

Devereux Advanced Behavioral Health Florida

Emergency Operations Plan

Reviewed and Revised: 2020

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(Numbering corresponds to Joint Commission Standards and Elements of Performance)

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I. INTRODUCTION

Devereux Florida Emergency Operation Plan comprehensively describes the organization's approach to responding to emergencies within the organization or within the Devereux community that would suddenly and significantly affect the need for the organization's services or its ability to provide those services.

The purpose of the Emergency Operations Plan is to provide guidelines for the effective utilization of resources in the management of emergencies so as to ensure the maximum safety of clients, staff and visitors and provide for the continuity of client care.

The Emergency Operations Plan provides an organized process to initiate, manage and recover from a variety of emergencies, both external and internal, which could confront programs and the surrounding community.

The Emergency Operations Plan describes a comprehensive "all hazards" command structure for coordinating five critical areas: communications, resources and assets, safety and security, staffing and client management. The overall response processes include single emergencies that can temporarily affect demand for services, along with multiple emergencies that can occur concurrently or sequentially that can adversely impact patient safety and the ability to provide care, treatment and services for an extended length of time.

The programs have emergency plans designed to establish the necessary guidelines to achieve preparedness and respond to and recover from an incident. The plans and processes are assessed to determine and measure functional capability and identify improvement opportunities.

Scope and Objectives

The Center has established an ongoing Emergency Program designed to provide for the effective utilization of available resources within each programs unique capabilities and limitations to:

- Ensure the maximum safety for clients, staff and visitors;
- Provide for the continuity of client care during a disaster; and
- Prevent or minimize the consequences of the disaster.

A. RESPONSIBILITIES

The programs prepares for emergency conditions through the development and adoption of processes which outline steps to be taken and through the designation of responsibilities assigned to personnel. Emergency Response Guides are available for quick access and reference in an emergency.

The Emergency Operations Plan and preparedness and response processes are reviewed annually by the Continuous Quality Improvement (CQI) Department.

Recommendations and revisions are reviewed and approved by the Senior Management Team

Leadership

The purpose of CQI Department is:

- To monitor and evaluate Center compliance with established policies and processes designed to provide a physical environment free of hazards.
- To recommend new policies, processes and procedures designed to reduce the risk of human injury.

The programs Administrator/Director/Manager/Coordinator or designees are ultimately responsible for managing the programs during an emergency situation. By prior agreement, others who report directly or indirectly to those individuals can assume this responsibility by following defined processes as detailed below.

Emergency Response Coordinator

The CQI Department (or designee) currently resides as the Emergency Response Coordinator who provides overall support to the program's preparedness efforts, including developing needed processes or procedures, coordinating production or revision of the Emergency Operations Plan (EOP).

B. DEFINITIONS

1. INTERNAL EVENT

An Internal Event involves an incident within the programs that disrupts normal operations. Examples include bomb threats, utility failures, hostage situations and fire or smoke events.

2. EXTERNAL EVENT

An External Event involves an incident beyond the immediate boundaries of the programs. Examples of External Emergencies include hurricanes, utility outages, wildfires, and tornadoes that may not impact the programs directly, but could require a status alert for the facility.

3. EMERGENCY

An emergency exists whenever the physical or psychological safety and well-being of a client, staff member or facility guest is in jeopardy. The emergency may be existent or anticipated. The senior staff member at the facility will initiate the appropriate emergency procedure for environmental emergencies. Nursing staff or privileged physicians must authorize and direct medical or psychiatric emergency procedures whenever possible. The implementation of any emergency procedures must be documented.

4. EMERGENCY CONDITIONS

Emergency conditions are those conditions or events which affect the internal safety of the facility or occupants; i.e., fire, severe wind, explosion, bomb threat, loss of electricity or water, natural disaster, as well as medical or psychiatric emergencies.

5. COMMUNITY DISASTER

Community disasters are those external emergency conditions or events which affect the safety of the surrounding community or region; i.e., nuclear incident, toxic spill or flood.

6. STANDARDS

Programs are in compliance with the provisions of the 2000 edition of the Life Safety Code of the National Fire Protection Association (NFPA), and other provisions of the Occupational Safety and Health Administration (OSHA) adopted through reference, as well as applicable federal, state and local codes. When a particular safety element or system does not meet the provisions of this code, consideration is given to equivalent methods of protection provided that no other safety element or system is compromised.

When the requirements of the standards or their equivalents are not met, a plan of correction is developed and the facility institutes and documents sustained extraordinary life safety measures, such as intensified house-keeping, provision of additional firefighting equipment and/or fire drills on all work shifts in excess of the requirement stated here.

7. MITIGATION

Activities designed to reduce the risk of and potential damage due to an emergency (i. e., the installation of stand-by or redundant equipment, training).

