



# **Texas ESRD Emergency Coalition**

## Policy and Procedures 2020



# Texas ESRD Emergency Coalition Policy and Procedures

## Steering Committee Leadership Responsibilities:

The TEEC leadership will consist of a chair, chair-elect, secretary and treasurer. The “elect” positions are annual elections held at the March/April meeting. The chair will remain in the position for a minimal of one year with the option of a two-year term if reelected. The treasurer position is limited to a volunteer in the Dallas area to sign checks and handle other financial responsibilities for the coalition.

### I. Leadership Positions:

#### a. Chair

- Work directly with the Network liaison to set meetings and agenda.
- Oversee the Policy and Procedures of TEEC are maintained
- Assist in coordinating the volunteers and call tree for the command center
- Work to further the mission of the coalition.

#### b. Chair elect

- Assist the Chair with all duties described above
- In the absence of the chair conduct meetings, calls and run the command center.

#### c. Secretary

- Take minutes at all meetings (either face to face or conference calls)
- Work with Network liaison to send out the minutes to the committee
- Maintain the volunteer list with updated contact numbers
- Work with Network liaison to update the website as needed

#### d. Treasurer

- Provide report of all financial activities to Steering Committee
- Maintain detailed financial records for coalition
- Be the authorized second signature on all TEEC expenses (Network ED will be primary signature) TEEC Funds: A purchase of \$500 or less can be made without a coalition conference call, but email acceptance from chair, chair elect, treasurer, secretary and Network representative is needed. Greater than \$500 must have a conference call with at least 10 members agreeing on the purchase. The funds may be used in anyway the coalition sees fit to aid in disaster preparedness of the renal community. This could be items ranging from exhibit fees, products to display TEEC's professional status, speaker/meeting fees, administrative products, or anything else the coalition deems appropriate.



# Texas ESRD Emergency Coalition

## Policy and Procedures

### II. Attendance:

- Members will be required to attend at least 50% of all meetings to be considered active. Attendance will be assessed each year and membership list updating accordingly to reflect current active members.

### III. Patients:

- A minimal of two patients are invited to attend all meetings
- Patients can assist in the emergency planning process and provide feedback from a patient's perspective.
- Patients are available to provide feedback on the development of any posters and other materials disbursed to facilities.

## Command Center

### I. Purpose:

To establish communication between ESRD providers and patients and families during a disaster for the purpose of providing continuity of care to all ESRD patients.

**II. Prepared by:** ESRD Network of Texas and TEEC

### III. Background:

The role of the ESRD community providers in an emergency is critical to launch an appropriate response and continue to provide patient care.

### IV. Policy:

A Command Center will be utilized during a disaster to assist all ESRD patients and health care providers with locating available facilities so that patients will have minimal interruption of medical services and dialysis treatments. Facilities will be chosen without favoritism given to any provider. The Command Center will also assist with local shelter coordination of services for evacuees that are placed and work with local and/or state agencies to coordinate evacuation and availability of services.

**V. Tools / Supplies:** Laptop, Command Center hard phone and/or personal cell phone

### VI. Process:

Hours of Operation:

- The Steering Committee chair will convene a Steering Committee conference call whenever a storm enters the Gulf of Mexico and the "cone of uncertainty" is the coast



# Texas ESRD Emergency Coalition Policy and Procedures

of Texas.

- The Command Center will open 48 hours prior to Disaster or Hurricane Landfall or as determined by steering committee.
- The Command Center will remain open depending on damage and severity of the disaster.
- Steering Committee will be responsible for determining the length of time the Command Center will remain open.

## Coverage:

- Two shifts within a 24-hour day (12 hours each shift); reduced to one 12-hour shift (6 AM-6 PM) when determined appropriate by the Steering Committee.
- Steering Committee volunteers will rotate nighttime coverage of the toll-free number to ensure continuity of availability by the command center.
- Number of representatives at Command Center:
  - One NKF representative at minimum
  - One TDH or Network Representative at minimum
  - Two representatives from different providers, at a minimum.
  - Recommend: At least one bilingual person, one Nurse and one Social Worker.
  - Provider representatives will be chosen by company's local management.
- Funding: Volunteers (or their supporting organization) will be responsible for travel, housing and food costs incurred during command center service.



# Texas ESRD Emergency Coalition Policy and Procedures

## Emergency Communication Phone Tree

### **I. Purpose:**

To establish an effective means to notify volunteers in an emergency.

### **II. Performed by:** Steering Committee / Volunteers

### **III. Background:**

Notification to volunteers of their role in an emergency is critical to launch an appropriate response and ensure ESRD patients receive required care.

### **IV. Policy:**

When the Network and Steering Committee has determined that an emergency is imminent the communication phone tree will be implemented.

### **V. Supplies:** Land lines, cell phones, email, and/or satellite phone

### **VI. Procedure:**

Provider's local management will send in volunteer names with contact numbers and their availability. The phone tree will be activated in the event of an emergency at the direction of the Steering Committee.

- a. A volunteer "call down" list will be developed based on the volunteers submitted by the participating providers.
- b. The instructions for the "call down" list is that each volunteer calls the next volunteer on the list until all volunteers have been called. The last volunteer will be responsible for calling the first volunteer on the list. This will mean that all volunteers will have been notified of the emergency and instructions to follow.
- c. Mock drills of the effectiveness of the phone tree will be conducted quarterly during active storm season (April, July, and October). Requests for volunteers will be sent out to the local management for the providers to update the volunteer list with the required information at the beginning of each year.
- d. Phone trees are always to be kept current. Remove or add volunteers as they leave, and as new members are added.

\*If a volunteer cannot reach their intended call person, notify volunteer #1 of the fact and call the next volunteer in the cycle.

### **VII. Documentation:**

Effectiveness will be reported during the Steering Committee meetings.