Association of Aging Jewish Services 2015 Conference

Journey to Protect and Promote Safety Within the Eldercare World

Presented by:
Michael N. Rosenblut, President and CEO

Parker Jewish Institute for Health Care and Rehabilitation
271-11 76th Avenue
New Hyde Park, N.Y. 11040-1433
Phone: (718)289-2100/(516)-247-6500
www.parkerinstitute.org
Safety and Crisis
Health Care facilities play an integral role in the community.

Serve a vulnerable population.

Responsible for caring for patients, protecting staff and serving the public.

Crime, disaster, crisis and emergencies all threaten the ability of a facility to maintain its critical infrastructure and patient management functions.

Effective disaster management and planning helps mitigate and control negative consequences.
Having formal, well-thought-out emergency plans will facilitate an organization’s reaction to and recovery from adversity.

Planning can help to identify leadership and provide guidance.

Emergency systems should include a training component.

Emergency systems can help to minimize the loss of life and injury and reduce property loss.

Emergency systems can help to erect disruption defenses so that an organization can return to its mission and serve its clients as quickly as possible.
**Preparedness**
- Conduct a Hazard analysis of the area and your facility.
- Plan for risk mitigation and effective disaster response.
- Create emergency operations and/or business continuity plans.
- Develop plans, policies and procedures for wider range of disasters.
- Ensure that insurance covers both replacement and business continuity.
- Develop and implement training programs and/or emergency management conferences.
- Plan, conduct and evaluate emergency drills.

**Response**
- Begins as soon as a disaster is detected or threatens.
- Plan should involve search and rescue; mass care, medical services, access control, and bringing damaged services and systems back on line.

**Recovery**
- Involves plans to rebuild after a major disaster.
Disasters produce long-term problems pertaining to recovery and rehabilitation.

Natural Disasters significantly impact the community, people, infrastructure and resources.

Prevent an institution from returning to normalcy post event without external assistance.

Hazard mitigation planning is important to reduce risk and the potential for future losses.

Important to develop community specific strategy to reduce damages.
In the case of healthcare facilities, disasters can be internal and/or external.

- **Internal:**
  - Structural (Building, Oxygen, Electricity, etc.)
  - Functional (Strike action, Surge of patients, etc.)

- **External:**
  - Floods
  - Water Main Breaks
  - Hail Storms
  - Mass Casualty Incidents
  - Natural & Human induced disasters
An average of 11.4 incidents occurred annually.

An average of 6.4 incidents occurred in the first 7 years studied, and an average of 16.4 occurred in the last 7 years.

70.0% of the incidents occurred in either a commerce/business or educational environment.

Shootings occurred in 40 of 50 states and the District of Columbia.

60.0% of the incidents ended before police arrived.
Medical information has become an increasingly popular target for cyber attacks.

In 2014, approximately 4.5 million patients had their data compromised when Chinese cyber criminals hacked into the computer system at Community Health Systems, Inc.

One type of potential malware attack that has made headlines in 2014 is the infiltration of medical devices.

The US Department of Homeland Security is currently investigating approximately two dozen cases of suspected cyber security flaws in medical devices, where cyber criminals could attempt to gain control of medical devices remotely.

- Estimated **more than half million** incidents reported each year, most often occur in nursing homes, social services, and hospitals.

- Workplace violence costs an estimated **$121 billion** a year nationwide.

- Non-fatal assaults result in more than **876,000** lost workdays and **$16 million** in lost wages.

- Subsequent costs could include lost productivity, counseling, increased insurance costs, lawsuits/settlements, and more.
A recent sharp increase in anti-Semitic rhetoric, vandalism, and violence facing many Jewish communities worldwide.

According to the NYPD Hate Crimes Task Force, the number of anti-Semitic/Jewish incidents rose 39% during the first 8½ months of 2014.

In 2014 Jews were targets of 40% of the reported hate crimes in New York City, compared to 33% in 2013.

There is an increased prevalence of anti-Semitic threats and attacks against Jewish individuals, houses of worship, and businesses during the past few months.

Of the 18 plots to attack the city in the past 22 years, 8 targeted Jewish institutions or Jewish people.
According to the 2014 Global Terrorism Index:

- The US ranks **30** on the Global Terrorist Index.

- In 2013 terrorist activity increased by **61%** with the total number of deaths rising from **11,133** in 2012 to **17,958** in 2013.

- **Religion** as a driving ideology for terrorism has increased since 2000.

- In 2013, the United States had **9** terrorist attacks.

- In North America, incendiary weapons have been the primary mode of attack, with **132** instances since 2000.
RECENT RISE IN GLOBAL TERRORISM
Australia's terrorist alert level has been raised to high

The country’s intelligence agencies have detected an increase number of Australians "fighting with and supporting" terrorist groups in the Middle East.


- 18 people were held hostage before police stormed the building.
- 12 hostages managed to escape.
- 3 were injured.
- 2 were killed in the standoff.
A French-Burundian extremist, entered a police station in the central French town of Tours on Saturday, December 20th, 2014, and stabbed several officers before being shot dead.

