

*Presented by:*

Welcome to

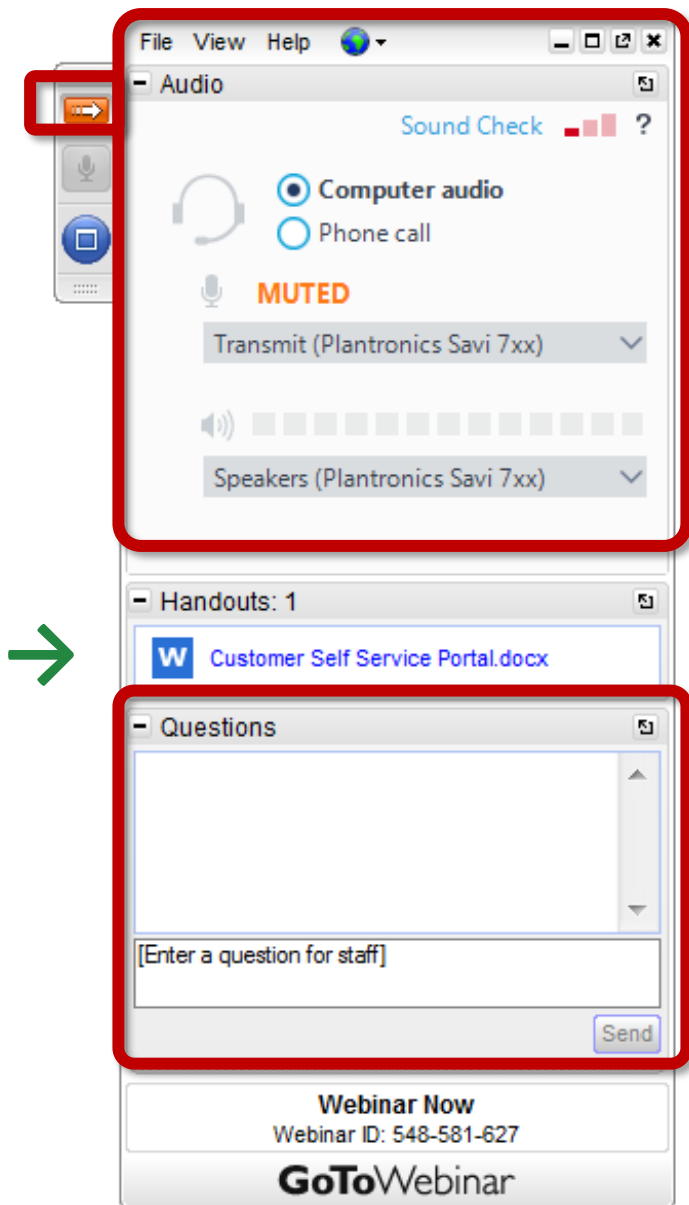
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Educating  
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# Evacuating Residents: Lessons Learned



**August 25, 2022  
10:00 – 11:00 am HST**



## Helpful Tips

### Join audio:

- Choose “Computer audio” to use VoIP
- Choose “Phone Call” and dial in using the information provided

### Questions/Comments:

- Submit questions and comments via the Questions panel.

**Note:** Today’s presentation is being recorded. A link to the recording will be shared with registrants.



# Evacuating Residents: Lessons Learned

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**David Fitzgerald, President**

**Dorothy Colby, Director of Community Engagement**

**Rena Kua, Activities Director, Bayside Location**

**Marcus Asahina, Administrator, Nuuanu Location**

# Today's discussion

- Hale Ku'ike residents' overview
- Why did we have to evacuate residents instead of sheltering in place?
- Our evacuation plan, and how it evolved over the years as we grew
- 2018 – Hurricane Lane
- 2020 – Hurricane Douglas
- Lessons Learned

# Who are we?

- Hale Ku'ike is an ARCH II
- 3 locations – Nuuanu, Pali and Bayside (Kaneohe)
- 26-28 residents at each location
- Nuuanu 2005, Bayside 2012, Pali 2019
- Memory Care -- ALL of our residents are living with dementia
- Expanded Care and Hospice Care as well