8. PREPAREDNESS

Activities that will organize and mobilize essential resources (i. e. plan-writing, employee education, planning and conducting drills and exercises, preparation with outside agencies, acquiring and maintaining critical supplies).

9. RESPONSE

Activities the programs undertake to respond to disruptive events. The actions are designed with strategies and actions to be activated during the emergency (i. e., control, warnings, and evacuations).

10. RECOVERY

Activities the programs undertake to return the facility to complete business operations. Short-term actions assess damage and return operations to minimum operating standards. The Long-term focus is on returning all program operations back to normal or an improved state of affairs.

II. PLANNING ACTIVITIES - EM.01.01.01

1. LEADERSHIP PARTICIPATION

The leadership team along with the CQI Department is involved in the development and review of strategic initiatives and planning activities in preparation for a variety of adverse events which may affect the Center.

2. HAZARD VULNERABILITY ANALYSIS

The Devereux Florida will identify the potential emergencies that could affect demand for services or its ability to provide those services, the likelihood of those events occurring and the consequences of those events. The assessment is a Hazard Vulnerability Analysis (HVA), which is designed to assist in gaining a realistic understanding of the vulnerabilities and to help focus the resources and planning efforts. A list of priority concerns will be developed from the HVA and will be evaluated annually.

4. COMMUNITY INVOLVEMENT

The programs will maintain direct relationships with local fire officials and the local county Emergency Medical Services who are responsible for coordinating community-wide Emergency Operations efforts. The purpose of developing this relationship between the programs and its neighboring responders is to ensure that the community and conversely the residential campuses and educational facilities are adequately supported during a disaster situation. This network of responders has partnered with one another to share information relative to resource and asset allocation during an emergency situation.

5. MITIGATION

The programs with the CQI Department will perform routine hazard vulnerability analysis to identify areas of vulnerability and undertake provisions to lessen the severity and/or impact of an emergency.

The hazard vulnerability analysis establishes criteria for evaluating the impact that a natural, human and technological event may have on the facility. The analysis also accounts for a facility's readiness to those events based on staff and community response and preparedness.

6. PREPAREDNESS

Specific emergency processes are developed for events that would significantly impact the Center if they occurred. These processes provide guidance to key personnel and departments who respond to these events during an emergency. These processes serve as an outline to the steps necessary in effectively responding to a variety of emergency situations and conditions.

Employee Education

Education and training addressing Emergency Operations is accomplished through a number of different vehicles including New Employee Orientation, initial and continuing department specific training and annual training as part of Devereux's ongoing competency assessment program. In addition, practice drills, documentation and review of actual emergencies, as well as policy / procedure review are implemented.

The development and learning department is responsible to monitor compliance with the education and training program. The programs management team or designees are responsible for obtaining and disseminating Emergency Operations information to the staff. The programs management team or designees shall ensure that staff under their control is educated in all matters of Emergency Operations as it relates to equipment, policies, processes, procedures and changes in regulations as needed.

Initial Training

The programs will ensure that prior to an employee's initial assignment, they attend a New Employee Orientation. The New Employee Orientation is coordinated by the Human Resources Department.

The orientation program covers a number of key Emergency Operations subjects including, but not limited to:

1. Emergency Notification System including outside emergency contact (911), chain of command and Safety and CQI Department notification

Specific written materials may be provided on these subjects to assist employees with the reinforcement of this knowledge and to promote understanding of the subject material. The Human Resource Department maintains documentation for New Employee Orientation.

In addition, direct care staff receives first aid training and crisis management techniques appropriate to the client population. Training addresses the level of staff training and responsibility as well as program requirements and limitations. The Center trains staff working directly with the individuals served at all residential programs CPR Techniques.

Department-Specific Training

The Program will appoint an individual who will review program-specific Emergency Operations orientation during the employees' initial days of employment in the department.

Orientation to the job will include (when applicable):

1. Specific roles and responsibilities during emergencies
2. Recognition of specific types of emergencies
3. Information and skills required to perform assigned duties during emergencies
4. Back-up communication systems used during emergencies
5. How equipment and supplies are obtained during emergencies

Documentation of the completion of this program-specific initial education is maintained by the Human Resource Department as part of the employee's training record.

Continuing Education

On a continuing basis, specific Emergency Operations topics are reviewed as part of Emergency Preparedness refresher training provided annually to all staff. Relevant topics from specific events or drills will be incorporated into the training material. Documentation of the completion of this ongoing training is maintained in the Development and Learning Department.

Emergency Operations Assessment

The CQI Department evaluates and critiques all events which affect the program. The programs will periodically participate in planned drills which simulate emergency situations which may affect the organization. Each drill and/or event is assessed with improvement opportunities identified. The improvement opportunities identified and recommendations approved are communicated to appropriate personnel for correction.