Mehdi Nemmouche, a French-Algerian ISIS fighter who allegedly helped guard Western hostages in Syria before returning to Europe, allegedly shot and killed four people at a Jewish museum in Brussels on Saturday, May 24th, 2014.

On Wednesday, January 7th, 2015, the Charlie Hebdo massacre claimed 12 lives and injured 11 others.

According to Prime Minister Manuel Valls, 1,200 French individuals or residents have links to jihad, nearly 380 of which are present in Syria and are active in terrorist groups and learning terrorism.
There were 327 arrests for terrorist offences in 2014 - a 32% increase from the previous year.

Britain is considering raising its terror threat level from “severe” to “critical”, the highest it has even been in seven years following reports that nearly 150 jihadists may be planning Paris-style gun attacks in the country.

More than 30 Islamic State (IS) fighters in the UK have been placed under surveillance by the MI5 security service because they are considered a serious threat.

The global picture of terrorist activity raises heightened concern about the risk to the Jewish community in the UK.

There is a rise in anti-Semitic rhetoric from extremists and attacks on this community in France and elsewhere.
In April 2013, Canadian police foiled a plan to attack a passenger train in Toronto that they said was supported by al Qaeda operatives in Iran.

On Tuesday, October 21st, 2014, a radicalized Islamic convert, Martin Couture-Rouleau, attacked 2 Canadian soldiers with his car, killing Warrant Officer Patrice Vincent.

On Wednesday, October 22nd, 2014, An Islamic convert, Michael Zehaf-Bibeau, attacked at the National War Memorial with a rifle, shooting and killing military reservist Cpl. Nathan Cirillo.

On Sunday, December 7th, 2014, ISIS released a video featuring a Canadian man calling for more "lone wolf" attacks on Canadian targets.
New York Police Commissioner Bill Bratton said a broad-daylight hatchet assault on a group of New York police officers on Thursday, October 23, 2014, was a "terrorist act" carried out by a self-radicalized convert to Islam.

According to the State Department, US-led coalition bombing raids on the radical Islamic State group in Iraq and Syria made US nationals and interests a target for reprisals, "especially in the Middle East, North Africa, Europe and Asia”.

On Thursday, January 29th, 2015, it was reported that an ISIS fighter in a gruesome propaganda video threatened to behead Barack Obama "in the White House and transform America into a Muslim province".
There could be as many as 20 terror cells of between 120 and 180 people ready to strike in France, Germany, Belgium and the Netherlands.

According to European counterterrorism officials there are indications that ISIS leadership has directed returnees from Iraq and Syria to launch attacks on European soil in revenge for airstrikes in Syria and Iraq.

Several European nations, including the United Kingdom, France, Belgium and the Netherlands, are participating in the air campaign against ISIS in Iraq.

French, German, and Belgian police arrested more than two dozen suspects in anti-terrorism raids Friday, as European authorities thwarted potential attacks by people linked to Islamic extremists.

The combination of large numbers of radicalized Muslim extremists across Europe, their lack of command structure, and growing sophistication make it extremely difficult for law enforcement agencies to foil every terror attack.
About Us
“Provide, with compassion and dedication, superior quality health care and rehabilitation for adults.”
OUR FACILITY AND ORGANIZATION

- One of the world’s leading centers for the health care and rehabilitation of the elderly.

- Provides short term and long term care nursing facility care, adult day health care sites (2), hospice care, home health care, physician services, pharmacy, on-site chronic dialysis, medical transportation, research and grants, managed long term care and medicare advantage plan.

- Open 24-hours-a-day and is located in New Hyde Park, New York, on the eastern most side of the New York City border. PJI is also on the same campus as Long Island Jewish Medical Center (LIJ).
OUR ROLE IN THE COMMUNITY

- PJI is one of the oldest health care facilities in the nation that serves the frail elderly.

- A clinical affiliate of the North Shore-Long Island Jewish Health System and shares a campus with Long Island Jewish Medical Center.

- An integral part of the New York City Mayor’s Office of Emergency Management disaster readiness plan and the NYC emergency response system.

- A member of the UJA-Federation and work with the Jewish Community Relations Council of New York network of agencies on disaster response issues.
Assist locally-led response efforts in the restoration of the public health, health care and human services infrastructure networks.

A triage partner with Long Island Jewish Medical Center, and a repository for patients who must be moved from acute hospital settings to make room for emergency medical needs.

Lakeville Ambulette Transportation, LLC, an affiliated division of PJI serves the residents of Parker as well as the communities and nursing homes of New York City and Long Island and often assists in particularly challenging medical transportation assignments.

PJI is also part of the LTC Emergency Response Network, developed in collaboration with CCLC (Continuing Care Leadership Coalition), the Parker Jewish Institute (PJI) for Health Care and Rehabilitation and the New York City Office of Emergency Management (OEM).
Our facility cares for patients with a diverse range of medical, psychological and social needs.

