HOME CARE AGENCY

EMERGENCY PREPAREDNESS PLAN

FOR INDEPENDENT SUBCONTRACTORS

Effective: December 2012

(Last Updated: January 2016)
TABLE OF CONTENTS

• Introduction and Purpose
• Life Skills and Support Business Hours
• Emergency Contact Information
• Medical Emergency Procedures
• Utility Breakdown/Power Outage Procedures
• Fire Procedures
• Tornado Procedures
• Earthquake Procedure
• Flood Procedures
• Blizzard/Winter Storm Procedures
• Threatening Phone Call Procedures
• Community Emergency (i.e. Criminal Acts) Procedures
• Emergency and Disaster Tips
• Organizational Chart for Emergency Response Team

Purpose:
Emergency preparedness with written procedures to manage customer care and services in response to the consequences of a natural disaster or other emergencies that disrupts the agency’s ability to provide care and services and/or threatens the lives or safety of its customers. The Agency has established specific guidelines and procedures to be followed in case of medical emergency, fire and other disasters. Providers will be trained on responsibilities and functions for implementation in the emergency preparedness plan. Documentation of all emergencies will be ensured by the Agency in the appropriate critical incident/incident log. Education will be provided to customers, and/or customer representative, and/or customer family member and providers (staff and contractors) as appropriate on how to handle care, treatment, safety and/or well-being during and following instances of natural and other disasters appropriate to the needs of the customer.

Business Hours: RMHS Life Skills and Support Department Weekday
Monday- Friday 9AM-5PM
(303) 636-5940

After Business Hours; Weekends & Holidays:
Life Skills and Support Specialist On-Call: (720) 209-6035
Back up on-call: (720) 218-8039

Emergency Contact Information

Life Skills and Support staff provides each customer and/or family with emergency contact information in the admission packet. The packet includes the general emergency contact information shown below and an outline that guides the customer and family to include emergency contact information that is specific to them, (e.g. doctor, dentist, etc.).

General Emergency Contact Information

Police / Fire / Medical Emergency……………………..911
Fire Non-Emergency……………………………..720-913-3473
Police Non-Emergency……………………………..720-913-2677
Poison Control ……………………………..1-800-222-1222
Road and Weather Conditions…………………303-639-1111
XCEL Energy (electrical Emergency)..........1-800-895-1999
(gas emergency)………………….1-800-895-2999
**PROCEDURE:** Medical Emergency Procedures

**Life Skills and Support Home Care Agency Subcontractors**

- Whenever the situation appears to be *life threatening* or where the customer requires immediate transport to a hospital or emergency center, an ambulance is called immediately using 911.
- Customer’s emergency contact is called as soon as possible when a *medical emergency* occurs. The alternate emergency contact noted in the customer file is contacted when the primary emergency contact is not immediately available.

**Life Threatening: call 911**

- Notify designated Life Skills and Support Staff and Nurse.
- If it involves an order for new medication, call designated Life Skills and Support Staff or the emergency On-Call system (720) 209-6035 for instructions.
- Write GER (aka Incident Report) and submit it to Life Skills and Support.
  1. Critical Incident Report must be submitted within 24 hours, including weekends or holidays (including hospitalization, death, missing person, vandalism).
  2. Non-Critical report must be submitted within 48 hours, excluding weekends/ holidays.

**Non-Life Threatening**

- Call designated Life Skills and Support Staff or Nurse.
- Call emergency On-Call system (720) 209-6035 if it’s weekend or holiday.
- GER (aka Incident Report) Non-Critical, must be submitted within 48 hours, excluding weekends/ holidays.

**Life Skills and Support Provider Network Subcontractors (LEPN)**

- Whenever the situation appears to be *life threatening* or where the customer requires immediate transport to a hospital or emergency center, an ambulance is called immediately using 911.
- Customer’s emergency contact is called as soon as possible when a *medical emergency* occurs. The alternate emergency contact noted in the customer file is contacted when the primary emergency contact is not immediately available.

