**8. EMPLOYEE STRIKE**

**Overview**

In the event that an employee strike/ labor action is anticipated, the facility has developed a detailed strike plan in order to provide for the ongoing quality care and treatment of residents, and to ensure that all residents’ needs are met in accordance with the goals and objectives of his/ her individual plan of care.

Should an employee strike occur, the following Strike Plan will be activated and managed under the ICS.

**STRIKE PLAN**

**LABOR ACTION NOTIFICATION:**

* On \_\_\_\_\_\_\_\_\_\_\_\_, facility received notification that all its employees covered under the 1199 Collective Bargaining Agreement will engage in a strike, picketing and other concerted refusal to work beginning at 6:00am on \_\_\_\_\_\_\_\_\_\_\_\_ and ending at 6:00am on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* A management meeting was held \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, to review the implementation of the facility strike plan.

**DEPARTMENTS AFFECTED BY THIS LABOR ACTION:**

* Nursing (CNAs, some LPNs)
* Housekeeping/Laundry employees
* Maintenance – \_\_worker
* Dietary (Aides, Cooks)

**No Department Heads or Supervisors will be affected by the strike. Dieticians and Food Services Managers, Rehab personnel, Security and clerical staff are unaffected.**

**CENSUS**

Census: Our bed capacity is\_\_\_\_, with\_\_\_\_ units.

The Facility is a skilled nursing facility catering to long and short term care residents. We provide Wound care, IV therapy, Rehab Services including OT, PT, and ST.

**SERVICES PROVIDED BY INDEPENDENT CONTRACTORS WILL NOT BE AFFECTED BY THIS LABOR ACTION**

**All vendors will be notified for continuity of service**

**See Appendix 21-24 for a complete list of independent contractors and vendors**

* **Building Services Providers Appendix 21**
* **Staffing Agencies Appendix 22**
* **Medical Services Providers Appendix 23**
* **Supplies and Equipment Vendors Appendix 24**

**The following plan will be implemented on \_\_\_\_\_\_\_\_\_\_\_ 6am to \_\_\_\_\_\_\_\_\_ 6am to provide appropriate staff coverage and services to our residents**

***Administration***

**OBJECTIVE:**

To provide for the ongoing, uninterrupted quality care and treatment of residents during an employee strike/ labor action. To ensure that all residents’ needs are met in accordance with the goals and objectives of his or her individual plan of care. To ensure that all personnel are appropriately trained to maintain an environment of care that is clean and comfortable, and preserves the rights and dignity of the resident population.

**PROCEDURES**

“Administration” refers to the Administrator, The Operations Director and all of the facility’s Department Heads. Administration will provide the Facility all their telephone contact numbers and vehicle identification information. All administrative, management and care personnel must wear their ID badges at all times including upon entering and leaving the facility during any union work action.

**Period of Strike**

The strike plan will be activated as of 4am on ­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and will continue throughout the Labor Action.

The Administrator is the facility’s Strike Coordinator.

The Director of Nursing and the Assistant Director of Nurses will then follow as designated alternates.

The Command Post will the Administrators Office, unless otherwise directed, which is located on the first floor. The Telephone number for the office is\_\_\_\_\_. The conference room may be designated as an alternate Command Post and the telephone number is \_\_\_\_\_\_\_\_\_

The facility’s main number is \_\_\_\_\_\_\_which is covered by a Receptionist and Security 24 hours a day 7 days a week.

In the event the switchboard is compromised please see Emergency Number List

Security Desk phone number \_\_\_\_\_\_\_and paging is done through the facility’s phone system by dialing \* 50, and announcing the Page.

All facility phones are manned 24 hours a day, as all lines are direct line to various areas, such as offices and each of the units.

**Role of Administration during Strike**

Continue to provide uninterrupted facility services to residents and families; maintain a safe and comfortable environment for residents, staff and visitors.

Provide residents and families with status updates re: continued delivery of care and operations of the Facility during the strike;

Provide supportive working employees/volunteers, residents, resident families to assist them in elevating any fear, anxiety, general stress generated by a work stoppage;

Provide support to residents, staff and visitors affected by the work stoppage;

Conduct informational meetings and speaking to individual staff members under the advice of Council. Maintain log of all picket line incidents. Provide staff, visitors and residents’ safe entrance/ exit to Facility.

**Administrative/Designee Duties Prior to Strike**

Review strike plan with all departments.

Distribute list of names, addresses and telephone numbers of all management, supervisory and other non-union personnel.

Obtain list of other facilities from which non-union, professional personnel may be available (**see attachment #2**). ­

Compile list of emergency Vendors for Service and suppliers, and contact each to ensure that there will be no disruption in services or delivery throughout the strike. The list of vendors shall include, but not limited to, Pharmacy, X-Ray, Laboratory, Food and Supply Vendors, Transportation (Residents/Staff), Linen and Resident Clothing, Medical Supplies, Catering services. Security services will be further enhanced through contracting with an outside Security Company.

**Strike Notice Given:**

Overall responsibility for direction to and coordination of all working personnel, volunteers, etc.

Administration will notify legal council: NYPD, FDNY, DOH, Family Council, Resident Council, vendors and local political representatives.

Arrange for alternate transportation in order to have "pick-up" points for staff and volunteers and rotate them daily. Handle press and community relations.

**During Strike**:

Maintain reports of picket line incidents.

Maintain communicate with legal counsel.

Maintain communication with New York State Department of Health and the Union.

Direct office personnel/staff and other non-assigned staff and or volunteers.

Place ad in newspapers for additional staff and/or volunteers, if necessary.

Initiate and ensure the carrying out of each department’s procedures as outlined in this plan.

Arrange for postal service, incoming and outgoing.

Arrange for ongoing communications with families and residents through letter and phone contact utilizing Social Services, Admissions and other non-designated personnel.

**Other Exempt Personnel**

**Admissions**The Director of Admissions is responsible to ensure that all potential admissions and readmissions are appropriately managed per facility policy. All required documentation and arrangements for receiving residents into the facility will be organized and maintained by the Director of Admissions/designee.

**Business Office**

No Business office personnel are affected by the strike. Resident Banking and Patient Funds services will not be interrupted and the regular schedule of services will remain. The staff at other times will be assigned duties as needed and assigned.

**Human Resources**

Human Resources will work directly with Administrator/designee to coordinate any and all new employees/ agency personnel and to assist in other areas as assigned as necessary. It will be the responsibility of the HR Coordinator to ensure that all temporary and replacement personnel have been properly screened in compliance with all Federal and State laws and regulations regarding Criminal History Record Checks and credentialing.

Will maintain an accurate list of all potential employees by discipline and job title for immediate hiring purposes.

**Staff Development**

The Staff Development Coordinator will work closely with HR, Nursing Administration and all other departments for orienting temporary staff, volunteers, families, etc. to basic functions including safety procedures. The Coordinator will ensure that all personnel have been fully oriented on the facility’s mandatory in-services, including policies and procedures regarding abuse prevention prior to assuming job responsibilities.

**Medical Records**

The Medical Records coordinator will be responsible and assist in the replacement of personnel as well as training and orienting unassigned personnel to the basic medical record functions and requirements.

**Resident and Family Councils**

A resident council meeting was scheduled for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to inform the residents of the facility’s strike plan and provide reassurance that there will be no interruption of services, and to answer any questions or concerns they may have.

A letter was sent to all residents and family members informing them of the pending strike.

The Family Council was notified and a meeting will be scheduled, as needed, to discuss any issues or concerns they may have.

**Period immediately following a strike**

As soon as practicable, the Administrator/staff will resume of normal operations at conclusion of strike, and the Administrator along with the Nursing Director, Medical Director will collaborate and make an assessment of the Facility and address any and all issues for a resumption of normal operations throughout the Facility.

Arrange for expression of gratitude to non-striking participants and volunteer groups.

**Hospital List According to Proximity**

***Nursing Services***

**OBJECTIVE:**

To provide ongoing daily nursing care, assessment, and management during a period of strike, without significant compromise of care.

A strike is likely to lead to increased stress generally and resultant increased tension among staff, even immediately after the event. Senior staff members will try to alleviate such stress and tension as much as possible, both at the individual level and also by cooperation between Departments in the implementation of Strike Plans.

**PROCEDURES**

“Nursing Staff” refers to nursing administration including the director of nursing, assistant director of nursing, nurse managers, supervisors, RNs, LPNs, CNAs, resident assessors, and the risk manager.

