

CSB Policy and Procedures

[CSB] Emergency/Disaster Preparedness, Response and Recovery

Policy Statement

To prevent the interruption of critical services provided by the [CSB] by establishing procedures to ensure the mitigation of, preparedness for, response to, and recovery from, natural or manmade catastrophic emergency/disaster situations at its location(s).

HIPAA Security Regulation Addressed in this Policy: 164.308(a)(7) Emergency Mode Operations Plan

References

- MIS Data Backup and Storage Policy
- MIS Disaster Recovery Plan

IMPLEMENTATION RESPONSIBILITY

Table I identifies implementation responsibilities for Department staff.

I EMERGENCY PREPAREDNESS IMPLEMENTATION RESPONSIBILITIES FOR STAFF	
Position	Responsibility
Executive Director	<ul style="list-style-type: none"> < Initiate and oversee the [CSB's] emergency response activities during emergency/disaster situations (in cooperation with the [Jurisdiction's] Emergency Operations Center (EOC)). < Carry an EOC contacting device. < Designate at least two persons as successive successors to him/her (and to carry an EOC emergency contacting device). < Maintain a notification system to call back workers. < Maintain these written procedures for emergency/disaster preparedness, response and recovery (annually review and revise). < Approve key staff recommended by Division Directors to receive a key to the central key closet. < Approve written procedures for centralized key access and security promulgated by each designated facility manager at his/her designated facility(s). < Keep a key to the [CSB's] central key closet available and secure. < Keep a copy of the current emergency telephone contact roster available.
Division Directors	<ul style="list-style-type: none"> < Carry an EOC emergency contact device (when assigned to do so). < Determine format and content of ongoing emergency preparedness training. < Provide information updates to the Department Director for the emergency telephone contact roster to ensure its accuracy. < Keep a key to the [CSB's] central key closet available and secure. < Keep a copy of the current emergency telephone contact roster available.

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Position	Responsibility
Residential Program Director	<ul style="list-style-type: none"> < Ensure sufficient back-up inventory of critical emergency supplies at residential locations. < Maintain list of residential locations that require evacuation and relocation of consumers during a disaster/emergency situation for quarterly distribution with the emergency telephone contact roster. < Keep a key to the [CSB's] central key closet available and secure. < Keep a copy of the current emergency telephone contact roster available.
Program Supervisors (and "key" supervisors of essential employees)	<ul style="list-style-type: none"> < Ensure that the current emergency telephone contact roster is maintained at all work sites and that all employees are familiar with the roster and the location of the roster at their respective work sites as well as the appropriate procedures for reporting an emergency. < Ensure staff and consumers receive ongoing emergency preparedness training. < Carry [CSB] pagers and cellular phones as assigned. < Keep a copy of the current emergency telephone contact roster available.
Emergency Services Staff	<ul style="list-style-type: none"> < Carry [CSB] pagers and cellular phones as assigned. < Keep a copy of the current emergency telephone contact roster available.
MIS Disaster Recovery Team	<ul style="list-style-type: none"> < Meet quarterly (and more often as may be required) to ensure ongoing emergency/disaster preparedness. < Convene as soon as possible after a disaster to assess damages and make recommendations for recovery of management information systems.
Office Manger, or equivalent	<ul style="list-style-type: none"> < Update and redistribute the emergency telephone contact roster quarterly. < Identify and maintain list of employees who can provide four-wheel drive vehicles. < Ensure the Safety Committee's quarterly and annual facility/vehicle inspection checklists address emergency preparedness issues (This position chairs the Safety Committee.).
Acute Care Services Administrative Assistant	<ul style="list-style-type: none"> < Maintain a central key closet with keys to all facilities and vehicles. < Assume responsibility for providing working keys for all office facilities and vehicles in the central key closet. (Providing working keys in the central key closet for residential facilities is the responsibility of the [CSB's] Technical Supervisor.). < Keep a key to the [CSB's] central key closet available and secure. < Provide emergency equipment, supplies and instructions in all vehicles.
Department Technical Supervisor	<ul style="list-style-type: none"> < Ensure provisions for the removal of snow and ice are in place in the fall of each year. < Provide working keys for all residential facilities to the Acute Care Services Supervisory Administrative Assistant for the central key closet. < Maintain a separate set of keys to all residential facilities at a different location. < Keep a key to the [CSB's] central key closet available and secure. < Keep a copy of the current emergency telephone contact roster available.

