

We are a large healthcare facility located in the center of Bismarck ND.

Healthcare ABC, 500 E Front Ave, Bismarck ND 58504

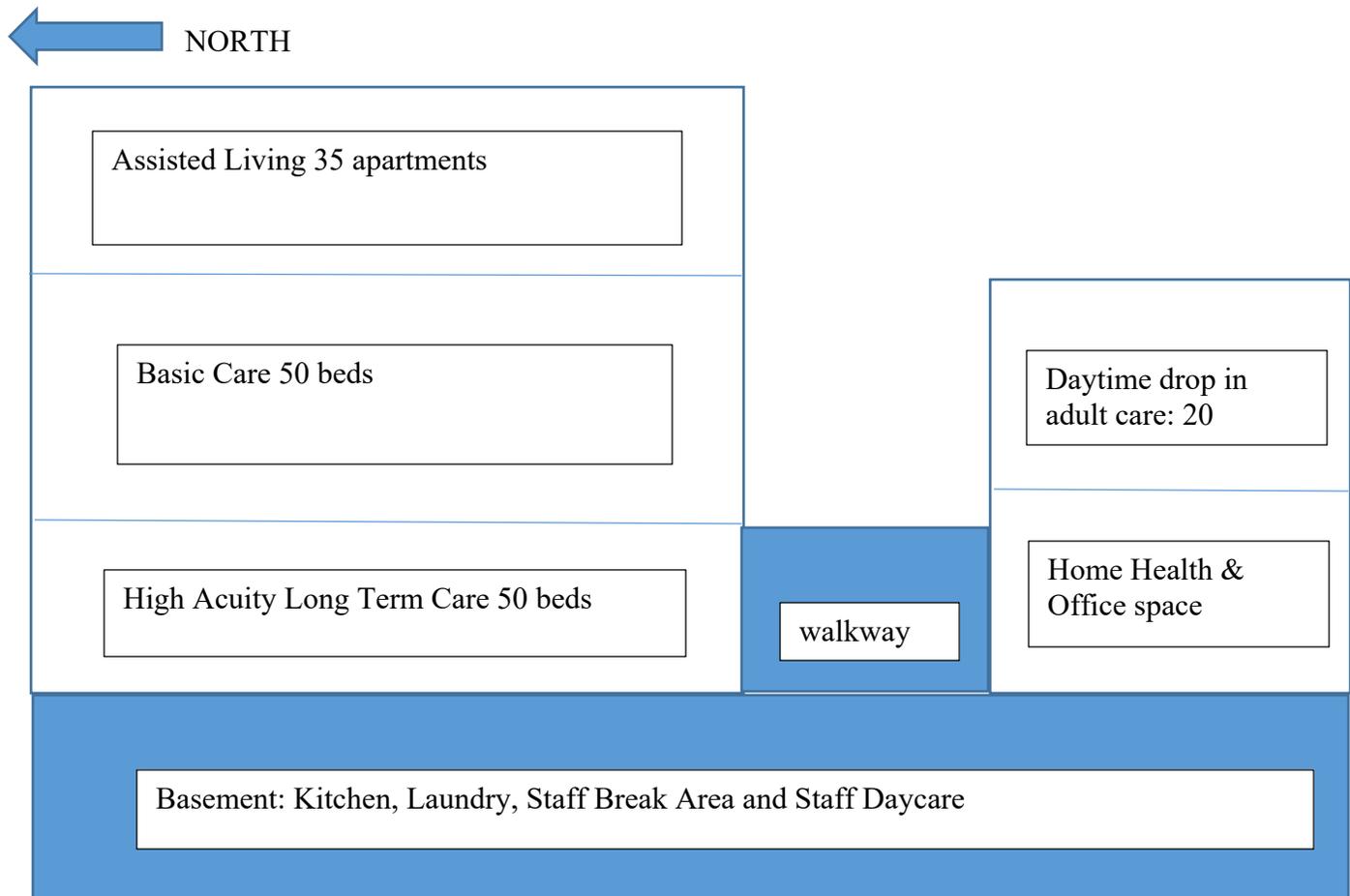
We provide several healthcare services to the community including basic care, assisted living, high acuity long term care, daytime drop in adult care and home health visits. There is a staff only daycare center located on the grounds. The building structure is a combination of an old building and new building strung out across a city block. The old building is three stories high and the new building is two stories high. The buildings connect via an indoor walkway. You do not provide emergency care, surgery or med-surg. You have one facility van that hold 3 wheelchairs clients at a time.