The “all hazards” approach to Emergency Operations directs that programs examine and prepare for a variety of potential events which may affect services, personnel, patients and/or property. A Hazard Vulnerability Analysis (HVA) is performed annually under the direction of CQI Department. The HVA assesses the “relative risk” of various events. The analysis identifies emergency conditions which may affect the organization and the extent to which programs are prepared to respond. Based on this analysis programs develop and implement processes designed to mitigate potential losses and prepare the organization for effective response.

III. EMERGENCY OPERATIONS PLAN - EM.02.01.01

1. LEADERSHIP PARTICIPATION

The programs leadership team, including the medical staff, participates in the development of the EOP. The medical staff, administrators, and department heads are represented on the Safety Steering Committee.

2. RESPONSE

A response procedure to an emergency can include the following: maintaining or expanding services, conserving resources, curtailing services, supplementing resources from outside the local community, closing the programs to new clients, staged evacuation and total evacuation. The Devereux Florida has a three phase process to assist with the programs responses. Phase I, Watch-be alert, Phase II, Watch-Begin Preparation, Phase III, Warning-Full Alert.

Specific processes have been developed and will be initiated when it has been determined that an emergency has occurred or has the potential for occurring.

A notification system is in place for emergency response coordination and channels of authority in decision making. Cell phones are provided as needed for emergency notification.

The CQI Department coordinates the response to emergency situations. Program representatives are trained in the emergency notification system should notification be required.

4. RECOVERY

Devereux Florida has mechanisms in place to restore the operational capabilities of the programs to pre-emergency levels. Once the emergency is over, an assessment team will assemble to begin evaluating the damage to the facility and the environmental concerns to determine whether the facility can safely provide services and provide a safe environment for patients, staff and visitors.

Architects and building inspectors may be called in to determine if the buildings are safe for occupancy.

All potential environmental concerns will be evaluated for proper function, i.e., hazardous waste, fuel tanks, to ensure there is not leakage into the local sewer or water system or any other impact or other environmental concerns.

Employee support programs will be instituted, i.e., crisis counseling, flexible work hours, if staff and the programs have been directly impacted by the emergency.

The assessment team may consider the following:

- Clear debris and secure unsafe buildings as necessary.
- Restore internal and external communication devices.
- Inventory equipment and supplies for damage and determine if additional supplies need to be obtained from suppliers. Pictures/videos will be taken of all damaged supplies and equipment for insurance purposes. Damaged supplies and equipment will be retained until approval is received from the insurance agent for disposal.

- Notify the all contracted funders, Florida's Department of Children & Families, Substance Abuse & Mental Health office, and Agency for Health Care Administration in accordance with established criteria. Notifications will be made as determined by the assessment team.
- Notify insurance company and contact a third-party expert to prepare the claim.
- Ensure records and data have been protected and restore information as necessary from backup tapes.
- Keep detailed records of supplies and equipment used, staffing utilized, etc.

5. PLAN, INITIATION AND TERMINATION

To facilitate the orderly initiation of the response to an emergency, the following steps of the Emergency Operations Plan will be initiated.

- A. Information received by programs concerning an external emergency facing the community or an internal emergency involving the function of the program will be passed directly to the programs management team.
- B. When notified of a potential disaster, management team along with the CQI Department :
 - i. Evaluate the issues such as location of incident (internal, external), the distance from the program , the scope of the incident (single individual, mass casualty, or malicious attack) and weather conditions (seasonal and current)
 - ii. Contact the Executive Director and Assistant Executive Director to determine if initiation of the Emergency Operation Plan (EOP) is warranted.
- C. The programs Administrator/Director/Manager/Coordinator will notify the CQI Department who will alert the Senior Management Team for support as necessary to respond to the emergency.

To return to normal operations from an emergency, the programs will undertake the following:

- A. When deemed appropriate, the CQI Department will initiate the recovery phase by announcing and communicating an **"All Clear"** to the situation.
- B. The staff is notified through alternate announcements including GroupWise messages, personal communication devices (walkie-talkies or cellular telephones) and word of mouth.
- D. Call list notification processes are initiated for off-duty Staff concerning the need to report to the department or to remain at their current locations.

Upon announcement of the **All Clear**, all information concerning the emergency will be recorded and properly filed for later reference.

- A. The programs will coordinate information and critiques concerning the response to the emergency.
- B. All expenses and overtime information will be provided to the Finance Department for documentation. Evidence of the damage or abnormalities caused by the emergency or response to the emergency, should be documented through photographs or descriptive writings.
- C. All communication equipment, data processing systems and other equipment used during the emergency will be evaluated for appropriate use in the next emergency and consumable supplies documented for restocking.

6. AUTHORITY

The Director of Legal, Risk and Quality has authority by the Executive Director / Vice President of Operations to take unilateral immediate action when conditions exist that pose an immediate threat to life or health or pose a threat of damage to equipment or to buildings.

