

# ACF EP CENTRAL

*The Emergency Preparedness Newsletter for New York City Adult Care Facilities*

Issue 1 Winter 2009 Edition

## A Message from the Project Coordinator

**W**elcome to the premiere issue of *ACF EP Central*! This bi-monthly newsletter is dedicated to keeping New York City's Adult Care Facilities informed about emergency preparedness resources.

*ACF EP Central* is one component of the Brookdale Center for Healthy Aging and Longevity's New York City Adult Care Facilities Emergency Preparedness Coordination Project and reflects the Center's on-going commitment to successful aging and longevity among the City's Elder community through research, education, and evaluation of evidence-based models of practice and policy.

The Project is designed to increase the adult care facility community's access to emergency preparedness information and citywide emergency communication resources. The project provides:

- One-stop registration for a variety of free emergency notification and alert networks;
- Comprehensive & concise on-site meetings with the Project Coordinator
- Customized emergency preparedness planning tools including maps with up-to-date information on coastal storm surge risk and essential services in your area;
- *EP Central* - A website and newsletter dedicated to providing the latest in relevant emergency preparedness resources to adult care providers;
- An opportunity to participate in citywide emergency communications drills.

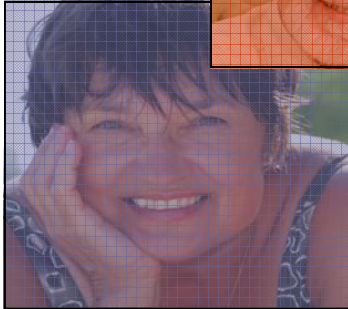
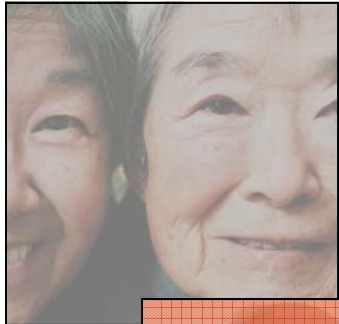
The New York City Adult Care Facilities Emergency Preparedness Coordination Project is funded by the New York City Department of Health and Mental Hygiene's Healthcare Emergency Preparedness Program. Please note that there is no charge to your facility for any ACF EPC services.

In this issue we focus on reducing the impact of influenza and other communicable diseases, remind all of some of the "do's" and "don'ts" of Psychological First Aid in our Mental Health Emergency Preparedness article and unveil the Borough Spotlight— the first in a series dedicated to providing a directory of local adult care facilities and hospitals.

Please visit the *ACF EP Central* website [www.brookdale.org/epcentral](http://www.brookdale.org/epcentral) for more information on all of the topics discussed in this issue.

Adult Care Facilities (ACFs) handle emergencies every day and many have invented promising practices for handling the issues that facilities regularly encounter and have valuable insight to share from lessons learned in managing these events. *ACF EP Central* welcomes your input. We invite you to share these with us and your fellow ACFs. Finally, tell us what you think of *ACF EP Central*.

Contact the Project Coordinator via **email** at [MKHALE@HUNTER.CUNY.EDU](mailto:MKHALE@HUNTER.CUNY.EDU) or via **telephone** at (212) 481-4602



### Save the Date!

- **February 24, 2009 @ 1pm - ACF Emergency Preparedness Teleconference Meeting**

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## Everyday EP:

### Preventing Disease Transmission at the Door and in Waiting Areas

From the extraordinary to the every day (staff absences to snowstorms and power outages), Adult Care Facilities face similar yet unique sets of emergencies. This column focuses on the every day emergencies and some of the steps you can take to prevent them or reduce their impact on your facility. Start by preparing for influenza and reducing the spread of it and other communicable diseases before they can cause an outbreak at your facility.

Annually, flu season presents a challenge to all facilities. The 2008-09 Influenza season has been mild in New York City so far but there are still several months of peak flu season ahead. The CDC has reported that a strain of the Influenza virus, H5N1, better known as “Avian Flu” or “Bird Flu”, is becoming resistant to one of drugs, oseltamivir (Tamiflu<sup>®</sup>), used to treat those infected with it. For Adult Care Providers this means that there should be more of an emphasis in stopping transmission **at the door**, before residents and staff become infected. It is recommended that health care workers and residents for who can be safely vaccinated get their annual influenza vaccination (flu shot). Most can, but if there is any question, please contact your physician. Caregivers and both staff and residents’ family members should also consider vaccination to help keep their loved ones healthy.

