

Emergency Planning In-service

What are situations deemed to be an emergency requiring planning and execution from both office and field staff?

- Adverse weather such as floods, tornadoes, hurricanes, blizzards and storms
- Natural disasters
- Internal emergencies
 - Communication system failure
 - Utility failure (outages of electricity and telephone system)
- Security Incidents
 - Bomb threats
 - Civil disturbances
- High rate of discharge from an acute, sub-acute, skilled or residential facility
- Chemical spills and bio-hazardous weapons
- Accidents involving multiple injuries
- Staffing shortages

Heal at Home Emergency Supervisors are: Administrator and Director of Nursing.

(You should always know who these two people are. If you do not, call the office to find out.)

We will always have patients that are considered high risk and should be seen to the best of our ability in a crisis situation where emergency planning is crucial. The patients are considered “high risk” and consist of the following:

- Patients receiving continuous infusion therapy
- Dependent on medical equipment (monitors, ventilators, oxygen)
- Physically unable to provide self-care without assistance
- Medically unstable – example: diabetics, cardiac patients
- Patients who need continuous care
- Patients located in a high-risk location

What do you do?

The Administrator and Director of Nursing will arrange for designated staff members to be contacted via telephone, email, pager, and any other means necessary.

- The Administrator and Director of Nursing serve as the emergency supervisors
- Whether you are working or not, staff will receive phone call to either report to the office or wait by the phone for the assignment.
- If the office is damaged, staff will be expected to report to the Heal at Home parking lot to discuss availability and receive assignments for high risk patients.
- Staff should stay off their phones to await a call from the office for their assignment.
- Even if you do not have a “high risk” patient/client, you may be needed to help other patients you do not normally see.

After you receive your emergency notification you should:

- Remain calm and wait by your phone, email, pager, etc for assignment call
- Do not leave your home without calling emergency supervisors and verifying assignment
- Make sure to wear your name badge as you may care for patients that are not normally on your schedule
- **If you are not at home:**
 - Call the agency to let the emergency supervisors know you are ready to help.
You may receive an assignment at that time.

What happens if the Heal at Home office is damaged?

- If there is no working phone, please report to the Heal at Home parking lot or other triage site if notified of a different location.
- Listen to media for updates (radio, TV, internet, etc)

What if the emergency happens during business hours?

- Call the office and speak to the emergency supervisors and let them know who you have not seen of your schedule for that day. Priority will be given to high-risk patients accordingly
- Be prepared to see other patients in addition to your own. We are in healthcare, it's our job.
- Be prepared to use your first aid/CPR training.

If you get to a home and it's damaged and patient is at risk:

- If patient is unharmed and phone, water, electricity is working, please inform emergency supervisors for authorization to move to next patient. The office will contact family members to relieve you of duty so you may assist others.
- If patient is injured or home is too damaged, please contact emergency supervisors to arrange through the County Civil Defense Team for transportation to hospital/emergency room or triage site.
- If official personnel (police or firefighters) are at the site or you encounter them on the way to your site and they tell you that you cannot go to a home, don't go. Call your emergency supervisors for instruction.
- ALWAYS determine if there is a safety issues in the home (gas leak, exposed electric wire, etc.). If you feel there is an unsafe environment, contact an emergency supervisor who will contact the proper authorities.

Heal at Home Phone Number: 317-429-9875