

NOVEMBER 2017

BARCLAY FRIENDS SENIOR LIVING FACILITY FIRE

THE EMS RESPONSE & FACILITY EVACUATION



BARCLAY FRIENDS

FACILITY BACKGROUND



- ESTABLISHED IN 1893
- CURRENT FACILITY BUILT IN 1997
- SERVICES:
 - ASSISTED LIVING
 - PERSONAL CARE
 - MEMORY CARE
 - SKILLED NURSING
 - POST-ACUTE REHAB



BARCLAY FRIENDS



Assisted Living
&
Memory Care

Nursing
&
Rehab

NOVEMBER 16, 2017 – 22:42-22:45 – WEST CHESTER, PA

FIRE BREAKS OUT ON A REAR PATIO AT BARCLAY FRIENDS

- **137 RESIDENTS INSIDE THE FACILITY**
- **15 STAFF MEMBERS ON DUTY**
- **FIRE RAPIDLY GROWS, EXTENDING INTO THE WEST SIDE AND ROOF OF THE ASSISTED LIVING BUILDING**
- **STAFF MEMBERS CALL 911 REPORTING A “LOUD EXPLOSION” AND SMOKE IN THE BUILDING**

TIMELINE

INITIAL RESPONSE

22:47-22:50

- POLICE, FIRE & EMS DISPATCHED
- POLICE ARRIVE FIRST:
 - BEGIN EVACUATIONS
 - 2ND ALARM REQUEST
 - MEDICAL BOX REQUEST



TIMELINE

22:52-23:00



EMS & FIRE ARRIVAL

- INITIAL AMBULANCES ON SCENE
ASSIST WITH EVACUATION AND BEGIN
TRIAGE
- COMMAND OF THE INCIDENT
ESTABLISHED BY FIRE CHIEF
- 2ND MEDICAL BOX REQUESTED

TIMELINE

EMS & FIRE ARRIVAL

23:03

- FORMAL EMS COMMAND ESTABLISHED
 - (EMS GROUP LEADER)
- FIRST PATIENTS ARE TRANSPORTED TO CHESTER COUNTY HOSPITAL (SMOKE INHALATION/LACERATIONS)

TIMELINE

23:06-23:10



- FORMAL TRIAGE OFFICER ESTABLISHED
- PATIENT TRACKING – PAPER LOGS
- HOSPITALS NOTIFIED
- 3RD MEDICAL BOX REQUESTED
- INITIAL REPORTS OF DOZENS OF BURN PATIENTS

TIMELINE

23:11-23:18



- PATIENT TRIAGE IN PROGRESS
- PATIENT TRACKING
 - PAPER LOGS
 - KC APP ATTEMPTED
- INITIAL REQUEST FOR BUSESSES
- 4TH MEDICAL BOX REQUEST

KEY TAKEAWAYS

23:11-23:18



- RESIDENTS MOVED INTO MAIN DRIVEWAY — ACCESS TO MAIN PARKING LOTS ELIMINATED
- EMS UNITS REDUCED TO 1 ACCESS POINT DUE TO WATER SUPPLY LINES
- ALL PATIENTS THUS FAR TRANSPORTED TO CHESTER COUNTY HOSPITAL
 - DELAY IN ESTABLISHING TRANSPORT OFFICER



KEY TAKEAWAYS

23:11-23:18



- NEED FOR UNIFIED COMMAND
- EMS OPERATING ON SEPARATE CHANNEL FROM FIRE
- RADIO TRAFFIC
 - COMMUNICATIONS ASSISTANT

TIMELINE

23:19-23:22



- PRIVATE AMBULANCES REQUESTED BY DES TO ASSIST WITH MEDICAL BOX

- AMR

- FAMILY MEMBERS ARRIVE

- REMOVING RESIDENTS FROM SCENE
- DIFFICULTY TRACKING

TIMELINE

23:23-23:30



- CHESTER COUNTY HOSPITAL
UNABLE TO TAKE ANY ADDITIONAL
PATIENTS
- TRANSPORT OFFICER ESTABLISHED
 - PATIENTS TRANSPORTED FROM
SCENE TO HOSPITALS (CCH,
PMH, BWH)
- SPECIALTY BUSES REQUESTED