All non-nursing personnel have been requested to provide all their telephone contact numbers and vehicle identification information. This information will be available to Administration, Nursing Office, and Security.

All management staff must wear their ID badges at all times including upon entering and leaving the facility during any union work action.

**Period of a Strike**

At all times, there must be readily accessible telephone contact between Nursing Staff and all other departments. The overhead paging system will be used to communicate within the building. The Director of Nursing and Assistant Director of Nursing will be available by cell phone at all times.

**Nursing Management Coverage**

­**(see attachment #5)**

Nursing Management will work 12 hour shifts covering both days and nights at the commencement of a strike and will continue to provide this coverage until the unit operations and coverage are resembling normal day-to-day operations. Once normal operations have been achieved, nursing management will return to an 8-hour a day work schedule.

The Director of Nursing/ designee will be responsible for the overall operations of the day shift for the nursing department and will be the contact with the NYS Department of Health. The Assistant Director of Nursing/ designee will be responsible for the overall operations of the night shift for the nursing department and will be the contact with the NYS Department of Health at that time during the interval of 12 hour shifts.

Should a Physician/NP/PA arrive at the Facility, the Director of Nursing/Nurse Supervisor or designee will request that particular Physician/NP/PA to attend to any urgent medical problems that cannot be deferred. The Physician/NP/PA will also be asked to sign any new prescriptions for restricted medications, but should not be asked to sign any routine orders or undertake routine or non-urgent medical evaluations.

If a resident expires and no physician is able to come to the facility, the Director of Nursing/Nurse Supervisor or designee will endeavor to have the copies of the pertinent parts of the deceased resident’s chart, and Death Certificate, given to the Physician on call.

**Nursing Unit Coverage**

**(see attachment #2)**

The nursing staffing scheduler will work with a number of staffing agencies to ensure that there are adequate numbers of licensed and unlicensed staff to care for the residents. The staffing patterns will be determined using our usual staffing patterns and then modifying the needs based on the unit census, acuity, and the skill levels required for the care of the residents on the unit.

Each unit will be covered by a specific, assigned agency to maintain continuity of care and efficiency in the assignment agency personnel **( see attachment #5 for staffing agencies**).

There will be a comprehensive list of staffing agencies with phone numbers and addresses available in the nursing office. The contracts for each agency will also be available in the master strike plan policy manual in the administrator’s office.

Each contract agency will be given a packet of the facility orientation and will be responsible for orienting the staff assigned to cover the facility at the agency. This will be done upon the facility receiving the 10-day strike notice so employees will be oriented prior to being needed.

The facility will then provide an onsite orientation to agency workers prior to the commencement of the strike to review special procedures including the fire alarm system, security systems, disaster codes, elopement policies and procedures, paging system, medication pass for nurses (etc.) Each agency will also be responsible for working with the human resource department to ensure that each agency employee has the necessary information (PPD testing, fingerprinting, etc.) prior to starting a facility work assignment.

Agency staff will be assigned to the same work assignment as much as possible to provide consistency to the worker as well as the residents and families. The nursing scheduler will be responsible for maintaining the daily staffing roster. The Assistant Director of Nursing will be responsible for reviewing the staffing to ensure that there are adequate numbers of staff or reporting shortages to the Director of Nursing and Administrator to ensure that adequate staffing can be provided.

**Period immediately following a strike**

As soon as practicable, the union members will return to the usual schedule of attendance at the Facility. The master schedule will be given to the business agent of the union upon notice that the strike is over and will be posted at the designated locations within the facility. All staff members will be instructed that everyone is to be welcomed back and there is to be no dialogue about the events that have just taken place. The Strike Plan will then be reviewed, and modified as appropriate following discussions with Nursing Staff and Facility Heads of Departments.

***MEDICAL SERVICES***

**OBJECTIVE:**

To continue to provide medical services without compromise during a period of strike.

**PROCEDURES:**

( **see attachment #4** for list of medical services providers)

There will be no interruption in any medical service (Nurse Practitioners and Physician Assistants), including the Medical Director.

All Physicians and Mid-level Providers have provided the Facility with contact numbers and vehicle identification information. This information will be available to the Medical Director, Administration, Nursing Office, and Security.

All Physicians and Mid-level Providers have been requested to consider applying for a New York State Department of Health Physician Identification Card. The Physician Identification Card may allow for easier access when there are restrictions to travel and refueling of vehicles, and used for identification if Facility identification badges are not available.

**Period of a Strike**

At all times, there must be readily accessible telephone contact between Nursing Staff and Medical Staff. The Director of Nursing/Nurse Supervisor or designate should have a line

manned at all times.

It is anticipated that during any period of a strike, implementation of medical orders within the Facility may be compromised, as there may be limitations on the availability of staff, medications, other therapies and equipment. Therefore urgent medical problems will require hospital assessment more frequently than usual.

Medical Staff will endeavor to attend the Facility as per their usual schedule. In the event that Medical Staff is unable to reach the Facility as scheduled, Park Avenue Health Care Management will provide alternate coverage.

The Medical Director or designate will arrange a schedule so that a member of the Medical Staff is always on-call by telephone. The Medical Director will notify the Director of Nursing/Nurse Supervisor or designate of this schedule, and also which Physician is on call for Death Certificates. The Director of Nursing/Nurse Supervisor or designate will ensure that all Nursing Units are informed of this schedule, so that during periods when no Medical Staff can arrive at the Facility, the Physician/NP/PA on call will be contacted by telephone for any urgent medical matters.

***Periods when an individual Physician/NP/PA cannot arrive at the Facility as scheduled***

The Physician/NP/PA will call the pre-arranged contact number of the Director of Nursing/Nurse Supervisor or designate. If there are any urgent medical problems relating to residents under the care of this particular Physician/NP/PA, then the Director of Nursing/Nurse Supervisor or designate will ascertain if there is another Physician/NP/PA in the Facility at that time. If so, then that Physician/NP/PA will be requested to assess these residents and their urgent medical problems.

If there is no Physician/NP/PA in the Facility at that time, then the

Director of Nursing/Nurse Supervisor or designate will arrange for the abovementioned problems to be discussed by telephone with the Physician/NP/PA who had called in.

***Periods when it is difficult for any Physician/NP/PA to arrive at the Facility***

The Director of Nursing/Nurse Supervisor or designate will contact the Physician/NP/PA on call for any urgent medical matters. Nursing Staff will evaluate the Resident, and then present as much information as possible about the problem to the Physician/NP/PA on call.

The Director of Nursing/Nurse Supervisor or designate will evaluate reports of investigations and consultations to determine which reports require urgent medical review. These reports will then be faxed and/or telephoned to the Physician/NP/PA on call, who will arrange appropriate further action after discussing the case with Nursing Staff.

The Director of Nursing/Nurse Supervisor or designate will notify the Physician/NP/PA on call about any urgent prescriptions (mostly restricted medications), and provide the Physician/NP/PA on call with the required information for making a telephone prescription to the pharmacy.

Should a Physician/NP/PA manage to arrive at the Facility, then the Director of Nursing/Nurse Supervisor or designate will request that particular Physician/NP/PA to attend to any urgent medical problems that cannot be deferred. The Physician/NP/PA will also be asked to sign any new prescriptions for restricted medications, but should not be asked to sign any routine orders or undertake routine or non-urgent medical evaluations.

**Period immediately following a strike**

As soon as practicable, the Medical Staff will return to the usual schedule of attendance at the Facility. The Medical Director or designate, in collaboration with the Director of Nursing/Nurse Supervisor or designate, will arrange an order of priorities for Medical Staff to complete tasks that had been deferred. Again, initially only urgent medical assessments will be performed, but routine evaluations will be resumed as soon as possible.

As soon as practicable, the Medical Director will make an assessment of the impact of the strike on the medical conditions of residents of the Facility. The Strike Plan will then be reviewed, and modified as appropriate following discussions with Medical Staff and Facility Heads of Departments.

***Social Services***

**OBJECTIVE:**

To provide immediate and necessary social services to residents and families as indicated; Provide residents and families will status updates re: continued delivery of care and operations of the facility, Provide supportive counseling to residents and families re: fear, anxiety, general stress generated by a work stoppage; and provide supportive counseling to staff affected by the work stoppage;

A strike is likely to lead to increased stress generally and resultant increased tension among staff, even immediately after the event. Staff members will try to alleviate such stress and tension as much as possible, both at the individual level and also by cooperation between Departments in the implementation of Strike Plans.

