

Event Name: [EXERCISE] EXERCISE | CMS Exercise Series – Cascading Failures Functional Exercise | EXERCISE

Event Type: EXERCISE

Public Health Category: Facility Impact Severe Weather

Distribution Category: Release outside of organization as needed

Situation: EXERCISE | Please review the Exercise Scenario Details within the Exercise Plan for the severe weather event details impacting your organization. | EXERCISE

Facility Impacted: Other: EXERCISE | CMS Exercise Series Participants within the Southwest Region | EXERCISE

Region(s): Southwest

Immediate Impact and/or EXERCISE | Please review the list of functions/tasks/questions within the Exercise Plan. This information will also be posted on the VHASS Event Log. Ensure your organization answers the

Required Action: questions in blue within each Focus Area and Function, if applicable. Post your organization's answers within the VHASS Event Log by 12 PM. This is how participation will be recorded for the exercise. | EXERCISE

Background: EXERCISE | This exercise is Part 5 of the CMS Exercise Series focusing on Cascading Failures during a severe weather event. The exercise will begin at 10 AM where participants will join a Microsoft Teams Meeting for an exercise briefing, then the exercise will conclude at 12 PM. | EXERCISE

Discussion: EXERCISE | Exercise participants can post answers to each Focus Area questions as a separate comment as they work through the scenario or all at once at the end. | EXERCISE

Requested Action: EXERCISE | All participating organizations must record their responses to the questions in blue within each Focus Area and Function, if applicable, in the VHASS Event Log by 12 PM. Additionally, please update your organization's status board. | EXERCISE

Action Taken: EXERCISE | VHASS Event activated, VHASS Alert sent out requesting a status board update from participating facilities and the list of functions/tasks/questions have been posted on the VHASS Event Log. | EXERCISE

Points of Contact: Alley, Mary K	Hubble, Alayna	McKinney, Jeffrey L
Southwest Virginia Healthcare Coalition (SVHC)	Southwest Virginia Healthcare Coalition (SVHC)	Southwest Virginia Healthcare Coalition (SVHC)
Southwest	Southwest	Southwest
(540) 541-0315	(540) 676-5019	(540) 566-8032
Skeens, Gregory		
Southwest Virginia Healthcare Coalition (SVHC)		
Southwest		
(866) 679-7422		

Event Update History

Date/Time	Status	Name	Region	Organization	EN Access	Contact No.
02/03/2026 09:35 AM	Event Activated	Hubble, Alayna	Southwest	Southwest Virginia Healthcare Coalition (SVHC)	Events Region Administrator	(540) 676-5019

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Event: [EXERCISE] EXERCISE | CMS Exercise Series – Cascading Failures Functional Exercise | EXERCISE

Comments

Added: 2/6/2026 1:14 PM

Creator: Alayna Hubble

Org: Southwest Virginia Healthcare Coalition (SVHC)

Org Type: RHCC

Region: Southwest

Attached are Pheasant Ridge Nursing and Rehab's responses.

[Pheasant Ridge Nursing and Rehab.pdf](#)

Regions:

Southwest

Organization Types:

Regional Healthcare Coordination Center

Added: 2/3/2026 3:38 PM

Creator: Koby Johnson

Org: Mulberry Creek Nursing and Rehab Center

Org Type: LTC

Region: Southwest

EXERCISE, EXERCISE, EXERCISE-Mulberry Creek Nursing & Rehab Center

Focus Area: Communications and Notifications (Internal and External)

Regions:

Southwest

Function: Internal Situation Update

Organization Types:

Long Term Care Facility

Send an internal situation update to command staff/department leads.

Questions

Who receives the update (roles/departments)? All Department heads

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)? We utilize paylocity and smarlinx

Function: External Status Reporting

Share a status report with an external partner.

Questions

Who did your organization reach out to? VHASS, Emergency Managers, emergency services, and the corporate office

What confirmations/requests came back? We received calls/messages from everyone we contacted

Function: Targeted Populations Messaging

Notify patients/families/staff about current conditions and any operational changes.

Questions

Who did you notify? Mass email to families and direct communication to residents/staff

What was the key messaging? We are sheltering in place and that we would provide updates to them

How did you confirm receipt/understanding? We receive receipts from emails

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Verify which critical systems are on emergency powers.

Questions

Which area/devices are confirmed on generator power? Everything in our center is on generator power

Did your organization identify any that needed to be? none

Function: Fuel Status and Conservation Plan

Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.

Questions

What is the current runtime at present load? 72 hours

What was the earliest delivery window from your vendor? 24 hours

What conservation measures can be implemented immediately to extend runtime? Lessen facility load, maybe go to cold menus for the kitchen to conserve energy for dishes

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization? 72 hours

What are the alternate water sources available? Domestic water boiler

tanks, 1000 gal each (3)

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? Resident rooms/ common areas, kitchen

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? Relocation if needed

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions

What area did you identify? Common areas on the 1st 2nd and 3rd floor dining rooms

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? Windows, space, accessibility

Who completes and documents the assessment? maintenance/nursing

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on medical need and environmental risk.

Questions

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? 1st floor residents, with 2 feet of rain we are expecting minimal risk of floor flooding

What criteria are used to determine patient movement? flooding possibility

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated? yes

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.) oxygen company, sysco, generator fuel, pharmacy

Questions

Who did you contact?

What can they provide and when? Supplies for 2-3 days

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions

How are you tracking staff who are on-site, off-site, unreachable, etc.? Employee roster, HR to provide

How quickly can accountability updates be provided to leadership? HR to provide updates

What communication method(s) do you use to reach staff? Paylocity

Function: Staffing contingency Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions

What would be your current staffing gaps? 2nd-3rd shift being able to come in

What plans are in place to ensure current staff's well-being is a priority? rest periods and meals

What are the plans if incoming staff are delayed 12-24 hours? Contingency staffing measures to ensure continuity of care, all staff utilized

EXERCISE, EXERCISE, EXERCISE-Mulberry Creek Nursing & Rehab Center

Focus Area: Communications and Notifications (Internal and External)

Function: Internal Situation Update

Send an internal situation update to command staff/department leads.

Questions

Who receives the update (roles/departments)? All Department heads

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)? We utilize paylocity and smarlinx

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Function: Targeted Populations Messaging

Notify patients/families/staff about current conditions and any operational changes.

Questions

Who did you notify? Mass email to families and direct communication to residents/staff

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Function: Emergency Power Review

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Questions

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What conservation measures can be implemented immediately to extend runtime? Lessen facility load, maybe go to cold menus for the kitchen to conserve energy for dishes

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization? 72 hours

What are the alternate water sources available? Domestic water boiler tanks, 1000 gal each (3)

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? Resident rooms/ common areas, kitchen

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? Relocation if needed

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions

What area did you identify? Common areas on the 1st 2nd and 3rd floor dining rooms

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? Windows, space, accessibility

Who completes and documents the assessment? maintenance/nursing

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on

medical need and environmental risk.

Questions

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? 1st floor residents, with 2 feet of rain we are expecting minimal risk of floor flooding

What criteria are used to determine patient movement? flooding possibility

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated? yes

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.) oxygen company, sysco, generator fuel, pharmacy

Questions

Who did you contact?

What can they provide and when? Supplies for 2-3 days

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions

How are you tracking staff who are on-site, off-site, unreachable, etc.? Employee roster, HR to provide

How quickly can accountability updates be provided to leadership? HR to provide updates

What communication method(s) do you use to reach staff? Paylocity

Function: Staffing contingency Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions

What would be your current staffing gaps? 2nd-3rd shift being able to come in

What plans are in place to ensure current staff's well-being is a priority? rest periods and meals

What are the plans if incoming staff are delayed 12-24 hours? Contingency staffing measures to ensure continuity of care, all staff utilized

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/04/2026 08:07 AM

Reply: Thank you for the information!

Added: 2/3/2026 2:52 PM

Creator: Alayna Hubble

Org: Southwest Virginia Healthcare Coalition (SVHC)

Org Type: RHCC

Region: Southwest

Regions:

Southwest

Organization Types:

Regional Healthcare Coordination Center

Danville-Pittsylvania Community Services experienced an internet outage during the exercise; attached are their answers.

[Danville_Pittsylvania Community Services.pdf](#)

Added: 2/3/2026 1:12 PM

Creator: Wes Viers

Org: Galax Health & Rehab

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Galax Health and Rehab

1. Focus Area: Communications
 1. NHA, DON, Maintenance Director all will be contacted by email/text message
 2. Center would communicate to regional support staff and vendors to alert them of developing situation
 3. Would communicate to all staff as developments unfold
 4. Communication platforms include OnShift and Teams
 5. Update RHCC/VHASS
2. Focus Area: Utility Disruptions
 1. The center has a generator that powers the whole house, fuel would have been topped off prior to the event when weather reports started to indicate the impending storm
 2. The generator will power the center for 7 days, contracts in place with multiple vendors to get fuel
 3. The center has an emergency supply of water, contracts in place with national vendor to have additional water

- delivered
- 4. HVAC is powered by the generator
- 3. Focus Area: Patient Care Continuity and Surge Management
 - 1. The dining room and therapy gyms could be utilized
 - 2. The dining area and therapy gyms have lights, outlets and HVAC coverage
 - 3. Nursing administration would complete documentation
 - 4. Residents would be triaged to determine the order of movement
 - 1. Patients with critical needs would be flagged for potential evacuation
- 4. Focus Area: Coordination, Reporting, and Documentation
 - 1. Status board has been updated
 - 2. Center contacted DME supplier to access the response time required if we had a surge of 15 patients (8-10 lead time needed to get supplies on hand)
- 5. Focus Area: Staffing and Safety
 - 1. Scheduling system would be used to account for staff on site, call list is available to make contact with staff
 - 2. Staffing updates would be x2 daily and as needed
 - 3. Text messaging and phone calls
 - 4. Staff utilize open rooms to shelter in place, facility provides mattresses and linens.....staff would be asked to remain on site until relief arrives if oncoming staff are delayed in reporting to the center

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 02:49 PM

Reply: Thank you for the information!

Added: 2/3/2026 12:46 PM

Creator: Fame Black

Org: Lee Health & Rehab Center

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Lee Health & Rehab Center- EXERCISE

Focus Area: Communications and Notifications (Internal and External)

Function: Internal Situation Update

Send an internal situation update to command staff/department leads.

Questions

Who receives the update (roles/departments)? Center department heads.

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)? Email and text messaging

Function: External Status Reporting

Share a status report with an external partner.

Questions

Who did your organization reach out to? RHCC, local emergency management, and Occurrence Alert email for managing operations.

What confirmations/requests came back? Confirmation emails and phone calls.

Function: Targeted Populations Messaging

Notify patients/families/staff about current conditions and any operational changes.

Questions

Who did you notify? Mass text to family members of patients

What was the key messaging? Key messaging was that we are under generator power currently and additional staff have been notified to come in- will update as necessary.

How did you confirm receipt/understanding? Incoming texts

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Verify which critical systems are on emergency powers.

Questions

Which area/devices are confirmed on generator power? List can be found in tab 4 of EOP – locations have been verified.

Did your organization identify any that needed to be? We have identified a dryer that needs to be added to generator power.

Function: Fuel Status and Conservation Plan

Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.

Questions

What is the current runtime at present load? 48 hours

What was the earliest delivery window from your vendor? Next day

What conservation measures can be implemented immediately to extend runtime? Currently assessing what can come off of generator load.

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization? 3 days worth of water for residents and staff.

What are the alternate water sources available? Have community partner connections at local retailers that should be available to assist.

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? Laundry room, dietary would be most affected.

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? Have portable fans, but will run into issues with quantity and the ability to reach red outlets.

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions

What area did you identify? Dining area, conference room, activities, therapy are all surge areas.

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? Size, protected areas, accessibility of generator power.

Who completes and documents the assessment? Designated staff.

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on medical need and environmental risk.

Questions

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? Oxygen dependent patients, wound vac patients

What criteria are used to determine patient movement? Acuity level and transportation needs.

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated? Yes

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)

Questions

Who did you contact? Commonwealth Health.

What can they provide and when?

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions

How are you tracking staff who are on-site, off-site, unreachable, etc.? Tracking through HRIS system.

How quickly can accountability updates be provided to leadership? Within minutes with the new system.

What communication method(s) do you use to reach staff? Emails, text, and Facebook employee group.

Function: Staffing Sustainment Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions

What would be your current staffing gaps? Gaps would only be an issue if staff cannot commute to center.

What plans are in place to ensure current staff's well-being is a priority? We have air mattresses available, nourishment, phone chargers, extra linens, etc.

What are the plans if incoming staff are delayed 12-24 hours? Rest-cycles for on-site staff, maintenance director will pick up staff as well.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 02:48 PM

Reply: Thank you for the information!

Added: 2/3/2026 12:42 PM

Creator: Fame Black

Org: Lee Health & Rehab Center

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Answers for Lee Health & Rehab Center

Focus Area: Communications and Notifications (Internal and External)

Function: Internal Situation Update

Send an internal situation update to command staff/department leads.

Questions

Who receives the update (roles/departments)? Center department heads.

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)? Email and text messaging

Function: External Status Reporting

Share a status report with an external partner.

Questions

Who did your organization reach out to? RHCC, local emergency management, and Occurrence Alert email for managing operations.

What confirmations/requests came back? Confirmation emails and phone calls.

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Notify patients/families/staff about current conditions and any operational changes.

Questions

Who did you notify? Mass text to family members of patients

What was the key messaging? Key messaging was that we are under generator power currently and additional staff have been notified to come in- will update as necessary.

How did you confirm receipt/understanding? Incoming texts

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Verify which critical systems are on emergency powers.

Questions

Which area/devices are confirmed on generator power? List can be found in tab 4 of EOP – locations have been verified.

Did your organization identify any that needed to be? We have identified a dryer that needs to be added to generator power.

Function: Fuel Status and Conservation Plan

Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.

Questions

What is the current runtime at present load? 48 hours

What was the earliest delivery window from your vendor? Next day

What conservation measures can be implemented immediately to extend runtime? Currently assessing what can come off of generator load.

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization? 3 days worth of water for residents and staff.

What are the alternate water sources available? Have community partner connections at local retailers that should be available to assist.

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? Laundry room, dietary would be most affected.

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? Have portable fans, but will run into issues with quantity and the ability to reach red outlets.

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions

What area did you identify? Dining area, conference room, activities, therapy are all surge areas.

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? Size, protected areas, accessibility of generator power.

Who completes and documents the assessment? Designated staff.

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on medical need and environmental risk.

Questions

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? Oxygen dependent patients, wound vac patients

What criteria are used to determine patient movement? Acuity level and transportation needs.

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated? Yes

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)

Questions

Who did you contact? Commonwealth Health.

What can they provide and when?

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions

How are you tracking staff who are on-site, off-site, unreachable, etc.? Tracking through HRIS system.

How quickly can accountability updates be provided to leadership? Within minutes with the new system.

What communication method(s) do you use to reach staff? Emails, text, and Facebook employee group.

Function: Staffing Sustainment Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions

What would be your current staffing gaps? Gaps would only be an issue if staff cannot commute to center.

What plans are in place to ensure current staff's well-being is a priority? We have air mattresses available, nourishment, phone chargers, extra linens, etc.

What are the plans if incoming staff are delayed 12-24 hours? Rest-cycles for on-site staff, maintenance director will pick up staff as well.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 02:48 PM

Reply: Thank you for the information!

Added: 2/3/2026 12:32 PM

Creator: Kim Branscome

Org: LewisGale Medical Center

Org Type: HOSP

Region: Southwest

Regions:

Southwest

Organization Types:

Hospital

LGMC attached.