# Nuuanu Location

- Located in Nuuanu behind Maemae School
- Single story building
- 26 residents
- Property is in residential neighborhood

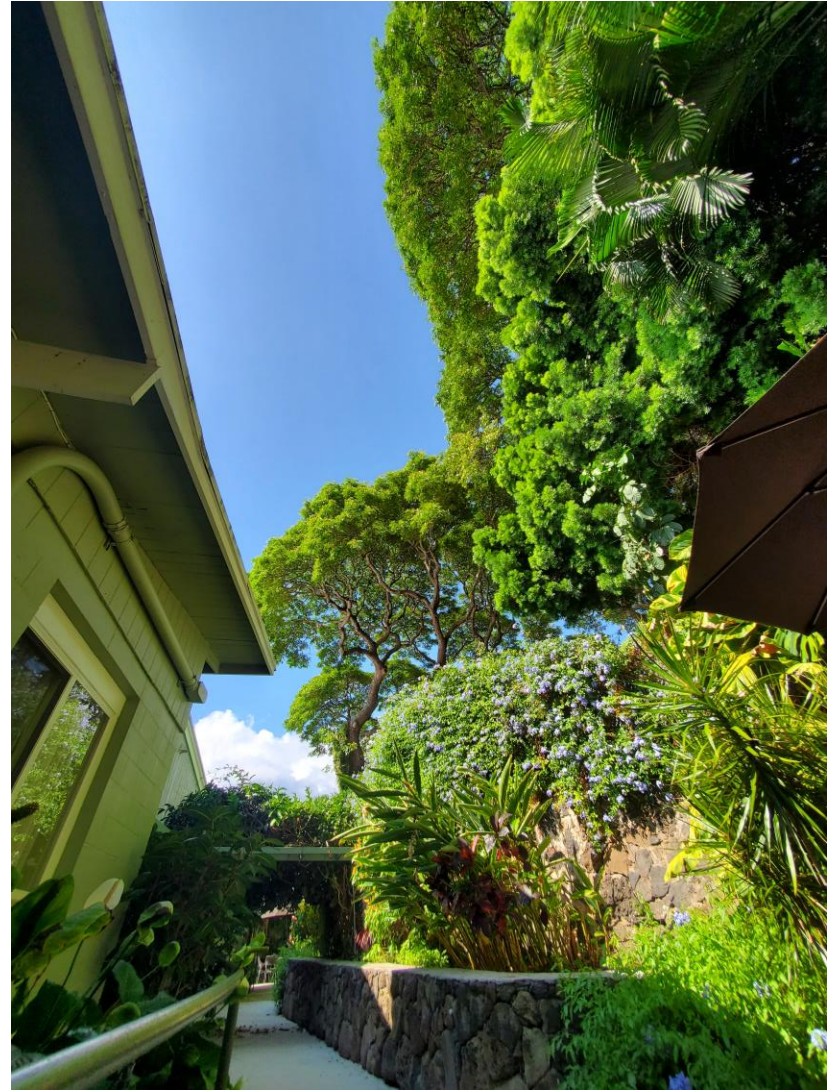


# Nuuanu Location Risk Factors

- NOT in a flood zone
- Structure is rated for sheltering in place, but....
- Surrounding historic homes have some ancient and HUGE old trees
- Risk of hurricane wind damage to those trees and branches falling on our roof



