

All for Kids Home Health
**Emergency
Operations
Plan**

Objectives:

at the end of this session the learner will:

- Be able to describe the emergency operations plan at AFK
- Be able to explain your role during an emergency
- Define how to prepare for an emergency
- Explain communications during an emergency
- State what to do during an evacuation
- Describe what to do during various types of emergencies/Disasters





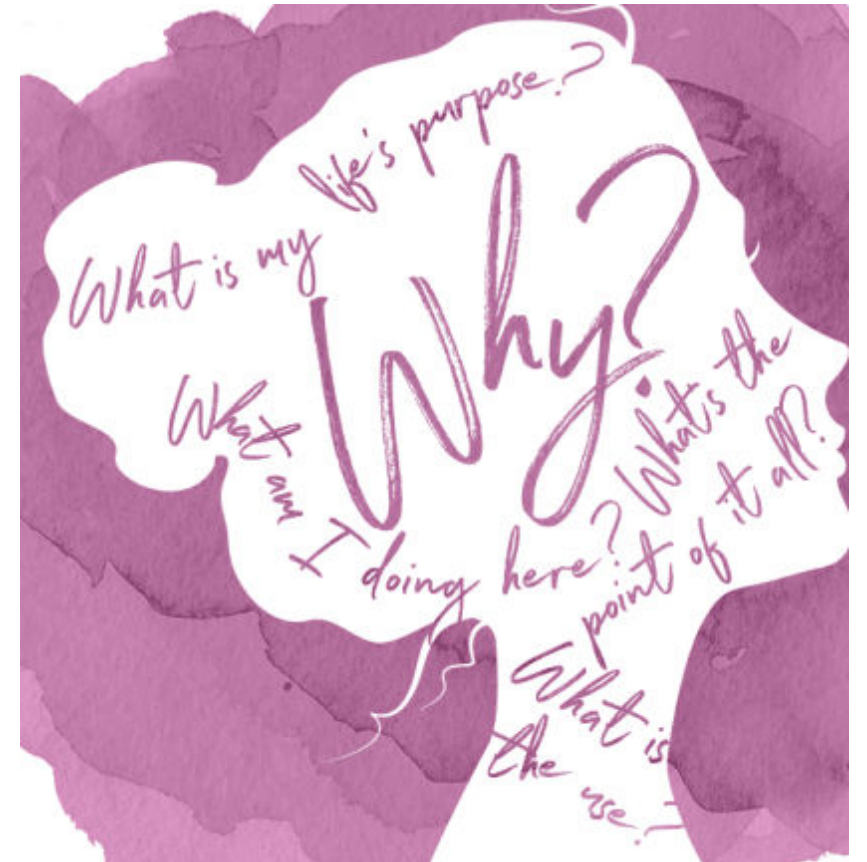
Instructions for the Learner

- Read through the material
- If you have questions about the material, contact AFK
- Take the quiz and submit
- Resources are located on ADP and in the following policies:
 - AFK Emergency Operations Plan
 - Communication During Emergencies
 - Inclement Weather
 - Active Shooter
 - Fire Safety
 - Utilities management
 - Influenza
 - Infection Control Policies

The Purpose

The emergency operations plan is a comprehensive framework to prepare and manage emergencies and disasters to:

- Ensure the safety and well being of clients and staff
- Ensure agency financial viability and continuity of business operations and care
- Support community partners



Definition of an Emergency (cdphe, 2017)

Is a natural or human made event that:

- Significantly disrupts the environment: i.e., storms
- Disrupts care and services such as loss of utilities or telephones
- Increase the demand of the organization's services or those of our community partners



DISASTER



Why should you be ready

- First responders only make up 1% of responders and are dependent on others in the community to help
- The best way to not be a casualty is to prepare



How to prepare



- Have a personal disaster Plan: Make a Plan that everyone in the family knows
- Know the agencies plan
- Participate in drills at work and practice at home
- Refer to your manual for supplies and suggestions
- Listen to warnings and alerts
- Remember: during an emergency, field staff may not be able to make home visits

Preparing the Home

- At the time of admission, the nurse will document in the medical record a risk score based on the patient's vulnerability- this enables the agency to notify responders of the highest risk patients
- What the Parent can do:
 - Register for emergency alerts via SMART 911
 - Register with the utilities company
 - Register with Homeland Security
 - Prepare go bags and supplies
 - Review the information in your handbook