**Here is a brief checklist that you can use to help keep flu out of your facility and keep your residents and staff healthy.**

*Excerpt adapted from the July/August 2007 NYC DOHMH City Health Information (CHI) on Avian and Pandemic Influenza Preparedness for Primary Care Providers*

- Identify staff who are the **first contacts** when residents and visitors arrive at the facility (e.g., security guard, receptionist)
- Train staff to **recognize residents and visitors with fever and cough (or rash) symptoms and employ infection control measures.**
- Staff should **provide symptomatic persons with masks** and instruct residents and/or visitors to **cover their cough** and engage in **frequent hand washing.**
- Post signs to **remind reception staff to ask screening questions such as ‘How are you feeling today?’.**
- Post signs in **appropriate languages** for residents at the entrance to the facility (i.e. Hand washing, “How to” guide on masks)
- Have tissues and/or surgical masks accessible for resident use and provide no-touch trash receptacles throughout the waiting area.**
- Provide **hand sanitizer dispensers/wipes close to the entrance and in waiting areas.** Make sure that all sinks function properly and have adequate supplies of **soap and paper towels.**

To access the complete list of steps go to the following link: <http://www.nyc.gov/html/doh/downloads/pdf/chi/chi26-6.pdf>

mh<sup>EP</sup>

**Mental Health Emergency Preparedness for ACFs**

### Psychological First Aid

Everyone who experiences a disaster is affected by it. During and after a disaster people can have a range of physical, psychological and emotional reactions as they try to cope with their traumatic experience. If you are among the first to respond to a disaster, your early contact with victims can help them adapt, cope and recover.

*What is Psychological First Aid (PFA)?*

Psychological First Aid is an evidence-based supportive intervention strategy to reduce the initial distress caused by a traumatic event and promote adaptive coping actions that help reduce anxiety, lessen distressing reactions or improve the situation.

*Why is providing Psychological First Aid important?*

Providing PFA promotes an environment of safety, calm, connectedness, self-efficacy, empowerment and hope. PFA is designed to be used by first responders and mental health workers but anyone working in a caregiving setting should be familiar with how it works. PFA can be administered to children, families and adults. However, someone with a mental health disability may be more upset or confused in unfamiliar surroundings. If you identify such an individual, help to make arrangements for a mental health consultation or referral.

Several organizations including the Substance and Abuse and Mental Health Services Administration (SAMSHA) and The National Center for Post-Traumatic Stress Disorder (NCPTSD) provide some guidance on providing PFA. The basic principles are outlined on the next page. Delivering PFA during a crisis can be challenging. Most of us do not respond to disasters every day and even seasoned mental health professionals should regularly refresh their PFA skills.

For more information on PFA see the web

*Continued on page 3*

*Mental Health EP...Continued from page 2*

links in the grey shaded box on the right. All of the information at these sites is free and several include training materials to help you and your staff practice developing your PFA skills.

**Delivering Psychological First Aid – Tips for Adult Care Providers****DO:**

- Promote Safety - help residents meet basic needs for food and shelter and obtain emergency medical attention
- Promote Calm - Be friendly and compassionate even if the residents are being difficult
- Promote Connectedness - Help residents contact friends and loved ones
- Promote Self-Efficacy - Give practical suggestions that steer residents toward helping themselves
- Promote Help - When they express fear or worry, remind residents (if you know) that more help and services are on the way.
- Speak CALMLY. Be patient, responsive and sensitive.
- Older adults have strengths as well as vulnerabilities. Many older adults have acquired effective coping skills over a lifetime of dealing with adversities
- Don't make assumptions based only on physical appearance or age, for example that a confused elder has irreversible problems with memory, reasoning or judgment. Disaster-related disorientation or confusion can be due to a change in surroundings; sensory problems (e.g., poor vision or hearing); dehydration or poor nutrition; sleep deprivation; a medical condition or problems with medica-

tions; social isolation or feeling helpless or vulnerable.

