

**ALL-HAZARD PREPAREDNESS PLAN**

**11/12/2015**

**Revised 1/1/2016**

 **9/26/2017**

**PLANNING TEAM**

A planning team has been developed consisting of individuals from various departments and levels in the organization to contribute to the planning process. The planning team is responsible for: developing and writing the plan; evaluating/validating the plan through drills and exercises and making changes or updating the plan. Effective January 1, 2016 the planning team consists of the CEO, Director of Nursing, Administrator and Office Manager.

**LINES OF SUCCESSION**

Cross training is incorporated in many positions to cover critical job duties in an employee’s absence. The decision making authority to ensure expedient plans and processes is outlined below:

* Facility closure / operations shutdown – CEO Tony Corona or Director of Nursing Cindi Baldwin can authorize the business to close or reopen, or to shut down operations
* Key decision making authority – CEO Tony Corona or Director of Nursing Cindi Baldwin can make important decisions regarding personnel and facility matters.
* Financial authority – CEO Tony Corona or Business Accountant Curt Snodgrass can set spending limits in all business aspects including the event of a disaster.

**NEEDS FOR ALTERNATE FACILITIES**

If a disaster renders our building uninhabitable or otherwise useless emergency relocation will be at 11940 Quay Street Broomfield, CO 80020. The basement of this location provides adequate square footage, communications, equipment and furniture for a temporary solution.

**MISSION CRITICAL FUNCTIONS**

The following business functions will remain in operation so we can continue to serve our community: personnel; payroll; database/information; and supplies.

**EMERGENCY CONTACTS**

Contacts that must be notified by emergency response agencies upon arrival include the following: CEO Tony Corona 303-956-9487; Cindi Baldwin Director of Nursing 303-809-2329. An emergency phone list follows.

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| Tony Corona | CEO | 303-956-9487 |
| Cindi Baldwin | Director of Nursing | 303-809-2329 |
| Keller Lowry |  Insurance Agent | 303-756-9909 |
| Broomfield Police Department | Non-emergency 303-438-6400 | Emergency 911 |
| North Metro Fire Rescue | Nonemergency 303-438-6400 | Emergency 911 |

**VITAL RECORDS**

Hard copies of patient records have been identified as an area of risk for our company in the event of a disaster. A plan has been initiated to incorporate our hard charts into our electronic medical records by the end of 2016’s first quarter. There is currently a back-up server in place and patient records are stored online. **As of the second quarter of 2016 all records are stored electronically and can be accessed anywhere with internet access. This area of risk has been eliminated.**

**INSURANCE**

Compassionate Hospice Care has an insurance policy in place to mitigate losses in productivity and profit in the event of a disaster. A copy of our liability insurance is included in this binder.

**EMERGENCY** **NOTIFICATION**

Notification to employees that are currently working in the building will be made via verbal communication from person to person initiated by whoever discovered the emergency.

Notification to employees not currently working in the building is outlined as follows: The Director of Nursing contacts all field staff, triages patients by risk category and location, in conference with case managers and informs them of reporting duties. In the event that the Director of Nursing is unavailable, the office manager is to contact all field staff, triages patients by risk category and location, in conference with case managers and informs them of reporting duties. Field staff is to contact patients, communicate action plan to office and report status of visits to Director of Nursing.

A log of all notification activity is to be kept in this binder. When an emergency has the potential to affect public health and safety the City & County of Broomfield Public Safety Communications Center must be notified via 9-1-1.

**EVACUATION**

In case of fire, violent employee, etc. an evacuation of the facility may be necessary. Maps of the building including the nearest exit are posted in the building. The office manager is designated “evacuation warden” and is responsible for assisting others in the event of an evacuation and accounting for all personnel. Should the office manager not be available, the Administrator will be responsible for assisting others in the event of an evacuation and accounting for all personnel. If an evacuation has been ordered, everyone should leave immediately. All routes and exits will be clean and unobstructed at all times, exits will be marked and will not expose evacuating personnel to additional hazards. Periodic inspections of exit doors functionality will be performed by the Safety Coordinator. The designated meeting area a safe distance away from the facility is 11940 Quay Street Broomfield, CO 80020. Evacuation drills will be conducted periodically.