Build a Kit

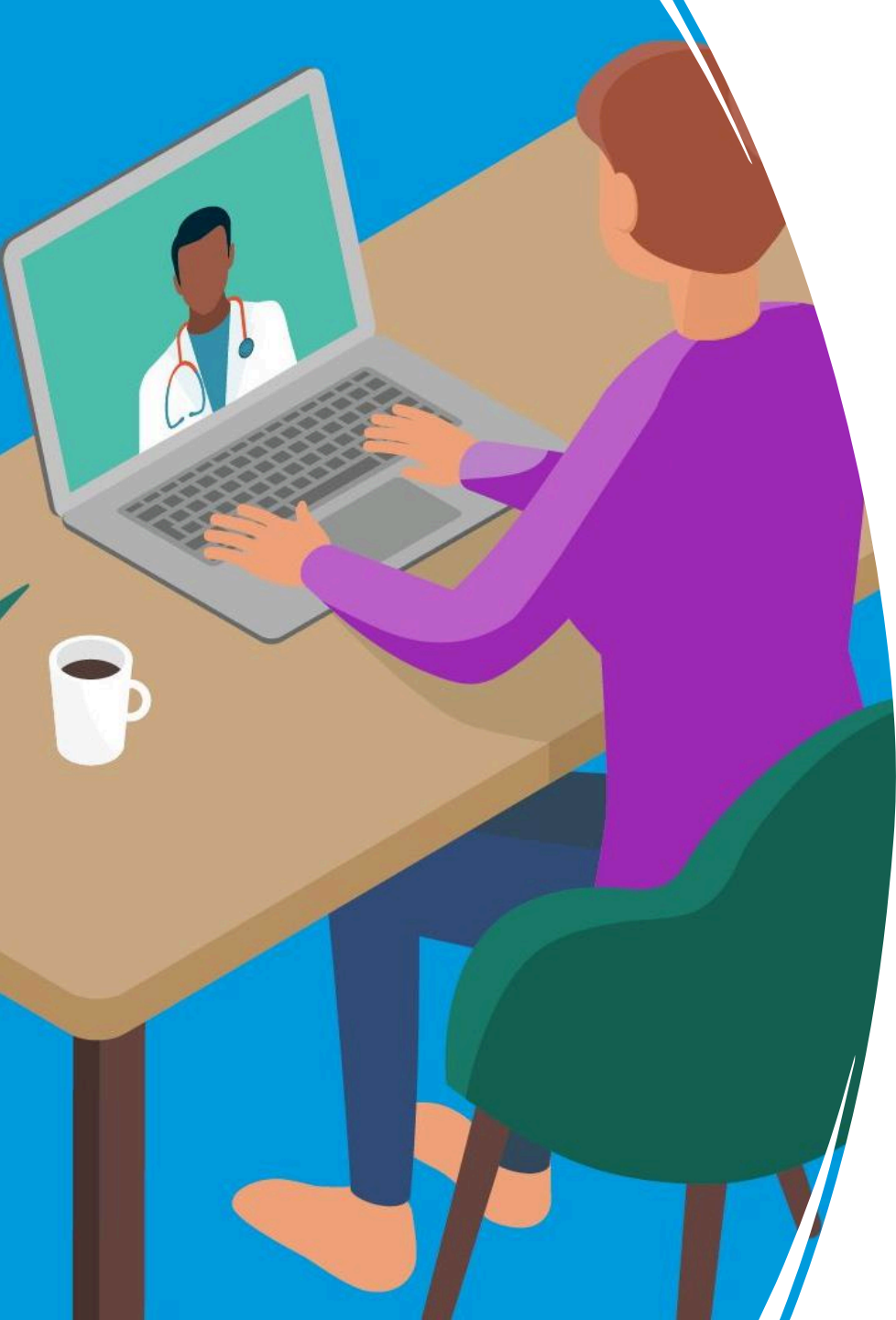
Resources

- American Red Cross Emergency Preparedness
- Ready.gov
- Department of Homeland Security
- Your orientation materials
- Your New Patient Handbook
- Consider a kit for home, your car and your pets

Plan activation



- Any employee receiving a report of a potential or unfolding disaster or emergency event should notify AFK
- Activation of the emergency plan will be determined by the administrator
- Once activated, the agency will centralize communication to ensure safe care of clients



Plan activation: The Agency

- Services the agency may provide:
 - home visits
 - phone assessments
 - assistance with arranging client transportation
 - Assistance with obtaining supplies
 - Contact with emergency responders
- Communication with clients to ensure safety and needs
- Ensure staff safety
- The agency may use volunteers or staff from other agencies if there is a need to increase the staff support

Communication During an emergency

- A list of emergency contact numbers can be found in the Patient & Employee Handbooks and at the agency
- Communication may occur electronically, verbally, by phone or fax. During most emergencies, text messaging is the most reliable communication tool.
- A radio tuned to 850am can be used to listen to updates
- The agency and staff are encouraged to register SMART 911 to receive messages from local emergency personnel