Position	Responsibility
Designated Facility Managers (for office and residential locations)	<ul style="list-style-type: none"> < Maintain sufficient back-up inventory of critical emergency supplies required for the facility. < Conduct quarterly self inspection of the facility using the Safety Committee's checklist, make corrections indicated and submit results to Safety Committee including inspection and testing of smoke alarms, inspection of fire alarm pull station access and inspection of fire extinguishers. < Ensure signs are posted and Department phone announcements are changed if evacuation is necessary. < Maintain a centralized system for key access and security, backed by written procedures approved by the Executive Director, for all keys at assigned facility(s). < Post instructions on or near each phone for making building-wide emergency intercom announcements (for office facilities only). < Keep a copy of the current emergency telephone contact roster available.
Corporate Compliance Officer	<ul style="list-style-type: none"> < Maintain ongoing emergency preparedness awareness by (1) ensuring compliance with licensing requirements for emergency preparedness activities (such as fire drills); and, (2) initiating simulated emergency/disaster exercises.
Department Contract Administrator	<ul style="list-style-type: none"> < Ensure that contracts with outside parties to provide consumer residential or day support services include adequate emergency preparedness provisions.
Volunteer Coordinator	<ul style="list-style-type: none"> < Prepare emergency preparedness literature detailing emergency response procedures and distribute to staff and post in all [CSB] facilities.
Essential Employees	<ul style="list-style-type: none"> < Provide direct care for consumers as may be required by: (1) staying at work site until replacement staff arrive; (2) being prepared to stay longer than regular shift either: (a) at work site or (b) nearby on call in the event of an emergency; and, (3) reporting to work even when the [Jurisdiction] is closed and nonessential employees are not expected to report.
All Employees	<ul style="list-style-type: none"> < Be familiar with and adhere to these procedures.

DEFINITIONS

Critical Department functions that must be maintained during an emergency/disaster include:

1. Emergency intervention for persons in psychiatric crisis anywhere in the [Jurisdiction], 24 hours daily, seven days a week.
2. Residential services for persons with mental disabilities or substance abuse problems. This includes providing individual care, supervision and transportation, as necessary.
3. Medication services.
4. Day support/vocational services.

Emergency/Disaster is defined as any event, incident, occurrence or condition which causes or has the potential to cause loss of, or damage to, life and/or property and disrupts, or threatens to disrupt normal community life or operation of any critical City or Department services.

1. Weather or natural emergencies such as floods, high-wind storms, heavy

- 2. snowstorms, earthquakes, tornadoes or hurricanes.
- 2. Man-made emergencies such as an accident or terrorism that involves fire, explosion, bomb threat, airplane crash, shortage of a critical resource (such as an electrical power failure) or exposure to a biological hazard (whether airborne or water contaminants).
- 3. Civil emergencies, such as labor strikes, riots or other large-scale disturbances of the peace.

Emergency Operations Centers (EOC) are the centralized center(s) for emergency operations.

Employee Emergency Hotline is (XXX) XXX-XXX. This is the number for employees to call to get information about emergency/disaster situations.

“Essential” Employees are employees responsible for the direct care of consumers. Essential employees: (1) may not leave their work site until replacement staff arrive; (2) may be required to stay longer than their regular shift either: (a) at their work site or (b) nearby on call in the event of an emergency; and, (3) must report to work even when the City is closed and nonessential employees are not expected to report.

Table II below identifies essential employees for each type of program.

TABLE II ESSENTIAL EMPLOYEES		
Program	Essential Positions	Function
Emergency Services	Team Leader, Psychiatric Social Worker II, Clinical Psychiatrist	24- hour Emergency Services coverage and hospitalization
Residential	Shelter Supervisor, Senior Residential Counselor, Residential Counselor, On-call Counselor, MH/MR Technician I and II.	24-hour coverage at group homes, supervised condos and supported living programs
Detox Center	Registered Nurse, Residential Detox Counselor I and II, Cook	24-hour coverage of Detox Program
Methadone Clinic	Counseling Supervisor, Psychiatric Nurse, Secretary	Provide methadone counseling and outpatient counseling
All Programs	Any employee so designated by his/her supervisor (or loaned by the Department Director to a City-wide relief effort)	Miscellaneous work as directed

PROCEDURE:

The Executive Director will coordinate the [CSB’s] levels of readiness. Sections below provide guidelines for employees to follow during each of five “readiness levels.” Section provides Response Requirements for Specific Emergency/Disaster Scenarios that may be required during emergency/disaster situations.

