



Sample Disaster & Emergency Preparedness Policy & Procedure Manual

**Commissioned by Detroit Area Agency on Aging as part of the
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SAMPLE DISASTER & EMERGENCY PREPAREDNESS POLICY & PROCEDURE

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SAMPLE DISASTER & EMERGENCY PREPAREDNESS POLICY & PROCEDURE

Purpose

The Purpose of this plan is to provide for the protection of the residents, employees, and visitors of this facility in the event of a disaster or emergency. This guide will also provide an orderly operation of the facility, a coordinated use of resources and personnel, and operational guidance in outlining the responsibilities of the personnel of this facility.

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Training

Each employee will be responsible for reading the Facility Disaster and Emergency Preparedness Plan.

- All Supervisors or Department Heads will ensure that the plan is available to the employees and that they have a clear understanding of their roles and responsibilities.
- During the monthly drills, the emphasis will be directed toward educating the new employees. This will be accomplished through the assistance of senior employees.
- The Disaster and Emergency Preparedness Plan will be covered during initial orientation and at least annually thereafter.
- A copy of the Disaster and Emergency Preparedness Plan is available at each nurse's station and within each department for reference and review by each employee.

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Disaster Notification

Policy:

It is the policy of this facility to maintain and promote accurate and consistent information regarding the state of disaster and to maintain a safe environment for our residents, personnel, and visitors.

Procedure:

The Business office, being the continuously manned station, will receive notification of impending disaster conditions from outside the facility. It is *important* that this information be given to the *administrative person in charge immediately*.

Upon receiving notification of impending disaster, the *administrative person in charge* will alert and brief the department heads of the situation.

Each *department head* will advise the administrative person in charge of the number of staff on duty and the availability of call-back employees, along with the number of volunteers to assist the facility. This will include the status and specific needs of the residents.

Each department head will take an inventory of resources needed by their department. This will be reported, along with any additional staff and/or equipment needs, to the administrative person in charge.

If the effects of the disaster upon the facility are such that outside personnel, resources, and/or relocation are warranted, the administrative person in charge shall notify the following:

- Insert appropriate emergency contacts here

After being briefed, all department heads will return to their departments and ensure that all employees have been briefed and have the opportunity to review their disaster assignment. (*Copies of the emergency response plan are located at each nurse's station and in each department.*)

Each department is responsible for the call back of its employees upon the direction of the administrative person in charge. The department heads will perform the call backs.

All called-back employees and volunteers, when reporting for work, will report directly to the administrative person in charge. Employees will sign in with the administrative person in charge and will then report to their department for an assignment. If the employee is not needed in his/her respective department, he/she will report back to the administrative person in charge for an alternate assignment. When the disaster operations are completed, all employees and volunteers will return to the administrative person in charge and sign out.

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Disaster Codes

Policy:

It is the policy of this facility to maintain and promote accurate and consistent information regarding the state of disaster through communication that will limit the level of anxiety felt by our residents, personnel, and visitors.

Procedure:

When calling a Disaster Code, remember to always speak clearly. Pick up any telephone in the facility and activate the Public Announcement (P.A.) button. Announce your code and location three times.

The following codes will be used to designate the type of emergency or disaster:

- CODE RED.....FIRE or EXPLOSION
- CODE GREEN.....TORNADO

To announce a bomb threat, verbally communicate to staff.

Never use the P.A. system, telephone, or any system that may initiate a trigger of a bomb.

CODE E.....BOMB THREAT

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Missing Resident

Policy:

It is the policy of this facility to reasonably protect the residents from harm through the prevention of elopements.

A missing resident is one that cannot be located within the facility and has not been signed out.

Procedure:

The oncoming and outgoing charge nurses will compare the facility census with an actual count of residents from shift-to-shift as a part of his/her rounds.

If there is evidence of a missing resident, the charge nurse will check the resident's chart to determine if the resident was signed out.

If it is determined that the resident was not signed out, the charge nurse will immediately announce over the P.A. system: *"Attention all staff — missing resident, ___ unit."* This will be repeated three times

After hearing a *missing resident* announced, all staff on duty are to call or report to the floor announced to receive a description and name of the missing resident.

