

APPENDIX 8

Travel Interruption Plan 2018/19
Change One
14 DEC 2018

- Enclosure: (1) Service/Nurse Chief's Phase 1, 2, 3, and Training Checklists
(2) Supervisors/Nurse Managers Phase 1, 2, 3, and Training Checklists
(3) ICS Form 213 for Leadership communication reference unplanned leave/Adhoc Emergency Telework requests
(4) Unplanned Leave Adhoc Emergency Telework Flow Chart

- I. **PURPOSE:** The purpose of this appendix is to issue the policy, procedures, and responsibilities of staff in the event the ability to report to work is hindered due to man-made or natural occurring events. While the focus of this plan is primarily winter weather, the same procedures will be applied to all emergencies that may impact the Medical Center's staffing capability due to a travel interruption.

The purpose of this change is to incorporate critical lessons learned from "Operation Snowgiving 2018", 14 – 16 NOV 18, OPM's Governmentwide Dismissal and Closure Procedures dated November 2018, and VA's Human Resource Management Letter NO. 05-18-04 dated 26 JUL 2018.

- II. **POLICY:** This plan establishes basic responsibilities and procedures for response to an emergency that adversely impacts staff's ability to travel to/from work and may affect the facility, the occupants of the facility or the ability to maintain quality patient care.

Activation of any Phase of this plan is a declaration of an emergency by the Incident Commander. An emergency is an unusual event that requires us to conduct operations in compliance with the National Incident Management System (NIMS). Pertinent points when an Emergency is declared include:

A. All staff are expected to report to work for their normally scheduled tour.

B. Normal reporting channels are suspended when the Incident Command Team is activated. Below are some key changes:

<u>Service/Area*</u>	<u>Report To</u>
QM	Incident Commander
C&P	Incident Commander
Rehab/Lab/Radiation	Operations Chief
Police	Operations Chief
G/LTC	Operations Chief
HR	Planning Chief
Education	Planning Chief
EMS	Logistics Chief
Supply Chain Management	Logistics Chief

* If you have questions who your Service reports to contact the Command Post at X1234

- C. Staff may be assigned to duties and hours outside of their normal PD to meet the mission objectives.
- D. The authority to approve Emergency ADHOC Telework and unplanned leave is retained solely by the Incident Commander (IC) and/or Deputy Incident Commander (DIC).
- E. Supervisors shall forward all requests for Emergency ADHOC Telework and unplanned leave to their Service Chief on Enclosure (1) with a recommendation of approval or denial.
- F. Service Chiefs retain the authority to deny Adhoc Telework and/or unplanned leave based on overall Service level staffing and needs. Forward all requests recommended for approval to the appropriate ICS Section Chief on Enclosure (1) with justification for each request.
- G. Staff who have Approved Leave or are on their regularly scheduled telework day(s) during activation of this plan shall not have their scheduled modified (I.E., Leave cancelled or telework changed) unless approved by the ICS Section Chief.
- H. ICS Section Chiefs have the authority to deny Adhoc Telework and/or unplanned leave based on overall ICS Section level staffing and needs. Forward all requests recommended for approval on Enclosure (1) to the DIC/IC.
- I. When the Labor Pool is activated, all staff not in a direct patient care role are to report as directed.
- J. The closure of clinics and reaching out to Veterans to ascertain intentions is retained by the IC/DIC.

The Incident Commander will strive to make operational changes (Delays/Closures) as early as possible to minimize the impact on our Veterans and staff, but the very nature of the forces that drive those decisions are real time based. Staff is reminded to remain flexible and available to report to work.

III. ACRONYMS:

- A. ICS – Incident Command System
- B. ICT – Incident Command Team
- C. CP – Command Post
- D. IC – Incident Commander

- E. DIC – Deputy Incident Commander

IV. DEFINITIONS:

- A. **Unscheduled Leave:** Unscheduled Leave is leave not already submitted and approved prior to activation of any phase of the Travel Interruption Plan.
- B. **Weather and Safety Leave:** Similar to Authorized Absence (AA), Weather and Safety leave is granted to staff when the IC/DIC determines that an employee cannot safely travel to and from, or perform their work at their regular work site, Telework site, or other approved location because of an act of nature, terrorist attack, or other emergency situation. There are no time limits for this type of leave.
- C. **Adhoc Telework:** Telework that occurs on an occasional, non-routine basis to complete short-term special assignments or to accommodate special circumstances even though the telework arrangement may occur continuously for a limited and specific period.

