MATERIAL**

**Primary Agency: Department of Environmental Protection**

Provide state support to local governments in response to an actual or potential discharge and/or release of hazardous materials resulting from a natural, man-made or technological disaster.

**Support:** Community Affairs; Department of Health; Insurance/Florida Fire Chiefs' Association; Transportation; Agriculture and Consumer Services; Florida Game and Freshwater Fish Commission.

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**ESF 11                      FOOD AND WATER**

**Primary Agency: Department of Agriculture and Consumer Services**

Identify food, water and ice needs in the aftermath of a disaster or emergency, obtain these needs and transport such needs to the disaster area. Food supplies obtained and distributed by ESF 11 will be dispensed to disaster victims by ESF 6 (Mass Care).

**Support:** Environmental Protection; American Red Cross; Second Harvest; Military Affairs; Department of Health; Education; Elder Affairs; Corrections; School Board District.

**ESF 12                      ENERGY**

**Primary Agencies: Public Service Commission & Department of Community Affairs**

Promulgate the policies and procedures to be used by the Florida Public Service Commission (PSC), Department of Community Affairs (DCA), Division of Emergency Management (DEM), governing agencies and organizations, and utilities in responding to fuel and power shortages.

**Support:** Industrial Trade Groups and Associations Utility Representatives; Nuclear Regulatory Commission; The Florida Electric Power Coordinating Group; The Florida Petroleum Council.

**ESF 13                      MILITARY SUPPORT**

**Primary Agency: Department of Military Affairs (Florida National Guard-FNG)**

Provide military support to the State of Florida in times of a major or catastrophic disaster and/or civil unrest and detail their responsibilities and the role of the Florida National Guard in conducting Rapid Impact Assessments.

**Support:** None

**ESF 14                      PUBLIC INFORMATION**

**Primary Agency: Department of Community Affairs**

Establish a mechanism that efficiently provides and disseminates information to the general public in the event of a disaster.

**Support:** Governor's Press Office; Law Enforcement; Health and Rehabilitative Services; Transportation; Insurance; Commerce; Public Service Commission; Florida Association of Broadcasters.

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**ESF 15                      VOLUNTEERS AND DONATIONS**

**Primary Agencies: Department of Community Affairs, Division of Emergency Management**

The purpose of this ESF is to expedite the delivery of voluntary goods and services to support the relief effort in a disaster area.

**Support:** American Red Cross; Associated Industries; Church World Service; Health and Rehabilitative Services; Elder Affairs; Florida Association of Volunteer Centers; Florida Jaycees; Florida VOAD; Interfaith Coalition; Office of the Governor; Salvation Army; United Way.

**ESF 16                      LAW ENFORCEMENT**

**Primary Agency: Florida Department of Law Enforcement**

Establish procedures for command, control and coordination of all state law enforcement personnel and equipment to support local law enforcement agencies.

**Support:** Highway Safety and Motor Vehicles; Florida Highway Patrol; Environmental Protection; Florida Marine Patrol; Game and Fish Commission; Division of Law Enforcement; Business and Professional Regulation, Division of Alcoholic Beverages and Tobacco; Agriculture and Consumer Services, Division of Law Enforcement; Transportation, Division of Motor Carrier Compliance; Insurance, State Fire Marshal; Corrections; Military Affairs, Florida

National Guard; (NOTE: The Division of Capitol Police is not included due to their specific responsibilities and security of the State SEOC).

**ESF 17                      ANIMAL PROTECTION**

**Primary Agency: Department of Consumer Services**

Provides rescue, protective care, feeding, and identification of animals separated from their owner.

**LEVELS OF ACTIVATION FOR THE SEOC**

When the State Emergency Operations Center (SEOC) determines that a disaster alert or warning should be issued, the lead agency contact for each of the Emergency Support Functions will be notified. The Department of Health (DOH) is the lead agency for ESF-8 and will receive the initial notification. The DOH representative will then contact the Agency's Emergency Management Coordinator (EMC). Listed below are the levels of SEOC activation and some of the Agency's responsibilities at each level:

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**Level I Activation:** Routine monitoring and statewide alert

- ◆ When the Lead Agency (DOH) contact notifies the Agency's EMC, members of the Agency's **Emergency Management Team (EMT)** will be alerted through e-mail to the possibility of operations and requested to be on alert stand-by for duty in the SEOC.
- ◆ The Agency's Emergency Management Coordinator (EMC) shall attend all briefings in the SEOC as required by DOH and shall make reports back to the Agency and the EMT.

**Level II Activation:** Partial activation of core ESF's (1,3,5,6,8,11,14 &16)

- ◆ When the Lead Agency (DOH) contact notifies the Agency's EMC, members of the Agency's Emergency Management Team (EMT) will be alerted through e-mail to the possibility of operations and requested to stand by.
- ◆ The Agency's Emergency Management Coordinator (EMC) shall attend all briefings in the SEOC as required by DOH and shall make reports back to the Agency and the EMT.
- ◆ Telephone notification of the members of the EMT required to staff the SEOC will be made and those personnel placed on a duty roster by the EMC. (ref. appendix)
- ◆ Telephone notification of the potentially effected Field Offices will be made by the Chief of Field Operations and the Field Office(s) placed on alert stand-by. (ref. appendix)

**Level III Activation:** Full activation of the SEOC.

- ◆ When the Lead Agency (DOH) contact notifies the Agency's EMC, members of the EMT will be alerted through e-mail and phone and scheduled for duty in the SEOC at ESF-8. This duty will normally consist of 4 hour shifts from 8 A.M. to 8 P.M. through out the duration of the event. (ref. AHCA Duties and Responsibilities at ESF-8)
- ◆ Telephone and e-mail notification of this activation to all of the Field Offices will be initiated. (ref. appendix)
- ◆ The Field Office Mutual Aid Plan will be initiated by the Chief of Field Operations.
- ◆ The Field Office(s), which may be effected, will initiate the Field Office internal emergency plan.

