

Field Emergency Planning Manual

Provided by TPS Medical Holdings, LLC for:



HEALING
HANDS



Comfort
Keepers®

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The purpose of this safety manual is to:

- Provide caregivers with general guidelines for emergency situations that may occur either while on or off duty.
- Provide caregivers with agency specific guidelines for emergency situations.

KEEP YOURSELF SAFE AT ALL TIMES

- Park in well-lit areas.
- When walking to your car, have your keys and phone readily available.
 - Be alert at all times
- If you are uncomfortable walking to your car alone, call a friend while you walk to your vehicle
- Look inside your car prior to entering.
- Keep your personal items inside your vehicle including:
 - Purse, wallet, etc
- Use caution when driving in inclement weather
 - Use headlights!
- ALWAYS wear your seat belt

THE FOLLOWING ARE GENERAL SAFETY INSTRUCTIONS FOR DIFFERENT TYPES OF EMERGENCIES. PLEASE READ AND REVIEW SO YOU ARE ALWAYS PREPARED.

Floods

Floods are the most common and widespread of all natural hazards. Some floods can develop over a period of days, but flash floods can result in raging waters in just a few minutes. Be aware of flood hazards, especially if the home is in a low-lying area, near water, or downstream from a dam.

If local authorities issue a flood watch, prepare to evacuate:

<ul style="list-style-type: none">✓ Secure the home. Move essential items to the upper floors of the house✓ If instructed, turn off utilities at the main switch or valves. Do not touch electrical equipment if you are wet or standing in water.	<ul style="list-style-type: none">✓ Fill the bathtub with water in case water becomes contaminated or services are cut off. CLEAN THE BATHTUB FIRST.✓ Do not walk through moving water. Six inches of moving water can knock you off your feet. If you must walk in a flooded area, walk where the water is not moving.✓ Use a stick to check the firmness of the ground in front of you.
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Hurricanes

Hurricanes are ferocious tropical cyclones, which reach maximum sustained winds of 74 mph or higher.

If authorities issue a hurricane warning and you are not advised to evacuate:

<ul style="list-style-type: none">✓ Closely monitor TV and radio stations✓ Stock up on water (3 gallons per person), canned goods, and first aid supplies✓ Fuel and service vehicles✓ Check batteries✓ Inspect and secure mobile home tie downs✓ Prepare to cover all window and door openings with shutters or other shielding materials	<ul style="list-style-type: none">✓ Prepare to bring inside lawn furniture and other loose, light-weight objects, such as garbage cans, garden tools, etc✓ Turn refrigerator to maximum cold and open only when necessary✓ Turn off propane tanks✓ Unplug small appliances✓ Fill bathtub with water for sanitary purposes. CLEAN BATHTUB FIRST.
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Tornados

Tornadoes are nature's most violent storms. When a tornado has been sighted, seek shelter immediately. Stay away from windows, doors, and outside walls.

<p>In a house or small building:</p> <ul style="list-style-type: none"> ✓ Go to the basement or storm cellar. If there is no basement, go to an interior room on the lowest level (closet, interior hallway, bathroom, door frame). ✓ Get under a sturdy table or crouch down as low as possible, hold on, and protect you and your client's heads. <ul style="list-style-type: none"> ○ You can do this by using pillows, couch cushions, thick blankets, or towels. Stay there until the danger has passed. 	<p>If a client is bed bound:</p> <ul style="list-style-type: none"> ✓ Move the client's bed as far away from windows as possible. Cover the client with heavy blankets or pillows being sure to protect the head and face. ✓ Then go to a safe area (as stated above). 	<p>In an apartment building/high-rise:</p> <ul style="list-style-type: none"> ✓ Go to the lowest level in the building and find a small, interior room or hallway. ✓ Stay away from exterior walls and windows. ✓ Cover your client and yourself with pillows and blankets. 	<p>In a school, nursing home, hospital, factory or shopping center:</p> <ul style="list-style-type: none"> ✓ Go to the predetermined shelter area as directed by the location's personnel. Interior hallways on the lowest floor are usually safest. ✓ Stay away from windows and open spaces. 	<p>In a vehicle or mobile home:</p> <ul style="list-style-type: none"> ✓ Get out immediately and go to a more substantial structure.
<p>If there is no shelter nearby:</p> <ul style="list-style-type: none"> ○ Lie flat in the nearest ditch, ravine or culvert with your hands shielding your head. ○ Do NOT attempt to out-drive a tornado. They are erratic and move swiftly. 				