One nurse and nurse aide will remain on each unit except for the midnight shift in which the nurse may have to move between units.

All other personnel will begin a search of the grounds and facility to locate the resident with the following specific assignments:

- *Nursing* — Search all areas of the resident care units (if occurrence is outside of business hours, search area will need to be expanded to include grounds, basement level, and office areas. Notification of the administrative person in charge should take place immediately to initiate staff call back.)
- *Security* — Search grounds.
- *Maintenance* — Search basement level.
- *Business Office* — General and administrative office areas.
- *Dietary, Laundry, & Housekeeping* — Report to floor to receive assignment.

Personnel locating the missing resident will assist her to her unit and notify the charge nurse.

An announcement will be made by the personnel finding the resident over the P.A. system, stating the following: *"Attention all staff — missing resident — all clear."* This will be repeated three times.

The charge nurse will perform a thorough assessment of the resident's condition and act accordingly to treat as needed.

The Interdisciplinary team will review the situation to determine causative factors and develop preventive actions for prompt implementation.

If the resident has not been located within 10 minutes, the local authorities will be notified by calling 9-1-1.

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If the resident is not located within eight hours, the Bureau of Health Services must be notified at:

1-877-278-8484

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Fire Plan

Policy:

It is the policy of this facility to reasonably protect the health and safety of our residents, personnel, and visitors through the development and implementation of this fire plan, in accordance with the applicable local, state, and federal regulations.

The Fire Procedure outlined below contains the basic elements that every employee will need to know and keep in mind if a fire should strike this facility. The facility is protected by an automatic sprinkler system, smoke detectors, and manual pull stations.

Procedure:

Fire Detection and Safety Equipment

- Smoke and fire alarms will be maintained according to manufacturers' guidelines and in conjunction with local, state, and federal regulations.
- Smoke and fire alarms will be tested on an annual basis to assure continued functioning.
- Sprinkler systems will be inspected on an annual basis to assure continued functioning.
- Fire extinguishers will be maintained in locations according to the regulations, certified annually, and checked for charge monthly.
- Staff will be educated on fire detection and safety equipment at least annually.
- Remember the "18-inch Rule" — All items must be 18-inches from the bottom of the sprinkler head.

Response to Detected Fire/Smoke – R.A.C.E.

- The presence of smoke is assumed to accompany fire and will be responded to in the same manner as fire. Follow the procedure outlined below if detected in a resident room:
 - **Rescue:** Rescue residents from danger in the following order:
 - a. Residents in immediate danger
 - b. Ambulatory Residents
 - c. Residents close to danger area
 - **Alarm:** Sound the alarm
 - **Contain:** Contain the fire – close doors and windows
 - **Extinguish/Evacuate:** Horizontal, Vertical, Total

What you should do when the fire alarm sounds:

1. Remove the residents from the room if able and close the door behind you.
2. Pull the nearest fire alarm box.

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3. Call 9-1-1 and report the name of the facility, location of the facility, and location of the fire within the facility.
4. Close all resident room doors and any other fire doors to contain the fire.
5. Remove the residents from adjacent locations to the point of the fire. Evacuate the rooms to the left, right, above, below and across from the fire.
6. Notify the Administrator/Executive Director.
7. Prepare for and implement evacuation procedures if directed by the Administrator/Executive Director.
8. Notify the Bureau of Health Services at 1-877-278-8484

Departmental Instructions:

- The Executive Director/ Administrator, director of nursing, maintenance director, and/or the administrative person in charge will report immediately to the fire scene.
- The dietary, housekeeping, and laundry departments will secure their areas and report to the fire scene to assist with the residents.
- The dietary manager and/or cook will make sure the kitchen exhaust and gas are turned off and report to the fire scene to assist with the residents.
- The business office will call the fire department and remain in the office until the *all clear* is called.
- Maintenance personnel will report directly to the scene of the fire with additional fire extinguishers.
- All other staff is to remain on their assigned unit and will be called as needed.

Note: Only the fire department or Executive Director/ Administrator will make the decision to re-open the door of the fire scene.

- When the fire, or drill, is over, an *all clear* will be announced over the P.A. system.