**Life Threatening: call 911**

- Provider notifies designated Provider Network Liaison.
- Call the On-Call Manager if the situation occurs on a weekend or holiday (720) 218-8039.
- Write an incident report and submit to RMHS via regular reporting process.
  1. Critical Incident Report must be submitted within 24 hours, including weekends or holidays (including hospitalization, death, missing person, vandalism).
  2. Non-Critical report must be submitted within 48 hours, excluding weekends/ holidays.

**Non-Life Threatening**

- Seek medical attention for the customer as needed. Seek clarification from the designated Provider Network Liaison for direction if unclear.
- Call customer’s emergency contact as soon as possible. The alternate emergency contact noted in the customer file is contacted when the primary emergency contact is not immediately available.
- Provider notifies designated Provider Network Liaison. Although not life threatening, if situation includes serious illness or bodily injury, call the On-Call Manager if the situation occurs on a weekend or holiday (720) 218-8039.
- Write an incident report and submit to RMHS via regular reporting process.
  1. Critical Incident Report must be submitted within 24 hours, including weekends or holidays (including hospitalization, death, missing person, vandalism).
  2. Non-Critical report must be submitted within 48 hours, excluding weekends/ holidays.
Utility Breakdown/Power Outage Procedures

1. **UTILITY BREAKDOWN/POWER OUTAGE**: If there is a utility breakdown (e.g., heat, cooling, lights, water, toilets) for more than 4 (four) hours, provider will attempt to arrange for all the customers to be transported to a safe place by contacting the designated Life Skills and Support Staff, or the customer’s emergency contact if Life Skills and Support Staff are not immediately available. However, if customer well-being is in imminent danger, provider will make arrangements immediately to locate a safe place to re-locate the customer to. If customer landline phone is out of order, every effort will be made to make contact from other phones, (e.g., cell phones, another home/building).

Fire Procedures

1. **FIRE**: When a fire, product of combustion or disaster endangers customers, evacuation will begin immediately and continue until the customer is no longer exposed to danger. Immediate contact with Emergency Help using 911.

2. **EVACUATION**: Provider in the immediate hazardous area is responsible for the initial evacuation of the room/area involved. Evacuation is directed by provider to a safe place until the arrival of the Fire Department or other Emergency First Responder(s). Provider is in charge of supervising customers to walk toward safety using available fire exit route(s). Any assistive device(s) will be retrieved after customer safety is ensured and any danger to the provider has been relieved, i.e., first responder so indicates safety.

Tornado Procedures

In the event of a tornado (sirens may sound or an alert may come from the Denver Metro area and surrounding cities, like Aurora, Lakewood, etc.).

1. Provider will monitor the radio or TV station for weather report.
2. Provider will take the following actions based on location of customer in the home:
   a. **No Windows**: Customer will remain in a room with no windows until the tornado warning is cancelled.
   b. **Windows**: Customer in a room with windows is in an unsafe location. Provider will help the customer to take shelter in an interior room of the home or an area without windows.
3. Provider will avoid windowed areas and exterior walls and will not leave the home unless existing conditions deem it advisable.
4. After the advisory is over, provider will report any injuries and damage to Emergency Medical authorities first and designated Life Skills and Support Staff second. The Life Skills and Support Staff will notify the customer’s Case Manager, if applicable and document the incident.

Earthquake Procedures

An earthquake usually occurs without any type of warning.

1. Provider will attempt to get the customer to a safe location, such as under a table or desk. Avoid bookshelves, glass areas and doorways.
2. After the earthquake is over, the provider will report any injuries and home damage to Emergency Medical authorities via 911 and designated Life Skills and Support Staff. The Life Skills and Support Staff will notify the customer’s Case Manager, if applicable and document the incident.

Threatening Phone call (Bomb threat) Procedures
In the event of a threatening phone call, the Provider will remain calm and obtain as much information as possible. At first availability, Provider will contact designated Life Skills and Support Staff.