The highest-ranking person onsite will respond to the location of the emergency within the program and assess the situation and communicate conditions following the chain of command.

Unilateral (single-person) action shall be that which is required to avert the immediate threat and shall be immediately reported to the Executive Director who shall coordinate efforts with the CQI Department and other resources as appropriate.

8. ACTIVATION OF EMERGENCY PROCEDURES

When the programs are alerted to an emergency, the person receiving notification will immediately notify his/her supervisor, who in turn will move up the chain of command to the administrative level and/or the highest ranking person within the facility and notify him/her of the situation regardless of whether it is an internal or external emergency.

IV. COMMUNICATION MANAGEMENT – EM.02.02.01

1. NOTIFICATION & COMMUNICATION OF INFORMATION TO STAFF

Each campus has telephone service, walkie-talkie systems, e-mail and word of mouth as their primary communication resources.

Administrative Support Staff will begin calling key individuals as necessary to briefly explain the nature and scope of the disaster along with any instructions. Based upon information provided, these individuals will take appropriate action to implement their responsibilities under this plan.

Program Managers or designees on duty will determine current census so that staffing needs can be determined. Census and staffing information will be communicated to the Unit Administrator. The programs Administrator/Director/Manager/Coordinator or designees will notify all additional non-scheduled staff members notifying them the Emergency Operations plan is in effect. They will obtain an estimated arrival time for additional staff and log this information.

Notification of Personnel

In an emergency which is so widespread to be considered a mass casualty event, all programs scheduled personnel, regardless of position, are expected to report to the program for duty as soon as it is feasible to travel. Once the Emergency Operations Plan has been activated, the programs Administrator/Director/Manager/Coordinator or designee will assign a staff member to initiate the callback list and obtain staff availability. This department information is to be relayed to the programs Administrator/Director/Manager/Coordinator. A designated staff member will notify additional support personnel based on need and assessment of the emergency.

Identification Of Personnel In Emergencies

Personnel on duty during activation of the Emergency Operations plan will be identified by their identification nametag which is to be worn at all times by all staff while on duty. Staff not adhering to this policy may be subject to disciplinary action.

Assignment Of Personnel In Emergencies

All scheduled staff members are required to report to their assigned departments. All other personnel called to report may not necessarily be assigned to their regular duties. Personnel will be asked to perform various jobs, which will be considered vital to an effective emergency operation.

The programs Administrator/Director/Manager/Coordinator will determine the number of staff available and excess staff members to perform additional duties.

3. NOTIFICATION & COMMUNICATION OF EXTERNAL AUTHORITIES

The programs utilize a 911 emergency response notification system. Dial 911 for all emergency notifications (police, fire, ambulance, etc.) The program management, lead staff, or designee are responsible for alerting the 911 system.

14. BACKUP COMMUNICATION SYSTEMS

When the telephone service is temporarily inoperable, secondary communication systems are utilized as follows:

- A. Email will only be available if the infrastructure is working.
- B. Walkie Talkies may be used as backup communication.
- C. Fax machines may be used as backup as long as some are on the emergency power.
- D. Cellular telephones or Blackberries
- E. Runners will be utilized, when necessary, to ensure ongoing communication.

17. ADVANCE PREPARATION FOR COMMUNICATION

Detailed response protocols and critical communication processes are contained within the Emergency Response Guide. This guide serves as reference for response efforts for a variety of events.

V. RESOURCE AND ASSET MANAGEMENT - EM.02.02.03

1 & 3. OBTAINING AND REPLENISHING MEDICATIONS, MEDICAL SUPPLIES AND NON-MEDICAL SUPPLIES

The amounts, locations and processes for obtaining and replenishing medical and non-medical pharmaceutical supplies, including personal protective equipment, have been established. Medical supplies would include anything used in the care of patients. Non-medical supplies would include food, linen, water, fuel and transportation vehicles.

The amounts and locations of current supplies will need to be evaluated to determine how many hours the facility can sustain before replenishing. This will give the facility a par level on supplies and aid in the projection of sustainability before terminating services or evacuating if supplies are unable to get to the facility. The Devereux Treatment Network requires at least 7 days of supplies be maintained.

The processes for obtaining and replenishing those supplies once the par level has decreased will be monitored.

In an emergency, the Director of Legal, Risk, and Quality or Designee will direct staff to obtain emergency supplies and equipment as needed, through the Devereux Foundation network and/or Community resources; i.e., American Red Cross.

The Center maintains emergency supplies which are readily available should an emergency arise, including: flashlights, blankets, batteries and first-aid kits, etc. (See Appendix A)

An Emergency Water Response process provides guidelines for the continuous supply of water in the event of disaster. Single serving articles will be utilized in the kitchen to minimize dishwashing needs. Emergency drinking water supplies are located in various locations and are available through the maintenance department. If electric power is also disrupted, portable generators can be used to pump water from wells (where available). Water can be procured from outside vendors if necessary.