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Fire Extinguisher Use

Policy:

It is the policy of this facility to promote the optimal safety and security of our residents, staff, and visitors through the encouragement of proper fire extinguisher use.

Procedure:

Select the appropriate fire extinguisher to use based on the source of the fire:

- Type A: For use on trash, wood, or paper fires.
- Type B: For use on liquid or grease fires.
- Type C: For use on electrical fires.
- Type DC: Multipurpose — for use on all types of fires.

Use the Acronym P.A.S.S. to remember how to use the fire extinguisher:

Pull the pin.

Aim at the base of the fire.

Squeeze the handles together.

Sweep back and forth.

Tag the extinguisher as used and initiate a work order for the maintenance department.

The maintenance department is responsible for replacing the spent extinguisher with a freshly charged one.

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Fire Drills

Policy:

It is the policy of this facility to assure the proper training of staff in fire safety preparation through unannounced, monthly fire drills, scheduled at irregular intervals.

Because of the varied degree of the physical disabilities and illness of the residents, actual exit fire drills are impractical. However, without disturbing the residents, this facility will simulate emergency removal.

Procedure:

- The Executive Director/ Administrator or his/her designee will notify the fire department of any planned fire drill utilizing a pull station.
- A drill not utilizing the pull station will begin with an announcement over the P.A. system, by the executive director or his/her designee, as follows: "*Attention all staff — code red, room ____.*" This will be repeated three times.
- All staff will initiate the fire plan per policy and procedure.
- The executive director or his/her designee will monitor and document the response time of the staff.
- Upon completion of the drill, executive director or his/her designee will announce over the P.A. system, the following:
"*Attention all staff — all clear.*" This will be repeated three times.
- The executive director or his/her designee will have all participating staff sign a log sheet to document participation and the completion of the drill.
- Any noted deficiencies in staff preparedness will be reported to the staff development coordinator to prepare follow-up education.
- Fire drills will be completed at least 12 times per year. Once per quarter per shift. Pull stations/audio fire alarms. Night shift drills will be simulated.

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Severe Weather

Policy:

It is the policy of this facility to reasonably protect the residents, personnel, and visitors from the potential effects of severe weather through the implementation of a written plan of action.

A severe weather forecast is an indication that weather conditions are favorable for severe thunderstorms, heavy rain, flooding, high winds, hail, tornado watches, and/or tornado warnings.

Procedure:

Thunderstorm Warning:

- The presence of a thunderstorm warning will be announced over the P.A. system by the administrative person in charge, by stating the following: *“Attention all staff — thunderstorm warning.”* This will be repeated three times.
- In the event that the P.A. system is non-functional, the administrative person in charge will inform all department heads, who will, in turn, notify their department personnel.
- Be sure that the two-way radios are turned on.
- Upon hearing the announcement, all staff will initiate precautionary measures.
- Stay indoors and away from windows after closing all open windows and shutting the shades/curtains where applicable.
- Move residents and visitors away from windows.
- Maintain an environment of calm and reassurance.
- The administrative person in charge will listen to the Wayne county central dispatch, The Weather Channel, or the local news for updated information.
- When the thunderstorm warning has been lifted, the Executive Director/ Administrator or his/her designee will announce the following over the P.A. system: *“Attention all staff, all clear.”* Repeat three times.

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Tornado Watch/Warning:

- A tornado watch means that weather conditions are favorable for a tornado to occur.
- A tornado warning means that a tornado has been spotted. Follow the same procedures as in a thunderstorm warning and tornado watch.
- When a tornado watch/warning is issued, the administrative person in charge will notify the facility and report to the facility as needed.
- The presence of a watch/warning will be announce over the P.A. system by the administrative person in charge, by stating the following: *“Attention all staff — Code Green.”* This will be repeated three times.
- In the event that the P.A. system is nonfunctional, the administrative person in charge will inform all department heads, who will, in turn, notify their department personnel.
- Follow the same procedures as outlined for a thunderstorm warning.
- Remember to listen to the radio or local news for storm updates.
- Make sure all residents are in their rooms and away from the windows.
- Make sure all residents are removed from their rooms and moved to areas designated as “safe zones.”
- Issue extra blankets and pillows to the residents.
- If the residents cannot be moved out of their room, be sure the back of the bed is facing the windows and extra blankets have been issued to cover exposed areas.
- *Stay calm and reassure the residents.*

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Bomb Threat

Policy:

It is the policy of this facility to reasonably protect the residents, personnel, and visitors from the potential effects of a bomb threat through the implementation of a written plan of action.