# Nuuanu Location Trees





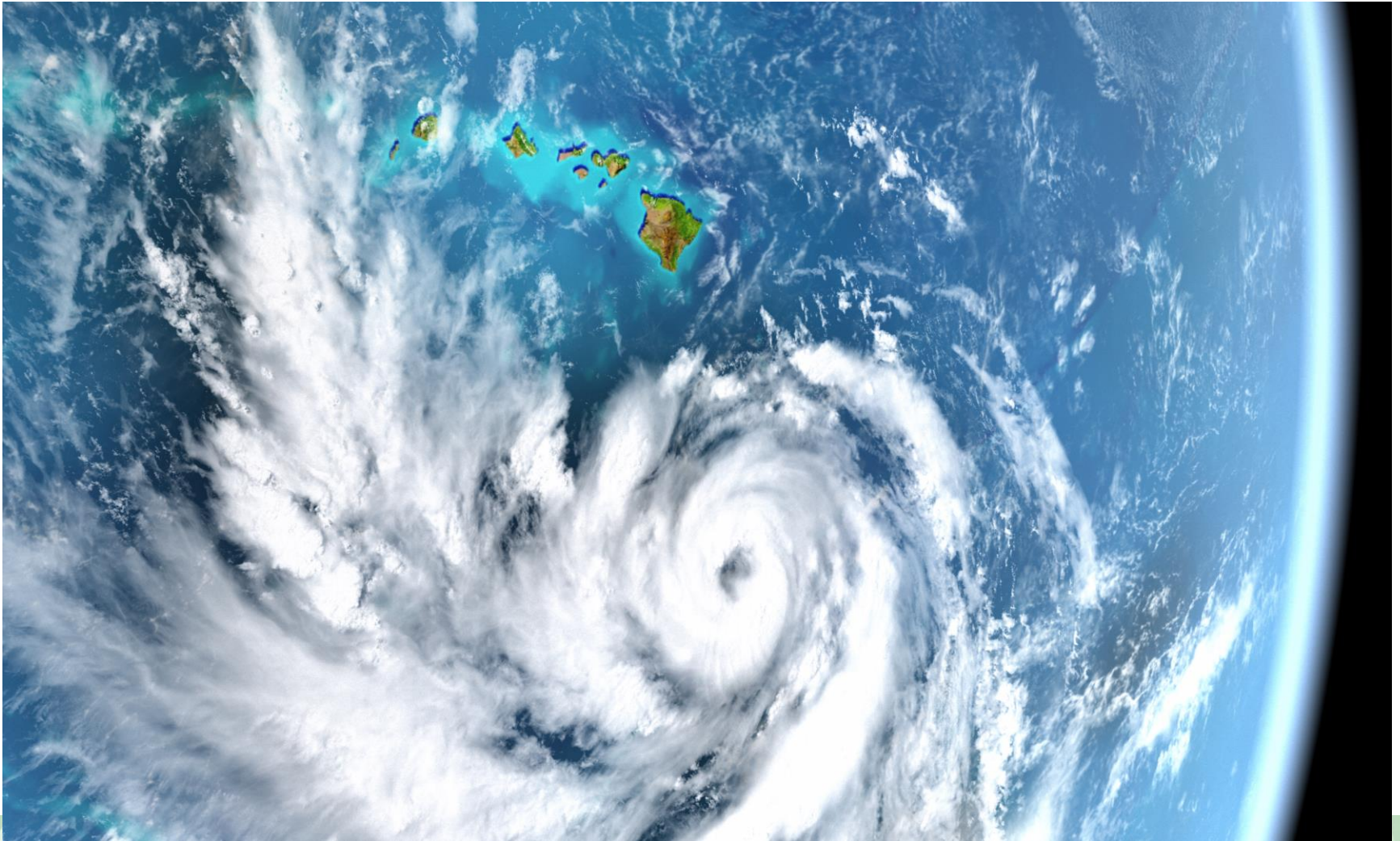
# Nuuanu Evacuation Plan Evolution

- 2005-2011 – Public shelter at Maemae School
- 2012-2018 – Hale Ku'ike Bayside in Kaneohe
- 2019-present – Hale Ku'ike Pali and/or Hale Ku'ike Bayside in Kaneohe