Level I - Readiness Stage - This stage involves normal routine day-to-day emergency preparedness activities. During this stage:

- < The Department complies with the [Jurisdiction's] emergency notification system which requires each department head to designate a person or persons to carry an emergency communication device at all times.
- < The Department's emergency telephone contact roster is updated and redistributed quarterly. This roster includes emergency contact numbers and addresses for [CSB] and [Jurisdiction's] personnel (including the EOC). All [CSB] locations and key management personnel are required to keep the emergency telephone contact roster available.
- < Instructions for making emergency building-wide intercom announcements are posted on or near all phones at all office facilities.
- < The [CSB's] list of residential locations that require evacuation and relocation of consumers during an emergency/disaster is updated as changes occur. It is redistributed quarterly with the emergency telephone contact roster. This list also provides instructions for evacuation of consumers and staff from [CSB] facilities and/or from the [Jurisdiction].
- < Key staff as required are assigned keys to the [CSB's] central key closet. This key closet contains a working key for every [CSB]-operated, leased, or owned facility or vehicle.
- < Supervisors ensure that staff receive ongoing emergency preparedness training appropriate to their work responsibilities in accordance with division director-approved training plans.
- < The [CSB's] Corporate Compliance Officer maintains ongoing emergency preparedness by: (1) ensuring compliance with licensing requirements for emergency preparedness activities such as fire drills; (2) initiating simulated emergency/disaster exercises in which staff and consumers participate; and, (3) ensuring that [CSB] staff participate in any simulated emergency/disaster exercises.
- < **All facilities** have:
 - Emergency contact numbers clearly posted. Have the current emergency telephone contact roster available.
 - Emergency supply kits that contain (at a minimum) working flashlights, generator driven AM/FM radio, first aid supplies (including CPR mouth shield, eye protection, rubber gloves, spill absorbent and bleach).
 - Posters with simple instructions for various emergencies (i.e. first aid, fire, etc.) are posted at each fire alarm pull station.
- < **All office facilities** have (in addition to the above requirements for all facilities):
 - Instructions for making building-wide emergency telephone intercom announcements on or near each phone in all office facilities.
 - A scale drawing (with proper orientation) of each office facility's evacuation plan route, framed and clearly posted on each floor in an obvious location (such as next to fire extinguishers).
- < **All group homes and other residential facilities** have the following in addition to the requirements listed above for all facilities:

Emergency packets with vital information for each consumer.
Bottled water.
A Supply of nonperishable cold-serve food.

- < **All Vehicles** have:
First aid kits and equipment (including rubber gloves).
Mounted fire extinguisher.
Written emergency procedures for what to do in the event of an accident or breakdown, plans to provide timely notification to the [CSB] of the status of [CSB] consumers in emergency/disaster situations.
- < This policy is reviewed and updated annually.

Level of Readiness II - The Watch Stage - The watch stage allows time to monitor the situation more closely and plan for the orderly transition to the next level of readiness. Upon notification of this level of readiness:

- < The Executive Director:
Initiates notification of essential staff that a watch stage level of readiness is in effect and that they should begin to monitor and plan to prepare to respond to a change in the level of readiness, should it occur.
- < Supervisors:
Notify essential subordinates.
Monitor the status of the emergency (via TV/Radio etc).
Review plans for addressing the specific type of emergency.
Verify availability of emergency supplies and equipment.

Level of Readiness III - The Warning Stage - The warning stage means the situation has worsened and a disaster is expected within the next 24 hours. Upon notification of this level of readiness:

- < The Executive Director:
Initiates notification of essential employees that a warning stage level of readiness is in effect and to prepare to respond to a change in the level of readiness, should it occur.
Appoints an emergency management coordinating team.
- < Supervisors:
Notify essential subordinates.
Initiate emergency plans developed at Level II.

Level of Readiness IV - The Stage of Maximum Response - This is the stage when emergency resources are used to their fullest extent. Upon notification by of this level of readiness:

- < The Executive Director or his/her successor:
Initiates notification of essential employees that a maximum response stage level of readiness is in effect
Ensures that highest-ranking staff at each [CSB] facility change recorded phone announcements and post emergency signs (if evacuation is necessary) to give the public directions to alternate locations to obtain services and reach consumers and staff.
- < Supervisors:
Notify essential staff.
Monitor emergency plan activities developed at Level II and implemented at Level III.

Level of Readiness V - Short Term Recovery Stage - This stage allows transition back to Level I readiness. Upon notification of this level of readiness:

- < The Executive Director:
Initiates notification of employees to transition back to Level I Readiness Level.
Works with the City's Damage Assessment Team or Recovery Task Force to restore essential City services; and,
Reviews the emergency response, identifies problems and revises emergency preparedness plans as may be required.
- < Supervisors:
Inform staff that the immediate crisis is over.
Release staff to their original assignments or to return home.
Prepare emergency cost reports as may be required.
Take all actions necessary to return to Level I Readiness.