A bomb threat against this facility may be received by telephone, mail, or message at any time. Telephone threats may be received at any telephone located on the property or may be directed to the homes of employees. Any staff member receiving a bomb threat should make every effort to follow the procedure outlined below.

Procedure:

- While bomb threats may be received by mail, the most popular method is by phone. Any clues can help the police. Listen for background noises, gender of the caller, ethnic characteristics, and pay close attention to the voice. Many times, it could be a past employee.
- *Stay calm — The natural reaction is to panic. This will not help but will only hinder the situation.*
- Do not use the beepers, phones, elevators, and/or radios. Send someone to inform other departments.
- Send a person to a nearby pay phone to call the police and the Executive Director/ Administrator if he/she is not on-site.
- A preliminary decision will be made by the police, fire department, and Executive Director/ Administrator, with respect to the necessity of searching and/or evacuation. If a search is done, it will be completed by the police, fire, and administrative staff.
- *Do not touch or remove anything. This could initiate detonation.*
- The decision to evacuate will be made by the police, fire, and Executive Director/ Administrator.
- If detonation occurs, the situation will be handled as any other disaster.

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Bomb Threat (Continued)

Remove this page and give to the person who is assigned to go to the local pay phone to make these calls:

Police Department	9-1-1	Provide your name, facility name, and address, and that a bomb threat has been made. (facility address = _____)
Executive Director / Executive Director/ Administrator Enter Name	Long Range Beeper: XXX-XXX-XXXX	Provide your name, facility name, and address, and that a bomb threat has been made
	Home Phone: XXX-XXX-XXXX	

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Call Light Emergencies

Policy:

It is the policy of this facility to promote the safety of our residents with a functional call light system. In the event of an interruption in the functioning of a call light, we have outlined this written plan to assure prompt correction.

Procedure:

Call Light Will Not Reset:

- Make sure that the call light cord is plugged into the call light box located on the wall.
- Press the reset button on the call box.
- Reset the call lights by turning off the master switch for 30 seconds, then switching back on at the electrical panel.
- If the call lights remain nonfunctional, notify the maintenance director immediately to initiate corrective action. Initiate alternative call light plan.

Individual Call Light Cord Broken:

- A back-up call light cord is kept in the maintenance shop.
- Obtain the back-up cord and replace the malfunctioning cord.
- Complete a work order for replacement of the back-up cord.
- If the back-up cord is not functioning, reset the call lights by turning off the master switch for 30 seconds, then switching back on at the electrical panel.
- If the call lights remain nonfunctional, notify the maintenance director immediately to initiate corrective action. Initiate alternative call light plan.

Alternative Call Light Plan:

- During the course of a call-light malfunction, notify the director of nursing, MDS coordinator, activity director, and social worker promptly.
- The director of nursing and MDS coordinator will inform the activity director and social worker of the resident's who are able to use call lights and what their functional abilities are.
- The activity director and social worker will obtain various instruments (bells, musical instruments, noise makers) to distribute to the residents for use.
- Nursing personnel will distribute the instruments to residents as directed and explain the purpose and manner of use.
- Quality assurance monitoring of effectiveness of the alternative system will be conducted on a daily basis for three days, then weekly, until the call light system is fully functional.

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Utility Emergencies

Policy:

It is the policy of this facility to reasonably protect the residents, personnel, and visitors from the potential effects of an interruption in utility services through the implementation of a written plan of action.

Utility emergencies may be caused by a disaster inside the facility or adjacent to it. They can be a planned or unplanned interruption by the organization providing the service.

Procedure:

The facilities management director will advise the Executive Director/ Administrator on the procedures that must be taken during a planned service outage.

The facilities management director will keep an up-to-date list of the following:

- List of utility companies servicing the facility
- Names and phone numbers of key personnel at the utility companies
- Back-up support to these utilities

The *outlets with orange colored dots* located throughout the facility are powered by the generator.

