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**Disaster Emergency Management Policy**

**PLAN MISSION STATEMENT**

Consistent with the mission, vision, and values of the organization to provide safe care, treatment, or services, this plan establishes the parameters of its response to emergency situations, including disaster planning.

**PURPOSE**

To guide the organization’s response to situations that pose an immediate danger to the health and safety of individuals served, staff, and visitors; to return the organization to a normal status; and to comply with regulations.

**SCOPE**

This applies to all emergency situations that affect the safety and security of the organization, originating both within the organization and outside of it.

Applies to both natural disasters and human-created situations.

**RESPONSIBILITIES AND REPORTING STRUCTURE**

The COO does the following:

* Receives reports of the activities of the Emergency Management Program from the Emergency Management Director
* Reviews the reports and, as appropriate, supports the ongoing activities of the Emergency Management Program
* Helps determine fiscal needs to support the Emergency Management Plan

The Management team does the following:

* Participate in planning activities and review at a minimum yearly, the Emergency Management Plan
* Implement emergency management across the six critical areas (communications, resources and assets, safety and security, staff responsibilities, utilities, and clinical and support activities)
* Collaborate across clinical and operational areas to implement emergency management organization wide
* Identify and collaborate with community response partners

The Emergency Management Director does the following:

* Reports the activities of the Emergency Management Program to the governing body
* Works under the general direction of the chief operating officer (COO)
* Ensure that fire drills are conducted at each Cedar Creek Site 4 times a year, with each occurring 2 months or more between each drill. Drill observations must be documented and maintained at the facility for at least 2 years. Documentation must include: 1) Location of the drill, 2) Documentation that identifies participating staff, 3) Problems identified during the drill, 4) steps taken to correct such problems and 5) Signature of the individual responsible for day-to-day operations of the health care facility.
* Ensures that each site has a review or physical exercise of procedures once per year. Cedar Creek will maintain records for a minimum of 3 years. The report must include: 1) date and time of review or exercise, 2) names of staff involved in review or exercise, 3) The names of other health care facilities, if any, which were involved in the review or exercise, 4) the names of other persons involved in the review or exercise, 5) a description of all phases of the procedure and suggestions for improvement and 6) the signature of the person conducting the review or exercise.

The disaster director advises the COO regarding any emergency management issues that may necessitate the following:

* Purchase of supplies and equipment necessary for the improvement of the emergency response capability
* Management of grant programs and equipment
* Changes to policies and procedures
* Orientation, education, and training of staff regarding emergency response
* Integration of, and ensuring the consistency of, the organization’s incident command structure into the community’s command structure
* Evaluation of the effectiveness of the Emergency Management Plan through a comprehensive exercise and evaluation process
* Reporting of disaster drill activity and interim changes to the plan

Department managers/directors do the following:

* Ensure new personnel receive orientation regarding emergency response.
* Provide new personnel with department-, job-, or task-specific education and training regarding emergency response.
* Provide any necessary assistance to the disaster director and/or Emergency Preparedness Committee.

All staff members do the following:

* Participate in applicable emergency response orientation, education, and training activities.
* Learn and follow department-, job-, and/or task-specific procedures for emergency response.

**Emergency Response Plan**

Emergency Response Plan addresses each of the emergencies identified as priorities in the HVA. Each plan includes information about the following aspects of emergency management, as they relate to the specific emergency described in the plan:

* + The emergency preparation activities will include fire drills, 4 times a year with a minimum of 2 months between each and emergency preparedness or exercises yearly
  + Criteria for activating the plan will be when a disaster is declared an emergency by fire officials or governmental agencies
  + The Individual responsible for authorizing activation for the plan are the Emergency Management Director, Owner or COO
  + The Chain of command for the duration of the emergency will be the facility owner, followed by the COO and then the Emergency Management Director
  + Emergency response processes for leadership, staff, and volunteers will be assigned by the Emergency Management Team
  + Management of individuals served and care, treatment, or services activities for the duration of the emergency will be the responsibility of the Emergency Management Team
  + Alternative sites for care, treatment, or services will be identified by the Emergency Management Team
  + Criteria for terminating the plan will be when the emergency or disaster is not identified as such by the fire marshall or any governmental agency
  + Emergency recovery activities, including, but not limited to, capture of clinical/case record information, financial information, and restoration of areas modified for emergency use will be determined by the Emergency Management Team. All financial information, human resources and client information is electronically stored and is accessible off site.