1. Life Skills and Support Staff will call 911 to report the threat.
2. Life Skills and Support Staff will document as many details about the threat as possible (i.e., male or female caller, exact wording of threat, sound of voice, type and location of bomb, etc.).
3. If an evacuation is necessary, the decision will be made by Emergency First Responders and/or other emergency personnel in conjunction with a Life Skills and Support Manager or designated Staff.

Flood Procedures

1. Upon learning of a potential flood, the designated Life Skills and Support Staff (i.e., Manager, Administrator) will contact Emergency Medical authorities using 911 to ask for aid in moving at-risk customers to higher ground.
2. The Manager or other designated Life Skills and Support Staff will monitor the radio for emergency instructions.
3. Provider will be prepared to move the customer to higher ground to avoid the flood.
4. Customer safety is the number one priority. Protection of property and possession should be of no concern until the customer is safe.

Blizzard/Winter Storm Procedures

Know Winter Words of Warning

- WINTER WEATHER ADVISORY: Winter weather conditions are expected to cause significant inconveniences and may be hazardous.
- WATCH: Winter Storm conditions are possible within the next 36-48 hours. Stay updated on weather conditions.
- WARNING: Life-threatening, severe winter conditions have begun or will begin within 24 hours. Precautions should be taken immediately.
- FLURRIES: Intermittent snowfall that may reduce visibility.
- SLEET: Small particles of ice usually mixed with rain. If enough sleet accumulates on the ground, it will make the roads slippery.
- HEAVY SNOW: Four or more inches are expected within a 12-hour period.
- FREEZING RAIN or FREEZING DRIZZLE: Forecasted when expected rain is likely to freeze as soon as it strikes the ground, putting a coating of ice or glaze on roads and everything else that is exposed. If a substantial layer of ice is expected to accumulate from the freezing rain, an ICE STORM is forecast.
- BLIZZARD: The most dangerous of all winter storms. It combines cold air, heavy snow and strong winds that blow the snow around and may reduce visibility to only a few yards. Winds 35 mph. Temperature 20 degrees F. or less.
- SEVERE BLIZZARD WARNING: Very heavy snowfall is expected, with winds of at least 45 mph or temperatures of ten degrees or lower.

1. If a winter storm is in the forecast, the Provider will be expected to listen to the radio or television for weather updates and take appropriate action.
2. Battery powered equipment (i.e. radios, flashlights) will be available and checked by Provider.
3. If heat becomes unavailable, the Provider will close off unused rooms, seal cracks around doors and cover windows using blankets, pillows, clothing, etc.
4. If relocation is necessary, the Provider will contact the designated Life Skills and Support Staff and obtain instructions. This might include the customer being taken to their family member(s) or authorized representative’s home or an agency-owned/approved home.
5. Provider will contact 911 if there is an emergency with the customer regarding care during a blizzard/winter storm.

**Community Emergency (i.e. criminal acts) Procedures**

1. Upon learning of a potential or confirmed community emergency, Provider and/or designated RMHS staff will obtain as much information as possible from the media and first responder reports and will monitor for updates.

2. The Provider and/or designated RMHS staff will attempt to contact customers to confirm their whereabouts and wellbeing.

3. If the Provider and/or designated RMHS staff are physically with the customer, they will assist the customer to follow emergency responder directions. Examples of directions may include evacuating, staying in the home, etc. If the Provider and/or designated RMHS staff are not physically with the customer, they will attempt to review the instructions with the customer via phone. If contact with the customer is not possible, attempts will be made to contact the customer’s emergency contact, neighbor, other team members, etc. If needed, the provider and/or designated RMHS staff will contact Emergency Response via 911 to ask for assistance in complying with emergency responder directions.

4. Customer safety is the number one priority. Protection of property and possession should be of no concern until the customer is safe.

5. Provider and/or designated RMHS staff will contact the customer’s Case Manager and emergency contact. Provider will document in an incident report, if applicable.