**TORNADOES**

Initial actions should be to take cover “down, in, and under.” Down is the lowest floor of the building, in is the most internal location and under is under sturdy furniture. If a tornado warning is issued for the area and enough time is allowed staff will relocate to the basement at 11940 Quay Street Broomfield, CO 80020. The office manager will send emails out to field staff of tornado warnings in our area so they avoid driving through affected areas. If the building suffers damage from a tornado photographs and inventory will be provided to the insurance carrier.

**LOCKDOWN- Internal Threat**

In the event of an internal threat to personal safety the building may be secured. Notification may come from our CEO, Director of Nursing or Broomfield Police Department. This restricts access to the building. The inside doors will all be locked, lights turned out, personnel will move out of view of windows and doors. This is to be done quickly without delay between the three steps. All interior doors to entry will be locked, all lights will be turned off and staff inside should hide out of the line of sight from hallway doors or windows. Interior adjoining walls should be avoided. 911 should be called and cell phones should be turned off, preferably by removing the battery. An email will be distributed to all field staff to advise them to stay away from the building.

**LOCKOUT- External Threat**

In the event of an external threat to personal safety the building may be secured by bringing all staff in the area inside and locking exterior doors. This lockout may be issued by law enforcement or by management when suspicious persons are located outside. The goal is to get staff inside and keep the threat outside. Exterior doors to entry will be locked, all windows will be closed and locked, and any personnel in the parking lot will be brought inside. The police are to be notified and business operations may continue as normal inside.

**POWER OUTAGES**

In the event of a Comcast outage where internet and phones are down the office manager is responsible to forward all calls to a cellphone to ensure no patient’s lose the ability to contact us. Office staff will be asked to work on any projects available that do not require internet access. In the event of a power outage the office manager will contact field staff who will be asked to follow up with their patients to ensure they are okay. Office staff will remain in the building unless the CEO or Director of Nursing closes the office. Flashlights and extra batteries will remain in the office in case of a power outage. Depending on the weather doors and windows will be opened or closed to keep the temperature inside comfortable. If the building suffers damage from a power outage photographs and inventory will be provided to the insurance carrier.

**WINTER STORMS**

When blizzards and snowstorms occur, they can cause significant damage, delays and service disruptions. Employees will be notified per the pyramid phone communication plan found in the policy and procedure section. Food, water, blankets, battery powered radios and extra batteries are all stored in the building. Snow removal has been contracted out for the removal of snow in the parking lot. Ice melt is also on hand to prevent employees tripping on slick walkways. Education distributed to employees on what their vehicles should have during the winter months including shovel, windshield ice scraper and snow brush; flashlight and extra batteries; first aid kit; tool kit; tow chain or rope; road salt, sand or cat litter; emergency flares; blanket; water and snack food; jumper cables. Radio and news networks will be monitored to determine when a facility would be closed and if onsite personnel can safely return home. If the building suffers damage from a winter storm photographs and inventory will be provided to the insurance carrier.

**THUNDERSTORMS (LIGHTENING AND HAIL)**

Lightning is Colorado’s most dangerous weather hazard. Warnings will be obtained through radio. All computers are on electrical surge protectors. Employees outside or in the field will be advised to avoid touching metal, avoid hilltops, trees or telephone poles and to stay away from open water. In the office equipment not being used will be unplugged to avoid serious damage. Phone usage to be discontinued during a thunderstorm. Employees should avoid metal equipment and stay indoors away from windows. If the building suffers damage from a thunderstorm photographs and inventory will be provided to the insurance carrier.