[LCMC Functional Exe 2_3_2026.docx](#)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 02:48 PM

Reply: Thank you for the information!

Added: 2/3/2026 12:31 PM
Creator: Donna Ashby
Org: Clinch Valley Medical Center - Clinch Valley Health
Org Type: HOSP
Region: Southwest

Regions:
Southwest

Organization Types:
Hospital

CVMC-SNF Exercise attachment: see SNF status board comments.

[CVMC_SNF_Exercise_Plan_Focus.pdf](#)

Replies

Author: Hubble, Alayna
Organization: Southwest Virginia Healthcare Coalition (SVHC)
Time: 02/03/2026 02:48 PM
Reply: Thank you for the information!

Added: 2/3/2026 12:27 PM
Creator: Norelle Giles
Org: Heritage Hall - Big Stone Gap
Org Type: LTC
Region: Southwest

Regions:
Southwest

Organization Types:
Long Term Care Facility

Who receives the update? Administrator and maintenance director

Which communication channels did you use? Facility phone, email, cell phones

Who did your organization reach out to? A sister facility in Wise, 25 minutes away. Confirmed communication via their administrator

Who did you notify? Residents, staff members, resident responsible parties, visitors in the facility, resource center in Roanoke, Virginia

Notification made that the facility continues to provide services 24 hours to residents currently with severe winter weather warnings, that the emergency plan is activated and preparations continue to ensure staffing is adequate, lodging is prepared for staff, and our checklist for the emergency plan has been reviewed and completed. They were able to repeat this information back to indicate understanding, nod in agreement and understanding for example.

Emergency Power Review: The facility has a list in the emergency power section of each item supplied by the generator. No new needs identified.

The generator can run for 72 hours at present load with anticipated 1-2 days delivery. Conserve energy, reduce waste within the facility, utilize power for resident needs - oxygen, IV's, feeding pumps.

Water Supply: Emergency water stored in the kitchen, water supply measured to be effective at least 1-2 days. The emergency vendor agreement with US Foods is activated and signed for more water, plus use of Food City and sister facilities.

Temperature Sensitive Areas: Able to use dining room for emergency heat which is listed in the EOP.

Rapid relocation could occur in the facility dining room, open rooms available on facility census form, sister facility if needed, local hospital, local high school the facility has an agreement with. The school has handicapped accessible bathrooms and a kitchen that can be used to provide care.

The administrator and maintenance director complete documentation and assessments.

Clinical prioritization for movement: The most acute needing the most supervision would be first, memory care, bed bound - listed in the special orders logs at each station, oxygen use. Criteria to determine the movement would be from the incident commander if a "shelter in place" or evacuation occurred.

Status Board: Updated

Vendor lists for support including pharmacy, US Foods for example have contacts listed in our EOP. The pharmacy has given us a delivery schedule update via email.

The facility has a scheduler and each department manager has planned for staffing, lodging whether at the facility or hotel, transportation provided by maintenance director or administrator. Phones, social media and email have been used to reach staff. Paycom is our platform staff can use to see their schedules.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 02:48 PM

Reply: Thank you for the information!

Added: 2/3/2026 12:26 PM

Creator: Donna Ashby

Org: Clinch Valley Medical Center - Clinch Valley Health

Org Type: HOSP

Region: Southwest

Regions:

Southwest

Organization Types:

Hospital

see attached

[CVMC_SNF_Exercise_Plan_Focus.pdf](#)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 02:47 PM

Reply: Thank you for the information!

Added: 2/3/2026 12:14 PM

Creator: David Howell

Org: Abingdon Health & Rehab Center

Org Type: LTC

Region: Southwest

Regions:

Southwest

Focus Area: Communications and Notifications (Internal and External)

Function: Internal Situation Update

Send an internal situation update to command staff/department leads.

Questions

Who receives the update (roles/departments)? Dept heads

Organization Types:

Long Term Care Facility

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)? by email & text

Function: External Status Reporting

Share a status report with an external partner.

Questions

Who did your organization reach out to? Corporate office team members

What confirmations/requests came back? Numerous responses for assistance

Function: Targeted Populations Messaging

Notify patients/families/staff about current conditions and any operational changes.

Questions

Who did you notify? Families via mass text

What was the key messaging? Mentioned exercise only event

How did you confirm receipt/understanding? Corporate response

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Verify which critical systems are on emergency powers.

Questions

Which area/devices are confirmed on generator power? Complete list maintained in EOP (extensive listing)

Did your organization identify any that needed to be? Need to add washer & dryer; 2 additional RTUs; more outlets in the kitchen

Function: Fuel Status and Conservation Plan

Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.

Questions

What is the current runtime at present load? 7/8's tank of diesel w/ 72 hour run time

What was the earliest delivery window from your vendor? Next day delivery

What conservation measures can be implemented immediately to extend

runtime? NONE

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization? 300 gallon potable & 200 gallon non-potable

What are the alternate water sources available? Emergency water supplier can deliver 500-gallons non-potable

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? All nursing unit common areas and Skilled dining room are served by RTUs

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? NONE

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions

What area did you identify? Common areas

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? All served by RTUs on generator power

Who completes and documents the assessment? Clinical staff

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on medical need and environmental risk.

Questions

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? oxygen dependent and hospice care patients

What criteria are used to determine patient movement? Assessed by staff for frailty

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated? yes

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)

Questions

Who did you contact? Diesel provider, emergency water & food

What can they provide and when? Diesel fuel, water & food as needed

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions

How are you tracking staff who are on-site, off-site, unreachable, etc.? Assign MAPS person to track staff, who needs transportation, accommodations.

How quickly can accountability updates be provided to leadership? Every shift

What communication method(s) do you use to reach staff? Text and email

Function: Staffing Sustainment Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions

What would be your current staffing gaps? None

What plans are in place to ensure current staff's well-being is a priority? Accommodation, Transportation, Food, Drinks

What are the plans if incoming staff are delayed 12-24 hours? Use non-clinical staff as appropriate, provide transportation, provide daycare, provide

rest periods for available staff

Replies

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 02:47 PM

Reply: Thank you for the information!

Added: 2/3/2026 12:07 PM

Creator: Jennifer Rowe Green

Org: Fresenius: Montgomery

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

Exercise, Exercise, Exercise

[Focus Area.docx](#)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 02:47 PM

Reply: Thank you for the information!

Added: 2/3/2026 11:57 AM

Creator: Regina O'Quinn

Org: Davis & McDaniel Veterans Care Center

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

EXERCISE EXERCISE EXERCISE EXERCISE

Davis & McDaniel Veterans Care Center

1 Internal Situation Update

a Who receives the update? All department heads and Activate Incident Command

b: Communication channels: email, Everbridge, telephones

2. a: Share with external partner

DVS Main Office Richmond: telephone call by Incident Command Leader

Sister Facilities: email

VAMC Salem: 540-750-3176 Jeffrey Meyer (chief of police)

VHAS: Status Board

b: Confirmations/Requests

Todd Barnes/Steve Combs: notified, keep updated

Emails delivered

Left Message: Dispatch called, Gary Smith notified

Status Board Updated

3. Notify residents/families/staff

- a. All residents/RP/staff via Everbridge
- b. Situation Weather: necessary preparation facility safe under normal operations at this time.
- c. Receipt back on Everbridge from recipients

4. Utility Disruption

Total facility on generators

a. all

b. none

5. Current fuel levels: Vendor: James River Solutions - state contract.
Contacted Ellie at 804-358-9000

a. Current runtime: 8-10 days blend of natural gas and diesel

3-4 days diesel only

b. Unknown - depends on road conditions - number of deliveries they are having to make. We are on critical list with vendor.

c. Shed non-critical areas/equipment such as elevators, reduce lighting

6. Water Interruption Contingencies: Alternate water supply resources

MOU X 2; tanker truck service; bottled water supplies

a. Minimum daily water requirement: 17,433 gallons

b. Irrigation water to be used as potable water

c. Well pump on generator - water would have to be sterilized

7. HVAC Impact Mitigation

a. resident care areas

b. fans are stored in facility if needed. Portable A/C units: temporary chillers/boilers provided by Trane; relocation if needed

8. Environmental Safety Assessment: N/A

9. Clinical Prioritization for movement

a. Oxygen; breathing treatments; tube feeds; IV's; dialysis

b. Level of care, acuity

10. Update VHAS Status Board: Yes

11. Vendor Outreach: Pharmacy

VA Pharmacy (1-540-982-2460); Leslie Hindemann ext: 1426; Maria Weaver ext: 2340

McKesson: (1-800-364-6198) random person; Slayton Morrow rep at 904-860-7594.

12. Staffing Accountability

a. Payroll Processor - Crystal Bishop list of staff on clock @ time. Reach out to off-site: phone, text, Everbridge

b: Within 30 minutes

c: Everbridge, telephone, text

13. a: Current staffing gaps: depends on road conditions, travel. Minimum number of staff on each rotation, extend rotations

b: food, medicine, rest area provided - allow to contact family

c: changing staff rotations - include all departments in resident care as allowed.

EXERCISE EXERCISE EXERCISE EXERCISE

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:59 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:54 AM
Creator: Donna Ashby
Org: Clinch Valley Medical Center LTC
Org Type: LTC
Region: Southwest

Regions:
Southwest

Organization Types:
Long Term Care Facility

Clinch Valley Medical Center - Skilled Nursing Facility have been affected by power outages. We are on generator power, which systems are prioritized to Patient medical devices and systems. Some areas without computer usage and lights. Workarounds in place. Most of the Tazewell County are without power and authorities have not accessed the extent and duration. At current, we have been on generator power for 4 hours. We have asked Town Emergency Manager for Hospital Prioritizing to get power restored. We have communication issues because cell phones are out and wify not working. Using Runners and IT is working around the clock to restore. The Executive Administration has land line for emergency use. Currently, all of the Leadership including Managers are in Knoxville attending training. The highest level ranking chain of command is the Nursing Supervisor. The HCC has been activated. Staffing schedules have been located and staff are notified to shelter in place here at the hospital with rooms provided. SMS text through Regroup Alerting has been sent to staff to notify them of the current situation of severe weather event and to stay home or if unaffected help is needed. Seeking additional supplies from our materials management in case they become cut off by flooding at outside facility. Our Corporate Lifepoint has been notified and command is updated to resources. We contacted the SVHC to look at securing a fleet potable water delivery on stand by. The flooding in the town and areas may create a boil water situation and affect sewage back up in our old lines. We may need the SVHC to contact the National Guard if resouces are available. The Swift Water Teams are requested through the town EM Manager. We may need the National Guard to supply staff and food beyond the 96 hours sustainability.

Replies

Author: Hubble, Alayna
Organization: Southwest Virginia Healthcare Coalition (SVHC)
Time: 02/03/2026 11:59 AM
Reply: Thank you for the information!

Author: Ashby, Donna
Organization: Clinch Valley Medical Center - Clinch Valley Health
Time: 02/03/2026 12:35 PM
Reply: Exercise, Exercise, Exercise.... forgot to put that. I had trouble getting the PDF to go over as attachment.

Added: 2/3/2026 11:54 AM
Creator: Alex Short
Org: Berkshire Health and Rehabilitation Center
Org Type: LTC
Region: Southwest

Regions:
Southwest

Organization Types:
Long Term Care Facility

Replies

Focus Area: Communications and Notifications (Internal and External)

Function: Internal Situation Update

Send an internal situation update to command staff/department leads.

Questions

Who receives the update (roles/departments)? **All Dept heads (Admin, DON, DOM, & unit Mangers)**

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)? **Call tree/E-mail**

Function: External Status Reporting

Share a status report with an external partner.

Questions

Who did your organization reach out to? **MFA corporate/Deputy Fire Chief**

What confirmations/requests came back? **Implement Emergency Preparedness Plan**

Function: Targeted Populations Messaging

Notify patients/families/staff about current conditions and any operational changes.

Questions

Who did you notify? **Patients, Families, & staff.**

What was the key messaging? **Current conditions and emergency plans**

How did you confirm receipt/understanding? **Call tree, E-Mail, & website.**

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Verify which critical systems are on emergency powers.

Questions

Which area/devices are confirmed on generator power? **All (emergency generator covers %100 of building.**

Did your organization identify any that needed to be? **No**

Function: Fuel Status and Conservation Plan

Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.

Questions

What is the current runtime at present load? **5 days**

What was the earliest delivery window from your vendor? **1 day out**

What conservation measures can be implemented immediately to extend runtime? **Evacuate non cilnical areas.**

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization? **240 gallons a day**

What are the alternate water sources available? **emergency water supply**

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? **Patient Rooms**

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? **Relocate to common area**

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions

What area did you identify? **Rehab Gym/Dinning room**

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? **temp control, large enough area to move bed into**

Who completes and documents the assessment? **Nursing Staff**

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on medical need and environmental risk.

Questions

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? **bed bound patients**

What criteria are used to determine patient movement? **ADL**

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated? **YES**

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)

Questions

Who did you contact? **Sysco, medline, Pharscript, & CPTS(transport)**

What can they provide and when? **Emergency transport apond request**

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions

How are you tracking staff who are on-site, off-site, unreachable, etc.?

Hosted time

How quickly can accountability updates be provided to leadership? **per shift**

What communication method(s) do you use to reach staff? **Call tree/e-mail**

Function: Staffing Sustainment Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions

What would be your current staffing gaps? **Transportation**

What plans are in place to ensure current staff's well-being is a priority? **in-house lodging**

What are the plans if incoming staff are delayed 12-24 hours? **mandation**

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:59 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:53 AM

Creator: Andrew Sanders

Org: Star City Rehabilitation and Nursing

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

EXERCISE, EXERCISE, EXERCISE-Star City Rehabilitation and Nursing

Focus Area: Communications and Notifications (Internal and External)

Function: Internal Situation Update

Send an internal situation update to command staff/department leads.

Questions

Who receives the update (roles/departments)? All Department heads

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)? We utilize whatsapp

Function: External Status Reporting

Share a status report with an external partner.

Questions

Who did your organization reach out to? VHASS, Emergency Managers, emergency services, and the corporate office

What confirmations/requests came back? We received calls/messages from everyone we contacted

Function: Targeted Populations Messaging

Notify patients/families/staff about current conditions and any operational changes.

Questions

Who did you notify? Mass email to families and direct communication to residents/staff

What was the key messaging? We are sheltering in place and that we would provide regular updates to them

How did you confirm receipt/understanding? We receive delivery receipts from emails

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Verify which critical systems are on emergency powers.

Questions

Which area/devices are confirmed on generator power? Everything in our center is on generator power

Did your organization identify any that needed to be? none

Function: Fuel Status and Conservation Plan

Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.

Questions

What is the current runtime at present load? 3 days

What was the earliest delivery window from your vendor? 1-2 days

What conservation measures can be implemented immediately to extend runtime? Lessen facility load, maybe go to cold menus for the kitchen to conserve energy

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization? 72 hours

What are the alternate water sources available? Rain water

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? Resident rooms/ common areas, kitchen

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? we have 4 portable units

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions

What area did you identify? Common areas on the 2nd/3rd floors and

community rooms

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? 2nd and 3rd floors

Who completes and documents the assessment? maintenance/nursing

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on medical need and environmental risk.

Questions

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? 1st floor residents, with 2 feet of rain we are expecting 1st floor flooding

What criteria are used to determine patient movement? flooding

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated? yes

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.) oxygen company, sysco, polaris, generator fuel

Questions

Who did you contact?

What can they provide and when? 2-3 days

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions

How are you tracking staff who are on-site, off-site, unreachable, etc.? Employee roster, HR to provide

How quickly can accountability updates be provided to leadership? HR to provide regular updates

What communication method(s) do you use to reach staff? on shift

Function: Staffing Sustainment Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions

What would be your current staffing gaps? 2nd shift being able to come in

What plans are in place to ensure current staff's well-being is a priority? frequent rest periods

What are the plans if incoming staff are delayed 12-24 hours? all hands on deck approach

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 12:00 PM

Reply: Thank you for the information!

