

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

Creating a Seamless Experience for our Patients and a Safe Work Environment for Our Staff

After last winter's frequent and harsh storms, MMC engaged in severe-weather planning that reflects many of the lessons learned and the unanticipated needs identified from post-storm employee feedback. One example of an employee suggestion that we implemented is the purchase of a number of cots and mattresses to add to the disaster beds, allowing us to accommodate more staff overnight. Maine Medical Center is always open for business, thanks to the dedication, expertise, and efforts of our more than 6,900 employees. The following information is to help you prepare yourself, your team, and your family for winter weather.

Before The Storm

MMC operates under an Incident Command structure, which allows us to coordinate multiple hospital functions from a single location during a major emergency. If a severe winter storm is predicted, a pre-identified group of leaders from across the hospital will begin meeting to make plans and communicate with staff. During a severe

storm, the Hospital Command Center will open and serve as the coordinating body (or "nerve center") for hospital operations.

The decision to activate the Severe Weather Plan and open the Hospital Command Center is made by the on-duty Incident Commander with input from Emergency Management. When there is a Winter Storm Warning for the greater Portland area with an extremely high probability for a significant amount of snow, the Incident Command Team begins making these decisions.

Throughout the winter we may experience weather that will neither affect hospital-wide staffing, nor require Severe Weather Plan activation (though we recognize it may cause delays, and parking and commuting challenges). During these events, staff is responsible for being at work, and the management of any staffing issues is left to Directors and Managers.

During The Storm

Employees are expected to put forth all reasonable ef-



Rehabilitation Service's Hannah Malone snowshoed her way to work during a blizzard on January 28.

fort to get to the hospital to meet their work commitment.

Plan ahead for transportation, child care, pet care, personal care items, medications, change of clothes, etc. See the "Emergency Supply List" (on back page) for personal preparedness suggestions, including what items to pack for an extended stay.

Directors and managers will be responsible for determining staff needs for their

department. Staffing is needed in almost all clinical and support services. Depending on the extent of the storm, this may include staying on campus for up to 48 hours for essential areas.

Lodging

If lodging becomes necessary, MMC will book rooms at nearby hotels. Staff may choose to stay at one of these hotels. You are asked to share rooms to ensure we

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“Creating a Seamless Experience” from front

can accommodate as many employees as possible. The hospital covers the cost, as long as the rooms are reserved through the Hospital Command Center. In addition, MMC maintains various on-campus sleeping areas.

Transportation

During implementation of the Severe Weather Plan, expect normal employee shuttle service to off-site parking. During extreme conditions, the Emergency Transportation Plan for critical staff will be provided on a case-by-case basis.

Each request will be evaluated with consideration given to road conditions, the volume of requests for a particular area, and critical staffing needs. Staff using MMC-provided transporta-

tion may be required to work extended shifts per department needs, and should plan accordingly.

Meals

When the Severe Weather Plan is activated, Nutrition Services will provide support to employees that are on campus. Complimentary food, drinks, and snacks will be served on a meal-to-meal basis, as evaluated by the Command Center team. The Gift Shop, Boutique, Impressions Café, Coffee Shop, and Kiosk may close or have adjusted hours.

After The Storm

Replenish your emergency kit, so you're prepared for the next storm. Send your post-storm feedback, ideas, and suggestions to StormCenter@mmc.org.

Though we always hope for



A snowy view of the Maine General Building seen from the Western Prom after a February 2015 blizzard.

the best, we know that we need to plan for any possible situation that may hinder hospital operations. We will communicate special instructions to all employees using email, NetNews, and Send Word Now — keep an eye out for an email with a link to update your contact information, coming soon.

So, let it snow! Our patients

need us, and MMC will work hard no matter what the weather to provide quality patient care and maintain a safe working environment for our staff.

Find more details on the Emergency Management page of the MMC Intranet, or visit:

- ready.gov/kit
- ready.gov/car

EMERGENCY SUPPLY LIST

- Medicines (prescription & OTC)
- Contact case & solutions
- Cell phone charger
- Personal towels & washcloths



- Hair care products
- Personal care items such as toothbrush & paste, deodorant, body lotion, mouthwash, foot powder, comb & brush
- Clothing changes including scrubs, slippers, underwear, socks, pajamas



For your car:

- Ice Scraper
- Full tank of gas
- Extra blankets
- Road flares
- Snow boots
- Heavy socks
- Bottled water & a “powerbar/energy bar”-type snack in case you get stranded



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