V. RESPONSIBILITIES:

- A. **Emergency Manager:** Responsible for developing the Travel Interruption Plan, making ICS assignments, overseeing the execution of the plan, collecting lessons learned, developing the After-Action Report and implementing changes due to lessons learned.
- B. **Supervisors and Nurse Managers:** Train all staff on this plan annually between 15 and 30 October or within 5 days of release for updates and changes. Report complete to your Service Chief by 31 October annually. Responsible for ensuring training is documented for each employee in the Talent Management System (TMS) Course #4178528.
- C. **Service and Nursing Chiefs:** Responsible for maintaining and testing a Service/Program callback tree monthly. Review and evaluate Supervisors staffing plan. Review all Supervisor and/or staff requests for Adhoc Telework or unplanned leave and forward those you recommend approving to your ICS Section Chief with justification for the approval.
- D. **Emergency Management Committee:** Review the Travel Interruption Plan annually and make recommended changes and/or approval to the Quad.
- E. **Police Chief:** Provide security for the areas of the Medical Center where staff are sleeping and staging when required to remain on campus.

- F. Quality Management Chief: Report to the Incident Commander upon activation of Phase One. Responsible for coordinating, tracking, submitting, and documenting all staff meals provided by NFS during activation of this plan.
- G. Staff: Staff is required to be familiar, and comply, with their duties and responsibilities as detailed in this instruction.
- H. AOD: The AOD is responsible for assisting the Incident Commander as directed.

VI. Procedures: The following response phases are available to the Incident Commander:

A. **Phase I (Winter weather is expected in the next 48 to 96 hours)**

- 1. The DIC/IC:
 - a. Activate the Incident Command Team. (ICT) ICT positions are assigned by the Emergency Manager and approved by the IC.
 - b. Approve or disapprove requests and return them to the staff member via the ICS Branch Chief, Service Chief, and Supervisor
- 2. ICS Section Chiefs:
 - a. Submit all Ad Hoc telework and Unplanned Leave requests you recommend approving to the DIC/IC with justification as soon as practical utilizing Enclosure (1)..
- 3. Service Chiefs and Chief Nurses:
 - a. Review Service Level staffing.
 - b. Verify the currency of the Service Callback Tree.
 - c. ICT assignment takes precedence over normally assigned duties. Service Chiefs/Supervisors shall make staff assigned ICT duties available full time from activation through completion of the emergency. Staff assigned ICS duties should not be counted toward service level staffing.
 - d. Requests for Ad Hoc telework, Unplanned Leave, and Service level staffing shall be submitted on Enclosure (1) to the appropriate ICS Section Chief within 4 hours of Phase I activation or 1200 of the next normal duty day if set Off Tour. ***

4. Supervisors and Nurse Managers:
 - a. Review and plan staffing for the upcoming 96 hours to ensure mission requirements are met.
 - b. Submit Ad Hoc Telework and Unplanned Leave requests with recommendations on Enclosure (1) for approval/denial to their Service Chief within 2 hours of Phase I activation or by 0930 of the next working day if set Off Tour. ***

5. Staff:
 - a. Strongly encourage staff to bring a personal "Go Bag" with a change of clothes, sleepwear, towel(s), medications, and any other items they would need to spend up to 72 hours at their appointed place of duty with them when reporting to work. Staff shall remain cognizant that the DIC/IC has the authority to retain them on station to insure critical mission tasking is accomplished.
 - b. Make alternate plans for any personal responsibilities
 - c. Submit unplanned annual leave and Ad Hoc telework requests to their Supervisors within 60 minutes of becoming aware of the activation or within 30 minutes of the staff members beginning their next normally scheduled tour if set while the member is off tour. The request must state why it is being requested; submissions without a reason will be returned without processing by the Supervisor. ***

***** Due to the unknown factors surrounding emergencies, requests submitted after the indicated time may be delayed in processing. Requests submitted after Phase III has been set will only be accepted if a staff member has a personal (Not travel related) emergency.**

***** All emergencies, including activation and deactivation of the Travel Interruption Plan, are announced via e-mail, social media, and AtHOC. Staff are strongly encouraged to enter their personal contact information (Including cell/text) into their private AtHOC account. AtHOC may be accessed via the purple globe on the bottom right hand side of your desk top computer's toolbar. If the globe is not present, please place a trouble call with OI&T.**

- B. **Phase II** (Winter weather is expected in the next 12 to 24 hours)
1. The DIC/IC:
 - a. Staff the Command Post.