Added: 2/3/2026 11:50 AM

Creator: Alayna Hubble

Org: Southwest Virginia Healthcare Coalition (SVHC)

Org Type: RHCC

Region: Southwest

Regions:

Southwest

Organization Types:

Regional Healthcare Coordination Center

Physicians' Surgery Center of Tidewater answers attached.

[Physicians' Surgery Center of Tidewater.pdf](#)

Added: 2/3/2026 11:50 AM

Creator: Allan Sawicki

Org: Brandon Oaks Nursing & Rehabilitation Center

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

COMMUNICATIONS AND NOTIFICATIONS

1, Alexa Mower, Brandon Oak's Director of Communications, is tasked with alerting staff and residents of emergency updates and operations. Brandon Oaks' Leadership Team (all corporate directors) will be informing DoC of pertinent information specific to each department.

2. Brandon Oaks will use our "SARA" and "Catie Mobile" alerting systems to both mass text and email all staff and residents regarding emergency operations and updates.

EXTERNAL STATUS REPORTING

1. Brandon Oaks will immediately update VHASS status boards, as well as contact our food, water and fuel vendors (US Foods, Davenport) to request additional supplies in the event the weather emergency drains our generators and reserve food/water supply for residents and staff. We may also reach out to our sister facility to discuss possibilities of evacuating our residents/staff if necessary.

TARGETED POPULATIONS MESSAGING

1. Our Director of Notifications alerted all residents, staff and signed-up families/power-of-attorneys to residents\ via our SARA and CatieMobile alerting systems (text and email).
2. Our key messaging is to explain present state of emergency with as much information as possible, to request residents/staff remain inside campus buildings and avoid travel, and to be aware Brandon Oaks has backup power and food and potable water supplies (five generators, 2 portable generators, 687 gallons of potable water for Nursing Rehab, and 840 gallons for main campus).

UTILITY DISRUPTION AND CONTINUITY OF OPERATIONS

1. 1. Brandon Oaks' Nursing and Rehabilitation Center is 100% supported by our backup generator. On main campus, Assisted Living is also 100% supported by backup generator power. Independent Living has had emergency power (from generator) run to rooms and outlets for residents with critical medical equipment (ex. O2 concentrators), as well as designated emergency outlets in IL hallways. Additionally, emergency power cables (supported by generator) are in the auditorium ceiling, which can be used to house staff/residents if necessary.
2. Yes, following a power outage due to new construction on campus (in 2025, mid-year), it was discovered much of IL was not supported by emergency generator power. This led to our Facilities Director having emergency outlets installed in necessary resident rooms, IL hallways, and our IL main auditorium, as well as attaching critical production kitchen equipment panels to emergency power as well.

FUEL STATUS AND CONSERVATION PLAN

1. Brandon Oaks NRC has a 500KW Kohler Generator (NRC 100% supported, 35 gal/hr). Main Campus has 400KW (AL 100% supported), and a 50 and 30KWH generators respectively for our smaller, detached buildings (The Pines, designated emergency outlets in halls and necessary apartments, emergency lighting

supported).

2. Brandon Oaks has a signed agreement with Davenport that any requested fuel during emergencies will be delivered within 24-48 hours of request.
3. Conservation methods would include reducing HVAC use where possible (shut off units in unused gyms, rooms, hallways, etc.). Dietary and kitchen staff can prepare cold meals (ex. sandwiches) with minimal kitchen equipment used (flat tops, ovens, etc.). Plastic or paperware can be used to avoid running dishwashers, as water may also be affected by the storm.

WATER INTERRUPTION CONTINGENCIES

1. Brandon Oaks keeps 1 gal. potable water per resident and staffmember, per day, equaling 3 gallons per person. NRC has 687 gallons in stock in LL mechanical room. Main campus has 840 gallons of potable water in Pine Crest garage.
2. Additionally, we have a comparable stock of expired potable gallons of water for hygiene and toilet refilling, as well as pool and well water (for toilets). Maintenance will distribute all across campus and remain in communication with departments and staff needs. Facility hot water heaters and storage tanks can be used as potable water as well. Laundry operations will be limited as will Housekeeping, though machines can be used when necessary.

HVAC IMPACT MITIGATION

1. The NRC and AL buildings on campus are fully supported by generator emergency backup power, so all HVAC equipment should be usable. Areas of IL are of greater concern, as IL apartments do not have HVAC equipment on generator power. Space heaters and portable air conditioners can be provided, though are limited in supply.
2. If necessary, residents and staff can be relocated to the IL auditorium which has emergency backup power (to centralize portable heaters, A/Cs), or relocate to areas of AL or the NRC if temperatures are excessively cold or hot.

PATIENT CARE CONTINUITY AND SURGE MANAGEMENT

1. Areas for IL and Main Campus could include our main auditorium and dining rooms, large common areas of IL floors, and common areas of Assisted Living, which is fully supported by generator. The NRC can relocate staff and residents to adjacent nursing units as needed, or the LL gym if flooding is not an issue. Main campus and NRC sit atop hills, which should prevent most rainfall from entering the building. Residents and staff can evacuate to the interior of the

- buildings, or upwards to common areas.
2. Considering flooding, heating/cooling factors, 1st floor residents can relocate to floors above (common areas), or towards interior of property to auditorium, lobby and dining room.
 3. Either Brandon Oaks CEO, COO, NRC Clinical Director or our Facilities Director would make this determination, depending on extent of emergency, or location of the particular cascading failure.

CLINICAL PRIORITIZATION OF MOVEMENT

1. Brandon Oaks first line of defense is to shelter in place, however if patients must be relocated, our SNF's and AL's most vulnerable populations would be moved first. These would include our Memory Care residents and all patients unable to move themselves (injury-preventing, hospice-receiving, etc.).
2. Residents who can self-ambulate will move with minimal staff assistance, while other staff will tend to non-ambulatory residents.

VENDOR OUTREACH

1. We contacted Davenport who confirmed diesel offroad fuel would be delivered within 24-48 hours of request, and confirmed we have this agreement in writing.

STAFFING AND SAFETY

1. Clinical staff will be tracked using our OnShift scheduling software, and designated entrances/exits will be communicated in order to count personnel entering buildings and leaving buildings, so an accurate headcount is maintained. Our conference room at the NRC is our command center, which will help track staff entry/exit. Scheduling Coordinator will attempt contact with unscheduled employees for further assistance.
2. Leadership will be centralized in our command centers (NRC conference room at lobby, main campus conference room by COO office). Directors will be in constant communication with staff and departments to include accurate census counts.
3. OnShift has a communication system, but Brandon Oaks also employs TigerText, SARA and CatieMobile alerting systems (mass text, robocalls, emails).

STAFFING SUSTAINMENT PLAN

1. Given travel may be interrupted or impossible, staff may be unable to reach the property. We have empty apartments, SNF/LTC rooms at the NRC, and various offices to house staff who need rest.

Brandon Oaks has approximately 30 cots and mattresses for staff during emergencies. Scheduling Coordinator will request unscheduled staff to help address staffing shortages. Brandon Oaks keeps a 3-day supply of potable water and food for both residents and each employee.

2. If staff are delayed, staff who have worked for longer than 18 hours will be given rest, regardless of relief (management will rotate in).
3. Brandon Oaks maintains a strong staffing/patient ratio, so if staff are unable to arrive to work, operations should continue with minimal disruption.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:50 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:46 AM

Creator: Amanda Powers

Org: Springtree Health & Rehabilitation Center

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Focus Area: Communications and Notifications (Internal and External)

Function: Internal Situation Update

Send an internal situation update to command staff/department leads.

Questions:

Who receives the update (roles/departments)?

Regional Maintenance, and VPO, Administrator and all department heads (DON, ADON, Therapy Director, Dietary, Housekeeping, Director of Social Services, Director Maintenance, Activities, Admissions, Business Office, HR, Maintenance)

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)?

Email, Calls, Group messages, Hosted Time Blast

Function: External Status Reporting

Share a status report with an external partner.

Questions Who did your organization reach out to?

VHASS (Status Board), Regional Healthcare Coordination Center, Local EMS, Parkway Church (evacuation site)

What confirmations/requests came back?

Phone confirmations

Function: Targeted Populations Messaging

Notify patients/families/staff about current conditions and any

operational changes.

Questions Who did you notify?

Social Media Team, Department Heads, Regional Team

What was the key messaging?

The facility is preparing for a potential weather event- to include any operational changes and updates.

How did you confirm receipt/understanding?

Verbal confirmations and email responses if still available.

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Verify which critical systems are on emergency powers.

Questions Which area/devices are confirmed on generator power?

All Red outlets, Ice machine (kitchen), freezer, cooler, PTACs, Hot Water, Fire alarm, Call system, wanderguard, Emergency Lighting

Did your organization identify any that needed to be?

No

Function: Fuel Status and Conservation Plan

Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.

Questions: What is the current runtime at present load?

650 gallons- 14 days

What was the earliest delivery window from your vendor?

Within 24 hrs

What conservation measures can be implemented immediately to extend runtime?

Remove nonessential items from generator load, cohort residents as appropriate to limit PTACs adding on generator load

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions What is the minimum daily water requirement for your organization?

400 gallons per day

What are the alternate water sources available?

Sysco, Walmart, Sams

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions What areas did you identify?

Kitchen freezer and refrigerators, PTAC units

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss?

None as generator powers PTACs, relocation also an option

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions What area did you identify?

Local church, sister facilities

What criteria did you use to determine whether those were safe relocation areas during the current severe weather?

Church and closest sister facility are both on a large hill, not in flood zone

Who completes and documents the assessment?

Administrator

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on medical need and environmental risk.

Questions Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)?

Oxygen-dependent, most critical patients go to sister facility. Residents needing less resources will go to the church.

What criteria are used to determine patient movement?

Medical Necessity, Transport options (bari / wheelchair / car / stretcher)

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated?

Yes

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)

Questions Who did you contact?

AirGas, Sysco, Pharmscript, Republic Service, Medline

What can they provide and when?

Additional oxygen tanks within 24 hours, trash removal, additional food and medical supplies within 24hrs

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions How are you tracking staff who are on-site, off-site, unreachable, etc.?

Sign in/out sheets at single point entry, Department Heads to track and document their staff that are off-site and unreachable.

How quickly can accountability updates be provided to leadership?

Non-emergent updates hourly, anything urgent - immediately

What communication method(s) do you use to reach staff?

Hosted Time, text, calls, email

Function: Staffing Sustainment Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions What would be your current staffing gaps?

No staffing gaps- only barrier would be access to the building.

What plans are in place to ensure current staff's well-being is a priority?

Designated activity room and gym for staff sleeping/ rest area. Meals provided for staff.

What are the plans if incoming staff are delayed 12-24 hours?

Nursing management and department heads with clinical licenses to cover.

Admin able to assist with transportation.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:51 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:42 AM

Creator: April Glovier

Org: Fresenius Kidney Care Mountain Empire (Norton)

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

April Glovier, Clinical Administrative Assistant; Christa Hensley, RN, Charge Nurse; Kim Bowlin, Facility Administrator: Fresenius Medical Care Mountain Empire Dialysis

[Vhass exercise.docx](#)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:51 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:41 AM

Creator: Matthew Robertson

Org: Pulaski Health & Rehab Center

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

FUNCTION: external status report

- local ems
- local emergency response team

FUNCTION: targeted populations messaging

- staff hosted time mass text
- residents families calls and emails
- email text, conformation

FUNCTION: Emergency Power Review

- whole building generator

FUNCTION: Fuel status

- 72 hrs run time
- 48 72 hrs of call time needed
- lower usage of lights and room heaters, television

FUNCTION: water interruption contingencies

- potable water kept in kitchen for 72 hrs

FUNCTION: HVAC Impact mitigation

- none

FUNCTION: environmental safety assessment

- day rooms
- dining rooms
- gym therapy

1. safe, clean and functional
2. DOR, DON, DOM

FUNCTION: clinical prioritization for movement

- non mobile
- oxygen dependent

FUNCTION: vendor outreach

- updated status board
- yes

FUNCTION: staffing accountability

- HOSTED TIME AND PAR
- HOTEL AND RIDES available
- ONSITE PLACES available

FUNCTION: staffing sustain Plan

none unless call ins occur

lower overtime during event plans for staff getting to the facility

staffing leadership to pick up the time and help with staff on the floor

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:51 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:39 AM
Creator: Erin Layell
Org: Richfield Health Center Salem
Org Type: LTC
Region: Southwest

Please see attached.

Regions:
Southwest

Thanks,
Erin

[Richfield Health Center VHASS Exercise.docx](#)

Organization Types:
Long Term Care Facility

Replies

Author: Hubble, Alayna
Organization: Southwest Virginia Healthcare Coalition (SVHC)
Time: 02/03/2026 11:46 AM
Reply: Thank you for the information!

Added: 2/3/2026 11:39 AM
Creator: Lisa Combs
Org: Fresenius Kidney Care Smyth County
Org Type: DS
Region: Southwest

Smyth Co Dialysis

[cms.docx](#)

Regions:
Southwest

Replies

Author: Hubble, Alayna
Organization: Southwest Virginia Healthcare Coalition (SVHC)
Time: 02/03/2026 11:46 AM
Reply: Thank you for the information!

