

UTILITIES INTERRUPTION EXERCISE FACILITATOR GUIDE



Use this guide to facilitate discussion and help your team think through key operational decisions before, during, and after a utilities interruption event.

These are sample considerations—not a formal answer key. Focus discussion on practical decision-making, continuity of care, communication, and coordination.

INJECT 1 – INITIAL UTILITY DISRUPTION

Scenario: Commercial power begins fluctuating unexpectedly. Systems reset intermittently, and clinical departments report equipment and IT concerns. Engineering is assessing generator readiness.



Discussion Questions

- What immediate actions should leadership take?
- What critical systems need immediate assessment?
- Is incident command activation appropriate?

Possible Discussion Points / Considerations

- Engineering / facilities coordination
- IT and clinical equipment impacts
- Leadership notification
- Operational readiness posture

INJECT 2 – ESCALATING UTILITY FAILURE

Scenario: Commercial power fails. Emergency generators activate, but fuel sustainability may be limited. Water pressure drops, HVAC performance becomes unstable, and vendor response timelines are uncertain.



Discussion Questions

- What systems or care functions require immediate protection?
- How long can safe operations continue?
- What communication should occur now?

Possible Discussion Points / Considerations

- Generator / fuel monitoring
- HVAC and environmental safety
- Vulnerable patient/resident populations
- Vendor escalation / support delays

INJECT 3 – OPERATIONAL STRAIN

Scenario: Water service is lost. Internal communications are intermittent. Some IT systems are degraded, and staffing coverage becomes uncertain as shift changes approach.



Discussion Questions

- How will leadership sustain safe operations?
- What continuity-of-care risks are increasing?
- What staffing contingency actions should occur?

Possible Discussion Points / Considerations

- Staffing contingency planning
- Sanitation / infection prevention concerns
- Communication redundancy
- Service prioritization

INJECT 4 – EXTENDED DISRUPTION

Scenario: The outage is expected to continue. Fuel delivery is delayed, supplies are depleting, and clinical leaders raise concerns about ongoing patient/resident care risks.



Discussion Questions

- What conservation or service modification decisions are needed?
- When should leadership escalate for outside support?
- Are transfer decisions becoming necessary?

Possible Discussion Points / Considerations

- Fuel / supply conservation
- Staffing endurance
- Patient/resident prioritization
- Escalation thresholds

INJECT 5 – RECOVERY / RESTORATION

Scenario: Utility restoration begins, but systems remain unstable and require validation before full operations resume. Supply replenishment and recovery planning must begin.



Discussion Questions

- What recovery priorities should leadership establish?
- What systems require validation before full operations resume?
- What lessons should be documented?

Possible Discussion Points / Considerations

- Infrastructure validation
- Supply replenishment
- Staffing recovery
- Improvement planning

FACILITATOR TIPS

- Encourage participation from all disciplines and roles.
- Capture key themes, risks, and improvement opportunities.
- Focus on realistic operational decisions.
- Keep the discussion respectful and solution-focused.
- Document action items for follow-up.