INITIAL MEDIA COVERAGE

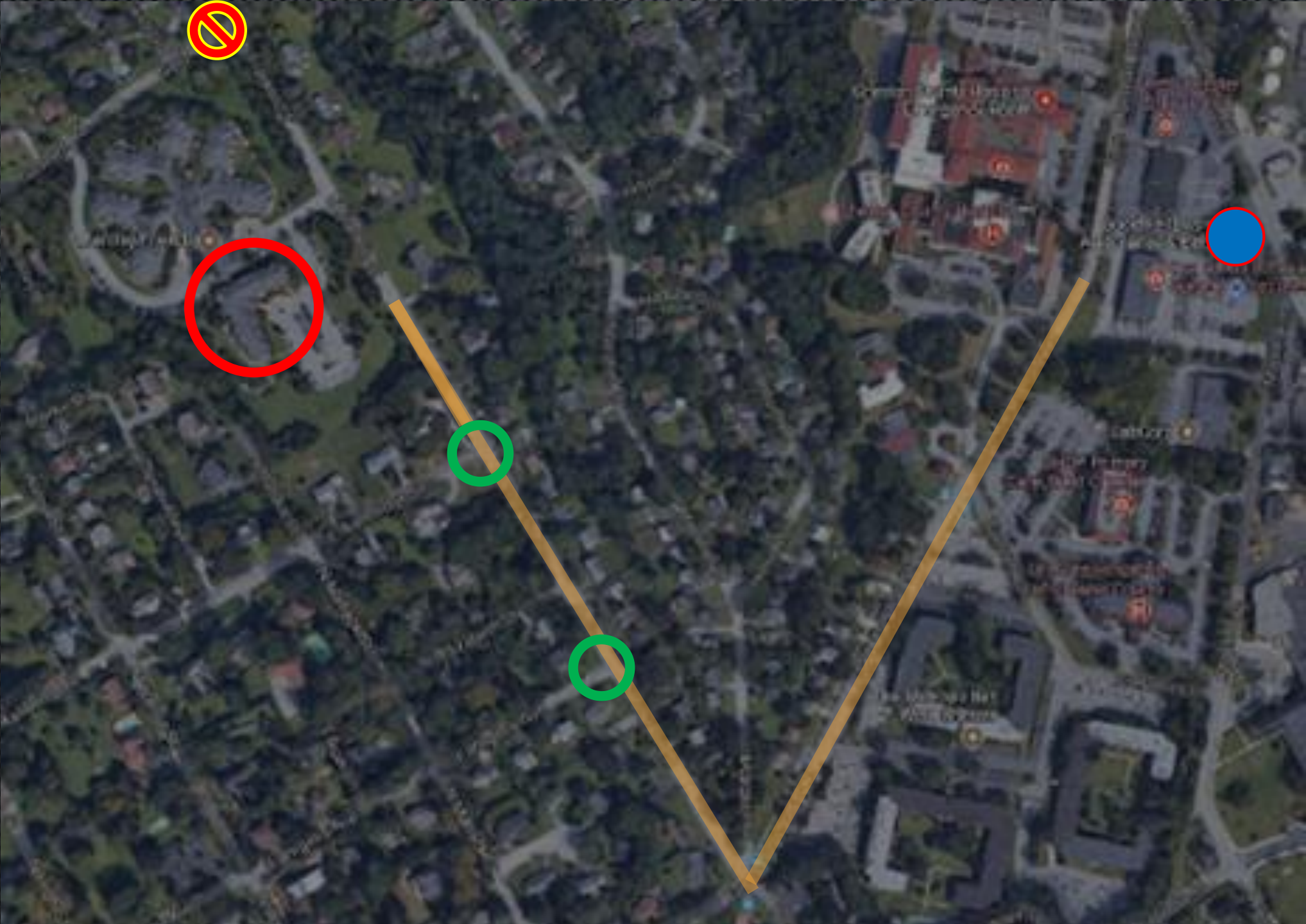


TIMELINE

23:26



- TEMPERATURES 38°-40°
- HIGH WINDS
- WATER RUNNING INTO TRIAGE AREA FROM HOSE LINES
- SECONDARY TRIAGE CENTER/ SHELTER OPENED AT GOOD FELLOWSHIP AMBULANCE



THE COMMUNITY RESPONSE



THE COMMUNITY RESPONSE



KEY TAKEAWAYS

- EVOLVING ILLNESS
 - CONSTANT RE-TRIAGE
- WHEELCHAIR/BED BOUND RESIDENTS
 - MANPOWER LIFTING/MOVING
- EVACUEES STILL ON SCENE BREATHING IN SMOKE, EXACERBATING EXISTING MEDICAL PROBLEMS

TIMELINE

23:30-23:45

- HOSPITAL BED AVAILABILITY COMPLETED BY DES/HAP
- OTHER NURSING FACILITY BED AVAILABILITY COMPLETED
- CHESTER COUNTY INCIDENT SUPPORT TEAM IN PLACE

CHESTER COUNTY INCIDENT SUPPORT TEAM

THE CHESTER COUNTY INCIDENT SUPPORT TEAM WAS FORMED IN 2008 AS A MULTI-AGENCY GROUP TO SUPPORT LARGE-SCALE FIRE, EMS, POLICE, AND HAZARDOUS MATERIALS OPERATIONS. THE IST IS COMPRISED OF REPRESENTATIVES FROM POLICE, FIRE, EMS AND OTHER AGENCIES THAT HAVE RECEIVED TRAINING IN THE NATIONAL INCIDENT MANAGEMENT SYSTEM.