Organization Types:
Dialysis Services

Added: 2/3/2026 11:39 AM
Creator: Major Whorley
Org: NHC HealthCare, Bristol
Org Type: LTC
Region: Southwest

Focus Area: Communications and Notifications (Internal and External)

Regions:
Southwest

- **Function:** Internal Situation Update
 - *Send an internal situation update to command staff/department leads.*
 - *Teams Message sent to leadership team at 10:30am*
 - All members on duty responded by 10:50a
 - All members off duty responded by 11a
 - **Questions**
 - *Who receives the update (roles/departments)?*
 - *DON, DOR, Plant Ops Dir, Housekeeping/Laundry Supervisor, HIM Dir, LED, CDM, RD, BOM, DSS*
 - *DON, RCCs, IP, NSS, WCN, Rest. Nurse, NACs*
 - *Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)?*
 - *Teams, Phone Calls*

Organization Types:
Long Term Care Facility

Function: External Status Reporting

- *Share a status report with an external partner.*
 - *VHASS LTC Status Board updated 10:16a*
 - *RHCC Emergency Activation- Phone Call at 10:38a*
- **Questions**
 - *Who did your organization reach out to?*
 - *VHASS, RHCC, SWVA Healthcare Coalition*
 - *What confirmations/requests came back?*
 - *VHASS confirmed updated status board.*
 - *RHCC answered call, forwarded request to SWVA Healthcare Coalition*
 - *SWVA Healthcare Coalition returned call at 10:42a*

Function: Targeted Populations Messaging

- *Notify patients/families/staff about current conditions and any operational changes.*
 - *Notification to PIO at 10:45a. Letters created and ready to distribute to patients, families, and staff at 11:30a.*
- **Questions**
 - *Who did you notify?*
 - *Public Information Officer created messages for distribution to patients, families, and staff.*
 - *What was the key messaging?*
 - *Notification of current status; Reassurance in our preparation; and Confidence in our ability to continue operating to protect the safety and wellbeing of our patients and staff.*
 - *How did you confirm receipt/understanding?*
 - *PIO returned sample letter. Distribution is available immediately through pre-established channels including email distribution lists, social media accounts, and text message distribution lists.*

Focus Area: Utility Disruption and Continuity of Operations

- **Function:** Emergency Power Review
 - *Verify which critical systems are on emergency powers.*
 - **Questions**
 - *Which area/devices are confirmed on generator power?*
 - *Emergency lighting, life saving equipment in patient rooms, wi-fi, (some) kitchen areas.*
 - *Did your organization identify any that needed to be?*
 - *Laundry, (some) kitchen.*

Function: Fuel Status and Conservation Plan

- *Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.*

- **Questions**
 - *What is the current runtime at present load?*
 - 219 hours, 57 minutes
 - *What was the earliest delivery window from your vendor?*
 - Within 72 hours
 - *What conservation measures can be implemented immediately to extend runtime?*
 - *Ensure red outlets only include necessary equipment.*

Function: Water Interruption Contingencies

- *Identify alternate water supply resources to support critical operations.*
- **Questions**
 - *What is the minimum daily water requirement for your organization?*
 - 120 gallons of potable water
 - *What are the alternate water sources available?*
 - *Emergency water delivery from GFS within 24 hours.*

Function: HVAC Impact Mitigation

- *Identify any temperature sensitive areas at your organization and short-term mitigation plans.*
- **Questions**
 - *What areas did you identify?*
 - *Common areas connected to rooftop HVAC*
 - *What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss?*
 - *Portable HVAC units available on hand, additional available at nearby sister centers, additional available for rent through vendors*

Focus Area: Patient Care Continuity and Surge Management

- **Function:** Environmental Safety Assessment
 - *Conduct a rapid environmental assessment of potential relocation areas within your facility.*
 - **Questions**
 - *What area did you identify?*
 - 2nd and 3rd floor
 - *What criteria did you use to determine whether those were safe relocation areas during the current severe weather?*
 - *Remove from risk of external flooding on 1st floor.*
 - *Who completes and documents the assessment?*
 - *Incident Commander (Administrator), Plant*

Function: Clinical Prioritization for Movement

- *Identify which patients must be moved first based on medical need and environmental risk.*
- **Questions**
 - *Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)?*
 - *All patient rooms are on 2nd and 3rd floor, safe from potential external flooding risk*
 - *What criteria are used to determine patient movement?*
 - *Risk of external flooding*

Focus Area: Coordination, Reporting and Documentation

- **Function:** Status Board Updates
 - *Update VHASS Status Board to reflect census, utility statuses, and operations.*
 - **Questions**
 - *Has your organization's status board been updated?*
 - Yes

Function: Vendor Outreach

- *Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)*
- **Questions**
 - *Who did you contact?*
 - *Lisa Brannon, Director of Pharmacy*
 - *What can they provide and when?*
 - *So long as transportation route is available, all normal services continue.*

Focus Area: Staffing and Safety

- **Function:** Staffing Accountability
 - *Confirm the status of all essential staff.*
 - **Questions**
 - *How are you tracking staff who are on-site, off-site, unreachable, etc.?*
 - *Onsite- sign-in/sign-out sheets*
 - *Offsite- Phone calls to those scheduled or nearby and available to be called in.*
 - *Unreachable- Listing of all employees maintained*
 - *How quickly can accountability updates be provided to leadership?*
 - *With available communication methods, immediately upon determination/resolution*

of issue.

- *What communication method(s) do you use to reach staff?*
 - *Email, social media, phone call, text, in-person*

Function: Staffing Sustainment Plan

- *Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)*
- **Questions**
 - *What would be your current staffing gaps?*
 - *Shift change, ensuring oncoming staff are available to relieve off going staff.*
 - *What plans are in place to ensure current staff's well-being is a priority?*
 - *Onsite and offsite room and board available (accommodating staff, families, and pets); onsite and offsite food available; onsite and offsite personal hygiene resources; socialization opportunities encouraged; and scheduled phone calls to families and loved ones available.*
 - *What are the plans if incoming staff are delayed 12-24 hours?*
 - *Implementation of emergency staffing agreements with nearby sister centers; Utilization of agency staffing if necessary; Rotation of essential staff, utilization of non-caregivers to offer relief and support while ensuring patient care needs are met.*

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:46 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:37 AM

Creator: Mary Matthews

Org: Fresenius South Roanoke

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

Fresenius South Roanoke Dialysis - Mary Matthews

[CMS Exercise Series Cascading failures Feb 3 South Roanoke.pdf](#)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:46 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:37 AM

Creator: Charlotte Nebraski

Surgery Center of Lynchburg: Annual Emergency Preparedness Exercise 2026

Org: Surgery Center of Lynchburg

Org Type: OCC

Region: Southwest

Regions:

Southwest

Organization Types:

Outpatient Care Center

Focus Area: Communications and Notifications (Internal and External)

- **Function:** Internal Situation Update
 - *Send an internal situation update to command staff/department leads.*
 - *Activated emergency plan Time: 1000*
 - **Questions**
 - *Who receives the update (roles/departments)?*
 - *Notified CAO, all coordinators, and the board*
 - *Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)?*
 - *Email and text Time: 1002*

Function: External Status Reporting

- *Share a status report with an external partner.*
 - *We shared with Centra health maintenance to verify fuel for generator*
 - *VHASS*
- **Questions**
 - *Who did your organization reach out to?*
 - *Text to Mike Time: 1005*
 - *Call to Mike Time: 1010*
 - *Status board update*
 - *What confirmations/requests came back?*
 - *Mike answered call Time: 1010*

Function: Targeted Populations Messaging

- *Notify patients/families/staff about current conditions and any operational changes.*
 - *Notified staff via GroupMe Messaging*
 - *Verbal communication*
- **Questions**
 - *Who did you notify?*
 - *Staff (currently working and staff off from work)*
 - *What was the key messaging?*
 - *leadership is "aware of the pending weather and will continue to monitor and will communicate changes to schedule as decisions are made" Time: 1015*
 - *How did you confirm receipt/understanding?*
 - *"Like this message" for confirmation of receipt*
 - *It is the responsibility of the area coordinator to confirm receipt of acknowledgement from staff and contact any staff who did not confirm receipt*
 - *Verbal confirmation of understanding*

Focus Area: Utility Disruption and Continuity of Operations

- **Function:** Emergency Power Review
 - *Verify which critical systems are on emergency powers.*
 - *On Generator power – per our policies, we do not operate under generator power. Any surgeries currently in operation would finish and further surgeries would be rescheduled.*
 - **Questions**
 - *Which area/devices are confirmed on generator power?*
 - *ORs, Emergency Lights, Heat/ Air Conditioning in SPD, Any red power outlets*
 - *Did your organization identify any that needed to be?*
 - *Contemplating having some computers on generator power*
 - *Confirming if internet is on generator power*

Function: Fuel Status and Conservation Plan

- *Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.*
- **Questions**
 - *What is the current runtime at present load?*
 - *We have a 72 hours store of generator fuel*
 - *What was the earliest delivery window from your vendor?*
 - *Next day*
 - *What conservation measures can be implemented immediately to extend runtime?*
 - *Finish cases as soon as possible that were already started, do not start new cases, discharge patients as soon as possible within discharge criteria*

Function: Water Interruption Contingencies

- *Identify alternate water supply resources to support critical operations.*
- **Questions**
 - *What is the minimum daily water requirement for your organization?*
 - *N/A – patients generally receive juice, Gatorade, or soda post-op*
 - *What are the alternate water sources available?*
 - *Juice, soda, Gatorade*

Function: HVAC Impact Mitigation

- *Identify any temperature sensitive areas at your*

organization and short-term mitigation plans.

- **Questions**
 - *What areas did you identify?*
 - *Conform HVAC is on generator*
 - *What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss?*
 - *Relocate sterile supplies to SPD where mini split is on generator power to preserve sterility*

Focus Area: Patient Care Continuity and Surge Management

- **Function:** Environmental Safety Assessment
 - *Conduct a rapid environmental assessment of potential relocation areas within your facility.*
 - **Questions**
 - *What area did you identify?*
 - *Relocate staff/patients to the OR core of the building away from windows.*
 - *What criteria did you use to determine whether those were safe relocation areas during the current severe weather?*
 - *This area is located in the upper portion of the building also away from flood zones.*
 - *Who completes and documents the assessment?*
 - *Safety Officer*

Function: Clinical Prioritization for Movement

- *Identify which patients must be moved first based on medical need and environmental risk.*
- **Questions**
 - *Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)?*
 - *PACU, Stap-down, and waiting room patients move further interior into the building away from windows*
 - *Business office staff may need to move upstairs away from the flood zone*
 - *What criteria are used to determine patient movement?*
 - *Proximity to windows/ flood zones*

Focus Area: Coordination, Reporting and Documentation

- **Function:** Status Board Updates
 - *Update VHASS Status Board to reflect census, utility statuses, and operations.*
 - **Questions**
 - *Has your organization's status board been updated?*

- Yes

Function: Vendor Outreach

- *Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)*
- **Questions**
 - *Who did you contact?*
 - *Centra Maintenance for fuel*
 - *What can they provide and when?*
 - *Fuel within 1 day*

Focus Area: Staffing and Safety

- **Function:** Staffing Accountability
 - *Confirm the status of all essential staff.*
 - **Questions**
 - *How are you tracking staff who are on-site, off-site, unreachable, etc.?*
 - *On-site staff are tracked by charge nurses/ coordinators using staffing worksheets to verify staff accountability*
 - *We do not employ off-site staff*
 - *Phone calls made to emergency contact of unreachable staff*
 - *How quickly can accountability updates be provided to leadership?*
 - *Hourly*
 - *What communication method(s) do you use to reach staff?*
 - *Cell Phones/ GroupMe*

Function: Staffing Sustainment Plan

- *Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)*
- **Questions**
 - *What would be your current staffing gaps?*
 - *The employees on site will be the only employees for the duration of the emergency*
 - *What plans are in place to ensure current staff's well-being is a priority?*
 - *Open communication*
 - *Swift decision making*
 - *Providing snacks and drinks for the staff*
 - *What are the plans if incoming staff are delayed 12-24 hours?*
 - *Close the center, reschedule cases*

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:46 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:36 AM

Creator: Sasha St.Clair

Org: Gentle Shepherd Hospice

Org Type: HSPC

Region: Southwest

Regions:

Southwest

Organization Types:

Hospice

EXERCISE EXERCISE EXERCISE

Questions

Who receives the update (roles/departments)? Deputy Commander, Commander in Chief, Logistics Officer

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)? email/text/call

Who did your organization reach out to? RHCC

What confirmations/requests came back? call back received from local director, Jeff McKinney

Who did you notify? Clinical staff/patients/families

What was the key messaging? latest weather update and expected weather conditions, needs of staff/patients/families

How did you confirm receipt/understanding? request reply to text/email/calls

Which area/devices are confirmed on generator power? office/server/computers/all outlets

Did your organization identify any that needed to be? no

What is the current runtime at present load? 6 days

What was the earliest delivery window from your vendor? 4 days

What conservation measures can be implemented immediately to extend runtime? manual run-time, run during limited hours

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization? N/A

What are the alternate water sources available? N/A

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? N/A

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? N/A

What area did you identify? patient homes/facilities near low-lying areas, near rivers/streams or potential landslide areas

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? Command staff pull disaster acuity report/disaster priority tree

Who completes and documents the assessment? clinical staff

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? Oxygen dependent patients

What criteria are used to determine patient movement? O2 dependent report, continue to monitor for power failures

Has your organization's status board been updated? Yes

Who did you contact? DME Express

What can they provide and when? back up oxygen tanks, 24-48 hours prior to weather, then as needed throughout event

How are you tracking staff who are on-site, off-site, unreachable, etc.? cell/text/email/starlink/landlines/GPS

How quickly can accountability updates be provided to leadership? as needed/requested

What communication method(s) do you use to reach staff? phone lines/cell towers/internet

What would be your current staffing gaps? None

What plans are in place to ensure current staff's well-being is a priority? alternating/rotating call, dispatched to see patients only if accessible and safe, pre-plan for staff to have supplies at home, equipment backed up, equipment charged, gas in vehicles

What are the plans if incoming staff are delayed 12-24 hours? have RN on-call for each area to triage any needs if staff is delayed

EXERCISE EXERCISE EXERCISE

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:45 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:36 AM

Creator: Joe Dowdy

Org: Horizon Behavioral Health

Org Type: CMHC

Region: Southwest

Regions:

Southwest

Organization Types:

Community Mental Health Center

Horizons EOC is open and operational

This EOC is in contact with all locations and we are exercising locations are on Generator with no internet or phone service.

EOC is covering the following Horizon Locations for this event

Bowyer/Warren ICF homes -Riverview Rd Madison Heights

Lakeview ICF- Lakeview Drive Lynchburg

Powell/Pearson ICF Homes- Graves Mill Rd. Lynchburg

Timothy/Bethany ICF Homes- Roundelay Rd. Lynchburg

Forest Hills ICF ICF Homes- Forest Hills Circle Lynchburg

Crisis Care Center- Fenwick Dr. Lynchburg

Focus Area: Communications and Notifications (Internal and External)

Sitrep goes to CEO,HR director, CFO, Managers on site, EOC Members in EOC

Used Email with Jetpack to get communication out.

Reached out to Lynchburg Emergency Manager

Requested a response of received, have received from internal partners as of 1120am

Targeting communication to client family (2-3 hours to contact 31 families)

Focus Area: Utility Disruption and Continuity of Operations

All systems are on generator and are confirmed

All areas are required to be on generator power

Vendor outreach confirmed 24-48 depending on safety of travel conditions.

Current runtime based on current fuel level across all locations is 3 plus days with most at 5 plus days with conservative measures

Water consumption across all locations is 122 gallons daily

Each location has a stored disaster water onsite that incorporates 1 gallon per person per day for 3 days for staff and clients, outside of this we would mass by water from a vendor.

Focus Area: Patient Care Continuity and Surge Management

CCC – identified space to relocated 7 clients from impacted rooms due to HVAC issues.

Focus Area: Coordination, Reporting and Documentation

Status board for ICFs are the Same, No status board for CCC as this location is not operational yet.

Vendor contact was for fuel -Their response is above in the generator section.

Focus Area: Patient Care Continuity and Surge Management

What area did we identify? CITAC, Both multi-purpose rooms, the dining room, both conference rooms and/or one side of the 23-hour unit are all potential areas we could move people to.

Criteria used: Ligature resistant (safe) area; separate space for men and women; some areas don't have windows (protection from potential broken/breaking windows).

Who completes and documents the assessment? Clinical Coordinator and lead nurse on duty at that time.

Which patient categories within your organization require immediate relocation? Doesn't apply to our site.

Focus Area: Staffing and Safety

How are you tracking staff who are on site: ICS Tracking boards; One Note app for staff signing "in and out"; Lead nurse and MH clinical coordinator will physically verify who is on site.

Off site: Nurses will have a website for their scheduling; MH staff will have paper and digital schedules. Use cell, text, email to verify and update it on our digital schedules. Lead nurse and clinical coordinator will consolidate who is on-site, off-site and those who are unreachable. Estimate this information can be gathered within 60 minutes.

How quickly can accountability updates be provided to leadership? 60 minutes

What communication method(s) do you use to reach staff? Radios, cell phones, text, email, TEAMS, internet would be based on Jetpacks in internet is down.

What would be our current staffing gaps? Could be anyone

What plans are in place to ensure current staff's well-being is a priority? We have four private rooms for staff (3 have a bed; 1 has a recliner); emergency food and water is available.