# Hurricane Lane 2018

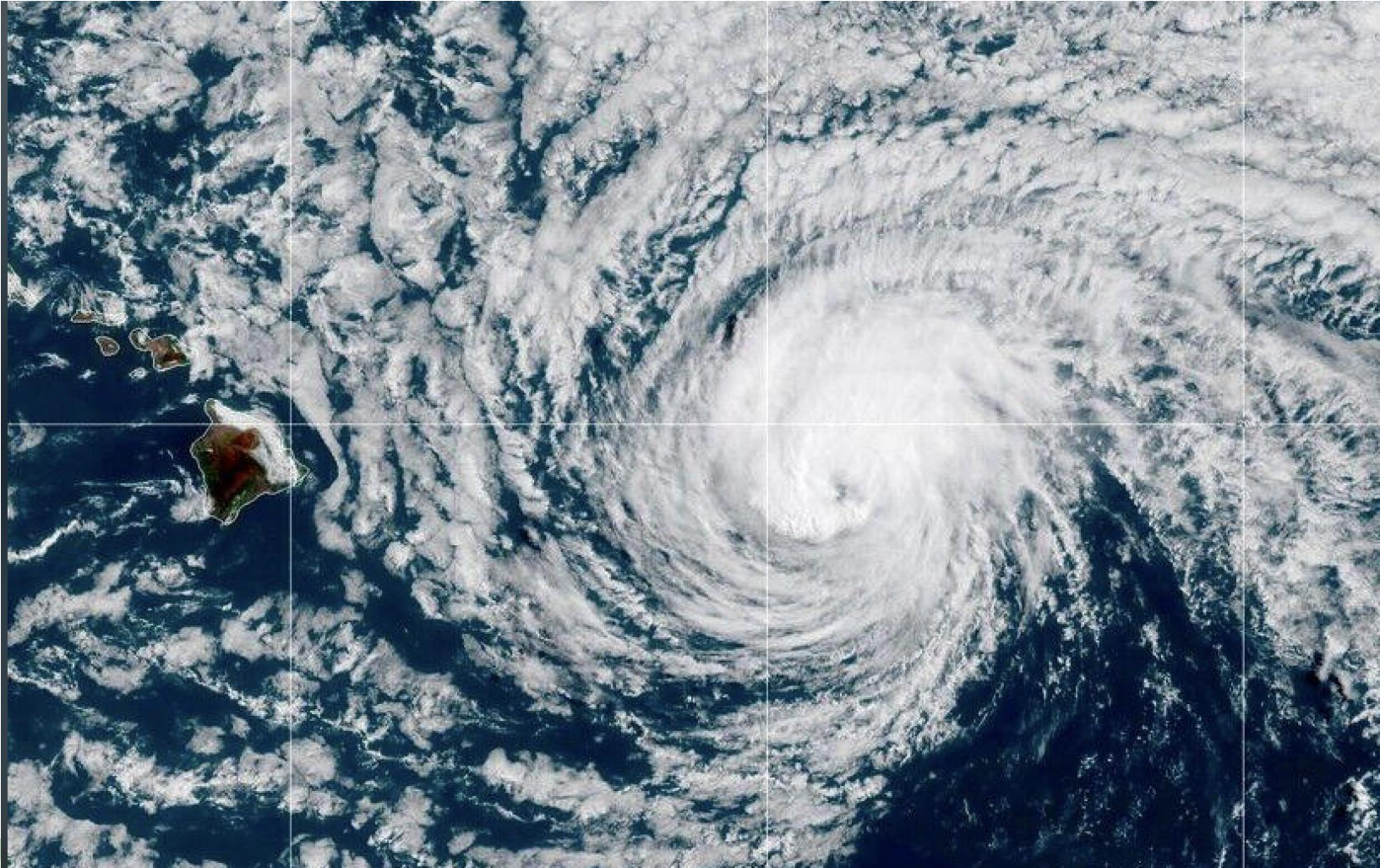
- August 23<sup>rd</sup>, Hurricane Warning and evacuation