There are extension cords in located in the Maintenance Department to use for equipment that is imperative to keep running (i.e. Oxygen concentrators).

If natural gas is lost and it will be for a long period of time, it may be necessary to evacuate the residents depending on weather conditions. *This decision will be made by the Executive Director/ Administrator or his/her designee.*

If the utility emergency is going to last for more than four hours, the Bureau of Health Services must be notified at 1-877-278-8484.

Remember to stay calm and reassure the residents.

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Water Emergency

Policy:

It is the policy of this facility to reasonably protect the residents, personnel, and visitors from the potential effects of a prolonged interruption in water services through the implementation of a written plan of action.

A water emergency is any condition that causes the facility to lose its domestic water supply. Upon notification of a water emergency, the following procedure will be followed.

Procedure:

The administrative person in charge will notify all departments of the water emergency.

If the problem is due to an internal malfunction, the maintenance director will arrange for the house water to be shut down and the maintenance department will take appropriate corrective action.

Administrative person in charge will purchase portable water at _____ or _____ for a short-term interruption of water service.

If the water emergency is to last for a longer period of time, the administrative person in charge will contact the back-up water suppliers list below and request delivery:

Name of Contractor	Telephone Number
Enter Contractor Name	XXX-XXX-XXXX

If the water emergency has an effect on the local water supply intake due to contamination, the Administrative Person in Charge will call out-of-town sources that are not affected:

During any water emergency, the administrative person in charge will advise all departments what steps, if any, should be taken.

If the problem lasts more than four hours, the Bureau of Health Services is to be notified at 1-877-278-8484.

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Workplace Violence

Policy:

It is the policy of this facility to reasonably protect the health and safety of our residents, personnel, and visitors through the development and implementation of this plan to address the potential for workplace violence.

An incident is any out-of-the-ordinary occurrence that results in threats, injury, property loss or damage, physical force, or restraint. This may involve any past or present employees, visitors, or residents of the facility. If any of the above occurs, follow the steps outlined below.

Procedure:

If you feel that your life is in jeopardy and/or weapons are seen/involved, call the police immediately at 9-1-1.

Notify the Executive Director/ Administrator immediately, or as soon as possible.

Try not to provoke or upset the situation by arguing or becoming hostile.

Do whatever is necessary to protect those involved.

If you feel that there are precursors to the behaviors described above, do not hesitate to initiate the call for help.

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Continuity of Administration

Policy:

It is the policy of this facility to maintain and promote accurate and consistent information regarding the state of disaster, through communication with administrative personnel, to maintain a safe environment for our residents, personnel, and visitors.

Procedure:

During any type of emergency situation, the continuity of administration will be as shown on the organizational chart.

The administrative staff will be notified in the order they appear below, unless directed otherwise by the administrative person in charge at the time of the disaster.

Position/Name	In-House Extension	Home	Other
Executive Director/Administrator: Enter Name	Ext.	XXX-XXX-XXXX	XXX-XXX-XXXX
Director of Nursing: Enter Name	Ext.	XXX-XXX-XXXX	XXX-XXX-XXXX
Maintenance Supervisor: Enter Name	Ext.	XXX-XXX-XXXX	XXX-XXX-XXXX
Environmental Services: Enter Name	Ext.	XXX-XXX-XXXX	XXX-XXX-XXXX
Safety/OSHA Coordinator: Enter Name	Ext.	XXX-XXX-XXXX	XXX-XXX-XXXX

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Disaster Assignment — Administration

Policy:

It is the policy of this facility to provide overall command and control through a central authority during disaster operations by establishing disaster assignments.

Procedure:

The Disaster Command Center is designated to be the business office.