The Food Service Department ensures that a Three-day supply of food is maintained for the clients and staff for use during an emergency.

Nursing staff will deliver prescribed drugs necessary to meet the clients' needs during an emergency. Pharmaceutical company under contract has developed emergency response protocols to continue medication availability.

Bedding and other supplies are maintained for current use. At some locations, cots are available if needed for emergency sleeping accommodations.

11. MANAGING SPACE

Maps of the building layouts are posted in each building for use during an emergency. Floor plans include identification of exits, alarm stations, and fire extinguishers. Floor plans include safe shelter areas for campus emergencies affecting any campus building.

12. ADVANCE PREPARATION FOR RESOURCE & ASSET MANAGEMENT

The programs Administrator/Director/Manager/Coordinator or his/her designee will supervise the procurement and maintenance of regular stock items. Contact information for organizations such as, the American Red Cross, select area hospitals and other suppliers will be maintained.

VI. SECURITY AND SAFETY OPERATIONS - EM.02.02.05

1. Internal Security and Safety

At the time the Emergency Operations Plan is activated, the personnel on duty will be responsible for securing all exits and entrances within the facility. Employees are required to wear nametags identifying themselves as employees. Only persons with proper identification shall be admitted to the program during an emergency.

The Maintenance Department maintains a listing of the type and extent of emergency back up systems on each campus for electricity, water, etc. During an emergency, maintenance staff member(s) are assigned to check the power supply, plumbing, telephone lines and building structures and report deficiencies and hazardous conditions to the CQI Department (individual with unilateral control). The Maintenance Supervisor will organize corrective action.

10. Advance Preparation for Security & Safety Management

Client security is maintained as part of staff supervision of clients. Visitors and other non-Devereux personnel are directed to report to a designated office on each campus and will be questioned by staff if they are in restricted areas. Visitors are required to wear ID badges issued by campus personnel. All staff are provided with and required to prominently wear employee photo ID's while on duty.

Fire warning and safety systems, including smoke detectors, alarms and fire extinguishers are provided in each client facility to protect building occupants from fire and smoke.

Relationships with the local emergency services will continually be enforced and contacts updated as needed. Maintaining a list of current agreements and vendors is crucial.

VII. STAFF MANAGEMENT – EM.02.02.07

2-4. Roles & Responsibilities

The programs will assure that critical staff functions will be performed for the rapid, effective implementation of any emergency response. In addition, it is the policy the programs assure adequate staff is available to perform these critical functions at any time of the day or night. These functions include communication, resources and assets, safety and security, utilities and patient management.

Quality / Risk Management

Department Communicate as necessary to ascertain information. Report as is required to evaluate conditions to and determine response and recovery needs.

Communicate and coordinate disaster recovery and restoral of services efforts. Solicit support as needed. Establish Emergency Operations Center for severe emergencies.

Performs or directs any of the following processes:

- Monitor weather conditions and external circumstances on a continual basis.
- Assist programs in evacuation and/or supervision.
- Contact other campuses for evacuation preparations.
- Ensure communication lines are open.
- Secure and support transportation needs.
- Communicate response efforts to the Emergency Operations Center.
- Coordinate response efforts with external groups.
- Assists in stabilizing programs.
- Maintains open communication with all affected parties and key personnel.
- Documents and reviews planned and actual events to identify improvement opportunities.
- Update Emergency plans, processes, procedures and contacts as new information is submitted.
- Assist in preparing for a possible evacuation.
- Communicate the ALL CLEAR as appropriate.

Nurse Staff

- Maintain a listing of all client medications and allergies.
- Set up triage in the event of multiple injuries.
- Administer first aid when needed.
- Contact local hospital/ambulance.
- Accompany the clients along with a supply of medication in the event of Campus evacuation.
- Any other duties as directed.
- Prepare for possible evacuation

Administrative Support

- Maintains an updated listing of all emergency telephone numbers.
- Updates new listings of each Program/Building/Department as changes are made
- Coordinates communication, when instructed, by the Executive Director and/or Director of Administrative Services or program leadership.
- Call 911 if needed
- Any other duties as directed.

Program Leadership

- Provides Emergency Operations Plan training for all new staff specifically addressing components such as: specific responsibilities in the event of disaster, and safety features of each building. Provide ongoing training to all staff to build familiarity and a working knowledge of the Emergency Operations Plan.
- Ensure that all required drills and inspections are conducted as required.
- Assume unilateral authority until relieved.
- Call 911 id needed
- Prepare for possible evacuation.

Program Staff

- Obtain the Emergency Response Guide in case of building evacuation. Follow instructions in guide and direct staff for specific type of disaster or emergency condition.