# Hurricane Douglas 2020

- July 25<sup>th</sup>, Hurricane Warning and evacuation





# Hurricane Watch – Prepare for Evacuation

## **Upon notification of possible hurricane**

- Assure 7-day supply of resident medications
- Contact staff to determine availability
- Make sure emergency supplies are complete (see supply list in back of manual)
- Contact vendors to determine when delivery can be arranged for needed items. Ask for back up numbers, such as cellular phones, in case phone lines are not working.
- Go early to Sam's/Costco before they run low.
- Withdraw from bank \$3,500 in small bills for emergency cash
- Contact family members that have expressed interest in bringing the resident home during emergency. They must pick up resident 48 hours prior to event.
- Check exterior pools to make sure they are full of water

## **48 Hours:**

- Confirm availability with staff
- Check all exterior doors for ability to lock for security
- Check grounds for tree limbs etc.
- Make sure drain behind dumpster is clear
- Clean roof and gutters of debris that could clog gutter
- Prepare emergency supplies, batteries, flashlights etc.

## **36 hours - Hurricane Watch**

- Confirm availability with staff
- Determine what personal care items and clothing should be removed from the resident rooms during the evacuation. Bag items.
- Review supplies and purchase needed items
- Pick up incontinent supplies (briefs, gloves, wipes) from off-site storage

# Hurricane Warning – Start Evacuation

## **24 hours- Hurricane Warning**

- Call available staff to facility. Transportation is offered as available.
- Fill emergency water supply (See “Emergency Supplies/Emergency Water.”)
- Bring all essential equipment to storage room.
- Secure outdoor furniture and equipment
- Charge cell phones and radios

## **12 Hour count down**

- Move furniture and resident personal items to hallways for safer storage
- Pack medical records / MAR / TAR into boxes for transport
- Pack food and water for transport
- Organize resident clothing / nursing supplies for transport
- Make sure cell phones and radios are charged

## **8 Hours:**

- Begin evacuation to Hale Kū’ike Pali and/or Bayside
  - Use staff vehicles for transport
- Transport med cart / medical records / supplies
- Transport one day supply of food and water. The rest will remain secure at Hale Kū’ike and transported as needed
- Turn off gas and water supply

## **4 Hours**

- Conduct any last-minute business outside the facility.
- Ensure that facility is in lock down mode as soon as possible.

# After all that...an empty house



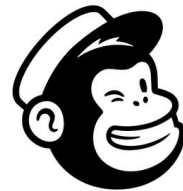


# Constant Communication

- Continuous communications with families and all staff key to keeping everyone connected and calm
  - AlertMedia for mass texting urgent messages
  - MailChimp for non-urgent longer emails



**Alert**Media



**mailchimp**

# Resident Engagement

- Keep residents continually engaged before, during and after evacuation
  - Residents busy with activities right up to getting on transportation
  - Keep message simple and about the actions they will be directly involved in that moment
    - Told going holoholo and out to lunch
    - Did NOT say, we are evacuating because of a hurricane!
  - Activities ready for them to dive in as soon as they arrived. Keep them going!