 2. ICS Section Chiefs:
 - a. Activate Section Branches, Groups, Task Forces, etc. as required.

 3. Service and Nursing Chiefs:
 - a. Verify Callback Tree.
 - b. Review Service Staffing Plan.
 - c. Make OT/CT requests to your ICS Section Chief

 4. Supervisors and Nurse Managers:
 - a. Make staffing reports to their Service/Nursing Chief each shift.
 - b. Review the staffing plan and make any adjustments necessary to ensure mission tasking will be completed.
 - c. Brief staff on expected weather and strategy to complete mission tasking.
 - d. Advise Service Chief of any projected OT/CT requirements
- C. **Phase III** (Set when the Incident Commander determines travel is, or will be within 8 hours, significantly impacted):
1. The DC/IC shall:
 - a. Activate the Command Post.
 - b. Based on current and forecast road conditions, determine whether approved unplanned leave will be recorded as LA or Weather/Safety Leave (Previously called AA). ***
 - c. Continuously monitor weather, forecasts, and road conditions to determine the need to close, delay opening, or close early any medical center operations.
- ***Weather/Safety Leave is not available to telework ready staff unless a situation exists at their normal telework location that makes it impossible for them to telework (I.E.; A power outage at home).**
- Weather/Safety Leave is not available to staff deemed "Emergency Essential". Per NAGE, NNU, and NFFE contracts their members are emergency essential.**

2. Service and Nursing Chiefs shall make the following reports:
 - a. Staffing: 0900 on the Impact Staffing SharePoint (<https://vawww.vish5.portal.va.gov/sites/MWV/ICT/Lists/Impact%20Staffing/AllItems.aspx>)
 - b. Staff remaining overnight: 1500 (MWV-ICS LOGS@va.gov)
 - c. Staff requiring meals: At least 2 hours prior to meal time (MWV-ICS PLANS@va.gov)
 1. Meal Hours****
 - a. Breakfast: 0700 - 0800
 - b. Lunch: 1130 – 1245
 - c. Dinner: 1630 – 1745
 - d. Make staffing requests to your ICS Branch Chief
3. Clinic Supervisors/Business Managers//Nursing Chiefs:
 - a. Submit form VHA-V05-613-AD-FORM-EM-0002 for Patient Accountability to MWV-ICS OPSChiefs@va.gov by 1100 daily.
4. Supervisors and Nurse Managers
 - a. Report staffing levels to your Service Chief/Chief Nurse by 0900
 - b. Report staffing shortfalls to your Service Chief/Chief Nurse ASAP.
5. Staff
 - a. Plan extra travel time to work based on the emergency
 - b. Although not required for 2 hours, to ensure the highest level of care for our Veterans, request you notify your Supervisor ASAP if you will not be reporting to work for any unapproved/unplanned reason.
 - c. Advice your Supervisor ASAP if you plan on staying over for your personal safety.

D. Personnel Policy during Phase III:

1. If a Service Chief/Nursing Chiefs/Nurse Managers or Supervisor asks for staff volunteers to remain onboard to ensure adequate staffing for a follow-on shift, those staff will receive the following:
 - a. GS Series Jobs that so authorize: On call pay status.
 - b. GS Series Jobs NOT authorized on call pay: OT/CT for hours worked outside their normal tour.
 - c. WG: OT/CT for hours worked outside their normal tour.
 - d. Title 38 RN's: On call pay status

Staff members shall receive the above except during mandatory rest periods. Mandatory rest periods for all staff are defined as 8 hours every 24-hour period.

****** Meal Hour modifications will be announced via Newsbyte**

2. Overnight Accommodations

- a. Individuals who are sleeping overnight or after their shift at the medical center will be offered a cot, pillow, and linens. All other personal items are expected to be brought in by staff beforehand from their homes or purchased as needed (i.e., toothpaste, toothbrush, shampoo, deodorant, clothing).
- b. Pick-up locations and times will be identified for staff to obtain a cot, pillow, and linens. All employees picking up cots and linens will be required to sign for them and indicate the room number where they will be placed. An afterhours process will be shared for those that are unable to pick up during the specified times.
- c. Rooms in the medical center will be identified as sleeping quarters on an as needed basis. For those that do not have a space in their area where they wish to put their cot to sleep for the night/day, requests for a sleeping space may be made to MWV-ICSLOG@va.gov.
- d. Employees will be held responsible for the appropriate return of the cots, pillows, and linens the following morning at the designated time and location.

Specific instructions will be shared via News Bytes emails from Public Affairs to ensure staff have the most up to date information. Special requests can be sent for consideration to MWV-ICS LOG MWV-ICSLOG@va.gov.