The administrative person in charge is designated as:

Name	Title	Numbers
Nursing Home Administrator	Executive Director / Administrator	Office Extension: Ext.
		Cell Phone: XXX-XXX-XXXX
		Long-Range Beeper: XXX-XXX-XXXX
		Home Phone: XXX-XXX-XXXX

In the event that the disaster occurs during non-business hours, or in the absence of the Executive Director/Administrator, the person designated by the Executive Director/ Administrator or the charge nurse will assume the role of administrative person in charge. *The Executive Director/ Administrator will return to the facility as required.*

The administrative person in charge will:

- Direct all disaster operations.
- Direct call backs of personnel to manage the disaster.
- Activate the disaster plan and the command center.
- Direct the announcement of the disaster within the facility.
- Establish communications with police, fire, EMTS, and civil preparedness as needed.
- Delegate authority to act as needed.
- Conduct briefings with department heads.
- Develop a public information system for working with the media.
- Notify the Bureau of Health Services as needed.

Only the Executive Director/Administrator will make the final decision to evacuate the facility.

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Disaster Assignment — Business Office

Policy:

It is the policy of this facility to initiate simplified but adequate record keeping during a disaster.

Procedure:

Business office personnel will be directed from the Business Office Command Center.

The business office in charge is designated as:

Name	Title	Numbers
Enter Name	Enter Title	Office Extension: Ext.
		Cell Phone: XXX-XXX-XXXX
		Long-Range Beeper: XXX-XXX-XXXX
		Home Phone: XXX-XXX-XXXX

In the event that the disaster occurs during non-business hours, or in the absence of the business office manager, the Administrator will assume the role of business office in charge. *The business office manager will return to the facility as required.*

The business office in charge will:

- Call back off-duty personnel as required and directed.
- Secure records of residents and facility operations.
- Maintain records of residents released, evacuated, or deceased.
- Handle and direct all incoming phone calls.
- Assist with resident transfers within the facility.
- Keeps the administrative person in charge updated.

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Disaster Assignment — Dietary

Policy:

It is the policy of this facility to maintain food and nutrition services to the residents and staff during any disaster.

Procedure:

Dietary personnel will be directed from the kitchen.

The dietary in charge is designated as:

Name	Title	Numbers
Enter Name	Dietary Manager	Office Extension: Ext.
		Cell Phone: XXX-XXX-XXXX
		Long-Range Beeper: XXX-XXX-XXXX
		Home Phone: XXX-XXX-XXXX

In the event that the disaster occurs during non-business hours, or in the absence of the dietary manager, the cook on duty will assume the role of dietary in charge. *The dietary director will return to the facility as required.*

The dietary in charge will:

- Call back off-duty personnel as required and directed.
- Inventory food stock.
- Maintain a list of back-up food services and emergency phone numbers.
- Maintain food services for the facility.
- Maintain paper stock in the event of loss of utilities.
- Keeps the administrative person in charge updated.

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Disaster Assignment — Housekeeping and Laundry

Policy:

It is the policy of this facility to maintain operations of the housekeeping and laundry departments to promote infection control practices.

Procedure:

Housekeeping and laundry personnel will be directed from the maintenance department.

The housekeeping and laundry in charge is designated as:

Name	Title	Numbers
Enter Name	Enter Title	Office Extension: Ext.
		Cell Phone: XXX-XXX-XXXX
		Long-Range Beeper: XXX-XXX-XXXX
		Home Phone: XXX-XXX-XXXX

In the event that the disaster occurs during non-business hours, or in the absence of the facilities management director, the maintenance director will assume the role of housekeeping and laundry in charge. *The facilities management director and maintenance director will return to the facility as required.*

The housekeeping and laundry in charge will:

- Call back off-duty personnel as required and directed.
- Maintain the cleanliness of the facility.
- Maintain resident and facility linen.
- Assist with infection control protocols.
- Maintain a supply of linen to treatment areas and the nursing units.
- Provide cleaning supplies and personnel.
- Provide personal laundry service to the residents.
- Assist with the evacuation of residents and belongings — *If directed by the Executive Director/ Administrator.*
- Assists in safety procedures.
- Keeps the administrative person in charge updated.

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Disaster Assignment — Nursing

Policy:

It is the policy of this facility to provide adequate nursing staff to the facility during any disaster.

Procedure:

Nursing personnel will be directed from the nurse's stations.