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**Level IV Activation: Federal Involvement**

- ◆ When the Lead Agency (DOH) contact notifies the Agency's EMC, members of the EMT will be alerted through e-mail and phone and scheduled for duty in the SEOC at ESF 8. This duty will normally consist of 4 hour shifts from 7:30 A.M. to 7:30 P.M. throughout the duration of the event. (ref. AHCA Duties and Responsibilities at ESF-8)
- ◆ Telephone and e-mail notification of this activation to all of the Field Offices will be initiated. (ref. appendix)
- ◆ The Field Office Mutual Aid Plan will be initiated by the Chief of Field Operations.
- ◆ The Field Office(s), which may be effected, will initiate the Field Office internal emergency plan.
- ◆ The Agency's EMC will coordinate with federal personnel as required.

**AHCA DUTIES AND RESPONSIBILITIES AT ESF-8**

The Department of Health (DOH) has lead responsibility for ESF-8. The Agency is responsible for providing ESF-8 information regarding health care facilities throughout the state, tracking the relocation of patients or residents, and establishing and maintaining communications between various health care entities. The Agency's role is to support the local county Emergency Management Offices and to assist the health care facilities in obtaining all necessary emergency needs.

- ◆ State Emergency Operations Center (SEOC) at the following address:

**Florida Department of  
Community Affairs  
Division of Emergency Management  
The Rudd Building, State Off. Complex  
2555 Shumard Oak Blvd.  
Tallahassee, FL 32399-2100**

**ESF 8 DESK  
MAIN PHONE NUMBER  
(850) 921-0214**

**SEOC MAIN FAX NUMBER  
(850) 488-9054**

The phone number for ESF-8 AHCA desk is: **850-410-1822**

The email address at ESF-8 is: **[AHCAEOC@FDHC.STATE.FL.US](mailto:AHCAEOC@FDHC.STATE.FL.US)**

**NOTE: Once evacuations have occurred, the facilities cannot be reoccupied without the approval AHCA. Contact ESF-8 for further information and coordination of reentry during a disaster event.**

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**HEALTH CARE PROVIDERS EMERGENCY INFORMATION PHONE LINE**

AHCA maintains an Emergency Information phone line for all Health Care Providers. This is an outgoing message only. This information is regularly updated during an emergency event. This phone number is: **1-888-774-7609**.

During a statewide emergency and the activation of the Emergency Operations Center, this line will contain updated information concerning the Agency's Mutual Aid Field Offices, Facility Evacuations, Briefing updates, and other pertinent information.

**FIELD OFFICES DUTIES AND RESPONSIBILITIES:**

Field Offices must remain open for response to the emergency, as conditions permit. Although the Governor's Office may close state office buildings, all field office staff are subject to recall by the Deputy Director, Chief of Field Operations, Field Office Manager, or designee. Managed Care and co-located Medicaid staff should be prepared to assist the Field Office Manager as requested.

**MUTUAL AID FIELD OFFICE (Interim Field Office) – DUTIES AND RESPONSIBILITIES:**

If a disaster results in the temporary closure of a field office and the local staff cannot be immediately re-established at an alternative location, a designated "mutual aid" office will assume responsibilities of the affected field office during the interim. This will be for the purpose of information exchange and provider response. The mutual aid office may be required to provide any or all of the functions listed above, but at a minimum, they will do the following:

- ◆ Take all calls for the affected field office.
- ◆ Track and retain data until local field office resumes operations.
- ◆ Maintain contact with provider associations and central office.

For planning purposes, the following is a list of the Mutual Aid Office Assignments. These may be altered in response to actual emergency conditions.

- ◆ Field Office 5 and Field Office 9
- ◆ Field Office 6 and Field Office 7
- ◆ Field Office 8 and Field Office 4
- ◆ Field Office 9 and 10 and Field Office 1 and 2
- ◆ Field Office 11 and Field Office 3

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**OFFICE OF PLANS AND CONSTRUCTION DUTIES AND RESPONSIBILITIES:**

Actions Pre Emergency Event

- ◆ In the event of an emergency closure of the Miami or Orlando Offices, the OPC staff will notify the OPC office Supervisor in Tallahassee to establish continued communications and to receive further instructions. The staff will then report to the Field Office Manager for any required assistance in the closure of the Field Office. The OPC staff will maintain communications with the OPC office in Tallahassee as conditions permit throughout the event.

Actions Post Emergency Event

- ◆ Immediately following an emergency disaster event, the OPC Health Care Assessment Teams (HCAT) must inspect all evacuated health care residential facilities which have sustained damage before these facilities can be reoccupied. These teams are composed of an Architect and an Electrical Engineer and will be dispatched by the OPC Tallahassee Office. (ref. appendix) The damaged facilities will be inspected in accordance with the Health Care Facility Damage Assessment Guidelines (ref. appendix) and will report their findings to the EMT duty personnel at the ESF-8 in the SEOC and to the OPC Central Office Duty Supervisor. OPC must approve the facility before it can be reoccupied. This approval may initially be verbal with a following letter to the facility.