**PROCEDURES**

( **see attachment #5** for complete list of vendors and service providers)

All Social Services staff will provide the Facility all their telephone contact numbers. This information will be available to the Social Services Director, Administration, Nursing Office, and Security.

**Period of a Strike**

At all times, there must be readily accessible telephone contact between Nursing Staff and Social Service Staff. The Director of Nursing/Nurse Supervisor or designate should have a line manned at all times.

Roles of the Social Workers during a Strike:

1. Continue to provide Social Work services to residents and families as indicated;
2. Provide residents and families will status updates re: continued delivery of care and operations of the facility during the strike;
3. Provide supportive counseling to residents and families re: fear, anxiety, general stress generated by a work stoppage;
4. Provide supportive counseling to staff affected by the work stoppage;
5. Man and answer telephones on the units and/or in the lobby;
6. Assist the Recreation Department in delivering programs and activities to residents;
7. Sort and deliver resident mail;
8. Assist the Food Services Department in delivering meal service to residents (serving trays, for example);
9. Man and supervise the Smoke Room;
10. Other duties as assigned by Administration;

The Social Service Staff will endeavor to attend the Facility as per their usual schedule. In the event that the Social Service Staff is unable to reach the Facility as scheduled, the following arrangements will be in place:

***On-Call Schedule***

The Director of Social Services or designate will arrange a schedule so that there are at least 2 Social Workers in the facility at any given time The other members of the Staff will be on-call by telephone. The Director of Social Services will notify the Administrator, Director of Nursing/Nurse Supervisor or designate of this schedule.

The Director of Nursing/Nurse Supervisor or designate will ensure that all Nursing Units are informed of this schedule.

***Periods when an individual Social Worker cannot arrive at the Facility as scheduled***

The Social Worker will call the pre-arranged contact number of the Director of Social Services or designate. If there are any urgent matters/ problems relating to residents the Director of Social Services will ascertain if there is another Social Worker in the Facility at that time. If so, that Social worker will be requested to assist the resident(s) with regards to their urgent matter(s).

If there is no Social Worker in the Facility at that time, then the Director of Social Services Nursing/Nurse Supervisor or designate will arrange for the above mentioned problems to be discussed by telephone with the one of the Social workers on call.

**Period immediately following a strike**

As soon as practicable, the Social Service Staff will return to the usual schedule of attendance at the Facility. The Director of Social Services, in collaboration with the Director of Nursing/Nurse Supervisor or designate, will arrange an order of priorities for the Social Service staff to complete tasks that had been deferred.

As soon as practicable, the Director of Social Services, along with the Medical Director, Director

of Nurses and the Administrator will make an assessment of the impact of the strike on the psychosocial conditions of residents of the Facility. The Strike Plan will then be reviewed, and modified as appropriate following discussions with the Social Service Staff, the Administrator and the facility Heads of Departments.

***Recreation Department***

**OBJECTIVE:**

To provide meaningful activities for residents at all activity levels daily. To keep residents’ daily activities to remain consistent and in keeping with the posted schedule of programs, as is possible. To maintain each resident’s individual daily routine, as is possible. To offer encouragement, support and TLC often to keep residents as calm and stress free as possible.

**PROCEDURES**

( **see attachment #6** for staff and volunteers contact information)

Recreation Director will recruit as many volunteers as possible. Ensure that all volunteer are fully oriented and educated regarding responsibilities during the strike. A list of volunteers will be prepared and up dated as appropriate. The volunteer list will consist of names, addresses and what they will be capable of covering during the strike.

Roles of the Activity Leaders and volunteers during a strike:

Activities will take place on a regular basis as scheduled. Recreation Staff/ Volunteers/ – Can/will provide/assist in the following:

* Continue to provide recreational programs to residents as scheduled;
* Activity 1:1 visits for residents – will be scheduled daily upon staff/volunteer availability each day;
* Help deliver meals (serving the trays);
* Any other miscellaneous jobs that volunteer/recreation staff is assigned by Administrator

***Rehabilitation Department***

**OBJECTIVE:**

To provide immediate and necessary rehabilitation services to residents as indicated;

Provide residents and families with status updates as the customary and usual information regarding the resident on Program. Provide the necessary support to nursing and other departments which may be affected by work stoppage;

A strike is likely to lead to increased stress generally and resultant increased tension among staff, even immediately after the event. Staff members will try to alleviate such stress and tension as much as possible, both at the individual level and also by cooperation between Departments in the implementation of Strike Plans.

**PROCEDURES**

(**see attachment #7** for complete list of staff contact information, vendors, and staffing agencies)

“Rehabilitation staff” refers to the Director of Rehabilitation, Physical, Occupational and Speech Therapists, Physical Therapy Assistants, Certified Occupational Therapist Assistants, Rehab Aides as well as an individual assigned to the department for specialized duties, such as transporter.

All Department Therapists will provide the facility all their telephone contact numbers and vehicle identification information. This information will be available to the Rehabilitation Therapy Director, Administration, Nursing office and Security.

**Period of a Strike**

At all times, there must be readily accessible telephone contact between Nursing Staff and Rehabilitation Therapy Staff.

All rehab personnel is not included in the Collective bargaining Unit that is covered by the union contract.

**ROLES of the Therapist and the Assistants during Strike:**

1. Continue to provide Therapeutic Rehab services to residents as indicated;
2. Provide residents and families status updates re: continued delivery of care and operations of the facility during the strike
3. Provide supportive counseling to residents and families re: fear, anxiety, general stress generated by work stoppage.
4. Provide supportive counseling to staff affected by the work stoppage;
5. Ensure that the department carries out all of the duties and services
6. Assist other Departments as needed and or directed by the Director of Rehab, the Administrator or the Director of Nursing.

The Rehab Department Staff will endeavor to attend the facility as per their usual schedule. In the event that the department is unable to reach the facility as scheduled, the following arrangements will be in place:

**On- Call Schedule**

The Director of Rehab or designate will arrange a schedule so that there are at least one Physical Therapist, Physical therapy assistant, Occupational Therapist and a Certified Occupational Therapist and support staff in the facility at any given time. The other members of the Staff will be on-call by telephone. The Director of Rehab will notify the Administrator, Director of Nursing/ Nurse Supervisor or designate of this schedule.

**Periods when an Individual Therapist cannot arrive at the facility as scheduled.**

The Therapist will call the pre-arranged contact number of the Director of Rehab or designate. If there are any urgent matters/problems relating to residents, the Director of Rehab will ascertain if there is another Therapist in the facility at that time. If so, that Therapist will be requested to assist the resident(s) with regards to their urgent matter(s).

If there is no Therapist in the facility at that time, then the Nursing/Nurse Supervisor or designate will arrange for the above mentioned problems to be discussed by telephone with the one of the Therapist on-call.

**Period immediately following Strike**

As soon as practicable, the Rehab Staff will return to the usual schedule of attendance at the Facility. The Director of Rehab, in collaboration with the Director of Nursing/ Nurse Supervisor or designate, will arrange an order of priorities for the Rehab Staff to complete tasks that had been deferred.

* As soon as practicable, the Director of Rehab along with the Medical Director, Director of Nursing, Director of Social Services and the Administrator will make an assessment of the impact of the strike on the conditions of residents of the Facility. The Strike Plan will then be reviewed, and modified as appropriate following discussions with the Rehab Staff, the Administrator and the facility Heads of Departments.

SEE REHABILITATION STAFFING ATTACHMENT

***Dietary Department***

**OBJECTIVE:**

To ensure that the Residents at the Facility continue to receive high quality and nutritious meals. To ensure provision of clinical nutrition services by the Dietitians according to regulations.

**PROCEDURES**

( **see attachment #10** for staffing and schedule)

1. Dietary management and other non-union employees will cover all areas of kitchen sanitation, food production and food transportation.
2. A strike menu has been prepared for utilization during the strike period. This menu will cover 7 days of breakfast, lunch and dinner. Food items will be purchased in advance of the strike.
3. All orders are placed through \_\_\_\_\_\_ purchases all food items, disposables, chemicals and supplements for the food service department.
4. The Dietary Dept will need 7 people to facilitate the tray-line. Coffee is delivered to the units in bulk with food trucks.
5. All disposable dishes, cups, flatware will be used. Regular coffee cups, adaptive equipment and trays will be used.
6. The Clinical Dietitians cover all areas of clinical nutrition care and documentation as required by the NYS health department. Additional assistance from a Consultant/ per-diem may be required. The Dietitians may be asked to assist in the kitchen as well.
7. The Food Service Director/ Supervisor will be responsible for printing daily meal tickets and nourishment labels as well as updating Geri Menu.
8. Food will also be provided to the staff. Meals will be pre-portioned into hinged plates and left in the staff dining room refrigerator.
9. Management staff will work 12 hour shifts to ensure all areas of the kitchen needs are met.