	<ul style="list-style-type: none"> ▪ Maintains/ensures effective process for continuous awareness of the current client population listing within area of responsibility and shares information as necessary. ▪ Account for all staff and clients during a drill or emergency and report accurate accountability listing to program leadership. ▪ Check building and lock doors in case of building evacuation. ▪ Perform all required drills and inspections. ▪ Direct outside emergency personnel to crisis area. ▪ Report any hazardous conditions to supervisor. ▪ Wait for instructions from Program Manager or CQI Department ▪ Report to the school and assist teachers in the event of a disaster occurring during normal school hours. • Call 911 if needed ▪ Any other duties as directed. ▪ Assist individuals we serve prepare for possible evacuation
Teachers	<ul style="list-style-type: none"> ▪ Account for all clients. ▪ Maintain clients in school groups in the case of a disaster occurring during normal school hours. ▪ Supervise clients and follow directions provided by the principal, assistant principal, program leadership or CQI Department. ▪ Go to dorms and assist Direct Care Staff in the case of a disaster occurring when school is not in session. ▪ Any other duties as directed.
Maintenance	<ul style="list-style-type: none"> ▪ Correct all Life Safety issues promptly when reported. ▪ Upon instruction from program leadership in charge or CQI Department, perform any of the following: <ul style="list-style-type: none"> ▪ Assist in the distribution of supplies (food, water, etc.) ▪ Set up triage or any other temporary quarters needed. ▪ Provide drivers for transportation. ▪ Secure any hazardous area. ▪ Provide traffic control. ▪ Assist in the evacuation and transportation of any injured. ▪ Maintain campus security. ▪ Any other duties as directed.
Food Service Staff	<ul style="list-style-type: none"> ▪ Maintain an emergency supply of food on hand. ▪ Provide and distribute food where needed. ▪ Arrange for emergency drinking water if needed. ▪ Any other duties as needed.
Primary Therapists	<ul style="list-style-type: none"> ▪ Assist direct care staff in the supervision of clients. ▪ Work with Direct Care Staff to provide alternate programming. ▪ Contact parents/funders and advise of the emergency situation or disaster. ▪ In the case of an evacuation, provide parents and funders with an emergency telephone number. ▪ Any other duties as directed.
Housekeeping Staff	<ul style="list-style-type: none"> ▪ Report any Safety issues to supervisor and maintenance. ▪ Arrange temporary living quarters if required. ▪ Gather supplies such as blankets, clothing, etc. in the event of complete evacuation (time permitting). ▪ Assist with the supervision of clients. ▪ Assist with the distribution of food. ▪ Any other duties as directed.

- Indirect and Staff
 - Assist with the supervision and evacuation of any clients within work Other Support area.
 - Report to program leadership or specific work assignment.
 - Any other duties as directed.

▪ **Managing Staff Support**

Employees may not be assigned to their regular duties. Employees will be asked to perform various jobs, which will be considered vital to the effective operation of the programs during the period of the emergency plan activation. Employees will be assigned duties based on the needs of the program. Staff assignments are periodically reviewed to ensure efficiency and maximize productivity.

During activation of the EOP, various modifications and accommodations are made for staff to assist them in coming to the facility to provide needed services. The following accommodations are authorized:

- A. Where travel is difficult or impossible because of weather conditions, the programs will utilize its network and fleet vehicles to ensure adequate staffing needs.
- B. Where necessary because of conditions, the programs will accommodate staff that needs to sleep, eat and/or other services in order to be at the program to provide needed services.
- C. The programs Administrator/Director/Manager/Coordinator or designee will handle the needs of staff during the emergency.
- D. Clinical staff will determine the need for stress debriefing.

10. Advance Preparation for Staff Management

Staff is trained to contact the program leadership chain of command and processes to request support in case of emergency. If outside services such as medical, police or fire professionals are required, the 911 emergency notification system is utilized. If the program leadership is unable to be contacted, staff is to contact the CQI Department.

VIII. CLIENT MANAGEMENT – EM.02.02.11

1. CLIENT ACTIVITIES RELATED TO CARE, TREATMENT AND SERVICES

The programs will maintain a client photographic identification system. A digital photograph is taken of the client upon admission and every year thereafter. Program Supervisors are responsible for accounting for all current clients in the program and for taking roll call during drills and actual emergencies.

Updated information pertaining to relevant medical conditions, not in violation of HIPPA, is communicated by nursing or program management.

The Emergency Operations Plan directs the Executive Director or Designee to direct alternative client management and client programming in an emergency.