What are the plans if incoming staff are delayed 12-24 hours? We will stagger work time amongst staff that needs to stay; 16 hours on and 6 hours off.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:45 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:35 AM
Creator: Melissa Stafford
Org: Fresenius: Crystal Spring
Org Type: DS
Region: Southwest

Regions:
Southwest

Organization Types:
Dialysis Services

Crystal Spring Dialysis -Fresenius Medical Care - Melissa Stafford

[CMS 2025_2026 functional excersise .pdf](#)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:45 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:34 AM
Creator: Robin Arnold
Org: Roman Eagle Rehabilitation and Healthcare Center
Org Type: LTC
Region: Southwest

Regions:
Southwest

Organization Types:
Long Term Care Facility

All department heads received the situational update via personal cell phones,, email, and landline communication. Our EOP was activated and a command center was set up in the front lobby conference room. Department heads notified their staff of the situation and asked for all available staff to be on standby. All department heads asked to check their staffing levels for oncoming shifts. Message was sent via OnShift to all staff, and additional staff came in to assist during this time. Laundry, housekeeping, and nursing were asked to check supplies and were asked to bring extra linens and supplies to central locations in the main building.

We reached out to our local emergency coordinator and received email confirmation and stated they would provide any needed assistance.

We notified residents via staff, and families via PCC email (with confirmation received), informing them due to the effects of the tropical storm, there is currently flooding in the city. At this time residents are safe and secure, and currently staff is in place to care for residents. Notification was also posted on our website.

We lost power and are now operating on generator power. Emergency lighting, all kitchen equipment, and all emergency outlets are currently working. Generator did not power the North East elevator, which will cause issues with transporting supplies from central supply and the laundry department. All other elevators are functioning properly.

The current run time at present load is 48 hours. Our vendor could be here within several hours for delivery if condition allow. We will turn off heat in unused rooms and reduce usage on anything that is not essential to patient care to conserve runtime.

We maintain a 3 day supply of water for our facility. We could melt ice in the ice machines and boil water if necessary to provide alternate sources of water. Additionally, we could reach out to God's Pit Crew for assistance and supplies if necessary, as they are in close proximity to our facility.

A portion of the building will not have air conditioning available. Fans will be used, as well as monitoring of the temperatures in rooms. Residents could be relocated to areas of the building that have working air conditioning.

Temperatures in the rooms on South Terrace were noted to be rising, so residents from South Terrace were moved to available rooms in the rehab section. Families were updated via PCC email and confirmation received. Families without email were contacted by phone.

Based on our comprehensive assessment of the building by administration in conjunction with our onsite maintenance director, we identified Rehab 1 and Rehab 2 as safe areas to relocate residents in the building.

It was not necessary to move any of our residents out of the building, but those residents requiring oxygen or tube feeding, were placed in hallways to access the emergency outlets.

Our organization's status board was updated by Robin Arnold.

We contacted God's Pit Crew for additional water and a refrigerated truck. Our in house pharmacist remained onsite to ensure our residents' medications were available, and they maintained contact with our outside emergency pharmacy.

Each department head was responsible for tracking their staff and communicating regularly with staff, and monitoring breaks and rest periods.

Department heads communicated via in house phone system and cell phones, as necessary. Current staff remained in the facility until relief was able to arrive and housekeeping set up rest areas for staff. Dietary provided nourishment. In addition, off duty staff who were not in flooded areas, were asked to report to the facility to provide assistance during this time.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:45 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:32 AM

Creator: Shawna Rife

Org: Fresenius Kidney Care Abingdon

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

What would be your current staffing gaps? We are a small three day a week facility with only 5 total staff members. It would greatly impact day to day operations if even one person could not get to the facility.

What plans are in place to ensure current staff's well-being is a priority?
Contracts with local hotels to provide rooms for staff as needed.

What are the plans if incoming staff are delayed 12-24 hours? This would greatly impact our facility. We would rely on staffing relief from our neighboring dialysis clinics.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:45 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:29 AM

Creator: Shawna Rife

Org: Fresenius Kidney Care Abingdon

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

How are you tracking staff who are on-site, off-site, unreachable, etc.? One staff member assigned to keep a log of anyone entering or leaving the facility, if unable to reach staff members attempt to contact their emergency contacts. If staff are unable to reach the facility they are to meet in the local Walgreens parking lot.

How quickly can accountability updates be provided to leadership? as quickly as email, texts and phone calls would go through if service is available.

What communication method(s) do you use to reach staff? texts and phone calls

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:44 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:29 AM

Creator: Angela Raines

Org: Fresenius Kidney Care Southwest Virginia (Grundy)

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

Updating for Southwest VA Dialysis and also for Twin County Dialysis

[Southwest Virginia Dialysis.pdf](#)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:44 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:26 AM

Creator: Ashley Lawson

Org: Westminster-Canterbury of Lynchburg

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions

How are you tracking staff who are on-site, off-site, unreachable, etc.? - HR will be responsible for tracking all staff

How quickly can accountability updates be provided to leadership? - if communications are still working they can be done immediately.

What communication method(s) do you use to reach staff? Paylocity, text, email, phone calls, 1:1

Function: Staffing Sustainment Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions

What would be your current staffing gaps? - fewer staff to resident ratios, we would move to critical staffing plan

What plans are in place to ensure current staff's well-being is a priority? - food and lodging will be provided for them while here.

What are the plans if incoming staff are delayed 12-24 hours? current staff will be split and some will sleep while the others work and rotation will be done with all administration working as well.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:44 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:24 AM

Creator: Shawwna Rife

Org: Fresenius Kidney Care Abingdon

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

Who did you contact? Fresenius Disaster Team

What can they provide and when? Generators, water, food, blankets can be delivered within 3 hours.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:44 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:23 AM

Creator: Tabitha Matherly

Org: Bland County Nursing & Rehab

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Bland Nurisng and Rehab

- *Who receives the update (roles/departments)?*
 - *Tabitha Matherly CAO LNHA*
 - *Paige Pennington DON*
 - *Steven Cox Maintenance Director*
 - *Courtney Wiedl ADON*
 - *Tammy Yate Unit Manager*
 - *Destiny Miles IP*
 - *Alyson Warden SW*
 - *Brooke Finley HR*
 - *Megan Witt DOR*
 - *Terry Kennedy- RT Director*
- *Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)?*
 - *Paylocity Staff messaging system*
 - *Smartlinx Go messaging system*
 - *Cell phone*
 - *Email*
- *Who did your organization reach out to?*
 - *Reach out to VHASS*
 - *Speak with law enforcement and EMS for evacuation assistance if needed.*
 - *Local county administrators*
- *What confirmations/requests came back?*
 - *EMS contacted was JD Atwell at Bland Rescue Squad. Local EMS has access to water rescue resources.*
- *Notify patients/families/staff about current conditions and any operational changes.*
- **Questions**
 - *Who did you notify?*
 - *All staff notified*
 - *All patients notified*
 - *All families notified*
 - *What was the key messaging?*
 - *Key message to all if that the facility is sheltering in place and the resources available if evacuation becomes imminent.*
 - *How did you confirm receipt/understanding?*
 - *All staff will be notified through an electronic system of Paylocity and Smartlinx go that provides confirmation of delivery. Residents will be notified*

in person to confirm delivery. Families will be emailed and called to confirm all are notified.

- *Verify which critical systems are on emergency powers.*
- **Questions**
 - *Which area/devices are confirmed on generator power?*
 - Resident care areas are confirmed on generator power. Bland nursing and rehab is fully functioning when on generator with the exception of the outlets in the dining room.
 - *Did your organization identify any that needed to be?*
 - Dining room outlets

- *Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.*
- **Questions**
 - *What is the current runtime at present load?*
 - 3 days
 - *What was the earliest delivery window from your vendor?*
 - 24 hours
 - *What conservation measures can be implemented immediately to extend runtime?*
 - Minimize lighting in nonuse areas
 - Move to Styrofoam to decrease workload in the kitchen and serve cold plates
 - Minimize heating and cooling in non use areas
 - Activate essential staff and duties only
 - Shut down laundry to essential needs

Function: Water Interruption Contingencies

- *Identify alternate water supply resources to support critical operations.*
- **Questions**
 - *What is the minimum daily water requirement for your organization?*
 - 1 gallon per resident per day plus 1 gallon per staff per day
 - *What are the alternate water sources available?*
 - 3 day emergency water supply in stock in the facility
 - Partnership with SYCO for emergent deliveries and situations.

Function: HVAC Impact Mitigation

- *Identify any temperature sensitive areas at your organization and short-term mitigation plans.*
- **Questions**
 - *What areas did you identify?*

- Resident rooms
- *What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss?*
 - Set up cooling and hydration station in general area of the facility
 - Notify EMS and law enforcement for additional resources
 - Relocate to Princeton Community Hospital, Wytheville Community Hospital, sister facilities

Function: Environmental Safety Assessment

- *Conduct a rapid environmental assessment of potential relocation areas within your facility.*
- **Questions**
 - *What area did you identify?*
 - *2nd Floor of the facility was identified as the highest point in the case of flooding.*
 - *What criteria did you use to determine whether those were safe relocation areas during the current severe weather?*
 - *First floor identified for the highest risk of flooding*
 - *Second story of the building deemed most compatible for patient care if flooding would occur on floor one*
 - *CAO, DON, and Maintenance director assessing the situation and places residents and staff in the most practicable safest area if flooding was to occur. Law enforcement and EMS would be notified of plan.*

Function: Clinical Prioritization for Movement

- *Identify which patients must be moved first based on medical need and environmental risk.*
- **Questions**
 - *Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)?*
 - *Ventilator and oxygen dependent residents would be first to relocate due to the complexity and need for O2.*
 - *What criteria are used to determine patient movement?*
 - *Acuity level, residents current medical stability status, physician fill in on recommended relocations.*

Focus Area: Coordination, Reporting and Documentation

- **Function: Status Board Updates**
 - Update VHASS Status Board to reflect census, utility statuses, and operations.

- **Questions**
 - Has your organization's status board been updated?
 - Yes

Vendor Outreach

- Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)
- **Questions**
 - Who did you contact?

Sysco- food

- What can they provide and when?
 - Syco prioritizes healthcare as one of the first recoveries for emergency preparedness.
 - First delivery will be water. The next delivery would food. If local SYSCO operating is down they will route from the next closest operating SYSCO to create a plan for delivery.

- **Function: Staffing Accountability**
 - Confirm the status of all essential staff.
 - **Questions**
 - How are you tracking staff who are on-site, off-site, unreachable, etc.?
 - Line list of all active employees will be made to track the status of on-site, off-site, and unreachable and updated by one person who has been assigned this task.
 - How quickly can accountability updates be provided to leadership?
 - As soon as practicable. On going updates will be provided as staff begin to make contact with the facility.
 - What communication method(s) do you use to reach staff?
 - Email
 - Smartlinx Go
 - Paylocity
 - Manual Phone Calls

Staffing Sustainment Plan

- Implement on-site staffing relief rotations (e.g., shelter, rest cycles,

contacting family)

- **Questions**

- What would be your current staffing gaps?
 - Potential gaps would be for PM/AM shifts making it to the facility for scheduled shifts
- What plans are in place to ensure current staff's well-being is a priority?
 - Cooling and hydration stations will be implemented. Food and water will be provided to staff in house, rest periods will be provided for staff if hours exceed their normal work schedule.
- What are the plans if incoming staff are delayed 12-24 hours?

Mandates will be placed for any staff member in house and a rotation schedule will be initiated for rest periods for staff and to ensure residents have continuity of care. If staffing is critical EMS and Fire departments will be notified for assistance/ evacuation

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:44 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:22 AM

Creator: Tanya Scott

Org: Friendship Health and Rehab Center - North

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Who receives update? - Department heads, Administration,

Which Communication Channels did you use? - Overhead intercom, phone, email

Who did your Organization reach out to?- Kim Bratic, emergency preparedness exercise,

What confirmations / requests came back? - Email

Targeted populations messaging

Who did you notify? - Families / RP/ POA

What was the key messaging? - We have had to evacuate your loved one from the 4th floor due to a potentially hazardous situation. Everything is ok they are safe and being moved to the first floor.

How did you confirm receipt / understanding? Verbalized understanding during call

Emergency Power Review

Which area / devices are confirmed on generator power? n/a

Did your organization identify any tht needed to be ? no

Fuel

What is the current runtime at present load? n/a

what was the earliest delivery window from your vendor? n/a

What conservation measures can be implemented immediately to extend runtime? n/a

Water interruption contingencies

What is the minimum daily water requirement for your organization? 2800 - 8oz bottles for a 3 day supply

What are the alternate water sources available? - US Foods

HVAC

Identify any temperature sensitive areas at your org and short term mitigation plans

what areas did you identify? - Cold / Winter outdoors

what short term mitigation plans or resources did your organization discuss? - close door to room and relocate residents to 1 South

Conduct a rapid environmental assessment of potential relocation areas within your facility

What area did you identify? 1 South

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? - Beds, heat, no signs of potential hazards, and 26 beds readily available

Who completes and documents the assessment? Administrator and Maintenance

Clinical prioritization for movement

Which patient categories with your organization require immediate relocation? - Residents in room affected by potential hazard

What criteria are used to determine patient movement? - Imminent Danger due to building hazard

Coordination, Reporting and Documentation

has your status board been updated? -yes

Contact a vendor for support - n/a

who did you contact? - n/a

what can they provide and when? - n/a

Staffing

How are you tracking staff who are on-site, off-site, unreachable etc? - CLINICONEX (Blast Messaging system for all staff) Shifthound blast messaging for all clinical staff

How quickly can accountability updates be provided to leadership? - within in minutes

What communication methods do you use to reach staff? - same as tracking

Staffing sustainment plan

What would be your current staffing gaps? - No gaps identified in scenario

What plans are in place to ensure current staff's well being is a priority? - proper body mechanics education, hydration and snacks available, sufficient staff available to rotate duties to prevent fatigue

what are the plans if incoming staff are delayed 12-24 hours? - does not apply to scenario

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:43 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:22 AM

Creator: Ashley Lawson

Org: Westminster-Canterbury of Lynchburg

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)

Questions

Who did you contact? Pharmacy

What can they provide and when? We have in house RXNow machine that holds a lot of medications that can be pulled on demand as needed. They have back-up pharmacies available to help us as needed.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:43 AM

Reply: Thank you for the information!

Added: 2/3/2026 11:21 AM
Creator: Rodney Taylor
Org: Kings Grant Retirement Community
Org Type: LTC
Region: Southwest

Regions:
Southwest

Organization Types:
Long Term Care Facility

See Attachement

[VHASS exercise.docx](#)

Replies

Author: Hubble, Alayna
Organization: Southwest Virginia Healthcare Coalition (SVHC)
Time: 02/03/2026 11:42 AM
Reply: Thank you for the information!

Added: 2/3/2026 11:20 AM
Creator: Shawna Rife
Org: Fresenius Kidney Care Abingdon
Org Type: DS
Region: Southwest

Regions:
Southwest

Organization Types:
Dialysis Services

Has your organization's status board been updated? Yes

Replies

Author: Hubble, Alayna
Organization: Southwest Virginia Healthcare Coalition (SVHC)
Time: 02/03/2026 11:42 AM
Reply: Thank you!

Added: 2/3/2026 11:18 AM
Creator: Ashley Lawson
Org: Westminster-Canterbury of Lynchburg
Org Type: LTC
Region: Southwest

Regions:
Southwest

Organization Types:
Long Term Care Facility

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated? - yes, updated at beginning of exercise

Replies

Author: Hubble, Alayna
Organization: Southwest Virginia Healthcare Coalition (SVHC)
Time: 02/03/2026 11:25 AM
Reply: Thank you for the update!

Added: 2/3/2026 11:17 AM

Creator: Ashley Lawson

Org: Westminster-Canterbury of Lynchburg

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on medical need and environmental risk.

Questions

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? - residents in immediate danger will be moved first, then residents who are ambulatory followed by wheelchairs then bed bound residents.

What criteria are used to determine patient movement? - environment (danger area), resident condition

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:25 AM

Reply: Thank you for the update!