The nursing in charge is designated as:

Name	Title	Numbers
Enter Name	Director of Nursing	Office Extension: Ext.
		Cell Phone: XXX-XXX-XXXX
		Long-Range Beeper: XXX-XXX-XXXX
		Home Phone: XXX-XXX-XXXX

In the event that the disaster occurs during non-business hours, or in the absence of the director of nursing, the assistant director of nursing or charge nurse will assume the role of nursing in charge. *The director of nursing will return to the facility as required.*

The nursing in charge will:

- Call back off-duty personnel as required and directed, utilizing agency staff if necessary.
- Obtain an inventory of supplies.
- Set up disaster response teams in designated areas.
- Prepare residents for impending disaster.
- Plan for evacuation.
- Prepare residents and belongings for evacuation — *If directed by Executive Director/ Administrator.*
- Prepare a list of residents evacuated from the building — *If necessary.*
- Continue nursing support, care, and infection control practices for the residents.
- Provide nursing support for triage and treatment area
- Provide medical supplies for the treatment area.
- Secures medical records for residents and patients transported out.
- Keeps the administrative person in charge updated.

The director of nursing will assist the Executive Director/ Administrator with the decision to evacuate the facility.

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Disaster Assignment — Plant Operations

Policy:

It is the policy of this facility to ensure all essential functions of the facility are operational and to plan for alternate or emergency sources of essential utilities.

Procedure:

Plant operations personnel will be directed from the maintenance department.

The plant operations in charge is designated as:

Name	Title	Numbers
Enter Name	Enter Title	Office Extension: Ext.
		Cell Phone: XXX-XXX-XXXX
		Long-Range Beeper: XXX-XXX-XXXX
		Home Phone: XXX-XXX-XXXX

In the event that the disaster occurs during non-business hours, or in the absence of the facilities management director, the maintenance director will assume the role of plant operations in charge.

The facilities management director and the maintenance director will return to the facility as required.

The plant operations in charge will:

- Call back off-duty personnel as required and directed.
- Ensure that the facility’s physical plant is operational.
- Ensure the continued operation of water, sewage, fuel, and electrical service, or initiate back-up plans.
- Maintain a list of back-up services and emergency phone numbers.
- Maintain an emergency generator and provide for continuous operations.
- Determines if any equipment needs to be shut down in response to the disaster.
- Keeps the administrative person in charge updated.

The facilities management director will assist the Executive Director/ Administrator with the decision to evacuate the facility based on the condition and viability of the physical plant.

**SAMPLE DISASTER & EMERGENCY PREPAREDNESS
POLICY & PROCEDURE**

Supervisory Personnel Home Telephone List

Name	Title	Phone Number

SAMPLE DISASTER & EMERGENCY PREPAREDNESS POLICY & PROCEDURE

Use of Long-Range Beepers

Policy:

It is the policy of this facility to maintain and promote accurate and consistent information regarding the state of disaster to maintain a safe environment for our residents, personnel, and visitors.

Procedure:

A management person is on-call and carries a beeper. That beeper number is XXX-XXX-XXXX.

Using the telephone, dial the beeper number designated.

After hearing a series of beeps, enter the telephone number that you are currently stationed and hang up the phone.

If 15 minutes passes and the person beeped has not called back, beep them again. Repeat every 15 minutes until they have returned your call, or contact the administrative person in charge.

SAMPLE DISASTER & EMERGENCY PREPAREDNESS POLICY & PROCEDURE

Evacuation and Relocation of Residents

Policy:

It is the policy of this facility to ensure the safe evacuation and relocation of residents in a manner that is least disruptive to their medical, mental, and psychosocial well-being.

Procedure:

Authority — The authority to evacuate this facility rests with the Executive Director/Administrator or his/her designee.

Under usual circumstances, the Executive Director/ Administrator will seek guidance from facility personnel, police, fire, and emergency management personnel on the decision to evacuate; however, the final decision to evacuate will rest with the Executive Director/Administrator.

Re-entry after evacuation will be on the advise of the police, fire, emergency management, and facility personnel. The final approval for re-entry will be granted by the Michigan Department of Consumer and Industry Services.

In-House Evacuation:

- In the event of a fire, tornado, or any disaster that only affects an area of the facility, evacuation of only the endangered residents and personnel will take place. This evacuation will be into another, secured area of the facility.
- The nursing personnel in the area evacuated are responsible for ensuring that all residents are evacuated and that all records accompany them.
- The nursing personnel from the affected area will stay with their residents at all times and will provide reassurance for their residents.