3. Compliance with Union contract negotiated rest times is required. Deviation from mandatory rests times requires ICS Branch Chief approval. At an absolute minimum, staff members remaining onboard to ensure the continuity of care for our patients shall be required to have 8 consecutive hours of rest time for every 24 hours on campus.
4. The IC/DIC retain the sole authority to authorize on call pay and/or OT/CT.
5. Staff is expected to report to duty on time when clinics are delayed or closed unless specifically approved by the DIC/IC.
6. When directed to stay at work to meet the needs of the Medical Center, staff may choose to elect overtime pay or comp time. The decision rests solely with the staff member, not the Supervisor.
7. Staff members remaining onboard at their Supervisor's request to ensure the continuity of care for our patients shall be authorized 3 meals a day for the period they are on campus, including periods of normally scheduled tours.
8. Staff members who stay overnight because they are not comfortable driving home will be provided a cot and meals, but will not be in a paid status.
9. Failure to comply with any facet of the Travel Interruption Plan may result in disciplinary action up to and including dismissal.

10. The Incident Commander retains the authority to modify these personnel policies as required to meet the Medical Center's mission.

- E. Closure/Delay/Suspension of services during Phase III: The Incident Commander retains the sole authority to close clinics or other services onboard the VAMC Martinsburg Campus and the Community Based Outpatient Clinics other than Fort Detrick.
 - F. Clinics are not authorized to cancel appointments or contact patients to ask about their plans unless directed to do so by the Incident Commander.
 - G. Fort Detrick CBOC will close/delay opening at the direction of the base Commanding Officer and/or the Incident Commander. If the base is closed due to winter weather, staff will be placed on Administrative Absence (AA).
- VII. **REFERENCES**: Homeland Security Presidential Directive (HSPD)-5, HSPD-8, National Response Framework, VHA Memo dated 2007, VHA EPC Guidebook, OPM Governmentwide Dismissal and Closure Procedures, and VA's Human Resources Management Letter, Weather and Safety Leave,
- VIII. **RESCISSION**: 31 December 2019
- IX. **REVIEW DATE and RESPONSIBILITY**: This appendix shall be reviewed and reissued annually by the EMC.



Timothy J. Cooke
Medical Center Director

Travel Interruption Plan Service/Nurse Chief's Checklist

Enclosure 1

Event Name: _____

Date: _____

Training

TASK	Date/Time Due	Date/Time Completed	Notes
Report Annual Travel Interruption Plan training for all staff is complete to Todd.Lake@va.gov	> 31 Oct 2018		
Verify callback tree is current and accurate.	> 31 Oct 2018		
Provide 3 names for entering staffing reports to MWV-ICSCheifs@va.gov	31 OCT 2018		

Phase One

TASK	Date/Time Due	Date/Time Completed	Notes
Review Supervisor's 96-hour staffing plan	Phase 1 plus 4 hours.		
Verify Services/Units 96 hour Sustainability.	Phase 1 Set.		
Make plans to remain on campus overnight should conditions warrant.	Phase 1 plus 4 hours.		

Forward all requests recommending approval to the ICS Section Chief	4 hours after activation.		
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Phase Two

Service/Nurse Chief's Checklist

TASK	Date/Time Due	Date/Time Completed	Notes
Make Staffing Reports via the Impact Staffing Share Point.	Daily, within 2 hours of Shift Start Time.		
Submit OT/CT/Callback requests to MWV-ICSCheifs@va.gov	Daily, Each Shift as needed.		
Provide staff with a 24-hour number to call to report status.	Phase 2 plus 4 hours		
Provide lodging directions for staff remaining overnight.	As Needed.		

Phase Three

Service/Nurse Chief's Checklist

TASK	Date/Time Due	Date/Time Completed	Notes
Make Staffing Reports via the Impact Staffing Share Point.	Daily, within 2 hours of Shift start time.		
All Clinics: Submit VHA-V05-613-AD-FORM-EM-0002 for Patient Accountability to MWV-ICS OPS@va.gov	Daily by 1100.		
Submit meal requests to the Planning Chief at MWV-ICS PLANS@va.gov	2 hours prior to each meal.		
Report staff remaining overnight to the Logistics Chief at MWV-ICS LOGS@va.gov	Daily by 1500.		
Make any staffing needs requests to the Operations Chief	As needed.		