Added: 2/3/2026 11:16 AM

Creator: Chasity Lester

Org: Rehab Center And Memory Care At Bristol

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Answers to CMS Exercise from The Rehab Center at Bristol

[cms exercise 2_3_26.pdf](#)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:25 AM

Reply: Thank you for the update!

Added: 2/3/2026 11:16 AM

Creator: Kristie Palmer

Org: Fresenius: Franklin County

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

Focus Area: Communications and Notifications (Internal and External)

Function: Internal Situation Update

Who receives the update (roles/departments)?

- all internal staff
- Area Team Lead
- RVP
- DO
- MD
- Biomed

Which communication channels did you use?

- Call/ Text
- email

- call tree

Function: External Status Reporting

Who did your organization reach out to?

- Fresenius Emergency Line
- Local Emergency Director
- transportation
- nursing homes

What confirmations/requests came back?

- call confirming receipt of changes

Function: Targeted Populations Messaging

Who did you notify?

- staff
- patients
- transportation
- VHASS
Network 5

What was the key messaging?

- Treatments rescheduled within 24 hours and new time given

How did you confirm receipt/understanding?

- Verbal, spoke with each patient

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Which area/devices are confirmed on generator power?

- Entire clinic running on Generator

Function: Fuel Status and Conservation Plan

What is the current runtime at present load?

- Generator full of fuel, can run 5-6 days at current load

What was the earliest delivery window from your vendor?

- Vendor able to deliver fuel in 4 days

What conservation measures can be implemented immediately to extend runtime?

- turn off generator when clinic is closed

Function: Water Interruption Contingencies

What is the minimum daily water requirement for your organization?

- Excess of 5,000 gal day

What are the alternate water sources available?

- Water buffalo provided by Fresenius

Function: HVAC Impact Mitigation

What areas did you identify?

- water blend valve, water heaters

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss?

- operate with a generator

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

What area did you identify?

- water room, conference room

What criteria did you use to determine whether those were safe relocation areas during the current severe weather?

- fire plan, secure room that would not allow water

Who completes and documents the assessment?

- incident command

Function: Clinical Prioritization for Movement

Which patient categories within your organization require immediate relocation?

- pts requiring oxygen, pts with excessive weight gain and mobility issues

What criteria are used to determine patient movement?

- fall assessment, evaluate use of mobility aids

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Has your organization's status board been updated?

- Status board updated

Focus Area: Staffing and Safety

Function: Staffing Accountability

How are you tracking staff who are on-site, off-site, unreachable, etc.?

- phone tree

How quickly can accountability updates be provided to leadership?

- hourly

What communication method(s) do you use to reach staff?

- call, text, email

Function: Staffing Sustainment Plan

What plans are in place to ensure current staff's well-being is a priority?

- company offers generators, hotels, transport for staff

What are the plans if incoming staff are delayed 12-24 hours?

- use staff from sister clinics
- use staff from float pool

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:24 AM

Reply: Thank you for the update!

Added: 2/3/2026 11:14 AM

Creator: Shawwna Rife

Org: Fresenius Kidney Care Abingdon

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? All dialysis patients would need to be relocated to receive their treatment in a timely manner.

What criteria are used to determine patient movement? All dialysis patients would need to be relocated if water and electricity is interrupted.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:24 AM

Reply: Thank you for the update!

Added: 2/3/2026 11:12 AM

Creator: Ashley Lawson

Org: Westminster-Canterbury of Lynchburg

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions

What area did you identify? - Commons, Mezzanine, tunnel, conference room, numerous connected buildings on campus that we can utilize.

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? Criteria was if we could get to them from inside the building and be able to transfer residents to those areas safely.

Who completes and documents the assessment? - LNHA, CEO or Administrator on call (command center staff)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:23 AM

Reply: Thank you for the update!

Added: 2/3/2026 11:12 AM

Creator: Shawwna Rife

Org: Fresenius Kidney Care Abingdon

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

What area did you identify? If patients are in the facility they can be evacuated to the hallway. If they are at home each patient has identified a local emergency shelter where they can go.

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? If patients in the facility we will evacuate to the hallway.

Who completes and documents the assessment? CM and/or Director of Operations.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:23 AM

Reply: Thank you for the update!

Added: 2/3/2026 11:09 AM

Creator: Ashley Lawson

Org: Westminster-Canterbury of Lynchburg

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? - with generator running and a closed loop HVAC system we should be fine with all HVAC usage during event. If we run out of fuel or HVAC system fails we would move staff and residents to areas that are warmer or cooler depending on needs.

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? - portable chiller if able to get to facility. Opening windows, doors, fans and relocation to other areas on campus that are warmer or cooler depending on need.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:23 AM

Reply: Thank you for the update!

Added: 2/3/2026 11:04 AM

Creator: Gwen Donithan

Org: Roanoke Valley Center for Sight -
Roanoke

Org Type: OCC

Region: Southwest

Regions:

Southwest

Organization Types:

Outpatient Care Center

FA: Staffing & Safety:

1: Email/ Text message with remote staff to verify calls completed with pending patients. No staff on site.

2: Staffing Sustainment: N/A: Center closed, no gaps.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:10 AM

Reply: Thank you for the update!

Added: 2/3/2026 11:04 AM

Creator: Gwen Donithan

Org: Roanoke Valley Center for Sight -
Roanoke

Org Type: OCC

Region: Southwest

Regions:

Southwest

Organization Types:

Outpatient Care Center

FA: Coordination, Reporting, and Documentation

1: Status Board updated- Census- 0 utility- 0 operations -0

2: Vendor Outreach: No needs, contacted RHCC to let them know we have food, drinking water, canned beverages, oxygen and medical air tanks available if needed. Awaiting call for need.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:10 AM

Reply: Thank you for the update!

Added: 2/3/2026 11:02 AM

Creator: Ashley Lawson

Org: Westminster-Canterbury of Lynchburg

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization? 1/2 gal per person per day for drinking, we have a 3 day supply of bottled water available at all times on campus. Typical water usage is 38,000 gallons per day used on campus. We would conserve water and turn things off as needed.

What are the alternate water sources available? - the flood water for toilets. We have a indoor pool that we can also pull from for toilets. On site drinking water, juices and other beverages are available. Hand sanitizer to replace washing hands if needed.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:10 AM

Reply: Thank you for the update!

Added: 2/3/2026 11:02 AM

Creator: Melinda Mathews

Org: Roanoke Valley Center for Sight: Salem

Org Type: OCC

Region: Southwest

Regions:

Southwest

Organization Types:

Outpatient Care Center

Roanoke Valley Center for Sight- Salem:

FA: Staffing & Safety:

1: Email/ Text message with remote staff to verify calls completed with pending patients. No staff on site.

2: Staffing Sustainment: N/A: Center closed, no gaps.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:10 AM

Reply: Thank you for the update!

Added: 2/3/2026 11:01 AM

Creator: Stephany Dietrich

Org: Fresenius: Blue Ridge

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

Blueridge Dialysis - Stephany Dietrich

[CMS 2025_2026 functional excersise .pdf](#)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:10 AM

Reply: Thank you for the information!

Added: 2/3/2026 10:59 AM

Creator: Amy Overstreet

Org: Surgery Center of Lynchburg

Org Type: OCC

Region: Southwest

Surgery Center of Lynchburg Emergency Plan for Severe Weather activated.

CAO and board notified.

Regions:

Southwest

Organization Types:

Outpatient Care Center

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:59 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:58 AM

Creator: Gwen Donithan

Org: Roanoke Valley Center for Sight -
Roanoke

Org Type: OCC

Region: Southwest

FA: Patient Care Continuity & Surge Management

1: N/A: Center would close prior to need for patient relocation. If patients were present when event started- we would discharge as soon as possible & close center.

2: N/A: Center would close prior to need for patient relocation. If patients were present when event started- we would discharge as soon as possible & close center.

Regions:

Southwest

Organization Types:

Outpatient Care Center

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:59 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:57 AM

Creator: Tamara Puckett

Org: Fresenius Kidney Care Russell County

Org Type: DS

Region: Southwest

Please see attachment

[Regional Event Logs_20260203102054.pdf](#)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:59 AM

Reply: Thank you for the update!

Regions:

Southwest

Organization Types:

Dialysis Services

Added: 2/3/2026 10:56 AM

Creator: Shawwna Rife

Org: Fresenius Kidney Care Abingdon

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

What areas did you identify? any issues with heating/cooling would impact patient and staff comfort.

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? portable air conditioning or heaters can be utilized from local vendor.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:00 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:56 AM

Creator: Jessica Morgan

Org: Caris Healthcare

Org Type: HSPC

Region: Southwest

Regions:

Southwest

Organization Types:

Hospice

Focus Area: Communications and Notifications (Internal and External)

Function: Internal Situation Update

Send an internal situation update to command staff/department leads.

Questions

Who receives the update (roles/departments)? Regional team

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)? Email, text, Teams

Function: External Status Reporting

Share a status report with an external partner.

Questions

Who did your organization reach out to? EMS, local utilities

What confirmations/requests came back? All

Function: Targeted Populations Messaging

Notify patients/families/staff about current conditions and any operational changes.

Questions

Who did you notify? Caregivers, POAs, families and patients

What was the key messaging? Interrupted services, key points of assistance available in absence of in person availability of staff

How did you confirm receipt/understanding? verbalized back

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Verify which critical systems are on emergency powers.

Questions

Which area/devices are confirmed on generator power? N/A

Did your organization identify any that needed to be? N/A

Function: Fuel Status and Conservation Plan

Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.

Questions

What is the current runtime at present load? N/A

What was the earliest delivery window from your vendor? N/A

What conservation measures can be implemented immediately to extend runtime? N/A

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization?
drinking water availability for patients as well as to flush toilets in homes

What are the alternate water sources available? gallons and bottled water

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? home patients

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? Relocation for patients who are O2 dependent and otherwise need climate control

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions

What area did you identify? Local shelters or hospitals for home patients

What criteria did you use to determine whether those were safe relocation areas during the current severe weather?

Who completes and documents the assessment? Administrators

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on medical need and environmental risk.

Questions

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? O2 dependent

What criteria are used to determine patient movement? n/a

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated? yes

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)

Questions

Who did you contact? DME, pharmacies

What can they provide and when? Extra O2 canisters- pending clear access to homes

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions

How are you tracking staff who are on-site, off-site, unreachable, etc.? q2 hr checkins

How quickly can accountability updates be provided to leadership?

immediately

What communication method(s) do you use to reach staff? text, Perfect Serve

Function: Staffing Sustainment Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions

What would be your current staffing gaps? n/a

What plans are in place to ensure current staff's well-being is a priority? ensuring adequate rest, hydration and nutrition of team

What are the plans if incoming staff are delayed 12-24 hours? n/a

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:00 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:55 AM

Creator: Melinda Mathews

Org: Roanoke Valley Center for Sight: Salem

Org Type: OCC

Region: Southwest

Regions:

Southwest

Organization Types:

Outpatient Care Center

FA: Coordination, Reporting, and Documentation

1: Status Board updated- Census- 0 utility- 0 operations -0

2: Vendor Outreach: No needs, contacted RHCC to let them know we have food, drinking water, canned beverages, oxygen and medical air tanks available if needed. Awaiting call for need.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 11:00 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:53 AM

Creator: David Gibson

Org: Kroontje Center at Warm Hearth Village

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

EXERCISE EXERCISE EXERCISE

Focus Area: Communications and Notifications (Internal and External)

Function: Internal Situation Update

Send an internal situation update to command staff/department leads.

Questions

Who receives the update (roles/departments)? CEO, Admin for all buildings, Upper Mgt., Staff

Which communication channels did you use (e.g., Teams, email, call tree,

radios, etc.)? Email, Cell Phones and Landline Phone

Function: External Status Reporting

Share a status report with an external partner.

Questions

Who did your organization reach out to? 911

What confirmations/requests came back? Leave information on destruction. Is there power? Are roads passable?

Function: Targeted Populations Messaging

Notify patients/families/staff about current conditions and any operational changes.

Questions

Who did you notify? Staff, Families, Patients at Warm Hearth at Home/ Hospice

What was the key messaging? Discourage from visiting due to flooding and trees down. For Staff they will have to stay in facility. Update staff on information. For Home Health and Hospice to make sure patients are aware and will keep updated on weather. For Staff to stay safe and contact their patients of weather and to stay home for safety.

How did you confirm receipt/understanding? Will keep updated on conditions and require to reply back to emails that are sent and to return calls and or text.

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Verify which critical systems are on emergency powers.

Questions

Which area/devices are confirmed on generator power? Home health and Hospice would be working from home to contact patients due to not have generator power in office. For Kroontje generator power covers 1 outlet per resident room, 65% of lights work, runs all kitchen appliances. Heat is supplied in the common area.

Did your organization identify any that needed to be? Washer and Dryer

Function: Fuel Status and Conservation Plan

Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.

Questions

What is the current runtime at present load? Generator is at full capacity, 5.4 days

What was the earliest delivery window from your vendor? 24 to 48 hours

What conservation measures can be implemented immediately to extend runtime? Turn off some lights, unplug unnecessary items. Run half a load can make it to 11 days.

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization? 64oz per residents

What are the alternate water sources available? Have emergency supply back up water

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? Generators run on HVAC

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? We have gas line fireplaces and emergency blankets. Have some fans but need to purchase more

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions

What area did you identify? The Village Center on campus, we do have some MOU's with some long term care facilities, and emergency transportation with vans and contract with company.

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? Checked the facility on campus and then contact other LTC facilities.

Who completes and documents the assessment? Administrator

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on medical need and environmental risk.

Questions

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? Based on high risk tube feeding, IV's, on oxygen, wound vacs. For Hospice/Home Health same as above.

What criteria are used to determine patient movement? Clinical judgment/consult with medical director.

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated? Yes

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)

Questions

Who did you contact? Medline, US Foods, Lincare. For Hospice and Home health DME express

What can they provide and when? Provide necessity can arrive 24 to 48 hours

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions

How are you tracking staff who are on-site, off-site, unreachable, etc.? On site track thru Paycom, Staffing would be signing in and out. Via cell phone. Same for Home Health and Hospice along with Marix Care.

How quickly can accountability updates be provided to leadership? Hourly

What communication method(s) do you use to reach staff? Phone, Email,

Sara System

Function: Staffing Sustainment Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions

What would be your current staffing gaps? Depending on who can arrive to work

What plans are in place to ensure current staff's well-being is a priority? Alternating shifts who is here and making sure they can contact family and get plenty of rest and nourishment.

What are the plans if incoming staff are delayed 12-24 hours? Just continue to alternate shifts for staff and taking more breaks.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:56 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:53 AM

Creator: Rhonda Reef

Org: Blue Ridge Therapy Connection

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

EXERCISE EXERCISE EXERCISE

Focus Area: Communications and Notifications (Internal and External)

Function: Internal Situation Update

Send an internal situation update to command staff/department leads.

Questions

Who receives the update (roles/departments)? Department managers at Blue Ridge Therapy Connection will receive initial updates and distribute information to their staff members

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)? Email and SMS Messages

Function: External Status Reporting

Share a status report with an external partner.

Questions

Who did your organization reach out to? BRTC Reached out to Scotty Cassell EMS Manager for Patrick County and Derrick Wagner Captain of local Volunteer Rescue Squad.

What confirmations/requests came back? Text Message

Function: Targeted Populations Messaging

Notify patients/families/staff about current conditions and any operational changes.

Questions

Who did you notify? Residents and BRTC Care Contact Person for the residents along with BRTC Staff members

What was the key messaging? Due to tropical depression the facility is experiencing being on generator power, experiencing supply delivery problems, but we do have what is needed currently.