***Housekeeping Department***

**OBJECTIVE:**

To ensure a safe, comfortable, and clean environment for residents. To ensure urgent and necessary provision of vital and non vital equipment and services is conducted in a timely manner during a period of a strike without significant compromise to residents.

A strike is likely to lead to increased stress generally and result in increased tension among staff, even immediately after the event. Senior staff members will try to alleviate such stress and tension as much as possible, both at the individual level and also by cooperation between Departments in the implementation of Strike Plans.

**PROCEDURES**

( **see attachment #8** for housekeeping schedule)

The Housekeeping Department will institute their normal Sat/Sun staffing schedule for all 7 days in the week during the 1st 60 days of the strike.

Twelve (12) Housekeepers for patient units: 7:30AM – 3:30PM

Sweep and mop all bathroom, resident rooms, dinning room and corridors.

* Remove all trash from the unit and place in soiled utility room
* Clean all dinning room tables after meals
* Replenish all supplies needed in the rooms
* Clean all sinks and toilets
* Dust all flat surfaces as needed

One (1) Housekeeper 7:30AM – 3:30PM

1st and 2nd floor

* Remove all trash from 1st and 2nd floor offices and bathroom
* Clean all bathroom
* Clean CCP room and staff cafeteria
* Clean day room
* Sweep, mop, and vacuum all floors on the 1st and 2nd floor

Basement Porter: 7:30AM – 3:30PM

* Bathroom and locker rooms
* Receive deliveries
* Deliver housekeeping products to the resident floors
* Sweep and mop all corridors
* Load and deliver all clean linen and diapers to the resident units

Two (2) Laundry Aides 6AM – 2PM, 7:30AM – 3:30PM

* Load and deliver all clean linen and diapers to the resident units
* Receive all clean linen and clothes
* Deliver all resident clothes to resident room
* Label all clothes as needed
* Wash and dry all mops, rags and any personal clothes as needed

Two (2) Utility Porters: 6AM – 2PM

* Removes all trash from resident floors and dump in container
* 3 times during shift
* Remove all medical waste trash from all units and store in special shed outside

One (1) Evening Porters: 3:30PM – 11:30PM

* Remove trash from entire facility and dump
* Deliver evening shift linen and diapers to all the units
* Clean all dinning rooms after dinner
* Collect all soiled personal clothes from resident floor
* Empty soiled linen chute

One (1) Wheel Chair Cleaner: 11PM – 7AM – Once a week

* Clean all wheelchairs and med carts as per schedule
* Clean and buff staff dinning room daily

After 60 days the facility needs to return to normal weekly staffing pattern for the Housekeeping Department.

**Period of a Strike**

* Full census. If census is reduced, Housekeeping staff can be reduced accordingly
* Residents will be maintained in gowns provided by our laundry services

**SCHEDULE:**

* Order sufficient paper supplies and garbage liners for two weeks
* Call linen company to advise them of strike. If they do not cross picket line, order two (2) weeks supply of linen.
* Prepare storage area to receive emergency supplies.
* Prepare storage area to keep dirty linen

***Maintenance***

**OBJECTIVE:**

To ensure a safe and comfortable environment for residents. To ensure urgent and necessary repairs of vital and non vital equipment are conducted in a timely basis during a period of a strike without significant compromise to residents.

A strike is likely to lead to increased stress generally and resultant increased tension among staff, even immediately after the event. Senior staff members will try to alleviate such stress and tension as much as possible, both at the individual level and also by cooperation between Departments in the implementation of Strike Plans.

**PROCEDURES**

( **see attachment #9** for staffing and service providers)

“Maintenance Staff” refers to maintenance engineer including the, Supervisor/Designee and Director of Maintenance.

All maintenance personnel have been requested to provide all their telephone contact numbers and vehicle identification information. This information will be available to Administration and Security.

All management staff must wear their ID badges at all times including upon entering and leaving the facility during any union work action.

**Period of a Strike**

At all times, there must be readily accessible telephone contact between Maintenance Staff and all other departments. The overhead paging system will be used to communicate within the building. In addition maintenance staff will be assigned two way radio transceivers to communicate. The Director of Maintenance will be available by cell phone at all times.

It is anticipated that during any period of a strike, implementation of equipment repair within the Facility may be compromised, as there may be limitations on the availability of staff. Therefore certain urgent equipment repairs will be outsourced to known vendors in the community during this time to avoid any potential negative outcomes.

**Maintenance Director Coverage**

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Maintenance Director and Supervisor will work 12 hour shifts covering both days and nights at the commencement of a strike and will continue to provide this coverage until the facilities operations and coverage resemble normal day-to-day operations. Once normal operations have been achieved, Maintenance management will return to an 8-hour a day work schedule.

The Director of Maintenance will be responsible for the overall operations of the day shift for the Maintenance department and will be in contact with the NYS Department of Health as needed. The Supervisor/ Designee will be responsible for the overall operations of the night shift for the Maintenance department and will be in contact with the Director of Maintenance and or Administrator should the need arise.

**Maintenance Staff Coverage**

The Director of Maintenance will work with staffing agencies to make certain that there are adequate numbers of qualified staff to ensure the day to day operations of the facility. The staffing patterns will be determined using our usual staffing patterns and then modifying the schedule based on facility needs.

There will be a list of staffing agencies with phone numbers and addresses available in the maintenance office. The contracts for each agency will also be available in the master strike plan policy manual in the administrator’s office.

Each contract agency will be given a packet of the facility orientation and will be responsible for orienting the staff assigned to cover the facility at the agency. This will be done upon the facility receiving the 10-day strike notice so employees will be oriented prior to being needed. The facility will then provide an onsite orientation to agency workers prior to the commencement of the strike to review special procedures including the fire alarm system, security systems, disaster codes, elopement policies and procedures, paging system (etc.). Each agency will also be responsible for working with the human resource department to ensure that each agency employee has the necessary information (PPD testing, fingerprinting, etc.) prior to starting a facility work assignment.

The Maintenance Director will be responsible for reviewing the staffing to ensure that there are adequate numbers of staff or reporting shortages to the Administrator to ensure that adequate staffing can be provided.

**1. Prior to Strike**

1. Arrange for service companies to check vital equipment, i.e., elevators, boilers, sprinklers, etc. and advise companies of impending strike: see attachment
2. Change locks on all vital service rooms, i.e., boiler, sprinklers, and give new key only to Administrator.
3. Have all tanks filled.
4. Schedule pick up of garbage with Housekeeping Department.
5. Close and lock all 1st floor windows.

**2. During Strike**

1. Maintain vital services and emergency repairs.
2. Assume responsibility for private Guard Service.
3. Monitor security of building.
4. Work with Housekeeping and Dietary as needed.

**Period immediately following a strike**

As soon as practicable, the union members will return to the usual schedule of attendance at the Facility. The master schedule will be given to the business agent of the union upon notice that the strike is over and will be posted at the designated locations within the facility. All staff members will be instructed that everyone is to be welcomed back and there is to be no dialogue about the events that have just taken place. The Strike Plan will then be reviewed, and modified as appropriate following discussions with Administrator.

***Security***

**OBJECTIVE:**

To ensure a safe, secure and comfortable environment for residents. To ensure urgent and necessary repairs of vital and non vital equipment are conducted in a timely basis during a period of a strike without significant compromise to residents.

A strike is likely to lead to increased stress generally and resultant increased tension among staff, even immediately after the event. Senior staff members will try to alleviate such stress and tension as much as possible, both at the individual level and also by cooperation between Departments in the implementation of Strike Plans.