*Additional considerations for survivors with disabilities*

- Address the person directly, rather than a caretaker, unless direct communication is difficult
- If communication (hearing, speech, memory, etc.) seems impaired, speak simply and slowly.
- Take the word of a person who claims to have a disability. Some disabilities may not be immediately apparent or familiar to you.
- Keep essential aids (e.g., medications, eyeglasses, oxygen tank, respiratory equipment, and wheelchair) with the person.

**DO NOT:**

- Force residents or co-workers to share their stories with you, especially very personal details
- Give simple reassurances like “everything will be OK” or “at least you survived”
- Tell residents or co-workers what you think they should be feeling, thinking, or how they should have acted earlier
- Criticize existing services or relief activities in front of the residents
- Do not make assumption about what survivors are experiencing or what they have been through
- Do not assume that everyone exposed to a disaster will be traumatized.
- Do not talk down to or patronize the survivor, or focus on his/her helplessness, weaknesses, mistakes or disabilities. Focus instead on what the person has done that is effective.

**Psychological First Aid Resources**

For more information go to:

**The American Red Cross**, Psychological First Aid: Helping Others in Times of Stress: <http://redcross.tallytown.com/dsp/dsta-PsychologicalFirstAid.ppt>

**Substance Abuse and Mental Health Services Administration**, Psychological First Aid for First Responders, <http://download.ncadi.samhsa.gov/ken/pdf/SMA99-3323/99-821.pdf>

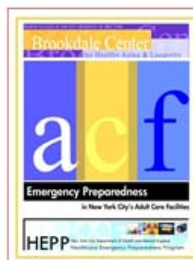
**Substance Abuse and Mental Health Services Administration**, Psychosocial Issues for Older Adults, <http://download.ncadi.samhsa.gov/ken/pdf/katrina/Psychological.pdf>

**Substance Abuse and Mental Health Services Administration**, Training Manual for Mental and Human Services Workers in Major Disasters, [http://mentalhealth.samhsa.gov/dtac/FederalResource/Response/4-Training\\_Manual\\_MH\\_Workers.pdf](http://mentalhealth.samhsa.gov/dtac/FederalResource/Response/4-Training_Manual_MH_Workers.pdf)

**New York State Department of Health Learning Management System – Emergency Preparedness Courses:** Basic Emergency Preparedness for Staff of Community Health Facilities (UACPHP-215). Duration: 1 hour. Cost: Free. Requirements: Modern Web browser such as Internet Explorer or Mozilla Firefox: <https://www.nylearnsph.com/Public/Catalog/>

**New York State Office of Mental Health**, Disaster Mental Health Planning and Response Resources Psychological First Aid Education Initiative, 2007, [http://www.omh.state.ny.us/omhweb/disaster\\_resources/PFA/](http://www.omh.state.ny.us/omhweb/disaster_resources/PFA/)

**US Department of Veterans Affairs - National Center for Post-Traumatic Stress Disorder**, Psychological First Aid – Field Operations Guide, 2<sup>nd</sup> Edition. [http://www.ncptsd.va.gov/ncmain/ncdocs/manuals/nc\\_manual\\_psyfirstaid.html](http://www.ncptsd.va.gov/ncmain/ncdocs/manuals/nc_manual_psyfirstaid.html)



**ACF EP CENTRAL**

Emergency Preparedness Information and Resources  
for New York City's Adult Care Facilities

Visit the Adult Care Facility Emergency Preparedness (ACF EP) website at:  
<http://www.brookdale.org/epcentral>

## Borough Spotlight: Queens Adult Care Facilities and Hospitals Listings

### ADULT CARE FACILITIES

**Belle Harbor Manor**  
209 Beach 125th Street  
Belle Harbor, NY 11694  
(718)945-6600

**Boulevard ALP**  
71-61 159th Street  
Flushing, NY 11365  
(718) 969-8102

**Castle Senior Living at Forest Hills**  
108-25 Horace Harding Expressway  
Forest Hills, NY 11368  
(718) 460-6600 (AH)  
(718) 592-3100 (EHP/ALP)