How did you confirm receipt/understanding? Residents were told verbally, families and responsible parties were told using third party Cliniconex, and staff were told by SMS text and phone tree.

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Verify which critical systems are on emergency powers.

Questions

Which area/devices are confirmed on generator power? Emergency outlets, lights, kitchen equipment, mobile heat pumps,

Did your organization identify any that needed to be? Room Ptac's are unable to be on generator power for heat or AC

Function: Fuel Status and Conservation Plan

Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.

Questions

What is the current runtime at present load? We are able to run on generator power without disruption for a total of three days

What was the earliest delivery window from your vendor? Same day delivery from Clark Gas and Oil that is 0.2 miles away

What conservation measures can be implemented immediately to extend runtime? Use kitchen appliances that are propane generated to conserve fuel and use paper products for meals.

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization? Three gallons per day per person for staff and residents

What are the alternate water sources available? We have emergency water in gallon containers

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? Old part of the facility on second floor, kitchen

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? Portable cooling units and fans

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions

What area did you identify? Dining rooms, therapy gym, classroom, recreation room

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? Insured lighting and cooling in the area and access to water and toileting was available near by.

Who completes and documents the assessment? Marlina Barnwell QA Nurse

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on medical need and environmental risk.

Questions

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)?

Move residents with less care needs to common areas, leave residents with more equipment in rooms with emergency outlets.

What criteria are used to determine patient movement? Level of care needs, equipment needs, oversight needs.

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated? Yes

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)

Questions

Who did you contact? Pharmerica of Vinton VA Mr. Eric Westin

What can they provide and when? Pharmerica commits to continuing pharmacy services and ensuring delivery of critical medications.

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions

How are you tracking staff who are on-site, off-site, unreachable, etc.? We are using reports in our payroll software Empeon, our staffing software Maple, and text messaging to track employee status.

How quickly can accountability updates be provided to leadership? Rapidly via text messages.

What communication method(s) do you use to reach staff? SMS Messaging, emails, Employee Self Service messaging through our Empeon payroll software.

Function: Staffing Sustainment Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions

What would be your current staffing gaps? It would be most difficult to staff the facility from 11p to 7a.

What plans are in place to ensure current staff's well-being is a priority? BRTC will provide emergency water, food, and shelter to employees.

What are the plans if incoming staff are delayed 12-24 hours? Provide

available staff rest periods in rotation that so resident needs are met and staff have an opportunity to rest through extended work periods.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:56 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:52 AM

Creator: Ashley Lawson

Org: Westminster-Canterbury of Lynchburg

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Function: Fuel Status and Conservation Plan

Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.

Questions

What is the current runtime at present load? - give or take 72 hours with full operations. With load shedding we can have a little more run time

What was the earliest delivery window from your vendor? - depending on road conditions, if they are passable we can have fuel here within 1-2 hours. We will call early due to current conditions in the area.

What conservation measures can be implemented immediately to extend runtime? - load shedding will be implemented within the first 24hrs to conserve fuel. Things like extra elevators, wellness center, certain lights, air handlers can be limited.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:56 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:52 AM

Creator: Shawwna Rife

Org: Fresenius Kidney Care Abingdon

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

What is the minimum daily water requirement for your organization? 5000 gallons

What are the alternate water sources available? Tanker truck from Fresenius Headquarters.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:56 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:52 AM

Creator: Melinda Mathews

Org: Roanoke Valley Center for Sight: Salem

Org Type: OCC

Region: Southwest

Regions:

Southwest

Organization Types:

Outpatient Care Center

Roanoke Valley Center for Sight- Salem

FA: Patient Care Continuity & Surge Management

1: N/A Center would close prior to need for patient relocation. If patients were present when event started- we would discharge as soon as possible & close center.

2: N/A:Center would close prior to need for patient relocation. If patients were present when event started- we would discharge as soon as possible & close center.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:56 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:50 AM

Creator: Gwen Donithan

Org: Roanoke Valley Center for Sight -
Roanoke

Org Type: OCC

Region: Southwest

Regions:

Southwest

Organization Types:

Outpatient Care Center

FA: Utility Disruption & Continuity of Operations

1: Critical Systems on Generator: Phaco machines, Microscopes, Sterilizers, Emergency Lighting, Fire/Smoke Alarms, medication refrigerators

-Not on generator: all non-essential electrical outlets

2:Validate current fuel levels & refill estimate:

-Current fuel level: full tank (Current run time at present load 72 hours)

-24-48hours-- Backup Plans in place with Maintenance Staff

-Conservation measures: unplugging all unused equipment to decrease Generator Load

3: Water Interruption Contingencies: N/a- Center closed

4: HVAC Impact Mitigation: N/A- Center closed- we would repurchase or re-sterilize items as we look to reopen.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:57 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:50 AM

Creator: Amanda Edwards

Org: Fresenius: Friendship Manor Dialysis Unit

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

Answers for FMC- Friendship Manor attached

[SVHC Part 5_Friendship Manor_FKC 2.2.36.pdf](#)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:57 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:49 AM

Creator: Vickie Moor

Org: Amedisys Home Health - Roanoke

Org Type: HHA

Region: Southwest

Regions:

Southwest

Organization Types:

Home Health Agency

VHASS Exercise Flooding

Organizations contact: Local Emergency Management, 911 and 211 Virginia. Will Contact Red Cross and will notify VA Department of Emergency Management

Confirmations received that Emergency response in place

Clinicians notified of emergency plan activates and will contact their assigned patients to assess safety and needs.

Key Messaging Safety of clinicians and patients understanding of status confirmed verbally.

Focus Area: Utility Disruption and Continuity of Operations.

Office Staff will work from home to assist with coordinating clinicians and patient's needs. (if one staff member loses power then another will pick up the duties) we will use email, teams, cell phones. Also, we have triage nurses that can pick up and answer questions.

No generated power we are home health

No Fuel status to report in office, Clinicians instructed to fill up their gas tanks to prepare for the emergency.

Water: Home Health Agency

Clinicians have emergency preparation kits in cars, and patients and caregivers are given a list of supplies to have on hand for a disaster. Office will have bottles water in office.

HVAC NA home health agency

Patient Care Continuity and Surge Management

Patients at start of care are assigned at disaster code in order of medical need and evacuation ability.

Office staff will relocate to higher ground whether home or family member. Based on flood zones, notification from Emergency broadcasting system.

Function: Clinical Prioritization for Movement

Use Disaster Code to identify high risk patients, notify local emergency response teams if needed. We are a Home Health Agency

Update with census 281 home health patients

Vendor's NA we get patients supplies ordered ahead of time if disaster known

Track staff via cell phone, teams, email

Updates sent every hour as changes occur

Staffing Sustainment Plan NA

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:57 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:48 AM

Creator: Ashley Lawson

Org: Westminster-Canterbury of Lynchburg

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Verify which critical systems are on emergency powers. - EVERYTHING is on emergency power and will operate as normal via generators.

Questions

Which area/devices are confirmed on generator power? - EVERYTHING is on emergency power and will operate as normal via generators

Did your organization identify any that needed to be? - n/a

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:57 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:47 AM

Creator: Melinda Mathews

Org: Roanoke Valley Center for Sight: Salem

Org Type: OCC

Region: Southwest

Regions:

Southwest

Organization Types:

Outpatient Care Center

Roanoke Valley Center for Sight- Salem

FA: Utility Disruption & Continuity of Operations

1: Critical Systems on Generator: Phaco machines, Microscopes, Sterilizers, Emergency Lighting, Fire/Smoke Alarms

-Not on generator: Medication Refridgerators -- Need to address

2:Validate current fuel levels & refill estimate:

-Current fuel level: 3/4 tank (Current run time at present load 48 hours)

-24-48hours-- Backup Plans in place with Maintenance Staff

-Conservation measures: unplugging all unused equipment to decrease Generator Load

3: Water Interruprion Contingencies: N/a- Center closed

4: HVAC Impact Mitigation: N/A- Center closed- we would repurchase or re-sterilize items as we look to reopen.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:55 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:45 AM

Creator: Jonathan Caudill

Org: Brian Center Health Rehab-Fincastle

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Focus Area: Coordination, Reporting and Documentation

Function: Status Board Updates

Update VHASS Status Board to reflect census, utility statuses, and operations.

Questions

Has your organization's status board been updated? **yes**

Function: Vendor Outreach

Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)

Questions

Who did you contact? **Commonwealth Home Health for oxygen, Sysco for food, Omnicare for pharmacy, Webb Oil for generator**

What can they provide and when? **see above**

Focus Area: Staffing and Safety

Function: Staffing Accountability

Confirm the status of all essential staff.

Questions

How are you tracking staff who are on-site, off-site, unreachable, etc.? **Sign in/sign out sheet will be established at front door for staff. Department heads are contacting staff for upcoming shifts in anticipation of issues.**

How quickly can accountability updates be provided to leadership?
immediately

What communication method(s) do you use to reach staff? **cell phone, land line, Smartlinx messaging**

Function: Staffing Sustainment Plan

Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)

Questions

What would be your current staffing gaps? **issues with getting to work, childcare issues, transportation issues**

What plans are in place to ensure current staff's well-being is a priority?
encourage staff to be in regular contact with family, provide ample break times, stagger days off

What are the plans if incoming staff are delayed 12-24 hours? **Alternate transportation and lodging can be arranged. Some will be mandated to stay over until relieved.**

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:54 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:44 AM

Creator: Ashley Lawson

Org: Westminster-Canterbury of Lynchburg

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Function: Targeted Populations Messaging

Notify patients/families/staff about current conditions and any operational changes.

Questions

Who did you notify? - all residents (constant contact and verbal), families (constant contact) and staff (paylocity)

What was the key messaging? Westminster is experiencing excess flooding due to the storm. Operations are still functional but we are experiencing limitations. All residents and staff are accounted for and safe at this time. We are following our procedures for this issue. Please do not try and call the main phone line as it is being used for emergencies. Please do not come to campus at this time. We are sheltering in place. (families we are asking not to call or come to campus).

Staff we are asking to come to work as scheduled, call HR if you are experiencing trouble getting here. We are asking staff that are currently here to stay.

How did you confirm receipt/understanding? - Paylocity for staff we can see who reads the notices. Constant contact gives reports on who has opened the emails. Text-em-all can be used to message all in house ILU residents and update them

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:54 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:44 AM

Creator: Shawwna Rife

Org: Fresenius Kidney Care Abingdon

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

What is the current runtime at present load? N/A

What was the earliest delivery window from your vendor? N/A

What conservation measures can be implemented immediately to extend runtime? N/A

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:54 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:43 AM

Creator: Stacey Mulkey

Org: Friendship Health and Rehabilitation Center-South, Inc

Org Type: LTC

Focus Area: Communications and Notifications (Internal and External)

- **Function:** Internal Situation Update
 - *Send an internal situation update to command staff/department leads.*

Region: Southwest

Regions:
Southwest

Organization Types:
Long Term Care Facility

○ **Questions**

- *Who receives the update (roles/departments)?*
 - Administrator
 - DON, ADON,
 - Therapy Director
 - Dietary Direct
 - Director of Social Services
 - Director Maintenance
- *Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)?*
 - Email.

Function: External Status Reporting

- *Share a status report with an external partner.*
- **Questions**
 - *Who did your organization reach out to?*
 - VHASS (Status Board)
 - Local EMS
 - Evacuation Plan Participates
 - *What confirmations/requests came back?*
 - Status Board Updated
 - Phone confirmations.

Function: Targeted Populations Messaging

- *Notify patients/families/staff about current conditions and any operational changes.*
- **Questions**
 - *Who did you notify?*
 - Director of Communications will dispense out messaging to family
 - *What was the key messaging?*
 - The facility is under a potential weather event.
 - *How did you confirm receipt/understanding?*
 - Email Read Receipts.

Focus Area: Utility Disruption and Continuity of Operations

- **Function:** Emergency Power Review
 - *Verify which critical systems are on emergency powers.*
 - **Questions**
 - *Which area/devices are confirmed on generator power?*
 - All Red outlets
 - Kitchen equipment
 - HVAC
 - Hot Water
 - Phone/IT
 - Fire alarm

- Call system
- Ice Machine
- Refrigerators
- Electronic Doors
- Emergency Lighting
- *Did your organization identify any that needed to be?*
 - None at this tie.

Function: Fuel Status and Conservation Plan

- *Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.*
- **Questions**
 - *What is the current runtime at present load?*
 - 72 hours
 - *What was the earliest delivery window from your vendor?*
 - Within 72 hours
 - *What conservation measures can be implemented immediately to extend runtime?*
 - Remove nonessential items from generator load

Function: Water Interruption Contingencies

- *Identify alternate water supply resources to support critical operations.*
- **Questions**
 - *What is the minimum daily water requirement for your organization?*
 - 219 gallons per day
 - *What are the alternate water sources available?*
 - US Foods

Function: HVAC Impact Mitigation

- *Identify any temperature sensitive areas at your organization and short-term mitigation plans.*
- **Questions**
 - *What areas did you identify?*
 - HVAC on Generator
 - *What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss?*
 - None as Generator powers HVAC

Focus Area: Patient Care Continuity and Surge Management

- **Function:** Environmental Safety Assessment
 - *Conduct a rapid environmental assessment of potential relocation areas within your facility.*
 - **Questions**

- *What area did you identify?*
 - Two local Churches
 - Multiple Campuses.
- *What criteria did you use to determine whether those were safe relocation areas during the current severe weather?*
 - If they are in the active flood warning area
- *Who completes and documents the assessment?*
 - Administrator

Function: Clinical Prioritization for Movement

- *Identify which patients must be moved first based on medical need and environmental risk.*
- **Questions**
 - *Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)?*
 - Triage based on needs of resident.
 - Most sick go to North Campus
 - Resident who do not need immediate interventions will go to the churches.
 - *What criteria are used to determine patient movement?*
 - Medical Needs.

Focus Area: Coordination, Reporting and Documentation

- **Function:** Status Board Updates
 - *Update VHASS Status Board to reflect census, utility statuses, and operations.*
 - **Questions**
 - *Has your organization's status board been updated?*
 - Yes

Function: Vendor Outreach

- *Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)*
- **Questions**
 - *Who did you contact?*
 - Roanoke Gas Company
 - *What can they provide and when?*
 - Fuel and within 24 hours

Focus Area: Staffing and Safety

- **Function:** Staffing Accountability
 - *Confirm the status of all essential staff.*
 - **Questions**
 - *How are you tracking staff who are on-site, off-site, unreachable, etc.?*

- Designated management reporting to Incident Command
- HR communicating with staff that are not on site via Dayforce
- *How quickly can accountability updates be provided to leadership?*
 - Within Minutes
- *What communication method(s) do you use to reach staff?*
 - Dayforce and shifthound

Function: Staffing Sustainment Plan

- *Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)*
- **Questions**
 - *What would be your current staffing gaps?*
 - None at this time.
 - *What plans are in place to ensure current staff's well-being is a priority?*
 - Rest area
 - Food needs being met
 - Bathing areas
 -
 - *What are the plans if incoming staff are delayed 12-24 hours?*
 - Management taking shifts
 - Organization Resource Pool
 - Security able to assist with transportation.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:53 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:42 AM

Creator: Shawwna Rife

Org: Fresenius Kidney Care Abingdon

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

Which area/devices are confirmed on generator power? No generator on site. Have requested back up generators from storage to be delivered to the clinic.

Did your organization identify any that needed to be? A back up generator would be needed for all areas of dialysis (water system, machines, oxygen concentrators, IV pump, medication refrigerators, etc)

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:53 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:37 AM

Focus Area: Communications and Notifications (Internal and External)

Creator: Jonathan Caudill

Org: Brian Center Health Rehab-Fincastle

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Function: Internal Situation Update

Send an internal situation update to command staff/department leads.