**FLOODING**

In the event of road closures prohibiting access to the building the office manager should remotely log in, forward phones and notify staff that the building is not accessible. Delegating authorities will determine office shutdown or early release of employees in the event of a flood. Areas subject to flooding will be inspected and faucets will be on drip overnight to prevent water bursts with freezing temperatures. Records and equipment will be moved off of the floor if water damage is likely. In the event of rising water utilities will be shut off, employees should avoid areas collecting water and do not try to walk across running water or drive into flooded areas. If the building suffers damage from flooding photographs and inventory will be provided to the insurance carrier.

**FIRE**

A fire extinguisher is in a visible accessible location and inspected monthly by the office manager. Evacuation routes are posted and drills are conducted at random. To avoid electrical fires appliances that smoke or have odd smells or blow fuses, trip breakers or have frayed/cracked cords will be replaced. Extension cords will not be used across doorways. Space heaters are to be kept 3 feet away anything that could burn and are unplugged at the end of the day. In the event of a fire staff is to crawl low under smoke with your head 1-2 feet above the floor. Staff is encouraged to remain calm and listen to instructions. During a fire evacuation hot doors will be left closed staff will be directed away from the problem area to safety, windows and doors will be closed and lights turned off. Staff is to keep to the right walk and if the assigned exit is not usable take the nearest exit. If the building suffers damage from a fire photographs and inventory will be provided to the insurance carrier.

**HAZARDOUS MATERIALS**

A hazardous material is any item or agent (biological and/or chemical) which has the potential to cause harm to humans, animals or the environment, either by itself or through interaction with other factors. Safety Data Sheets are obtained for all hazardous material stored on site. Employees are trained on properly handling, storing and disposing of hazardous waste. All employees are provided personal protective equipment. A hazardous material exposure will be dealt with per the material safety data sheets. If staff in the office needs to be evacuated the designated authority will release them to 11940 Quay Street Broomfield, CO 80020. The office manager or director of nursing will be the contact person with North Metro Fire Rescue and Broomfield Police if required and provide access to MSDS sheets, floor plans, keys, breaker boxes, HVAC system, utilities, etc. Post incident reports will be completed within 24 hours and if the building suffers damage from hazardous materials photographs and inventory will be provided to the insurance carrier.

**WOKPLACE VIOLENCE**

Workplace violence is the fastest growing form of murder in the USA with more than 1,600 people murdered at work annually. Employees are encouraged to be aware and report suspicious activity in a timely manner to their direct supervisor to maintain a safe and secure working environment. Red flags to be reported immediately would include: verbal threats, physical or loud outbursts, carrying weapons, depression and/or substance abuse, social withdrawal, boasts about ‘get even’ plans, money withdrawal (unusual amounts or frequency). Characteristics of a potential offender may include: anti-management, job is the core of their identity, trouble with handling stress, experiencing marital/family difficulties, fascination with guns/empowerment, harboring grudges, poor employee-supervisor relationship, romantic obsession or harassment. When faced with a potential violent situation employees are encouraged to:

* Project calmness.
* Move and speak slowly, quietly and confidently.
* Be an empathetic listener.
* Focus your attention on the other person to show interest.
* Maintain a relaxed, yet attentive, posture and position yourself at a right angle rather than directly in front of the person.
* Acknowledge the person’s feelings.
* Be reassuring, and point out choices.
* Accept criticism in a positive way. When a complaint might be true, use statements like “You’re probably right” or “it was my fault.” If the criticism seems unwarranted, ask clarifying questions.
* Ask for his/her recommendations. Repeat back to him/her what you feel is being requested of you.
* Arrange yourself so that the other person cannot block your access to an exit.

If at any time a person’s behavior starts to escalate beyond your comfort zone, disengage and call 9-1-1.

This All-Hazard Preparedness Plan is an attempt to educate staff on delegating authorities, staff responsibilities and plans of action. Emergencies cannot be planned or predicted but this plan will help keep Compassionate Hospice Care best prepared in the event of an emergency.

**CONTINGENCY STAFFING PLAN**

In the event that hospice staff is reduced or unavailable to respond to emergency situations Compassionate Home Health management and staff will be utilized to support and ensure all patient needs are met.