**PROCEDURES:**

* Following a review of the facility’ site plan G.S.S. developed the following Security Plan. The plan address’s all security issues, exposure Points as well as staffing and coverage requirements.
* Contract with a Security Company for additional guards and develop a strike assignment to ensure security for staff, Residents and families.
* Security will be maintained 24 hours 7 days a week throughout the strike.
* Guards should be posted at the front door once strike is active.
* Guards will be trained and knowledge as to who is permitted inside the building.
* An authorized employee/volunteer list will be available and updated regularly to ensure utmost security.
* Special ID tags OR as Visitor Pass must be available to ensure proper access to the building and to ensure that off duty Employees cannot enter the building unless authorized.
* Has the authority and responsibility to ensure that, if an employee does not show or have ID and does not cooperate they can not be permitted in the building and their name and description is reported to administration.
* Maintain communication with local police enforcement and Facility Administrator/Designee
* Maintain on-going surveillance of building and property for Security.
* Ensure safe entry and existing of staff, residents, and visitors.
* Monitor orderly conduct.
* Report any and all disruptions to Administration and/or police as necessary and/or directed.
* Provide shift to shift reports as well as daily reports to the Administrator.
* Attend informational meetings as necessary
* Conduct themselves with a customer service approach at all times.

All Security personnel will be thoroughly trained and familiar with the facility’s policy and procedure with regard to the following:

* Abuse Prevention and Reporting
* Out On Pass for Residents
* Elopement prevention
* Admission process
* Transportation of Residents and Staff
* Door Alarms
* Access
* Vital Service areas
* Fire Emergency Procedures
* Bomb Threat Procedure

Security personnel are responsible to maintain full observation and monitoring of the grounds, building and individual actions and behaviors. (No loitering at end of shift, no congregating in the build or on the premises. No impediment to optimum security and surveillance

If there is safety issues a report must be made a submitted to Administration/designee and the Security Director.

**Period of Strike**

Security Guards \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_NUMBER\_\_\_\_\_\_\_

Vehicle Identification information - Authorized Entry

**LOCAL NYP – Precinct**

* + Precinct Police \_\_\_-\_\_\_-\_\_\_\_\_
* was contacted and will provide \_\_\_\_\_ metal barricades to set the demonstration perimeter. Officer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and indicated that their precinct will provide police officers during the labor action as previously arranged.

**ADMINISTRATIVE STRIKE COUNTDOWN CHECKLIST**

**A.         Prior to Negotiations:**

* Review the issues anticipated in negotiations.
* The union's strike history and conduct and demands in the contemporaneous negotiations with other institutions.
* Assign accounting staff to identify the expected cost of a settlement based on settlements elsewhere.
* Assign accounting staff to evaluate financial and non-financial costs of taking a strike.
* Retain counsel expert in labor relations.
* Implement any capital improvements required to maintain security during a strike.
* Review strike plan with strike contingency plan council and department heads.
* Have members, operators or top management review and approve the strike plan and authorize expenditures associated with it.
* Develop and train potential volunteer staff to serve as temporary replacements in the event of a strike.
* Review emergency or catastrophe procedures and update.
* Review bomb threat procedure.
* Prepare emergency notification checklist.

**B.         Sixty (60) Days Prior To Anticipated Strike**

* Evaluate financial and non-financial cost of union demands and balance against cost of a strike.
* Consider the value of important concessions which might be made by the Union.
* Inventory existing vehicles which could be used to transport supplies or personnel over the picket line.
* Inventory all supervisory and managerial personnel having chauffeur's licenses and determine what kind of vehicles they can operate.
* Locate possible warehousing facilities away from the premises for pick-up of supplies.
* Make sure night lighting, perimeter fencing, gates, housing and other capital improvements are completed.
* Begin storing plywood or other materials which might be useful in covering glass which is near perimeters and susceptible to vandalism.
* Make an up-to-date assessment of personnel resources.
* Re-establish contact with medical pools and personnel agencies and advise them of potential needs.
* Update your bank of employment applications and begin making requests for employment references if you have not already done so.
* Develop materials for training supervisory and management personnel on how to cope with strike situation.

**C. Thirty (30) Days Prior to Anticipated Strike**

* Develop expected orientation program for replacement personnel who will be brought in commencing with the day before the strike.
* Develop expedited orientation and training program for non-union personnel who will be temporarily transferred into the bargaining unit.
* Prepare a draft of the following pre-strike communications with the assistance of labor counsel
* A letter to bargaining unit employees concerning the final offer and your Right to continue operating in the event of a strike.
* A letter to non-bargaining unit personnel concerning your desire to protect their right to work and assurances of protection.
* A letter to physicians informing them of your receipt of a strike notice and requesting their support and cooperation.
* A letter to subcontractors requesting their cooperation in the event of a strike
* A letter to the patients' families assuring them of continued patient care
* Clear all communications with counsel.
* In the event of a possibility of a strike becomes a topic, meet with all managerial and supervisory personnel and give them guidance on how to legally respond to questions about the strike.
* Notify the State Health Department and inform them of your receipt of notice
* Contact strike security company and notify them of your need for coverage in 10 days.

**D.          Ten (10) Days before anticipated Strike**

* Set up a meeting with the security supervisor(s) within 72 hours of the anticipated strike to discuss schedules and last minute changes.
* Set up a meeting with the medical pools and personnel agencies you have selected for temporary replacement personnel.
* Define your needs for them and make sure they can deliver total coverage of bargaining unit positions. It is advisable to make arrangements with at least one backup agency.
* Contact and make reservation at local hotels in anticipation of the influx of personnel from other facilities and other out-of-town replacement personnel
* While avoiding stock piling, make sure all regularly scheduled deliveries of food and medical supplies are made in the week before the anticipate strike
* Anticipate and prepare for questions from the press concerning the anticipated Strike.
* Clear any releases with counsel in advance.
* Plug any possible security leaks that may exist in administrative offices.

**E.          Eight (8) Days Before the Anticipated Strike**

* Conduct meeting with supervisory personnel and give them an update on the negotiations.
* Advise them to make no comment or a limited comment concerning the negotiations.
* Do not discuss strike contingencies with supervisors at this point, but assure them that follow-up meeting will be held later, if the Strike appears to be likely. Review with supervisors what can and cannot be said about the strike.
* Obtain contracts with a bus company or lease buses and vans for transporting
* Non-striking personnel across the picket line.
* Obtain contracts with local warehousing companies, if necessary

**F.         Six (6) Days Before the Strike**

* Conduct meeting with Personnel Coordinator and any in-service training and work up a schedule for orienting and training staff and work up schedule for orienting and training (a) transferees from other facilities, (b) likely Transferees from non-bargaining unit positions within, ( c) medical pool and Temporary agency personnel and (d) new hires from your application bank
* Make arrangements with other facilities and personnel agencies for transportation of such replacement personnel to site of pre-strike training
* Commence calls to new hires that can be hired and oriented through normal channels prior to the strike.

**G.         Three (3) Days Before the Strike**

* Send out letters to bargaining unit employees, non-bargaining unit employees, physicians, subcontractors, referral agencies, families, and other constituents
* Conduct meeting at least 48 hours before anticipate strike with security Consultant.
* Arrive at consensus concerning security coverage, clearance passes Security desks or gates and other details of operations.

**H.         48-Hours Before the Strike**

* Security checks of sensitive equipment and areas should be intensified.
* Arrange to have locks on security sensitive areas changed the following day.
* Contact suppliers and make sure they will deliver through a picket line. (If not pressure them to use supervisors to drive.
* Map out pick-up points for transporting  non-striking personnel across the picket line.
* Make sure strike documentation notebooks; kits, etc. have been obtained
* Contact Phone Company and repair services for elevators and other equipment and get assurances that they will come in during strike. Have Telephone Company install separate private line for task force coordinator.
* Notify Mayor's Office, District and City Attorneys and County Sheriff's Department of possible strike.

**I.          Day Before Anticipated Strike**

* Conduct a strike orientation and training session for supervisors and other Management personnel.
* Transport security personnel to off-site location for orientation and training
* Conduct security orientation and training for security personnel, maintenance supervisors, receptionists, etc.
* Discuss security preparations, special labor relations rules of conduct, procedure in the event of government investigation, bomb threat or catastrophe and discuss priority notification.
* Conduct meeting with non-bargaining unit personnel concerning problem of transportation, change in schedules, possible overtime, etc.
* Notify them to call facility in the morning concerning pick up locations
* Conduct special orientation on bargaining unit work for non-bargaining transferees.
* Have draft of communication prepared in the event of change in progress of negotiations or cancellation of strike.
* Plain clothes guards should begin duty to prevent sabotage on the day before the strike.
* Conduct orientation and training of out-of-town personnel at hotel or elsewhere off-the-premises
* Set up security desk or gate, check positing make sure fencing is ready
* Paint yellow property lines at all entrances or areas of possible picketing.