- Oxygen dependent patients
- Frail elderly Long Term Care Patients
- Members of AgeWell NY with diverse care coordination needs
- Alzheimer respite center patients
- Adult day care patients
- Sub-Acute Patients
- Fragile Dialysis patients
- Home care patients
- Patients from New York City and Long Island who need Medical Transportation
THREATS WE FACE

PATIENT FLOW
On an average business day, we serve 5,000+ patients/residents/clients (we operate 527 beds).
We operate and run a transportation company.

VISITORS
We receive visits from more than 100,000 people annually.
On an average business day, we receive 400 visits from friends and family members, and 90 visits from vendors and others on official business.

RELIGIOUS AFFILIATION
PJI has close ties with many prominent Jewish community leaders.
Parker’s Board of Trustees and Associate Board are comprised of leaders who are highly visible supporters and honorees of Jewish and Israeli philanthropic organizations.

NATURAL DISASTERS
At risk for: earthquakes, drought, severe weather events such as extreme winds, hurricanes, tornadoes, and winter storms/ice storms;

PERSONNEL
We employ over 1,200 employees.

LOCATION
We are located in New York on the border of Nassau and Queens and are in close proximity to NYC.
STEPS TAKEN TO:
PROTECT AND PROMOTE SAFETY WITHIN PARKER
NATURAL SURVEILLANCE

- Shrubbery under 2 feet in height or visibility.

- Lower branches of existing trees kept at least 10 feet off the ground.

- Pedestrian-friendly sidewalks and streets to control pedestrian and vehicle circulation.

- Adequate nighttime lighting, especially at exterior doorways.
TERRITORIAL REINFORCEMENT

- Structural design clearly defines property lines through the installation of strong, cost effective fencing around the facility.
- Strong decorative bollards designed to protect the building from vehicular impact are located at the entrance of the facility.
- Private/restricted spaces are clearly distinguished from public spaces.
- Installation and maintenance of Access control (building and employee/visitor parking) and intrusion detection systems.
- Closed circuit television cameras and security screening that cover all public and private areas are utilized.
Circulation routes have unobstructed view of people approaching controlled access points.

Roof access limited to authorized personnel by alarms and cameras.

High-value/critical assets located as far into the interior of the building as possible and away from high visitor activity.

Mailrooms are located away from building main entrances, areas containing critical services, utilities, distribution systems, and important assets.

Multiple paths of egress available.
Emergency systems located away from high-risk areas.

Enhanced exterior lighting for the rear parking lot/loading dock area for improved visibility.

Video cameras for the exterior of building (specifically the O2 cylinder).

Security booth at the entrance of the parking area.

Reinforced doors in the rear loading dock area.

Personnel identification control system as a prerequisite for entering the loading dock area.
The fire suppression system is code-compliant, and protected (secure location).

Alternate sources of fuel are readily available for use.

Diesel generators are used for the provision of emergency power.

Utility lifelines are located underground so they are not disrupted by high winds.

Functional fire dampers installed at all fire barriers.

Elevators have recall capability, elevator emergency message capability and, camera surveillance.
We currently have a disaster recovery/mirroring site in close proximity to the facility.

Files are backed up on a storage site with secured access.

Staff notification systems are utilized during emergencies.

Control centers and their designated alternate locations also have access to backup systems, including emergency power.
SECURITY SYSTEMS

- Use both black/white and color CCTV (closed circuit television) cameras for surveillance.

- Intercom call boxes are located in the parking area and building intercom systems are used to communicate within the facility.

- Cameras are programmed to respond automatically to interior building alarm events.

- To protect against exposure or tampering cameras are housed inside mini domes.

- Interior cameras are supported by the buildings emergency power.

- The security room is located in a secure area with limited, controlled, and restricted access controls.

- A written security plan exists for the facility and has been communicated and disseminated to key management personnel and departments.
- Have an Emergency Preparedness Committee (EPC) currently in place who coordinate the development and maintenance of the Emergency Management Plan (EMP) at PJI.

- Have a command center for disasters.

- Two-way radio system to maintain communication

- Plan in place for 22 different disaster and emergency events.
Lakeville Ambulette Transportation helped transport nursing home residents and elderly in Queens, Long Island, Brooklyn and Manhattan to safety during the dangerous hours of Hurricane Sandy.

Many nursing homes were without power during the evacuations, jeopardizing the life and safety of many frail elderly.

PJI opened its doors to the influx of patients from flooded long term care facilities and helped evacuate nursing home residents from low lying areas.

PJI converted its auditorium into a hospital unit and housed 50 nursing home evacuees during and after the storm.
➢ The region was blasted with one of the most dangerous blizzards in recent years.

➢ Residents and patients of PJI however remained safe and comfortable throughout the snow blizzard.

➢ All Parker's inpatient programs and services continued to operate normally.

➢ The Queens-Long Island Renal Institute also continued to provide dialysis treatments.
1) How will your facility provide coverage for your at-risk clients during a blizzard?

2) If a staff member assaults another staff member, what will be your facilities next step?

3) Your nursing home/facility is in the path of a hurricane. How and where do you move your patients/residents?

4) If your facility is faced with a bomb threat, how will your facility respond?
QUESTIONS

Contact:
Lina Scacco, PJI-Director of Community Outreach and Development,
at 718-289-2212