**EMERGENCY AND DISASTER TIPS**

**Fires**

Fires are common emergencies which can be started via a number of reasons. Fires can be prevented by paying attention or supervising activities in the kitchen, keeping all fires watched and well maintained, throwing out oily rags in designated air tight containers, and not using any appliances with damaged or exposed wiring.

- Small fires can be put out with a fire extinguisher or water
- Grease fires should never be put out with water. Use an extinguisher or smother them with a lid or heavy blanket
- Electrical fires should only be put out with an extinguisher. Never use water

In case of a major fire, heed all fire alarms. Keep your head low to avoid smoke inhalation. Exit the building as soon as possible and call 911. Avoid using elevators. Test door handles with the back of your hand for heat to ensure that fire is not behind the door. If trapped, call 911 immediately. If ceiling is collapsing, curl up into a ball side ways with your right side towards the ceiling, shielding your head and body with your right arm. It is most important to protect your head with both hands.

**Severe Thunderstorm**

The National Weather Service will issue warnings when a thunderstorm is strong enough to fit this category. Remember the following:

- Close all windows
- Stay indoors
- Minimize use of computers or phones that are plugged into phone lines, Ethernet cables, or power outlets
- Do not take showers. Minimize use of toilets or urinals that are hooked up to sewer lines
Tornado

Tornado warnings are signaled by sirens. This is a call to turn on a television or radio to a local affiliate. If instructed to, head to the lowest, centermost part of the house and stay away from windows until all is clear. Tornados can be seen via a funnel shaped cloud and give off a sound similar to a train or jet engine.

Gas Leak

Natural gas is odorless and colorless but a sulfurous smell is added to it for easy detection. If you smell gas in a customer’s home, evacuate immediately, call 911, and then call Xcel Energy at 1-800-895-2999 immediately.

Mustard Gas

Ammonium Chloride (NH4Cl) is a mustard gas that is often mistakenly mixed in the home. Never mix cleaners containing ammonia such as glass cleaner with chlorine bleach. If this occurs, evacuate the house immediately and call 911.

Carbon Monoxide

Carbon Monoxide (CO) is a colorless, odorless gas emitted in large quantities from old furnaces and water heaters. It is heavy and travels across the floor or a few feet above the ground.

- Never put or store anything on top of a furnace or water heater
- If a CO alarm goes off or the customer begins feeling dizzy, nauseous, or disoriented while lying down, evacuate the house immediately and call 911 and Xcel Energy

Flood

When rain is heavy enough to potentially flood roadways and homes, pay close attention to the radio and television broadcasts and heed evacuation instructions.

Crime

If there is suspicious activity or you see a crime in progress, do not get involved. Find a safe place, call 911, and stay on the line providing as much assistance as you can.
Organizational Chart for Emergency Response Team
For
Life Skills and Support Provider Network Contractors (LEPN)

Disaster Commander-
Title: Administrator
(Jodi Merrill-Brandt)
Office: 303-636-5821
Cell: 720-350-0445

Alternate Disaster Commander-
Title: Program Manager
(Karen Harvey)
Office: 303-636-5890
Cell: 720-218-6275

Agency Manager-
Title: Health Services Mgr (Terri Jackson)
Office: 303-636-5953
Cell: 303-656-0369

Agency Supervisor-
Title: Provider Network Spec.
(Samantha Anderson)
Office: 303-636-5829
Cell: 303-489-4709

Agency Supervisor-
Title: Provider Network Spec.
(Janice McKay)
Office: 303-636-5797
Cell: 720-666-4527

Agency Supervisor-
Title: Provider Network Spec.
(Hannah Dresdner)
Office: 303-636-
Cell:

Agency Supervisor-
Title: Provider Network Spec.
(Allana Farley)
Office: 303-636-5730
Cell: 303-746-9786

Personal Care Worker
Title: LEPN Independent Subcontractors

Customer / Authorized Representative

Administrator to contact

Chief Executive Officer