Actions may include, but are not limited to:

- * Convene a planning group including education, clinical and program staff to develop alternative programming for one day or an extended period as needed.
- * Move activities/classes to safer locations on campus.
- * Increase supervision of clients who in a non-emergency situation would have privileges to move across campus or in the community without supervision.
- * Modify services provided as appropriate. Each program will establish criteria for the cessation of non-essential services at their program during an emergency. The Executive Director or designee will make decisions regarding non-medical client transfer, discharge or relocation determinations.

Medical evacuation decisions can only be made by authorized medical personnel.

Nursing services would continue to be provided as usual, unless a total evacuation of the building is ordered, at which point all services would be transferred to a new location on campus.

3. Evacuation Activities

An evacuation of the Center for a situation which renders the facility no longer capable of providing necessary patient care, treatment and services may be required. Staff will communicate emergency situation to program chain of command or initiate emergency response by activating the Emergency Response Plan. Program chain of command will inform the CQI Department and leadership. The evacuation will be handled in cooperation with local Police or Fire and/or local EOC, if applicable.

The local Police or Fire and/or the EOC will be notified as soon as the potential for evacuation is considered and will be kept updated on an ongoing basis in order to begin the process for identification of the availability of vehicles to relocate the clients.

The coordinated response will include but is not limited to:

- Determining the most appropriate site for relocation (if necessary). The Devereux Foundation shall utilize its extensive physical plant resources to accommodate the temporary emergency relocation of clients to one of its individual centers determined most appropriate in consultation with other Centers.
- Establish communication center and notification systems to alert and inform all campus areas.
- Provide instruction and support to staff and clients regarding crisis situation.
- Obtain accurate population counts of all staff, clients and visitors.
- Coordinate evacuation efforts ensuring safety, constant supervision and accounting of clients.
- Coordinate emergency plan and ensure continuous flow of communication to and from campus.
- As necessary, designated staff members will report to the relocation site to coordinate and prepare for the arrival of the evacuees.
- Will contact the Red Cross and other agencies to procure bedding materials and supplies as necessary. Will ensure the continuation all essential services including housekeeping, food service, nursing, etc.
- Will coordinate the re-entry of all personnel to the campus when instructed.

The CQI Department will make arrangements to secure all available vehicles and determine evacuation capabilities based on population and vehicle availability. The CQI Department will determine the need for securing outside transportation services.

11. Advance Preparation for Client Management

Back up systems are maintained for client identification, record keeping and retention, client transfers and movement and ongoing provision of services.

Clients participate in the Emergency Operations Plan including a fire drill in each client occupied building on each shift quarterly; a system malfunction drill and other internal drills; i.e., tornado/severe storm, bomb threat, or community disaster response drills, as appropriate.

Community Disasters – Devereux Florida does not have an agreement with the community to be designated as a Mass Care Center.

IX. TESTING AND EXERCISE- EM.03.01.03

1-17. Evaluation & Effectiveness of the Emergency Operations Plan

Devereux Florida strives to maintain a safe environment for its clients, staff and visitors. As such we continually evaluate our preparedness to face disasters and other emergency situations.

In addition to planned drills, we assess our current processes by evaluating our performance in actual emergency situations.

Emergencies may be due to such causes as severe wind, explosion, bomb threat, loss of electricity or water, etc. Each implementation (whether a drill or actual emergency) shall exercise the emergency operations plan elements relating to organization preparedness, staff preparedness, client management, as well as, processes or procedures appropriate to the type of emergency.

Occurrence of any of the following situations must be reported to the CQI Department:

- Fire
- Inclement weather which impedes the provision of mandatory services.
- Building Evacuation (for any reason).
- Loss of utilities (heat, water, electric) over one (1) hour.
- Other incident causing severe property damage or injuries.

Each of these occurrences requires the completion of an Incident Report.

Emergency Event Assessment - Documentation for an emergency; i.e., internal emergency drill, actual emergency, loss of utilities for more than one (1) hour, emergency weather condition which impedes the provision of necessary services must include:

- Emergency situation (date, time, duration, location(s) affected, supervisor(s) in charge and description of event)
- Assessment of the following areas: Communication, Resources and Assets, Safety and Security, Staff roles and responsibilities, Utilities Management, Transportation, Client clinical and support activities
- Problems Identified during Implementation
- Corrective Action Taken (Comments & recommendations and responsible party)

Performance standards will be selected and criteria established to measure and monitor the overall effectiveness and performance of the Emergency Operations Plan. Results of performance improvement monitoring activities are reported to the CQI Department.

At least one performance improvement activity will be developed annually and submitted to the Safety Steering Committee.

Appendix A: Emergency Inventory/Supplies

In an emergency, the Executive Director or Assistant Executive Director or Designee will direct staff to obtain emergency supplies and equipment as needed through the Devereux Foundation network and/or Community resources; i.e., American Red Cross.