Travel Interruption Plan

Supervisor's/Nurse Manager's Checklist

Enclosure 2

Event Name: _____

Date: _____

Training

TASK	Date/Time Due	Date/Time Completed	Notes
Train all staff on the 2018/19 Travel Interruption Plan	> 31 Oct 2018		
Verify all staff Emergency ADHOC Telework agreements	> 31 Oct 2018		

Phase One

TASK	Date/Time Due	Date/Time Completed	Notes
Review 96-hour staffing plan	Phase 1 plus 4 hours.		
Send electronic copy of the TIP to all staff.	Phase 1 Set.		
Submit all requests to the Service Chief with recommendation.	2 hours after activation		

Phase Two

Supervisor's/Nurse Manager's Checklist

TASK	Date/Time Due	Date/Time Completed	Notes
Make Staffing Reports to the Service Chief	Daily, Each Shift		
Check with staff for volunteers to remain <i>overnight if needed</i> to ensure follow on shift staffing	Daily, Each Shift as needed.		
Provide staff with a 24-hour number to call to report status.	Phase 2 plus 4 hours		
Submit OT/CT requests to your Service Chief	As Needed.		
Provide lodging directions for staff remaining overnight.	As Needed.		

Phase Three

Supervisor's/Nurse Manager's Checklist

TASK	Date/Time Due	Date/Time Completed	Notes
Make Staffing reports to the Service Chief	Daily, Each Shift		
Submit meal requests to the Command Post, X1234	2 hours prior to each meal.		
Provide lodging directions for staff remaining overnight.	As Needed.		

ICS Form 213 Leadership Communication Reference

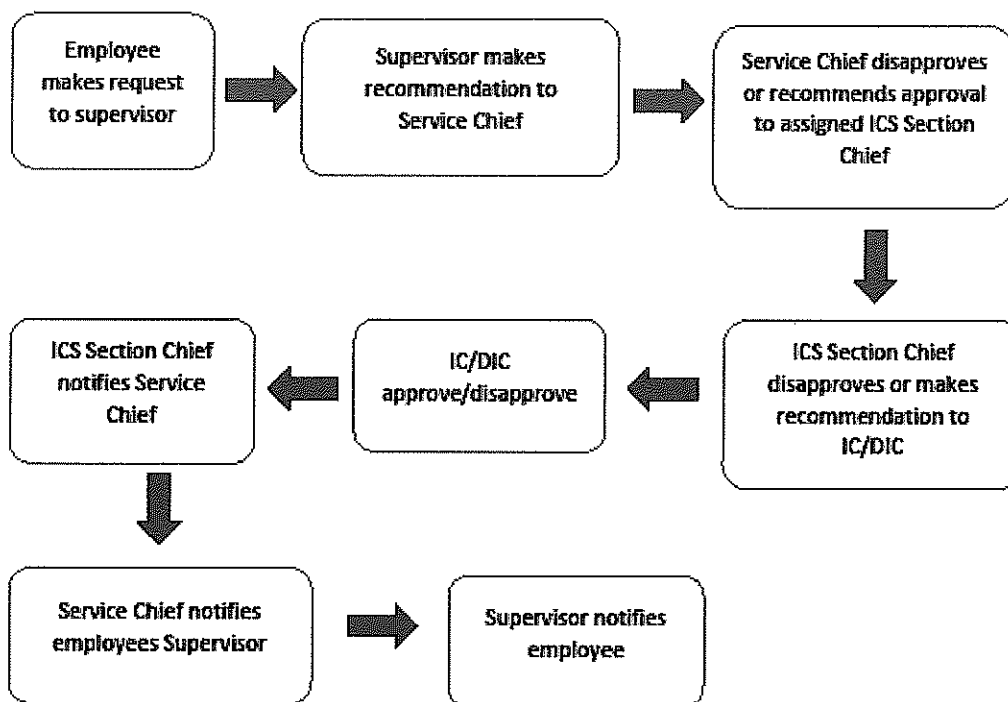
Unplanned Leave/Adhoc Emergency Telework requests

Enclosure 3

GENERAL MESSAGE			
TO:		POSITION:	
FROM:		POSITION:	
SUBJECT:		DATE:	TIME:
MESSAGE:			
Unplanned Leave/Telework Request(s)			
Service			
Employee Name			
Employee Title			
Leaves or Telework			
Date Requested			
Coverage?			
Justification			
SIGNATURE:		POSITION:	
REPLY:			
Branch Chief Recommendation			
IC Decision			
DATE:	TIME:	SIGNATURE/POSITION:	

Enclosure 4

Un-Scheduled Leave / Un-scheduled Telework Request Flow for request Made During Activation of the TIP



Employee: Makes request to supervisor as soon as possible during Phase I

Supervisor: Receives request from employee and makes detailed recommendation (based on staffing requirements) to the Service Chief as soon as practical, in order to allow the Service Chief and ICS Section Chief to make their recommendations to the IC/DIC and have a timely response to both the supervisor and employee.

If the request is disapproved at any level, the request flow reverses and the supervisor is notified as quickly as possible in order to inform the employee.