

# EMERGENCY PREPAREDNESS PLAN

APPROVED BY: Governing Body  
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ACHC STANDARD: DRX7-4A

## MEETING PATIENT ONGOING NEEDS FOLLOWING A DISASTER OR EMERGENCY

Disasters and emergencies that justify implementation of the Emergency Preparedness Plan include:

- Natural disasters
- Man-made disasters
- Facility-based disasters that include, but are not limited to:
  - Care-related emergencies
  - Equipment and utility failures, including but not limited to power, water, gas, etc.
  - Interruptions in communication, including cyber attacks
  - Loss of all or portion of facility
  - Interruptions to the normal supply of essential resources, such as water, food, fuel (heating, cooking and generators) and in some cases, medication and medical supplies (including medical gas, if applicable)
  - Emerging infectious diseases (EIDs) such as Influenza, Ebola, Zika Virus and others:
    - These EIDs may require modifications to facility protocols to protect the health and safety of patients, such as isolation and personal protective equipment (PPE) measures

It is the policy of Kohll's Rx to establish and maintain open communication with the local office of FEMA. Our staff should be informed as to the local provisions from the local FEMA office for the emergency planning. This will include monthly updates if necessary and at least once a year in-service to the staff on what these provisions will encompass.

Each patient will receive a Patient Handout with emergency planning and a list of Kohll's Rx Emergency Contact Telephone Numbers.

The emergency preparedness plan includes procedures to manage both internal and external emergencies. This plan will be evaluated and updated annually. All staff will be educated regarding the plan during orientation, annually and as needed. All patients will be provided with the Patient Emergency Preparedness Plan in their Patient Handbook that is included with the first shipment/delivery.

### Disaster Response Team:

The Disaster Response Team assumes the overall responsibility for the planning/preparedness, mitigation, response and recovery of any emergency affecting a company facility. The team members include:

- General Manager
- Office Manager
- Respiratory Care Practitioner
- Compliance Officer
- PI Coordinator

### PROCEDURE:

#### Internal Emergencies

Internal emergencies are those listed below that may interrupt normal operations of the facility. They include but are not limited to:

- Power outages
- Fire and/or Bomb threat
- Facility damage or destruction
- Other

### **Power Outages**

In the event that power is interrupted during normal business hours, the phone calls will automatically be forwarded to the answering service. The answering service will relay all messages to the on-call cellular phone, as instructed.

The company will make all reasonable attempts to contact patients on electric powered life sustaining equipment during a power outage to provide assistance such as; additional oxygen tanks for patients on oxygen concentrators, battery powered equipment if available and provide information on shelters that are open that have power. The company will maintain a priority list of patients on life sustaining equipment.

### **Fire or Bomb Threat**

In the event of an emergency office evacuation such as a fire, bomb threat or suspicious person, the following steps will be taken.

- The person discovering the fire or receiving the bomb threat will dial 911 to report the incident and then make an announcement to instruct all employees to exit the building immediately.
- The person discovering the fire, receiving the bomb threat, or notices the suspicious person will announce over the intercom system the location and the following codes: RED-Fire, BLACK-Bomb, and YELLOW-Suspicious Person for all personnel to evacuate the building immediately via the closest exit avoiding the hazardous area. If the fire is small and contained, the closest fire extinguisher should be used to extinguish the fire.
- Employees exiting their area should close all internal doors behind them.
- Employees in the vicinity of any disabled teammates will assist those teammates in exiting the building.
- All employees are responsible for knowing the location and use of all fire extinguishers in the building.
- All personnel upon leaving the building will congregate in the front of the building in the parking lot nearest to Congress Avenue.
- The manager will then proceed to do a head count of the employees. This headcount will be communicated to a member of the Disaster Response Team upon completion.
- Employees will wait for "All Clear" instructions from a member of the Disaster Response Team before re-entering the building.

### **Facility Damage or Destruction**

In the event that the facility is damaged or destroyed and unsuitable for work, the Disaster Response Team will be responsible for initiating the Emergency Contact call down sequence to notify employees of alternative locations to work.

If equipment/supplies are needed to be moved from the organization to another location in response to a disaster the Office Manager will contact all needed staff members to help in the transfer.

An inventory of all products/supplies to be moved will be completed and the move completed as soon as possible. All products/supplies to be moved will be placed into a building or facility in an area that can be locked.

### **Other**

In any other identified internal emergency, a member of the Disaster Response Team will notify the appropriate authorities and implement the appropriate emergency procedures.

### **Natural Disasters and/or External Emergencies**

Natural disasters and/or external emergencies are those situations listed below that may interrupt normal operations of the facility. They include but are not limited to:

- Hurricanes
- Tornadoes
- Floods
- Terrorist attacks
- Other (forest fires, radiation leaks, etc.)

If additional equipment, supplies, products or personnel are needed in an emergency, the following services are to be contacted:

- The local hospital(s) in the area
- The local EMS office (911 Services)

- Other local or area pharmacies and DME companies.
- FEMA

## **SEVERE WEATHER PREPAREDNESS**

Purpose: To provide directions and instructions to employees, patients and clinics in preparation for periods of severe weather and for the response and recovery after the emergency.