# Resident Engagement





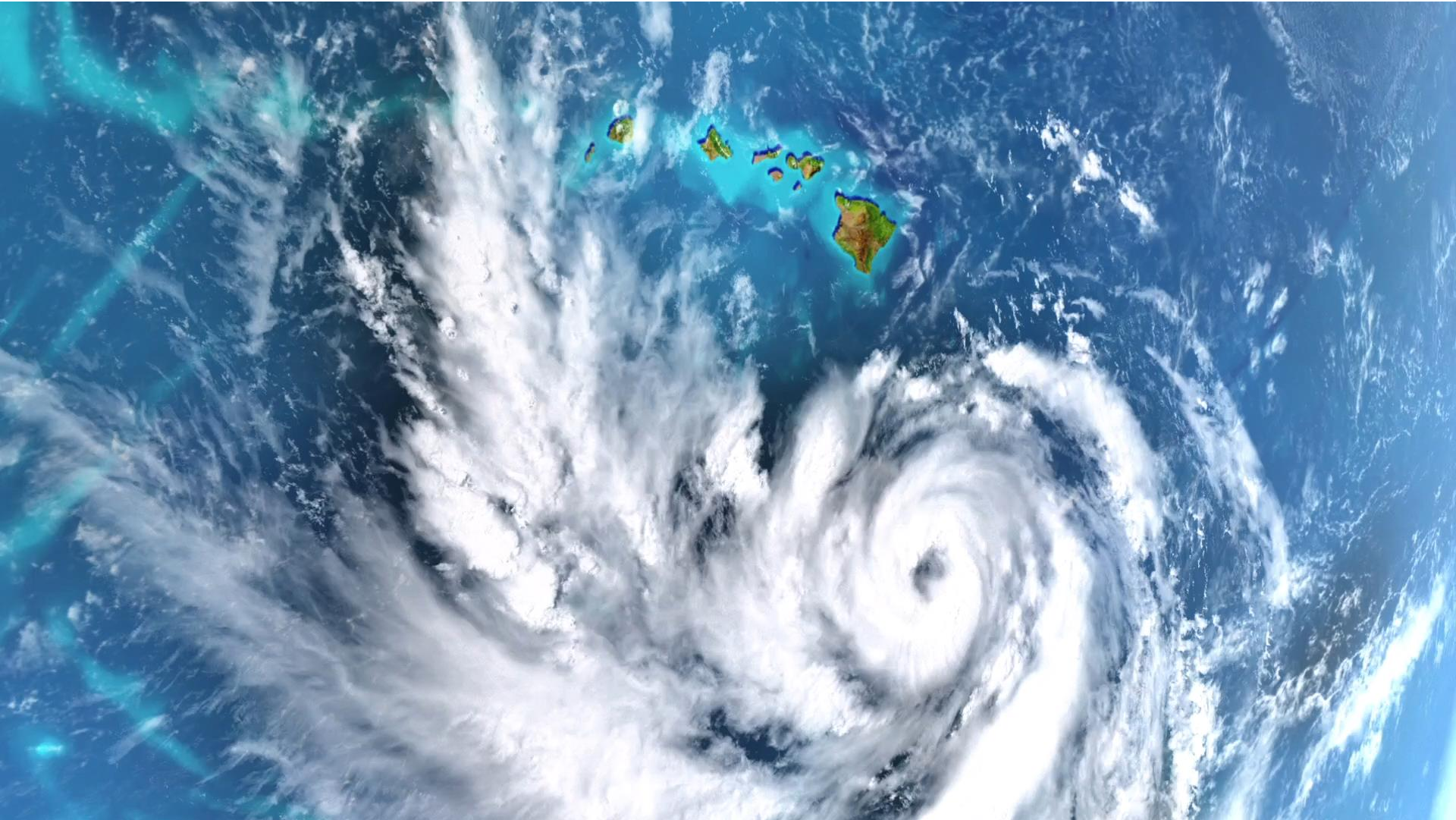
# Dedicated and Skilled Staff





# Hale Ku'ike Team Comes Together During Hurricane Lane

<https://bit.ly/hkhurricane>





**Dorothy Colby**  
*Director of Community  
Engagement*  
Hale Kui'ike



***Questions?***  
*Type your questions  
into the  
Questions tab of your  
Control Panel.*

**David Fitzgerald**  
*President*  
Hale Ku'ike







Healthcare Association  
of Hawaii



Hawaii Hospital Education  
and Research Foundation



*Mahalo!*

On behalf of the  
Healthcare Association of Hawaii  
and Hale Ku'ike,  
thank you for attending today's  
webinar!

*Upcoming webinars:*

**September 21 at 10:00 am HST**

**Dementia and Nutrition**

**and**

**October 19 at 10:00 am HST**

**Activities & Engagement: Using Play  
to Deal with Challenging Behaviors**

*Registration opening soon*



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from  
you

**Evaluation:**

**<https://www.surveymonkey.com/r/LHLKXHN>**