TIMELINE

23:46-00:00

- RED CROSS ARRIVAL
 - COORDINATION WITH EMS COMMAND AND WEST CHESTER UNIVERSITY OFFICIALS – SHELTER OPENED IN CAMPUS GYMNASIUM
- MULTIPLE TRANSPORTS TO GOOD FELLOWSHIP AMBULANCE
 - AMBULANCES
 - BUSSES

SECONDARY TRIAGE/SHELTER AT GOOD FELLOWSHIP



SECONDARY TRIAGE/SHELTER AT GOOD FELLOWSHIP



TIMELINE

00:01-00:30

- 1ST BUS OF EVACUEES TO WEST CHESTER UNIVERSITY
- FORMAL COMMAND STRUCTURE ESTABLISHED AT GOOD FELLOWSHIP
- MCI POD ARRIVES AT GOOD FELLOWSHIP

FAMILY ASSISTANCE CENTER

00:05

- OPENED AT GOOD WILL FIRE COMPANY
- FAMILY CONTACT INFORMATION COLLECTED
- CLOSED EARLY MORNING HOURS
- REOPENED 09:45

TIMELINE

00:31-01:00

- KC EMS INCIDENT CREATED
 - DOCUMENTATION/PATIENT TRACKING

- COMM 1 ESTABLISHES COMMAND POST

- ST. FRANCIS HOSPITAL EMS RESOURCES ARRIVE

- FORMAL COMMAND STRUCTURE AT WEST CHESTER UNIVERSITY



CHALLENGES: CHESTER COUNTY HOSPITAL



- PATIENT SURGE
- COMMUNICATION
 - ADDITIONAL STAFF
 - VOLUNTEERS
 - BLIND TO THE INCIDENT
- EMERGENCY MANAGEMENT SUPPLIES
 - OFF-SITE STORAGE LOCATION
- SUPPLY REQUESTS FOR SHELTERS
 - NO MATERIALS MANAGEMENT STAFF ON DUTY

TIMELINE

01:01-02:30

- FINAL EVACUATED RESIDENTS AND STAFF MOVED FROM THE SCENE TO SECONDARY TRIAGE AND WEST CHESTER UNIVERSITY SHELTER
- CONFIRMED AT 02:16



TIMELINE

03:00

- COMMAND STAFF MEETING
- COMPILING PATIENT LISTS AND EVACUEE LIST - COMPARING TO THE FACILITY CENSUS
- EVACUEES BEING MOVED FROM GOOD FELLOWSHIP TO OTHER ASSISTING LIVING FACILITIES

TIMELINE

05:00-09:00

- ALL EVACUEES MOVED OUT OF SHELTERS TO FAMILY OR OTHER ASSISTED LIVING FACILITIES IN CHESTER COUNTY.
- 27 INJURED — TREATED AT 3 HOSPITALS
- COMPARING PATIENT TRACKING LOGS TO FACILITY CENSUS
 - DIFFERENT VERSIONS
 - RESIDENTS MOVED BY FAMILY

NOVEMBER 17, 2017

- FRIDAY MORNING —
 - UNACCOUNTED FOR RESIDENTS
 - NEWS MEDIA STORM
 - RELIEF CREWS



KEY TAKEAWAYS

NOV 17



- FAMILY ASSISTANCE CENTER CLOSED TOO EARLY
- FAMILY MEMBER CONTACT NUMBER
- NEWS MEDIA CONTACT NUMBER

THE DAYS FOLLOWING..



- ATF INVESTIGATION
- 4 RESIDENTS CONFIRMED MISSING / 4 RESIDENTS FOUND DECEASED INSIDE THE STRUCTURE





THE DAYS FOLLOWING..



- EMOTIONAL EFFECTS ON FIRST RESPONDERS AND THE COMMUNITY
- CHESTER COUNTY CRITICAL INCIDENT STRESS MANAGEMENT (CISM) TEAM

KEY TAKEAWAYS

- TRIAGE/MASS CASUALTY TRAINING
 - EMS & HOSPITALS
- NIMS TRAINING
 - THE ONLINE TRAINING ISN'T ENOUGH...
- DEVELOP RELATIONSHIPS NOW
 - HEALTHCARE PARTNERS
 - HOSPITALS
 - EMS
- PRACTICE, PRACTICE, PRACTICE..

QUESTIONS?

THANK YOU!



**BREAKING
NEWS**

Massive Nursing Home Fire
West Chester, Pennsylvania