### **I. Responsibilities of the Disaster Response Team:**

- The Disaster Response Team will meet prior to the start of severe weather season to review, coordinate and delegate the implementation of our Emergency Preparedness Plan.
- The Disaster Response Team assumes the overall responsibility for the readiness of the facility in the event of a major storm and is responsible for the safety of the employees as well as the property.
- The Disaster Response Team assumes responsibility for the re-instatement of the facility to a full and serviceable condition.
- The Disaster Response Team will oversee the completion of tasks pre and post major storm event.

### **II. Storm Preparations:**

- Maintain a two week supply of inventory at all times.
- Implement a Call Down System
- Prior to severe weather season, the Disaster Response Team will prepare and keep an updated list of contact phone numbers of all its employees for distribution.
- Information will be updated regularly to ensure the records are current.
- The call down system will go into effect as soon as the storm has passed and the "all clear" has been reported by local Emergency Management Officials.
- Employees should be ready to receive calls from their designated Disaster Response Team Leader.

### **III. Call Down Operation:**

- The Disaster Response Team has employees reporting to them with assigned duties for securing the facility during a severe weather warning.
- The Disaster Response Team is responsible for contacting staff members and to post severe weather updates and information.

### **IV. In the Event of a Severe Weather Watch:**

- Test back-up generator.
- Collect a sufficient amount of gasoline to prepare for alternate power sources.
- Doors between outer offices and inner corridors should be left closed but unlocked.
- Take home any personal valuables.
- Charge cellular phone batteries.
- The Disaster Response Team will ensure all employees have the Emergency Contact list.
- The Disaster Response Team will be responsible for listening to official emergency bulletins and communicating information to employees.

### **V. In the Event of a Severe Weather Warning:**

- The Disaster Response Team will implement our Preparedness Plan.
- Secure the building.
- Prior to employees leaving the building, electrical equipment should be unplugged in order to protect from possible power surge damage, depending on storm severity. Secure all loose paperwork to protect against potential damage.
- All patients, clinics and accounts will be notified of any new cut-off and delivery schedules immediately upon storm "Warning" being issued.
- All calls will be automatically forwarded to the answering service. The answering service will be informed of potential office closings and provided with further instructions.

## VI. Post Severe Weather /Other Emergencies Operations

- Following a major storm event/other emergencies and upon receiving the “all clear” from local Emergency Management Officials, a complete assessment of damages will be conducted by the Disaster Response Team. The facility will re-open as soon as possible following this assessment. Repairs will be made as needed so as to ensure the safety of our employees.
- Notify patients of status on returning to normal operations.
- The Office Manager will make every effort to contact the Disaster Response Team facilitating the call down system.
- Once the roads are passable and the premises are approved for employees to return to work, normal patient delivery will be resumed.
- Additional delivery personnel will aid to ensure delivery to patients, clinics and accounts as quickly as possible.
- Post Disaster Emergency Telephone Numbers.

In the event of a disaster all calls will be automatically forwarded to the answering service. The answering service will contact the On-Call staff member or the emergency backup staff member.

Employees should contact their immediate managers for further instructions or contact the answering service for updated information on office closing or re-opening.

Managers shall verify staff reporting in, either by telephone or in person, against the Active Employee list. Any staff not accounted for after the emergency will be reported to Human Resources.

## VII. Action Report

A post disaster meeting will be held to review the effectiveness of this plan, determine needed changes, and implement the modifications. It is recommended that this meeting take place within 30 days of the disaster.

## DISASTER DRILL PROCEDURE

The Disaster Response Team will determine the date and time for the drill and notify all staff members of the mock disaster/emergency situation. The Disaster Response Team will maintain a list of all employee communication devices, including telephone, pager, and cellular phone numbers.

Emergency situations that may be used to simulate an emergency or disaster:

- Severe Storms
- Hurricane
- Tornado with widespread damage.
- Massive winter storm with extended power outages
- Earth quake with extensive damage
- Wild Fires
- Flooding
- Mud Slides
- Chemical Attack (terrorism)
- Biological Attack (terrorism)
- Nuclear attack (dirty Bomb or conventional)
- Weapon of mass destruction
- Pandemic

The types of emergency situations that are specific to this geographical area include:

- Severe Storms
- Tornado with widespread damage.
- Massive winter storm with extended power outages

After the staff arrive at the facility the Disaster Response Team will assign duties for specific staff members. The duties include but are not limited to:

- Contacting local FEMA, EMS offices and county health departments to inform them of the availability of staff and vehicles to help local officials as needed.
- Contacting patients to help answer questions about the situation and give advice for seeking shelters and medical attention as needed.
- Contacting other local medical suppliers to offer help.
- Delivering essential medical products and supplies as soon as practical and within the scope of the company.

The Disaster Response Team will evaluate the effectiveness of the drill and in-service the staff about emergency preparedness and offer methods to improve. The drill, the effectiveness, a summary of in-service education and corrective actions will be documented.

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The plan shall include:

- The means by which the company establishes and maintains an effective response to emergencies and disasters, including plans for:
  - Notification of staff when emergency response measures are initiated.
  - Communication between staff members, county health departments, and local emergency management agencies, which includes provisions for a backup communications system.
  - Identification of resources necessary to continue essential care or services or referrals to other organizations subject to written agreement.
  - Contacting and prioritizing patients in need of continued services and supplies.

**Emergency Management Plan Review and annual update:**

The plan should be submitted and approved annually by the county emergency management (if required). This plan must reviewed by the Disaster Response Team annually and updated as needed.