**J.          Two hours before anticipated strike**

* Uniformed guards should be on duty.

Arrange to have the appropriate number of trained receptionists ready to answer calls on the morning of the strike and answer questions appropriately

**Attachment #1**

**Available Facilities for Administrative & Staffing Support**

**Attachment #2: NURSING ADMINISTRATIVE COVERAGE**

**See Attached Emergency Nursing Staff Numbers**

**Staffing Agencies**

**Advanced Care**

The completed nursing schedule will be submitted to your office 24 hours prior to the commencing of the labor action.

**MEDICAL STAFF COVERAGE**

**See Attachment**

**SOCIAL SERVICES ADMINISTRATIVE STAFFING**

See attachment

**THERAPEUTIC RECREATION SERVICES**

**FOOD SERVICES STAFFING**

**See attached**

The Food Service Director will be responsible to ensure that all food deliveries will be received without interruption.

Staffing, as needed, will be secured through the following agencies:

**Advanced Care**

**STARTER 6:30am – 8:00 pm**

6:30 – 7:00 fill cold water containers

7:00 – 8:00 work starter position breakfast tray line

8:00 – 8:45 break down, clean and refill tray line starter station,

Prepare silverware

8:45 – 9:00 break

9:00 – 10:30 work dirty side of dish room; clean trucks

10:30 – 11:00 set up staff dining room (bread, milk, condiments)

Set up trays with placemats

11:00 – 11:30 Lunch

11:30 – 12:30 work starter position lunch tray line

12:30 – 12:45 break down tray line, wipe clean

Refill starter station

12:45 – 1:00 break

1:00 – 2:30 work dish room; clean trucks

2:30 – 3:00 prepare silverware

3:00 – 3:30 lunch

3:30 -4:00 cleaning

4:00 – 5:00 set up cereal;

Prepare starter station

5:00 – 6:00 work starter position dinner tray line

6:00 – 6:15 call backs

6:15 – 8:00 dish room

**LOADER 6:30 – 8:00**

6:30 – 7:00 prepare bowls applesauce for delivery to floors

7:00 – 8:00 work loader station on breakfast tray line

8:00 – 8:45 sweep and mop floor

Answer call backs

8:45 – 9:00 break

9:00 – 10:30 load dish machine dirty function

10:30 – 11:00 clean dish room (dish machine, floor, and drains)

11:00 – 11:30 lunch

11:30 – 12:30 work loader position for lunch tray line

Set up area (hot cereal, pastina)

12:30 – 12:45 clean work area

12:45 – 1:00 break

12:45 – 2:30 work dirty side dish machine

Clean dish room (dish machine, floor, and drains)

2:30 – 3:30 Lunch

3:30 – 5:00 put placemats on trays; set up tray covers;

cleaning

5:00 – 6:00 work loader position for dinner tray line (cover trays and load)

Set up area (hot cereal, soup)

6:00 – 6:15 break

6:15 – 8:00 bring trucks down from units

Wash coffee carts

**POT WASHER 6:30 – 8:00**

6:30 – 7:00 set up coffee cups

Set up pot washer area

7:00 – 8:00 transport trucks, coffee carts and juice

8:00 – 8:45 sweep and mop

8:45 – 9:00 break

9:00 -10:30 bring trucks down

Work clean side in dish room

Sort silverware

10:30 – 11:00 wash pots

11:00 – 11:30 lunch

11:30 – 12:30 bring lunch trucks upstairs

12:30 – 2:15 wash pots; cleaning

2:15 – 2:30 break

2:30 – 3:00 pot washing; cleaning

3:00 – 4:00 lunch

4:00 – 6:00 set up pot area; wash pots

6:00 – 6:15 break

6:15 – 8:00 finish pot washing; clean steam take, sweep & mop

**COLD STATION 6:30 – 8:00**

6:30 -7:00 set cold station for breakfast; portion out hot cereal

7:00 – 8:00 work cold station for breakfast tray line

8:00 -8:15 break

8:15 – 9:00 set up cold station

9:00 – 10:30 prepare desserts for supper, pudding, jello, applesauce, lactaid mil

10:30 – 11:00 set up food for staff salad bar (place in sdr refrigerator)

11:00 – 11:30 lunch

11:30 -12:30 work cold station for lunch tray line

12:30 – 1:00 clean steam table

1:00 – 2:00 prepare desserts for lunch for next day

2:00 – 3:00 prepare silver ware

3:00 – 4:00 break

4:00 – 5:00 set cold station; make coffee

5:00 – 6:00 work cold station for dinner tray line

6:00 -6:15 break

6:15 – 8:00 clean up cold station; prepare stewed prunes, cottage cheese,

Sliced cheese for breakfast; make trays

**COOKS HELPER / RUNNER 6:30 – 8:00**

6:30- 7:00 set up serving utensils for breakfast tray line; assist in breakfast preparation

7:00 -8:00 serve breakfast tray line

8:00 – 8:15 break

8:15 – 10:00 assist cook with lunch meal

10:00 -12:30 make sandwiches for lunch and dinner

12:30 – 1:00 prepare nourishments for dinner delivery

1:00 -1:30 prepare items for salad bar for next day

Slice cold cuts; prepare cold salads for the next day

1:30 -1:45 break

1:45 – 3:00 prep meat, vegetables, and breakfast items for next day

Cleaning

3:00 – 4:00 Lunch

4:00 – 5:00 set up and deliver juice and cookies

Set up 7pm nourishments

Set up coffee carts

5:00 -6:00 deliver food carts

6:00 -6:15 break

6:15 – 8:00 bring down food trucks, coffee and water carts

Clean urns and carts

Work in dish room; clean dish room

**Attachment #9: HOUSEKEEPING SCHEDULE SERVICES**

|  |  |  |  |
| --- | --- | --- | --- |
| Schedule  Hours | Employee | Area of Coverage | Service to be Provided |
| 6AM – 6PM | 2 | 3rd – 4th Floors | 1. Pick up trash in all rooms, place in dirty utility room  2. Sweep all rooms & corridors  3. Wash dining room tables and chairs  4. Clean up spillages  5. Replenish toilet tissue, paper towels and soap  6. Take trash to compactor |
| 6AM – 6PM | 2 | 1st – 2nd Floors | 1. Pick up trash in all rooms, place in dirty utility room  2. Sweep all rooms 2nd floor including corridor & dining room  3. Sweep corridors 1’ color & basement including staff dining room  4. Wash dining room tables and chairs and clean up spillages  5. Replenish toilet tissue, paper towels and soap  6. Vacuum 1st floor dining room  7. Take trash to compactor |
| 5AM – 5PM | 2 | Linen/Laundry | 1. Pick up soiled linen from dirty utility room on resident floors and bring to soiled linen room shed  2. Pick up dirty towels from resident floors and bring to laundry and launder unpack cleaned linen from commercial laundry  3. Pack truck with clean linen according to pars  4. Launder residents’ personal laundry |
| 3PM – 12Mid | 1 | All Floors | 1. Pick up garbage from dining rooms and take to compactor  2. Pick up all soiled linen and place in shed  3. Pick up all bath towels and place in laundry room, clean all dining room tables and chairs including staff dining room  4. Damp mop spillage  5. Sweep 2nd, 3rd, 4th floor dining room  6. Vacuum 1st floor dining room |

The following services will continue to be provided:

* Marking of resident laundry
* Mop floors
* Strip and re-wax
* Dusting
* Washing of sinks
* Washing of toilets
* Changing cubicle curtains, shower curtain cleaning
* Other general cleaning
* Office cleaning
* Supply deliveries with exception of laundry
* Cleaning of wheeled equipment such as wheelchairs, stretchers, I.V. poles, etc.

**Linen & Laundry Services:**

**All linen and resident laundry services will be provided by\_\_\_\_\_\_\_, Inc for the entire duration of the strike.**

**#\_\_\_\_\_\_\_\_**

**VENDORS**:

All linen, clothes, paper and plastic goods, housekeeping supplies will be delivered on the normal schedule. CMS and Cleantex will cross picket lines as needed to make normal deliveries.

