



The National **Long-Term Care**
Ombudsman Resource Center



OFFICE

HOUR

*Last
Wednesday
of the Month*

Emergency Preparedness and the LTCOP

September 17, 2025

Welcome

- ▶ This webinar is being **recorded**.
- ▶ Use the **chat feature or raise your hand** for questions for the speakers.
- ▶ Please complete the **evaluation** questionnaire when the webinar is over.
- ▶ **Links** to slides and resources will be posted in the chat box.
- ▶ Presenters
 - ▶ **Maria Greene**, NORC Consultant
 - ▶ **Donna Case**, Regional Ombudsman, Land of Sky Regional Council, NC LTCOP
 - ▶ **Cori Search**, Lead Regional Ombudsman, Land of Sky Regional Council, NC LTCOP

Agenda

- ▶ Review of Key CMS Updates
- ▶ Updated Emergency Preparedness and Response resources
- ▶ Frontline Experiences
- ▶ Discussion
- ▶ Upcoming opportunities
- ▶ Wrap-Up

Key CMS LTCF Emergency Preparedness Updates

- ▶ Emergency planning is still required as outlined in the CMS Emergency Planning Checklist memo to state directors dated February 28, 2014. Emerging infectious diseases, personal protective equipment (PPE), etc. language added.
- ▶ Training of staff, volunteers, and contractors on EP and Communications plans at least once a year and updated as facility risk assessments are updated.
- ▶ **If** a Hospital, CAH, or LTC facility determines that the use of a portable and mobile generator would be the best way to accommodate.....**IF** there is a permanent generator.....

Key Reference Documents

- ▶ HHS ASPR Technical Resources Assistance Center and Information Exchange (TRACIE)
 - ▶ <https://asprtracie.hhs.gov/>
- ▶ State Operations Manual Appendix Z- Emergency Preparedness for All Provider and Certified Supplier Types Interpretive Guidance Table of Contents (Rev. 204, Issued: 04-16-21)
 - ▶ <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/Appendix-Z-EP-SOM-February-2019.pdf>
- ▶ [Emergency Preparedness and Response: Model Policies and Procedures for State Long-Term Care Ombudsman Programs](#) (ACL)

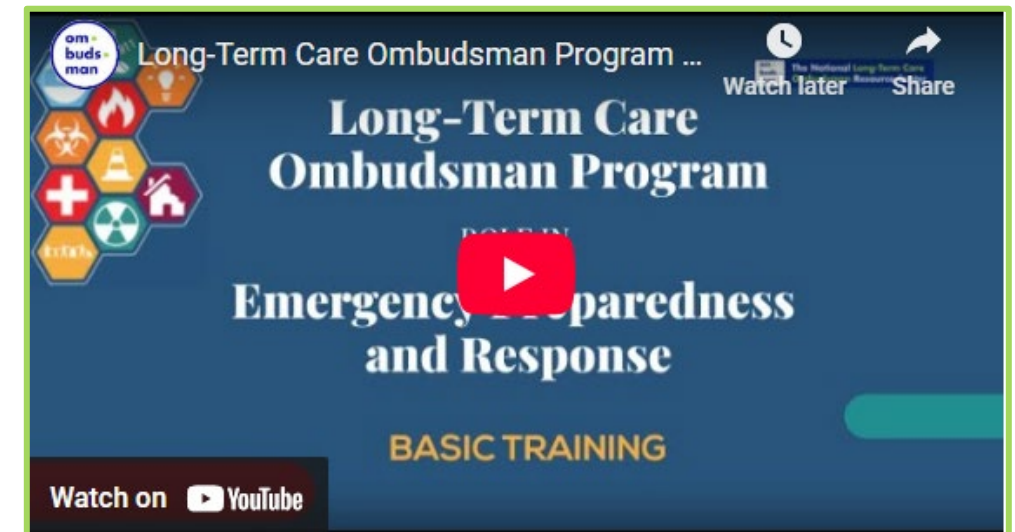


Resources

Long-Term Care Ombudsman Program Role in Emergency Preparedness and Response: The Basic


UPDATED [Training Materials](#)

- ▶ Instructions
- ▶ Training PPT (with presenter notes)
- ▶ Training Video



► Frontline Experiences





Discussion

Contact Information







- ▶ Amity Overall-Laib, NORC Director, aoveralllaib@theconsumervoice.org
- ▶ Maria Greene, NORC Consultant, mgreene@theconsumervoice.org
- ▶ Donna Case, Regional Ombudsman, Land of Sky Regional Council, NC LTCOP, donnac@landofsky.org
- ▶ Cori Search, Lead Regional Ombudsman, Land of Sky Regional Council, NC LTCOP, cori@landofsky.org



**The National Long-Term Care
Ombudsman Resource Center**

Connect with us!

-  ltcombudsman.org
-  ombudcenter@theconsumervoice.org
-  The National LTC Ombudsman Resource Center
-  @LTCombudcenter