Processes for the management of staff during an emergency, including:

* Assigning staff to all essential functions will be conducted by the Emergency Management Team
* Identifying individuals to whom staff report in the organization’s incident command structure will be conducted by the Emergency Management Team
* Providing staff support needs such as housing, transportation, and incident stress debriefing will be conducted by the Emergency Management Team
* Providing family support needs for staff (for example, children, pets, elder care) will be conducted by the Emergency Management Team
* Implementing a system to track the location of on-duty staff during an emergency will be conducted by the COO

The Emergency Management Team will ensure that:

* Processes are in place for the management of utilities during an emergency, including alternative means for providing the following:
* Electricity and lighting
* Water for consumption, essential care activities, equipment operation, and sanitary purposes
* Fuel for building operations, generators, and essential transport services provided by the organization
* HVAC
* Other utilities deemed essential

Processes for the management of individuals served during an emergency, including:

* Maintaining or expanding services
* Curtailing services
* Closing the organization to new individuals for service
* Notifying individuals served of closure and resumption of services
* Overseeing activities as part of scheduling, triage, assessment, admission, transfer, and discharge of individuals served
* Coordinating staged or total evacuation to a safe location within or outside of the organization
* Meeting personal hygiene and sanitation needs
* Providing mental health service needs
* Documenting and tracking clinical information
* Tracking the location of individuals served who are sheltered on site

Plans for the management of resources and assets, including:

* Conserving resources
* Obtaining and replenishing medications and related supplies
* Obtaining and replenishing medical supplies such as personal protective equipment
* Obtaining and replenishing non-medical supplies
* Sharing resources and assets with other health care organizations

**1.5 Emergency Communications Plan**

* Monitoring quantities of resources and assets during an emergency
* Arranging transportation for individuals served, as well as their medications, supplies, and equipment, and for staff to an alternative care site(s)
* Arranging the transfer of pertinent information such as essential clinical and medication-related information with individuals served moving to alternative care sites

Communication during emergency situations is addressed in the organization’s Emergency Communications Plan. Elements of this plan include the following:

* Methods used to notify affected staff when Emergency Response Plans are implemented. These include, but are not limited to, an overhead announcement system, telephones, pagers, cell phones, reverse 911 systems, amateur radios, identified television and radio programs, employee hotline, and backup systems and technologies
* Methods used to notify governmental authorities, local emergency management agencies, and other external organizations when Emergency Response Plans are implemented and of essential elements of their respective command structures, resources and assets, and names of individuals served and the deceased
* Methods used to communicate with staff, individuals served and their families, governmental authorities, local emergency management agencies, third parties, and other affected groups throughout the emergency
* Methods used to communicate with the community or the media
* Processes to communicate with suppliers of essential services, equipment, and supplies
* Methods of communication with any established alternative care site
* Process for communicating information about the general condition and location of individuals served to entities assisting with disaster relief
* Process, in the event of an evacuation, to release information about individuals served to the family, representatives, or others responsible for the care of the individual
* Names and contact information of the following:
* Staff
* Licensed independent practitioners
* Other local health care organizations, including hospitals and critical access hospitals
* Volunteers
* Entities providing services under arrangement
* Relevant federal, state, tribal, regional, and local emergency preparedness staff
* Other sources of assistance
* The Emergency Management Director is responsible for the following activities:
* Maintains a current contact list and phone tree to be used during an emergency.
* Establish criteria for calling staff to the facility to assist with the emergency response.
* Maintains a current contact list for governmental, commercial, and other external emergency response organizations.

The COO performs the following activities:

* Authorizes contact with relevant external organizations during an emergency.
* Forwards relevant information to various external organizations.
* Coordinates interaction between the organization and all external emergency response organizations.