* Global Industry Waste will continue to do their normal garbage and card board removal scheduling during the strike
* Approved Hauling will continue their normal weekly medical waste removal
* A possible strike will in no way disrupt the services provided by the above vendors, provided they are able to access the building by crossing the picket lines safely

**MORNING HOUSEKEEPING SCHEDULE 7AM – 3 PM**

|  |  |  |
| --- | --- | --- |
| **TIME CHECK IF COMPLETED ACTIVITY** | | |
| **7 AM – 8 AM** |  | **Collect garbage from resident rooms, pantry, day room, nurses station, locker room, staff toilet, shower room, tub room, utility rooms, and replace all liners** |
| **8 AM – 9 AM** |  | **Sweep, dust mop and high dust resident rooms and all corridors. Clean nurses station, utility room, water fountains, staff toilet, nurses office and locker room.** |
| **9 AM – 9:30 AM** |  | **Clean dining room tables, sweep and mop dining room. Clean pantry and day room toilet.** |
| **9:30 AM – 9:45 AM** |  | **Break** |
| **9:45 AM – 10:30 AM** |  | **Damp mop “A” wing, nurses’ station, elevator landings, utility corridor, staff locker room and nurses’ office.** |
| **10:30 AM – 11:30 AM** |  | **Clean resident rooms – mop resident rooms and bathrooms, high dust over bed lights and window sills, wipe over bed tables and bedside cabinets, clean sink, mirrors, toilets, walls & IV poles.** |
| **11:30 AM – 12 NOON** |  | **Lunch** |
| **12 NOON – 1:30 PM** |  | **Clean resident rooms** |
| **1:30 PM – 1:45 PM** |  | **Wipe dining room tables, sweep and mop dining room, and clean day room toilet.** |
| **1:45 PM – 2 PM** |  | **Break** |
| **2 PM – 2:15 PM** |  | **Pull garbage in all resident rooms, pantry, dining room, clean utility room and soiled utility room.** |
| **2:15 PM – 2:45 PM** |  | **Damp mop corridors, mop shower room and tub room. Check paper towel dispensers, toilet paper and soap.** |
| **2:45 PM – 3** |  | **Inspect your work. Fill out and turn in the report to the supervisor.** |

**HOUSEKEEPING SCHEDULE**

**3 PM – 11 PM**

**TIME CHECK IF COMPLETED ACTIVITY**

|  |  |  |
| --- | --- | --- |
| **3 PM – 4 PM** |  | **Deliver linen to all floors. Put out laundry pick up barrels per schedule. Pick up trash from all units, soil utility, pantry, and dining room; take trash out to compactor, boxes to dumpster and red bags to Biohazard room.** |
| **4 PM – 5 PM** |  | **Sweep, pick up trash in garage, garage stairway to parking lot and roadway to garage.** |
| **5 PM – 5:15 PM** |  | **Break** |
| **5:15 PM – 6 PM** |  | **Clean tables, pantry area, office and toilets on TN 7. Sweep and mop all floor surfaces on TN 7.** |
| **6 PM – 6:30 PM** |  | **Dinner break** |
| **6:30 PM – 7 PM** |  | **Clean tables, pick up trash from pantry and dining room, sweep and mop dining room floors, clean dining room toilet and clean pantry according to schedule.** |
| **7 PM – 7:30 PM** |  | **Same as above on next resident floor per schedule.** |
| **7:30 PM – 8 PM** |  | **Same as above on next resident floor per schedule.** |
| **8 PM – 8:30 PM** |  | **Clean tables, sweep and mop floor and pull garbage from cafeteria.** |
| **8:30 PM – 9:30 PM** |  | **Sweep and mop three day room floors per schedule.**  **Wipe down chairs in day rooms. Deliver laundry barrels to laundry.** |
| **9:30 PM – 9:45 PM** |  | **Break** |
| **9:45 PM – 10:50 PM** |  | **Pick-up garbage, red bags, and isolation linen from all floors. Put garbage in compactor, break down boxes and put in dumpster, pack red bags in containers in Biohazard room. Mop soil utility room. Clean chute, check equipment and organize chute room.** |
| **10:50 PM – 11 PM** |  | **Check all doors to housekeeping areas and make sure all doors are locked. Fill out and turn in the report. Punch out** |
| **NOTES:** | | |
|  | | |
|  | | |

**APPENDICES AND FORMS**

|  |  |  |
| --- | --- | --- |
| **APPENDIX** | **TITLE** | **PAGE** |
| **1** | **Evacuation Taskers** | **100** |
| **1.1** | **Incident Commander Tasker** | **101** |
| **1.2** | **Operations Section Chief Tasker** | **102** |
| **1.3** | **Logistics Section Chief Tasker** | **103** |
| **1.4** | **Planning Section Chief Tasker** | **104** |
| **1.5** | **Liaison Officer Tasker** | **105** |
| **1.6** | **Public Information Officer Tasker** | **106** |
| **1.7** | **Charge Nurse/ Department Director Tasker** | **108** |
| **1.8** | **Labor Pool Unit Leader Tasker** | **110** |
| **1.9** | **Holding Unit Leader Tasker** | **112** |
| **1.10** | **Transportation Unit Leader Tasker** | **113** |
| **2** | **Resident Packaging Guide** | **114** |
| **3** | **Resident Tracking Form** | **116** |
| **4** | **NYS Transportation Assistance Levels** | **117** |
| **5** | **Facility Systems Status Report** | **119** |
| **6** | **Evacuation Extent Matrix** | **121** |
| **7** | **Plan Notification Matrix** | **123** |
| **8** | **Plan Maintenance Matrix** | **124** |
| **9** | **Receiving Facility Agreements** | **125** |
| **10** | **Facility Recovery and Inspection Guidelines** | **126** |
| **11** | **Unit Evacuation Status Form** | **129** |
| **12** | **Evacuation Destination Form** | **130** |
| **13** | **Resident Destination To Holding Area Form** | **131** |
| **14** | **Labor Pool Staff Log-In & Assignment Form** | **132** |
| **15** | **Holding Area Arrival Tracking Form** | **133** |
| **16** | **Equipment Tracking Form** | **134** |
| **17** | **Evacuation Team Log-In** | **135** |
| **18** | **Discharge Floor Horizontal Movement Team** | **136** |
| **19** | **Stairwell Vertical Movement Team** | **137** |
| **20** | **Evacuation Horizontal Movement Team** | **138** |
| **21** | **Building Services Providers** | **139** |
| **22** | **Staffing Agencies** | **140** |
| **Attached** | **Medical Services Providers** | **141** |
| **Attached** | **Supplies and Equipment Vendors** | **142** |
| **Attached** | **Department Heads Emergency Contact Information** | **143** |

# 

# APPENDIX 1 – EVACUATION TASKERS

## INCIDENT COMMANDER - TASKER

**Mission:** Give overall strategic direction for facility incident management and support activities, including emergency response and recovery. Authorize total facility evacuation.

|  |
| --- |
| **Date: Start: End: \_\_\_\_\_\_\_ Position Assigned to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Telephone #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Radio Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  Attached Forms and Information:   * Unit / Area Evacuation Status |

| **Full Building Evacuation Related Actions:** | **√** |
| --- | --- |
| Activate the Full Building Evacuation Plan. |  |
| Read this entire Tasker. |  |
| Activate key incident command positions, if not already activated, including:   * Logistics Section Chief * Operations Section Chief * Planning Section Chief   Establish communications with all Section Chiefs. |  |
| Designate a Liaison Officer to coordinate with emergency services and other healthcare facilities. |  |
| Designate a Safety and Security Officer. Consider building lock down. |  |
| Activate the Full Building Evacuation Plan via facility wide announcement. |  |
| Ensure a Labor Pool has been established through the Logistics Section Chief. |  |
| Ensure a Holding Area has been established through the Operations Section Chief. |  |
| Ensure both internal and external transportation is being addressed through the Operations Section Chief and the Infrastructure Branch Director. |  |
| Determine evacuation options and capacity through the Planning Section Chief and Liaison Officer. |  |
| Determine evacuation priority and feasibility with input from Operations, Emergency Services, and Safety/Security. Utilize the “*Resident Care Department / Unit Evacuation Status Form” (Appendix 11)*. Make extra copies as necessary. |  |
| Ensure adequate staff and initiate staff call-back as necessary through the Logistics Section. |  |
| Ensure evacuation floor plans and Resident Preparation Guide (for the units) is readily available. |  |
| Commence evacuation once the Holding Area is established, evacuation groups are in place, and transportation is available. |  |
| Monitor staff for exhaustion and psychological wellness. |  |
| Move to recovery operations until reoccupied. |  |

## OPERATIONS SECTION CHIEF - TASKER

**Mission:** Organize, assign, and supervise Medical Care, Infrastructure, Hazardous Materials, and Business Continuity resources. Ultimately oversee the clinical aspects of vertical evacuation and triage.