Complete Evacuation (non-urgent):

- The Executive Director/Administrator is the only person that can order a total evacuation of the facility.
- For fire, tornado, bomb, flood, and utility emergencies, the residents will be moved to a safe location agreed upon by the Executive Director/Administrator and fire department.
- When it is necessary to evacuate the facility, the Executive Director/Administrator will conduct a briefing with the department heads, outlining the following:
 - Reason for the evacuation
 - Facility to which the residents will be evacuated
 - The sequence of the evacuation
- In conjunction with the director of nursing and charge nurse will determine the sequence in which the residents will be evacuated.

SAMPLE DISASTER & EMERGENCY PREPAREDNESS POLICY & PROCEDURE

- All units will give the Executive Director/Administrator the names of each resident and the facility to which they will be evacuated. The nursing staff assigned to those residents will accompany them to their new location.
- Upon arriving at the new facility, the senior nurse will determine that all resident in his/her charge have arrived and checked their condition. This information will be reported to the Executive Director/ Administrator.
- After the police, fire, and other specialists have determined that the facility is safe for re-entry, the residents will return, reversing the above procedures.
- For persons that cannot be evacuated from the area of the disaster — move to a safe area of the facility that provides the best protection.
- Notify the Bureau of Health Services at 1-877-278-8484.

Complete Evacuation (urgent):

- When it becomes necessary to immediately evacuate the facility, the Executive Director/ Administrator will announce over the P.A. system: *“It has become necessary to evacuate the facility — please initiate evacuation procedures.”*
- Nursing personnel will report to the unit nurse’s station for instruction from the charge nurse for immediate removal of the residents.
- Notify the Bureau of Health Services at 1-877-278-8484.
- All department heads will call back off-duty personnel as required.
- The Executive Director/Administrator will call local transportation providers for assistance in moving the residents.
- Maintenance and housekeeping will be responsible for the transfer of essential resident belongings, clothing, equipment, etc. with the use of laundry carts and facility vehicles.
- Laundry personnel will collect in plastic bags, all linen, towels, washcloths, and clothing into a facility vehicle for transportation. The laundry department will operate out of a local Laundromat during the relocation period.
- The unit clerks/medical records coordinator will be responsible for the transfer and maintenance of privacy and integrity, of all current medical record. They will be transferred by use of facility vehicles.

The business office manager will assemble all patient trust documents, ledgers, bank records, and accounting equipment and transfer these to the relocation site. The business office manager will also assure access to patient trust funds at the new location in accordance with existing facility policies governing trust funds.

SAMPLE DISASTER & EMERGENCY PREPAREDNESS POLICY & PROCEDURE

Notification of the Bureau of Health Services Policy:

It is the policy of this facility to assure the safety and well-being of our residents through the appropriate notification of emergencies to the Bureau of Health Services (BHS).

Procedure:

Events warranting notification:

- Any event that results in the unnatural or unusual death of a resident, or a crime involving a resident in a murder, rape, or serious assault.
- A resident that is missing for more than eight hours.
- Serious facility service problems, such as fire or natural disaster, which require evacuation of resident, a loss of heat, power, water, or food services for more than four hours, or a critical lack of staff, such as from severe weather, labor dispute, or widespread illness, which has a critical impact on residents.

Placing the Call:

- Dial 1-877-278-8484.
- You will be asked a series of questions. Each will be followed by a tone. Answer each question after the tone.
- If you do not know an answer, state, "I don't know."
- If you have a touch-tone phone, press the pound (#) key after each replay. If you do not have a touch-tone phone, there will be a delay between each question.
- The questions are listed below:
 - Please state your first and last name.
 - What is the name of the facility you are reporting?
 - In what city is the facility located?
 - What type of facility is it?
 - If you are a staff member of the facility, please give your title.
 - Please state the phone number where you can be reached during the next hour with the area code.

Note: You will have a minute and one-half to describe the event, and what you have done so far.

This line is monitored 24 hours a day. A representative of the Bureau of Health Services will be paged and will contact you within an hour.