Response Requirements for Specific Emergency/Disaster Scenarios

1. Workplace Threats and Violence - For small acts of violence, use nonviolent crisis intervention techniques. If the threat may result in potential harm to numerous people (someone walks in with a gun):
 - < Move away from the threat by going behind a locked door, if possible.
 - < Call 911.
2. When an Emergency/Disaster Does Not Allow Warning through Normal Chains of Command (such as tornados or bomb threats) - the Department will contact the highest-ranking staff member on duty at each facility to canvass the building to alert employees to take appropriate action.
3. In-Place Shelter –
For all emergencies that fall into this category take the following actions.
 - Call Senior Management

- Keep radios, cell phones, flashlights and keys handy.
 - Place a pillow and blanket on the floor for each resident.
 - Keep residents calm.
 - Continue to monitor local radio broadcasts and remain in a “sheltered” position until instructed that danger has passed.
- a. Severe Weather (hurricane, tornado, flood)
- < Assemble all consumers and staff in an interior room, away from windows as follows:
 - < Hurricane - basement or lowest level
 - < Tornado - Basement or lowest level
 - < Flood - Upper Level
 - < Close all doors and windows but do not block exit doors.
 - < If the building shakes or the windows break, stay down, stay put, and wait for the disaster to subside.
- b. Snow Emergency
- < Monitor local radio broadcasts and remain put until instructed that danger has passed.
 - < Call for snow removal from required snow-removal areas if this has not been done within 24 hours of the end of the snowfall.
 - < Monitor snow removal activities to make sure snow is shoveled into yards rather than into the street to reduce the problem of snow being plowed back into driveways.
 - < Ensure Access to Department facilities by shoveling walkways, steps and sidewalk. Designated facility managers keep two shovels and a reusable container filled with salt at each assigned facility.
- c. Air Contamination
- < Turn off air circulation devices (such as fans or the HVAC).
 - < Assemble consumers and staff in the location with least air circulation.
 - < Block entry of contaminants by covering cracks around doors and windows with duct tape and/or wet towels.
 - < Follow instructions of Police or other Public Safety Personnel.
- d. Civil Disturbance
- < Assemble all consumers and staff in an interior room, away from windows.
 - < Follow instructions of Police or other Public Safety Personnel.
4. Evacuation - In the event of a life-threatening emergency (such as a fire, bomb threat or gas leak - and in some cases a power failure) follow the guidelines below. In the event of a fire, never open a door that is hot to the touch; and, if

there is smoke, stay close to the ground for cleaner air.

- a. Short-term Evacuation (if it is reasonable to anticipate quickly returning to the facility)
 - < Call 911
 - < Immediately evacuate all consumers and staff following the approved evacuation plan.
 - < Assemble consumers and staff at a predetermined safe point outside the building.
 - < Count heads to verify presence of consumers and staff.
 - < Notify senior management.
 - < Reassure and calm consumers.
 - < Do not return to the building until cleared to do so by Police/Fire personnel.

- b. Long-term Evacuation (if it is reasonable to believe that it will not be possible to quickly return to a facility)
 - < Immediately evacuate all consumers and staff following the approved, posted evacuation plan. Check to make sure no one is left behind.
 - < Assemble consumers and staff at a safe predetermined point outside the building.
 - < Count heads to verify presence of consumers and staff.
 - < Reassure and calm consumers.
 - < In group residences, take the emergency packet containing consumer information with you.
 - < If time allows, take medications and adequate clothing.
 - < Do not attempt to collect valuables.
 - < Notify the appropriate emergency number (911) and senior management (if they have not already contacted you).
 - < Change recorded phone announcements if time and circumstances permit.
 - < Post emergency signs giving alternate locations to obtain services and reach consumers and staff if evacuating.
 - < Lock building (if time permits and if possible).
 - < Upon arriving at the designated evacuation site, immediately notify the person in charge at that site of the names of the evacuees and of the names of any consumers or staff who may be missing.
 - < Attempt to contact the guardian/parent of consumers as soon as consumers are in a safe location and no longer require your undivided attention.
 - < Contact the [CSB's] Emergency Services to maintain medications for consumers if necessary.
 - < Contact a [Jurisdiction] Public Information Officer to make public announcements through local media about the change in location

of services (such as medication services), staff and/or consumers as is appropriate.

5. Relocation of Medication Services:
 - a. Relocation of medication services (Outpatient)
 - < Change recorded phone announcements and post emergency signs giving alternate location to obtain services and reach consumers and staff.
 - < Transport locked, portable medication cabinet with medications and supplies (and any paper consumer medication records that may not be in the computer) to the new location and set up to begin services.
 - < Contact Emergency Services to be available to write or phone in new prescriptions or provide other medical services as may be needed.
 - < Contact a [Jurisdiction] Public Information Officer to make public announcements through local media about the change in location of medication services.
 - < Keep senior management informed.
 - b. Relocation of medication services (Methadone)
 - < Direct consumers and staff to an alternative program or location as planned.
 - < Change recorded phone announcements and post emergency signs giving alternate location(s) obtain services and reach consumers and staff.
 - < Contact a [Jurisdiction] Public Information Officer to make public announcements through local media about the change in location of methadone services.
 - < Keep senior management informed.