Smart911TM

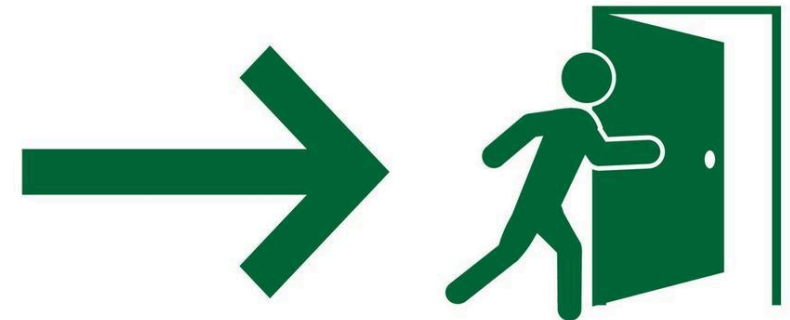


Managing the Client

- Continue to document care provided
- If you are unable to document electronically, record on paper and enter into the electronic medical record (KanTime) when it is possible
- During an acute disaster, the Clinical Case Managers may not be able to make a home visits
- Follow the directions of the local emergency response team in your county
- If you need assistance or evacuation, call 911 and notify AFK who will also try to assist
- Keep paper, flashlights and other equipment available

Evacuation

- Agency evacuation- in the event that the agency's main office location must evacuate, a text will notify clients and staff about where the alternate, temporary command center will be located. (Note: "Command Center" is another word for agency headquarters or main office).
- If you need to evacuate:
 - First- ensure you and your family are safe
 - Be sure to bring your go-bag
 - If you need assistance, call 911 and/or notify the agency
 - To enable friends and family to locate you, register at the Red Cross "Safe and Well" data base :[https://safe and well. Communityos.org/](https://safeandwell.communityos.org/)
- You may be asked to shelter in place- see the resource list in your book for recommended supplies- Have food , water, medications for at least 3 days.
- Notify AFK of your location. Remember, all shelters are different and may or may not be able to accommodate children with disabilities





Potential Emergency/Disasters

- Loss of Power/Phones/Water
 - May result in communication failures- have important numbers and communication plan for your family
 - May result in loss of power- register with utility companies. Have a back up generator, blankets, flashlights etc.
 - May result in loss of water- have water for drinking. Store water in tub to flush toilets
- Stay alert to communications about potential risks. You can listen to situations on the radio, and online emergency services and weather sites
- Have your go-kits ready
- Crime- if there is suspicious activity or you see a crime in progress, do not get involved. Find a safe place and call 911.

Potential Emergency/Disasters: Fire

- Know all exits out of building
- Have a fire exit plan at home
- If you smell smoke or see a fire call 911
- Isolate the fire by closing doors and evacuating
- As soon as possible after the incident, notify the agency





INCLEMENT WEATHER INFORMATION

Potential Emergency/Disasters: Inclement weather

The operations staff will track warnings and warn staff and clients

The decision to implement the operations plan will be decided by the administrator

For more resources refer to:

- AFK policies in inclement weather
- Your client handbook
- Ready.gov (FEMA)
- American Red Cross Emergency
- Preparedness
- Colorado Department of Homeland Security

Inclement Weather Tips

- Be prepared for power outages
- During snow/ice-
 - Keep driveways clear
 - Have winter survival kit in your vehicle
- Severe thunderstorm-
 - close all windows inside
 - Minimize the use of computers plugged into phone lines
- Tornado-
 - Close all windows, doors and blinds
 - Pick a safe place inside not near windows such as a basement or interior of home
 - If in a trailer, evacuate to safe place
- Flooding-
 - Do not enter low water crossing
 - Keep electrical away from water



Potential Emergency/Disasters: Active Shooter

- Remember:
 - **RUN**
 - If you can't run **HIDE**
 - If you can't hide **FIGHT**
- Be aware of your environment at all times
- Take note of the nearest exits
- If you are in an office, secure the door
- If you are in a hallway, get in a room and secure the door
- Silence Cell phones
- When it is safe to do so, call 911