Water Supplies

Minimally, a pallet of water is maintained at Viera Campus at all times. Additional potable water supplies can be procured from other Devereux locations. Drinking water inventory levels are calculated based on the American Red Cross recommendation of one gallon per person per day. (1 gallon x # of clients and staff x 4 days = amount of water needed)

In the event of an emergency at another campus/site, water can be transported by truck.

Food Supplies

Minimally, a Three-day supply of food is maintained in all kitchens at all times.

Fuel Supplies

Emergency generators are maintained at the Viera & Orlando Campuses. These generators are tested and inspected based on industry standards. Fuel supplies are replenished as necessary by our vendor.

Pharmacy

Pharmacy supplies including medications are obtained through our vendor and delivered daily. Center Staff will attempt to deliver all prescribed drugs necessary to meet the clients' needs during an emergency.

Other Supplies

The Center maintains emergency supplies which are readily available should an emergency arise, including: flashlights, blankets, radios, batteries and first-aid kits.

Bedding and other supplies are maintained for current use. At some locations, cots are available if needed for emergency sleeping accommodations.

Additional supplies required for various emergency conditions include:

- Plastic sheeting
- Staple gun
- Power strips
- Extension cords
- Fuel containers for on-campus transport
- Utility cart or wagon to transport supplies on campus
- Transistor radio

Emergency supplies will be maintained in designated locations on campus. These areas and supplies will be monitored to ensure availability.

Inventory Monitoring

During an emergency, inventory levels are monitored to ensure uninterrupted supplies of water, food, fuel, medicine and other essential needs. Designees from facilities, food service, nursing and safety/risk will be assigned responsibility for continuous monitoring of supplies as necessary. Periodic reports will be delivered to the command center regarding inventory levels. Procurement processes will be supported by the finance department and a lead procurement specialist will be appointed as the situation dictates.

Appendix B: Hurricane Evacuation Process

Phase I – Tropical Storm or Hurricane Watch – Be Alert – Programs are to check supplies, gas vehicles and survey facilities (72 Hours prior to the storm)

- The CQI Department will call the contracted bus company to ensure possible need for evacuation.
- Program Managers will confirm to Evacuation Team List and report to the Regional Administrator.
- Nursing will contact contracted Pharmacies to put them on alert of possible evacuation.
- Maintenance will review and update emergency supply kits.
- Maintenance will ensure all Devereux Vans will be filled with gas.
- Kitchen staff will order extra snacks to be taken with the clients and staff during the evacuation road trip.
- Clinical will contact family, guardians, and funders to inform them of a possible evacuation.
- Administration will secure cash for the evacuation road trip.
- SMT will develop a communication process.
- Management will determine the needed staff ratio.
- Programs will maintain charged wakies talkies and cell phones

Phase II – Hurricane Watch – Begin Preparations (48 Hours prior to storm)

- The decision to evacuate is made by the Executive director.
- CQI will call the bus company to arrange busses for the upcoming evacuation.
- The Evacuation teams will begin to pack needed items for the trip.
- Program Managers will work with clients to prepare of the evacuation trip.
- Clinical will contact family, guardians, and funders letting them we will be evacuating and giving them the destination information, and contact information.
- Nursing will order extra medication for the trip.
- Put communication process into working process.
- CQI will alert the receiving facility that we are preparing to evacuate.

Phase III – Hurricane Warning – Full Alert – Program shutdown or Evacuation (24 Hour prior to storm)

- Load busses and any Devereux Vans as needed with supplies, and travel need for staff and clients.
- Alert receiving facility that the busses are being loaded and possible departure time.
- As the clients are being loaded the Program managers take a head count of all of the individuals
- Maintenance will secure the facility and prepare it for temporary closure.
- Ensure that there is a point of contact in each vehicle to ensure continual communication during the evacuation road trip.

Appendix C: Emergency Fire Evacuation:

If any employee discovers a fire or smoke, the employee will immediately pull the nearest fire alarm box. If there is time and it is safe to do so, the program management, lead staff, or designee will call 911. Employees and customers are to evacuate the building

If a fire alarm sounds or a fire is otherwise announced, all employees (except those designated and trained to use fire extinguishers) are expected to immediately exit the premises by proceeding to the nearest exit in an orderly fashion using the R.A.C.E method. If the nearest exit is blocked by fire or smoke, the employees should proceed to an alternate exit. There should be no running, shouting, pushing, etc. A calm orderly evacuation is the safest for all concerned.

Upon exiting the building, all employees and personnel are to proceed to the designated meeting area(s) away from the building, so as not to hamper access by fire fighters, and in order to be accounted for. Program managers will account for all of their employees to ensure that no one is still in the building and unaccounted for.

Where needed, special procedures will be developed upon admission for helping physically impaired individuals. This will be done on a case by case basis. All staff will be trained on the evacuation process for the individual, and the person that is assigned to that individual is responsible for ensuring the individual is evacuated.