**Old Building:**

The third floor is assisted living and has 35 apartments. The second floor is basic care and has 50 beds. The first floor is high acuity long term care and has 50 beds. In the basement is the kitchen, laundry and staff break area.

**New Building:**

The second floor is the daytime drop in adult care. The average census for the drop in adult care is around 20 a day. The first floor is office space and home health. In the basement is the staff daycare center.



Around 6am the National News has been reporting some cyber activity across the nation and several states have had loss of communication and power. In ND we did receive an attack on our power providers but their cyber security was effective and we continue to have power. The cyber-attacks continue all morning with Montana, South Dakota and Minnesota all losing power and communications. North Dakota continues to remain an island inside these states and continues to have communication services and power.

- 1- Would you beware of this coming into work?
- 2- Would you do any prepping at this time?

9:00am- the cyber-attacks are intensifying and they have been able to take down our local phone and internet providers. We continue to have power and the power providers have stated that they continue to remain safe from the attacks. Your facility has lost the ability to communicate using landline or any internet web service.

9:05- cell towers have become over loaded and you have lost communication using cell service.

- 1- How are you preparing your facility?

9:15- you have a person in assisted living that is having a heart attack.

- 1- how are you going to treat and transport this individual?

9:15- you have 3 individuals leaving for Dialysis via the facility van.

- 1- do you still send them? Is Dialysis open?

9:20- you did a quick status check and you realize you are missing an individual from the basic care section. You have no idea where they are but might have left with family.

- 1- how do you reach family to ask?

9:22- due to the confusion you had an individual fall and break their hip. They are currently laying in the hallway and are having extreme pain.

- 1- how are you going to treat and transport this individual?

9:30- you have 3 individuals who are waiting for transport to their medical checkups. One is for Chemo, one is for radiation and one is routine medical exam.

- 1- normally the van would be back to transport, now what?

9:35- your electronic health record system has not been working since 9am.

- 1- how are you documenting? What are you documenting?

9:45-Things begin to settle down inside the facility. You continue to remain cut off from anyone outside your facility.

- 1-what is your plan for staffing, meals, patient care and transportation needs?
- 2-what is your plan of communicating to families and outside agencies?

9:50-you have received information via the radio that the power remains on across the state. Local emergency departments are seeing an increase in patients and are asking the worried well stay home and stay safe. We have all essential services working across the state and do not see any loss of services with the exception of communication. The loss of communication may last for several days or even weeks until they are able to get the service provided again.

- 1-What is your long term plan for communication?
- 2-What was your EOC activation?
- 3-What process did you use for documentation of the event?
- 4-What types of communication did you use?

#### ICS Forms

\*These can help you respond and plan and of course they are essential for documentation of the event.

- ICS 201(incident briefing)
- ICS 202(incident objectives)
- ICS 203 (organizational chart) or the (ICS 207 organizational chart diagram)
- ICS 204 (assignment list)
- ICS 205 or 205A (communication list)
- ICS 206 (medical plan)
- ICS 208 (safety message)
- ICS 209 (incident summary) \*shift change or end of incident.
- ICS 213 (general message)
- ICS 214 (activity log) \*have everyone complete

Incidents always have 3 main objectives

L-Life Safety

I-Incident Stability

P-Preservation of Property

Did we focus our preparation and response on life safety?

How did our focus change once life safety was complete?

Additional Activities:

1-create a news release that would go out to the public that has information you would want families, workers and the community to be aware of.

2-complete the ICS form 213 with a message containing information you want the NDDoH to be aware of.