**Continuity of Operations**

The Emergency Management Plan establishes processes for maintaining continuity of operations during an emergency, particularly management of care, treatment, or services. It addresses the following elements:

* The Emergency Management Director will be the key person responsible for ensuring that there is follow-up in the event of an emergency/disaster
* The Emergency Management Director, Owner, COO and DOO will comprise the emergency response team. Clients in a facility when disaster occurs will be provided with safe space until they can safely travel to their homes. If clients need transportation and the authorities deem transportation safe, staff will be assigned to transport clients to their residences
* Medication lists are stored in the EHR. Medication management staff will ensure that clients have adequate medications and work with local pharmacies to ensure that there are no gaps in prescribed medications for clients.
* The Emergency Management Response team will collect information from local hospitals and governmental officials if clients need housing or basic needs.
* Therapists will provide crisis services and assist in contacting clients and triage needs of clients as they arise
* Case managers, CBPRS and Peer Support staff will be utilized to communicate with individuals and families
* Fire escape routes will be utilized for emergency evacuations of clients and staff
* Continuation of client services will be determined by site managers and the emergency management team. Options such as telehealth and telephonic services will be offered.
* Alternate locations for services will be explored in each community in the event an office cannot continue to be the location for services
* OIG and Medicaid Officials will be notified as to what the emergency is and plans for service continuation

**ORIENTATION AND EDUCATION**

Emergency Preparedness Drills

The Site Managers perform the following activities:

* Conducts emergency preparedness drills at least once annually (an actual emergency response can be treated as a drill).
* Designs drills to test various elements of the Emergency Response Plans
* Involves local emergency response agencies in planned drills, when possible and appropriate.
* Documents response to planned drills (or actual emergency responses, as applicable).
* Analyzes results of drills to identify opportunities for improvement.
* Coordinates the organization’s participation in at least one communitywide emergency preparedness drill every year that is relevant to the high-priority emergencies identified in the HVA.
* All staff and employees perform the following activities:
* Participate in orientation on the Emergency Management Program within 30 days of new hire.
* Participate in department-, job-, and/or task-specific training regarding emergency preparedness and response.
* Participate in all planned emergency preparedness drills.

**PERFORMANCE MONITORING**

The disaster director manages performance measurements related to the Emergency Management Program, including performance of the following activities:

* Provides quarterly reports on performance and experience to the COO
* Includes the following elements in those quarterly reports:
* Ongoing measurement of performance
* Reports from the individual(s) designated to monitor performance and document opportunities for improvement
* Summary of identified problems
* Potential improvements to the Emergency Management Program, including the Emergency Management Plan, Emergency Response Plans, or any related policies and procedures as identified during drills and/or implementation
* Results of any root cause analyses of sentinel events (as applicable)
* Establishes performance indicators that objectively measure the effectiveness of the Emergency Management Program.

**ANNUAL EVALUATION**

The Emergency Management Director does the following:

* Reviews the objectives and scope of its Emergency Management Plan at least annually.
* Reviews the Emergency Management Plan at least annually.
* Reviews the HVA at least annually.
* Conducts an annual review of its inventory.
* Reports on the results of those reviews to senior organization leadership on an annual basis.

Use the following sources in this evaluation:

* Internal policies and procedures
* Incident report summaries
* Emergency Preparedness Committee meeting minutes and reports
* Findings by outside agencies, such as accrediting or licensing bodies
* Reports findings of this evaluation to the COO
* Implement recommendations of the COO or Owner

The COO

* Reviews and approves the report from the disaster director.
* Documents its deliberations, actions, and recommendations
* Distributes the annual evaluation to the following:
  + Owner
  + Site Managers, as appropriate

REFERENCES

Joint Commission Standard EM.02.01.01, EP 2. The organization has a written Emergency Management Plan that describes the response procedures to follow when emergencies occur.

Joint Commission Standard EM.02.01.01, EP 4. The organization has a written Emergency Management Plan that describes the recovery strategies, actions, and individual responsibilities necessary to restore the organization’s care, treatment, or services after an emergency.

Joint Commission Standard EM.02.02.11, EP 1. The Emergency Management Plan describes how the organization will manage its activities related to care, treatment, or services.

Joint Commission Standard EM.03.01.03, EP 5. Emergency response exercises incorporate likely disaster scenarios that allow the organization to evaluate its handling of individuals served, communications, resources and assets, internal security, and staff.