**Central Assisted Living, LLC**  
1509 Central Avenue  
Far Rockaway, NY 11691  
(718) 471-7700

**Chai Home**  
125-02 Ocean Promenade  
Belle Harbor, NY 11694  
(718) 634-6100

**ElmYork LLC**  
100-30 Ditmars Boulevard  
East Elmhurst, NY 11369  
(718) 446-7900

**Long Island Hebrew Living Center**  
431 Beach 20th Street  
Far Rockaway, NY 11691  
(718) 327-2700

**Madison York Assisted Living Community, LLC**  
112-14 Corona Avenue  
Flushing, NY 11368  
(718) 699-4100

**Madison York Rego Park LLC**  
61-80 Woodhaven Boulevard  
Rego Park, NY 11374  
(718) 446-4300

**New Gloria's Manor Home for Adults**  
140 Beach 119th Street  
Rockaway Park, NY 11694  
(718) 945-5700

**New Haven Manor**  
1526 New Haven Avenue  
Far Rockaway, NY 11691  
(718) 471-7200

**New Homestead Home for Adults, Inc.**  
82-45 Grenfell Street  
Kew Gardens, NY 11415  
(718) 441-2000

**New York Armenian Home, Inc.**  
137-31 45th Avenue  
Flushing, NY 11355  
(718) 461-1504

**Park Inn Home**  
115-02 Ocean Promenade  
Rockaway Park, NY 11694  
(718) 634-3400

**Queens Adult Care Center**  
80-08 45th Avenue  
Elmhurst, NY 11373  
(718) 639-1800

**River View Gardens**  
4-12 49th Avenue  
Long Island City, NY 11101  
(718) 361-8442

**Rockaway Manor HFA**  
145 Beach 8th Street  
Far Rockaway, NY 11691  
(718) 327-6300

**Sanford Home**  
140-40 Sanford Avenue  
Flushing, NY 11355  
(718) 353-1400

**Seaview Manor, LLC**  
210 Beach 47th Street  
Far Rockaway, NY 11691  
(718) 471-1311

**Sterling Glen of Forest Hills**  
72-06 Grand Central Parkway  
Forest Hills, NY 11375  
(718) 261-5300

**Brandywine Assisted Living at the Savoy**  
55-15 Little Neck Parkway  
Little Neck, NY 11362  
(718) 423-7900

**Wavecrest Home for Adults**  
242 Beach 20th Street  
Far Rockaway, NY 11691  
(718) 471-5500

**Woodman Adult Services**  
147-02 34th Avenue  
Flushing, NY 11354  
(718) 461-1923

### QUEENS HOSPITALS

**Elmhurst Hospital Center**  
79-01 Broadway  
Elmhurst, New York 11373  
(718) 334-4000

**Forest Hills Hospital**  
102-01 66th Rd  
Forest Hills, NY 11375  
(718) 830-4000

**Flushing Hospital Medical Center**  
4500 Parsons Boulevard  
Flushing, NY 11355  
(718) 670-5000

**Jamaica Hospital Medical Center**  
8900 Van Wyck Expressway  
Jamaica, NY 11418  
(718) 206-6000

**Mary Immaculate Hospital**  
152-11 89th Avenue  
Jamaica, NY 11432  
(718) 558-2000

**The Mount Sinai Hospital of Queens**  
25-10 30th Avenue  
Long Island City, NY 11102  
(718) 932-1000

**New York Hospital Queens**  
56-45 Main Street  
Flushing, NY 11355  
(718) 670-2000

**The Parkway Hospital**  
70-35 113th Street  
Forest Hills, NY 11375  
(718) 990-4100

**Peninsula Hospital Center**  
51-15 Beach Channel Drive  
Far Rockaway, NY 11691  
(718) 734-2000

**Queens Hospital Center**  
82-68 164th Street  
Jamaica, NY 11432  
(718) 883-3000

**St. John's Episcopal Hospital, South Shore**  
327 Beach 19th Street  
Far Rockaway, NY 11691  
(718) 869-7000

**St. John's Queens Hospital**  
90-02 Queens Blvd  
Elmhurst, NY 11373  
718-558-1000

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