Questions

Who receives the update (roles/departments)? **Department heads and all nursing management**

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)? **calls/text messages**

Function: External Status Reporting

Share a status report with an external partner.

Questions

Who did your organization reach out to? **Daniel Murray, Botetourt County emergency manager**

What confirmations/requests came back? **left voicemail**

Function: Targeted Populations Messaging

Notify patients/families/staff about current conditions and any operational changes.

Questions

Who did you notify? **Patients, families, and staff (PCC communication for families, Smartlinx for staff)**

What was the key messaging? **Update on situation and what we are doing to respond**

How did you confirm receipt/understanding? **Part of message included phone number to call back with any questions**

Focus Area: Utility Disruption and Continuity of Operations

Function: Emergency Power Review

Verify which critical systems are on emergency powers.

Questions

Which area/devices are confirmed on generator power? **entire building is backed by generator**

Did your organization identify any that needed to be? **no**

Function: Fuel Status and Conservation Plan

Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.

Questions

What is the current runtime at present load? **approximately three days**

What was the earliest delivery window from your vendor? **same day (but we're full)**

What conservation measures can be implemented immediately to extend runtime? **Discontinue use of unnecessary devices.**

Function: Water Interruption Contingencies

Identify alternate water supply resources to support critical operations.

Questions

What is the minimum daily water requirement for your organization? **one gallon per person per day**

What are the alternate water sources available? **emergency stock**

Function: HVAC Impact Mitigation

Identify any temperature sensitive areas at your organization and short-term mitigation plans.

Questions

What areas did you identify? **respiratory patients, nonambulatory patients**

What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss? **Fincastle Baptist Church is our emergency evacuation site. Staying here, fans can be put in the hallways and patients put in the hallways to try to get the most patients cool.**

Focus Area: Patient Care Continuity and Surge Management

Function: Environmental Safety Assessment

Conduct a rapid environmental assessment of potential relocation areas within your facility.

Questions

What area did you identify? **dining room, lobby, hallways**

What criteria did you use to determine whether those were safe relocation areas during the current severe weather? **We would need to weigh the risk of keeping them away from glass, keeping them in an internal area of the building, etc.**

Who completes and documents the assessment? **administrator and maintenance staff**

Function: Clinical Prioritization for Movement

Identify which patients must be moved first based on medical need and environmental risk.

Questions

Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)? **It depends on the risk. Most likely, our vent patients would be the most immediate need.**

What criteria are used to determine patient movement? **specifics of the situation and the specifics of each patient's needs**

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:53 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:37 AM

Creator: Shawna Rife

Org: Fresenius Kidney Care Abingdon

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

Who did you notify? Patients, families, SNF, dialysis staff.

What was the key messaging? One transportation company unable to transport any patients via wheelchair van. Coordinated with local ambulance company for assistance in bringing these patients to dialysis. Texted all dialysis staff to come to the clinic to dialyze as many patients as possible before the electricity turns off.

How did you confirm receipt/understanding? Verbal, text replies, email confirmation.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:53 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:35 AM

Creator: Gwen Donithan

Org: Roanoke Valley Center for Sight -
Roanoke

Org Type: OCC

Region: Southwest

Regions:

Southwest

Organization Types:

Outpatient Care Center

FA: Communication/Notification

1: Roanoke Valley Center for Sight: Internal update sent to Clinical Team Leads and Front Office Leads. Also sent to CEO, COO, & CMO.

Updates sent via text message and e-mail to all parties above.

2: Updated Status Board, Contact RHCC Emergency Activation (866)679-7422, Alert vendors of closure of facility.

Confirmation of cancellation of service pending. No requests at this time.

3: Notified all staff of closure via text message and e-mail. Key message: do not arrive to centers as they are closed. Replies requested upon receipt. Voicemail messages changed to alert any pending patients of closure. Remote call nurses and staff calling pending patients to cancel cases and alert them to stay home. Updated Grid status of patients by remote employees as contact is made to patients/families.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:53 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:32 AM

Creator: Melinda Mathews

Org: Roanoke Valley Center for Sight: Salem

Org Type: OCC

Region: Southwest

Regions:

Southwest

Organization Types:

Outpatient Care Center

FA: Communication/Notification

1: Roanoke Valley Center for Sight: Internal update sent to Clinical Team Leads and Front Office Leads. Also sent to CEO, COO, & CMO.

Updates sent via text message and e-mail to all parties above.

2: Updated Status Board, Contact RHCC Emergency Activation (866)679-7422, Alert vendors of closure of facility.

Confirmation of cancellation of service pending. No requests at this time.

3: Notified all staff of closure via text message and e-mail. Key message: do not arrive to centers as they are closed. Replies requested upon receipt. Voicemail messages changed to alert any pending patients of closure. Remote call nurses and staff calling pending patients to cancel cases and alert them to stay home. Updated Grid status of patients by remote employees as contact is made to patients/families.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:52 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:32 AM

Creator: Ashley Lawson

Org: Westminster-Canterbury of Lynchburg

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Function: External Status Reporting

Share a status report with an external partner. - Update sent to Westminster Blue Ridge, they are a JAM partner of ours. Waiting on confirmation that they would be able to help us.

Questions

Who did your organization reach out to? Westminster Blue Ridge

What confirmations/requests came back? Waiting on response. We do have a handshake agreement with all other Westminsters to help in need of crisis.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:52 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:32 AM

Creator: Shawna Rife

Org: Fresenius Kidney Care Abingdon

Org Type: DS

Region: Southwest

Regions:

Southwest

Organization Types:

Dialysis Services

Who did your organization reach out to? Transportation companies, Town water supply, Electrical company

What confirmations/requests came back? Received notice from one transportation company that they could not transport any patients to dialysis via wheelchair van.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:52 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:31 AM

Creator: Matthew Robertson

Org: Pulaski Health & Rehab Center

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Pulaski Health and Rehab Activated EOP.

Admin, Clinical directors and maintenance notified.

Emails and Mass text sent via hosted time

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:52 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:31 AM

Creator: Jennifer Willis

Org: Lee Health & Rehab Center

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Lee Health and Rehab acknowledges the event.

EOP activated.

Internal leadership has been notified via email and cell phone.

External notification made to home office.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:52 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:29 AM

Creator: Jessica Morgan

Org: Caris Healthcare

Org Type: HSPC

Region: Southwest

Regions:

Southwest

Organization Types:

Hospice

Event noted

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:52 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:28 AM

Creator: David Howell

Org: Abingdon Health & Rehab Center

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Abingdon Health and Rehab acknowledges event. EOP has been activated.

Critical staff has been notified via internal email and cell phone.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:52 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:27 AM
Creator: Donna Ashby
Org: Clinch Valley Medical Center - Clinch Valley Health
Org Type: HOSP
Region: Southwest

Regions:
Southwest

Organization Types:
Hospital

Clinch Valley Medical Center - Skilled Nursing Facility is operational with severe weather affecting the community of tri-counties situated near the hospital. Will keep you updated to our status.

Replies

Author: Hubble, Alayna
Organization: Southwest Virginia Healthcare Coalition (SVHC)
Time: 02/03/2026 10:51 AM
Reply: Thank you for the update!

Added: 2/3/2026 10:26 AM
Creator: David Howell
Org: Abingdon Health & Rehab Center
Org Type: LTC
Region: Southwest

Regions:
Southwest

Organization Types:
Long Term Care Facility

Abingdon Health and Rehab is active in this exercise.

Replies

Author: Hubble, Alayna
Organization: Southwest Virginia Healthcare Coalition (SVHC)
Time: 02/03/2026 10:51 AM
Reply: Thank you for the update!

Added: 2/3/2026 10:25 AM
Creator: Shawwna Rife
Org: Fresenius Kidney Care Abingdon
Org Type: DS
Region: Southwest

Regions:
Southwest

Organization Types:
Dialysis Services

Emergency Action Plan initiated.

Who receives the update (roles/departments)? All dialysis staff, MDs, Director of Operations, Regional Vice President, Biomedical Department

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)? Teams, emails, texts, calls

Replies

Author: Hubble, Alayna
Organization: Southwest Virginia Healthcare Coalition (SVHC)
Time: 02/03/2026 10:51 AM
Reply: Thank you for the update!

Added: 2/3/2026 10:24 AM

Creator: Ashley Lawson

Org: Westminster-Canterbury of Lynchburg

Org Type: LTC

Region: Southwest

Regions:

Southwest

Organization Types:

Long Term Care Facility

Function: Internal Situation Update

Send an internal situation update to command staff/department leads. - Email sent to all Department Heads and key managers at 10am this morning at start of event. Gave them the scenario and asked them to reply with how their departments would handle this situation.

Questions

Who receives the update (roles/departments)?

CEO, CFO, Administrative Assistant, Administrator on Call, Director of nursing, buildings and grounds, EVS, dining, resident life and wellness, therapy, Assisted Living Manager, Marketing, VP of Marketing, LNHA, IT, Chaplain, accounting, home health and hospice director.

Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)?

We used emails for this part of the scenario. Backup plan if email is not working would be regular text or Text-em-all app. We could also announce overhead in the building for all department heads to meet at a the command center for update.

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:51 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:21 AM

Creator: Jessica Morgan

Org: Caris Healthcare

Org Type: HSPC

Region: Southwest

Regions:

Southwest

Organization Types:

Hospice

Noted

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:51 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:21 AM

Creator: Vickie Moor

Org: Amedisys Home Health - Roanoke

Org Type: HHA

Region: Southwest

Regions:

Southwest

Organization Types:

Home Health Agency

Amedisys Home Health

Vickie Moor, Jennifer Johnson, Andria Smith, Shannon Dill

Emergency Preparedness Plan activated

Administrator or designee reported to the AVP,, VP/SVP Emergency Situation, communication channel completed through email, cellphone or Teams

Replies

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:51 AM

Reply: Thank you for the update!

Added: 2/3/2026 10:03 AM

Creator: Mary Alley

Org: Southwest Virginia Healthcare Coalition (SVHC)

Org Type: RHCC

Region: Southwest

Regions:

Southwest

Organization Types:

Regional Healthcare Coordination Center

Focus Area: Communications and Notifications (Internal and External)

- **Function:** Internal Situation Update
 - *Send an internal situation update to command staff/department leads.*
 - **Questions**
 - *Who receives the update (roles/departments)?*
 - *Which communication channels did you use (e.g., Teams, email, call tree, radios, etc.)?*

Function: External Status Reporting

- *Share a status report with an external partner.*
- **Questions**
 - *Who did your organization reach out to?*
 - *What confirmations/requests came back?*

Function: Targeted Populations Messaging

- *Notify patients/families/staff about current conditions and any operational changes.*
- **Questions**
 - *Who did you notify?*
 - *What was the key messaging?*
 - *How did you confirm receipt/understanding?*

Focus Area: Utility Disruption and Continuity of Operations

- **Function:** Emergency Power Review
 - *Verify which critical systems are on emergency powers.*
 - **Questions**
 - *Which area/devices are confirmed on generator power?*
 - *Did your organization identify any that needed to be?*

Function: Fuel Status and Conservation Plan

- *Validate current fuel levels and reach out to your fuel vendor for an estimated time of arrival to bring additional fuel.*
- **Questions**
 - *What is the current runtime at present load?*
 - *What was the earliest delivery window from your vendor?*
 - *What conservation measures can be implemented immediately to extend runtime?*

Function: Water Interruption Contingencies

- *Identify alternate water supply resources to support critical operations.*
- **Questions**
 - *What is the minimum daily water requirement for your organization?*
 - *What are the alternate water sources available?*

Function: HVAC Impact Mitigation

- *Identify any temperature sensitive areas at your organization and short-term mitigation plans.*
- **Questions**
 - *What areas did you identify?*
 - *What short-term mitigation plans or resources (e.g., portable cooling, relocation, etc.) did your organization discuss?*

Focus Area: Patient Care Continuity and Surge Management

- **Function:** Environmental Safety Assessment
 - *Conduct a rapid environmental assessment of potential relocation areas within your facility.*
 - **Questions**
 - *What area did you identify?*
 - *What criteria did you use to determine whether those were safe relocation areas during the current severe weather?*
 - *Who completes and documents the assessment?*

Function: Clinical Prioritization for Movement

- *Identify which patients must be moved first based on medical need and environmental risk.*
- **Questions**
 - *Which patient categories within your organization require immediate relocation (e.g., ICU, dialysis, oxygen-dependent, memory care, etc.)?*
 - *What criteria are used to determine patient movement?*

Focus Area: Coordination, Reporting and Documentation

- **Function:** Status Board Updates
 - *Update VHASS Status Board to reflect census, utility statuses, and operations.*
 - **Questions**
 - *Has your organization's status board been updated?*

Function: Vendor Outreach

- *Contact a vendor for support (e.g., oxygen, food, pharmacy, etc.)*
- **Questions**
 - *Who did you contact?*
 - *What can they provide and when?*

Focus Area: Staffing and Safety

- **Function:** Staffing Accountability
 - *Confirm the status of all essential staff.*
 - **Questions**
 - *How are you tracking staff who are on-site, off-site, unreachable, etc.?*
 - *How quickly can accountability updates be provided to leadership?*
 - *What communication method(s) do you use to reach staff?*

Function: Staffing Sustainment Plan

- *Implement on-site staffing relief rotations (e.g., shelter, rest cycles, contacting family)*
- **Questions**
 - *What would be your current staffing gaps?*
 - *What plans are in place to ensure current staff's well-being is a priority?*
 - *What are the plans if incoming staff are delayed 12-24 hours?*

Replies

Author: Craft, Lisa

Organization: Blue Ridge Surgery Center

Time: 02/03/2026 10:48 AM

Reply:

Blue Ridge Surgery Center

Emergency Action Plan activated for severe weather.

Administrator contacts Quality/Risk Manager, DON, and Business Office Manager onsite.

Emergency Management binder obtained from Preop by onsite management.

Administrator Contacts HCA and SVG, CBRE, City of Salem. While onsite managers have designated area for oversight.

Emergency management binder shows algorithm contact list for each onsite manager. Each onsite manager compiles list of patients/employees/visitors to their designated area, with records of locations and if able to leave the center.

Entire building is on backup generator with current load time of three days.

Main supplies able to be obtained from hospital until able to safely evacuate building to close.

Focus on safety to transport patients, families, and staff home safely. Notify contracted transport agencies if needed for discharge transport.

If emergency evaluation needed, designated area in parking lot per Emergency Management Binder. Med Sleds available for non-ambulatory patients.

Once evacuation completed and center closed, it will remain closed until safe to return after weather event.

Author: Hubble, Alayna

Organization: Southwest Virginia Healthcare Coalition (SVHC)

Time: 02/03/2026 10:55 AM

Reply: Thank you for the update!

Added: 2/3/2026 9:47 AM

Creator: Mary Alley

Org: Southwest Virginia Healthcare Coalition (SVHC)

Org Type: RHCC

Region: Southwest

Regions:

Southwest

Organization Types:

Regional Healthcare Coordination Center

Exercise Plan Document for today's exercise

<https://svhc.vhass.org/wp-content/uploads/2026/02/FE-ExPlan-FINAL.pdf>

[FE ExPlan_FINAL.pdf](#)

**Event: [EXERCISE] EXERCISE | CMS Exercise Series – Cascading Failures
Functional Exercise | EXERCISE**

Comments

Added: 2/3/2026 10:46 AM

Creator: Alayna Hubble

EXERCISE EXERCISE EXERCISE

Org: Southwest Virginia Healthcare Coalition
(SVHC)

02/03/26 SVHC RHCC On-Call Schedule

Org Type: RHCC

Mary Kathryn Alley (Primary): 540-541-0315

Region: Southwest

Greggory Skeens (Secondary): 540-527-6734