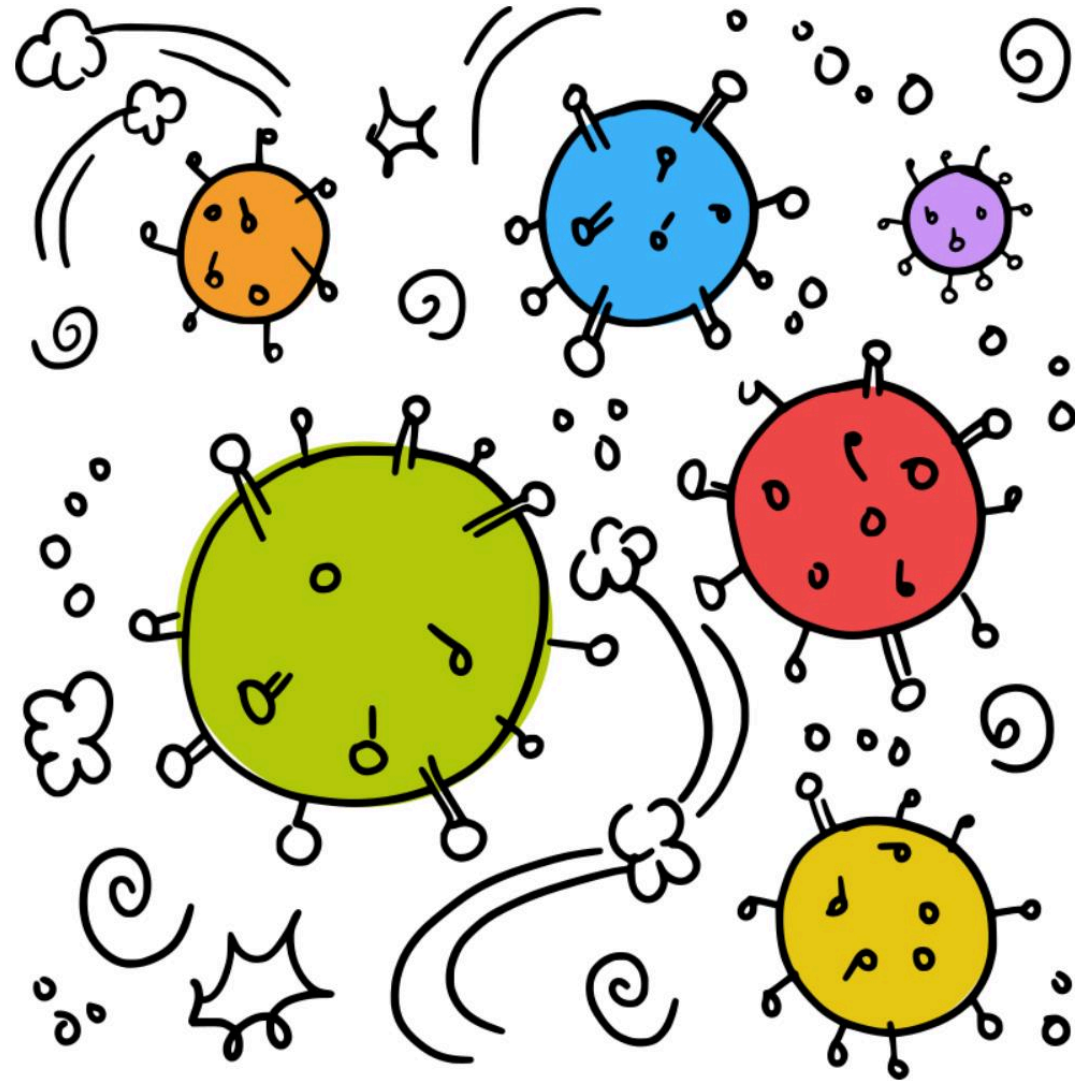
Potential Emergency/Disaster: Terrorism/Bomb Threat

- Threatening phone call-
 - Remain calm and obtain as much information as possible
 - At first opportunity, contact manager or someone who can alert 911
 - Keep them on the phone- find out location of bomb, type and write it down exactly what they say
- Bomb
 - Exit building calmly
 - If it detonates, get under a desk to avoid falling debris
 - If trapped, use a flashlight and bang on pipes- shout only as a last resort as this may cause you to inhale dust



Potential Emergency/Disaster: Emerging Infectious Disease (Pandemics)

- AFK staff will monitor clients and staff for any potential report of a communicable diseases , influenza or other illness
- Leadership, in partnership with CDPHE and other community health partners will decide on the course of action which may include:
 - Isolating at home
 - What precautions to be taken to prevent spread.(i.e-Flu Shots)
 - HANDWASHING- The most important tool to prevent the spread



Recovery after an Emergency



- The administrator or designee will account for all staff and clients and report anyone not accounted for
- The administrator will determine when it is safe to resume services and admit new patients
- After the incident, there will be a debrief with staff to determine what went well, what did not, and what is needed to resume services
- To ensure all staff are prepared for emergencies/disasters, year drills and education will be provided