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| **Date: Start: End: \_\_\_\_\_\_\_ Position Assigned to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Telephone #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Radio Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Position Reports to: Incident Commander**  Attached Forms and Information:   * Holding Area Locations and Resident Pick-up Points |

| **Full Building Evacuation Related Actions:** | **√** |
| --- | --- |
| Read this entire Tasker. |  |
| Activate key incident command positions, if not already activated, including:   * Medical Care Branch Director * Infrastructure Branch Director   Establish communications with Branch Directors. |  |
| Through the Medical Care Branch Director, designate a Holding Unit Leader to set up and manage the Holding Area. |  |
| Update the Incident Commander on the location of the Holding Area. Advise when the Holding Area is prepared to receive residents. |  |
| Support the Holding Area by ensuring the necessary staffing and supplies through correspondence with the Logistics Section Chief. |  |
| Provide input to the Liaison Officer on the number and type of transportation units needed based on in-house clinical needs. |  |
| Determine clinical staffing needs. Authorize staff call back as necessary. Coordinate with the Logistics Section Chief. |  |
| Assist Incident Commander in determining evacuation priority and feasibility. Utilize the “*Resident Care Department / Unit Evacuation Status Form”(Appendix 11)*. |  |
| Develop a plan to address the medications being packaged with residents. |  |
| Monitor the status of the Holding Area throughout the evacuation. Keep Incident Commander advised when the Holding Area is full and when they can receive additional residents. |  |
| Instruct the Infrastructure Branch Director to prepare a strategy for managing waste for the facility both during and post evacuation. Work with disposal vendors as necessary. |  |
| Monitor staff for exhaustion and psychological wellness. |  |
| Move to recovery operations until reoccupied. |  |

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## LOGISTICS SECTION CHIEF - TASKER

**Mission:** Organize and direct operations associated with the physical environment, human resources, materials, and services to support the incident activities. Oversee communication and transportation aspects of evacuation planning and activities.

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| **Date: Start: End: \_\_\_\_\_\_\_ Position Assigned to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Telephone #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Radio Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Reports to: Incident Commander**  Attached Forms and Information - N/A |

| **Full Building Evacuation Related Actions:** | **√** |
| --- | --- |
| Read this entire Tasker. |  |
| Complete the *“Facility Systems Status Report “ (Appendix 3).* |  |
| Activate key incident command positions, if not already activated, including:   * Transportation Unit Leader * Labor Pool Unit Leader   Establish communications with these positions. |  |
| Dispatch the Labor Pool Unit Leader to establish the Labor Pool as soon as possible. |  |
| Inform all Incident Command staff of the location of the Labor Pool. |  |
| Ensure communications is available to all Command Center staff. Additionally, ensure communication with the Holding Unit Leader. |  |
| Request frequent updates from the Labor Pool Unit Leader regarding the staffing status. Monitor staffing needs with the Operations Section Chief. Initiate staff call back as necessary. |  |
| Assign Housekeeping Director/ Designee to gather supplies from units and prepare for transport to receiving facility. Utilize *Staff and Equipment Tracking Form* (Appendix 16) for inventory of supplies sent to receiving facility. |  |
| Provide equipment and supplies to the Labor Pool(s) as necessary. |  |
| Monitor internal evacuation equipment needs via the Transportation Unit Leader. Coordinate EMS equipment through the Liaison Officer. |  |
| Monitor external transportation vehicle staging and pick-up points via the Transportation Unit Leader. Coordinate efforts with Safety and Security. |  |
| Ensure the food preparation and meal delivery process continues for residents and staff. Supply the Holding Areas and/or stop over point as necessary. |  |
| Provide equipment and staffing to the Holding Areas as necessary. Coordinate needs through the Operations Section Chief. |  |
| Assist Incident Commander in determining evacuation priority and feasibility. Utilize the “*Resident Care Department / Unit Evacuation Status Form”(Appendix 11).* |  |
| Monitor staff for exhaustion and psychological wellness. |  |
| Move to recovery operations until reoccupied after completing the “*Facility Recovery and Inspection Guidelines Report “ (Appendix 10).* |  |

## PLANNING SECTION CHIEF - TASKER

**Mission:** Oversee all evacuation related data gathering and analysis. Develop alternatives for operations, conduct planning meetings, and prepare action plans for each operational period. Manage resident tracking.

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| **Date: Start: End: \_\_\_\_\_\_\_ Position Assigned to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Telephone #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Radio Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Reports to: Incident Commander**  Attached Forms and Information:   * Evacuation Destination Form |

| **Full Building Evacuation Related Actions:** | **√** |
| --- | --- |
| Read this entire Tasker. |  |
| Oversee the tracking of residents as they leave the facility. |  |
| Collaborate with the Holding Areas and the Operations Section Chief to determine the final destination of residents. |  |
| Monitor the evacuation of staff and equipment with evacuating residents. |  |
| Manage resident location data on the “*Evacuation Destination Form”(Appendix 12)*. |  |
| Coordinate messages to families and/or responsible parties with the Public Information Officer. |  |
| Provide updates related to resident, staff and equipment tracking to the Incident Commander as requested. |  |
| Monitor staff for exhaustion and psychological wellness. |  |
| Move to recovery operations until reoccupied. |  |

**1.5 LIAISON OFFICER - TASKER**

**Mission:** Function as the incident contact person in the Command Center for representatives from other agencies (including emergency services and other healthcare facilities).

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| **Date: Start: End: \_\_\_\_\_\_\_ Position Assigned to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Telephone #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Radio Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Reports to: Incident Commander**  Attached Forms and Information - N/A |

| **Full Building Evacuation Related Actions:** | **√** |
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| Read this entire Tasker. |  |
| Establish communication with other healthcare facilities, local Emergency Operations Center (EOC), and/or local response agencies (e.g., public health). Report current facility status. |  |
| Consider need to deploy a representative to local EOC; make recommendation to the Incident Commander. |  |
| Communicate with the Operations Section Chief regarding the number and type of transportation resources required. |  |
| Request transportation resources via the local EOC or EMS/Fire. |  |
| Request internal vertical evacuation equipment from EMS as needed. Coordinate needs with the Logistics Section Chief. |  |
| Coordinate the number and acuity of residents to be evacuated with the Operations Section Chief. |  |
| Coordinate evacuation receiving sites. Inform Holding Area of receiving sites and the type of resident they can accept. |  |
| Place facility Public Information Officer in contact with Public Information Officers of other agencies. |  |
| Monitor staff for exhaustion and psychological wellness. |  |
| Move to recovery operations until reoccupied. |  |

## PUBLIC INFORMATION OFFICER (PIO) - TASKER

**Mission:** Serve as the conduit for information to staff, visitors, families and the news media as approved by the Incident Commander

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| **Date: Start: End: \_\_\_\_\_\_\_ Position Assigned to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Telephone #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Radio Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Reports to: Incident Commander**  Attached Forms and Information - N/A |

| **Full Building Evacuation Related Actions:** | **√** |
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| Read this entire Tasker. |  |
| Establish a media staging and briefing area located away from the Command Center, Holding Area and resident care activity areas. Inform on-site media of the physical areas to which they have access and those which are restricted. Coordinate designation of such areas with the Safety/Security. |  |
| Contact external Public Information Officers from community and governmental agencies to ascertain and collaborate public information and media messages being developed by those entities to ensure consistent and collaborative messages. |  |
| If other than yourself, identify appropriate spokespersons to deliver press briefings and public information announcements. |  |
| Develop public information and media messages to be reviewed and approved by the Incident Commander before release to the news media and the public. Continue this process throughout the preparation, evacuation and recovery phases. |  |
| Ensure communication with receiving facilities via the Liaison Officer prior to publicly announcing sites that are receiving evacuated residents. |  |
| Ensure that proactive phone calls and other communications are taking place with Resident Responsible Parties. |  |
| Utilize internal communications systems (e.g., email, intranet, phone, written report postings, etc.) to disseminate current information and status update messages to staff. |  |
| Monitor staff for exhaustion and psychological wellness. |  |
| Move to recovery operations until reoccupied. |  |