Winter Storms

Heavy snowfall and extreme cold can immobilize an entire region. Even areas which normally experience mild winters, can be hit with a major snowstorm or extreme cold. The results can range from isolation due to blocked roads and downed power lines to the havoc of cars and trucks sliding on icy highways.

<p>Keep your car prepared with:</p> <ul style="list-style-type: none"> ✓ Blankets ✓ Extra water ✓ Flash-light ✓ Rock salt to melt ice on walkways and sand to improve traction 	<p>Stay Warm:</p> <ul style="list-style-type: none"> ✓ Dress warmly even if you do not feel cold. ✓ Wear several layers of loose-fitting, light-weight, warm clothing rather than one layer of heavy clothing. The outer garments should be tightly woven and water repellent. ✓ Mittens are warmer than gloves ✓ Wear a hat – most body heat is lost through the top of the head ✓ Keep the home well heated
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Watch for a drop in body temperature: A temperature below 96° F is dangerous.

<p><u>If your client has any of the following danger signs, call for immediate medical help:</u></p> <ul style="list-style-type: none"> ○ Sleepiness or confusion ○ Slurred speech ○ Stiffness in the legs or arms ○ Severe shivering 	<p><u>Re-warming the body:</u> While waiting for medical help, you can:</p> <ul style="list-style-type: none"> ○ Wrap your client in blankets ○ Lie close to them so their body can heat up ○ Avoid rubbing their skin ○ Do NOT give them caffeine or alcohol
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Hot Weather

<p>Keeping yourself and your client cool:</p> <ul style="list-style-type: none"> ✓ Drink plenty of water ✓ Don't drink alcohol ✓ Wear cool, light-colored clothes even if you do not feel hot ✓ Use air conditioning, if possible 	<p>Signs of heat exhaustion:</p> <ul style="list-style-type: none"> ○ Cold, clammy skin ○ Heavy sweating ○ Nausea ○ Weakness 	<p>Signs of heat stroke:</p> <ul style="list-style-type: none"> ○ Hot, dry skin ○ Fast, strong pulse ○ Confusion ○ Body temperature of 104° F or higher 	<p>If your client experiences any of these signs:</p> <ul style="list-style-type: none"> ○ Have them lie down ○ Drink plenty of water ○ Give them a cool washcloth ○ Notify the office immediately and call 911
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Lightning

Stay inside the home, but avoid: <ul style="list-style-type: none">✓ Bathtubs, Water faucets and sinks<ul style="list-style-type: none">○ Metal pipes can conduct electricity✓ Stay away from windows✓ Avoid using the telephone except for emergencies	If outside: <ul style="list-style-type: none">✓ Do not stand underneath a lightning rod such as:<ul style="list-style-type: none">○ Flag pole○ Isolated tree○ Street lamp/light✓ Keep away from anything metal including:<ul style="list-style-type: none">○ Tractors○ Farm equipment○ Bicycles, etc
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Power Outage

In case of a power outage, if you require assistance and our agency phone lines are down, do the following:

✓ If you are in a crisis or have an emergency situation, call 911 or go to the nearest hospital emergency room	✓ If you and your client are safe, stay with your client and wait for further instruction
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EMERGENCY/DISASTER PROCEDURE

Purpose:

- To establish guidelines for client care during periods of emergency or disaster
- To provide direction for caregivers to follow in the event of a life-threatening or potentially life-threatening situation that disrupts delivers of home care service
- To identify the process of disaster readiness and emergency management

What are situations deemed to be an emergency requiring planning and execution?

- 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
- All other situations as determined by agency management

In the event of an emergency/disaster, every possible effort will be made to ensure that the client's personal care needs are met, while maintaining the safety of both our caregivers and clients.

Clients will be assigned to office personnel based on the alphabet for triage calls.

If office phone communication is disrupted for more than 24 hours, local radio and television stations will be contacted to broadcast emergency instructions.

All emergency/disaster activities will be documented by the Executive Director and kept as a part of the offices records. Contacts with the clients shall be documented in the client's record.

WHAT DO YOU DO IF THERE IS AN EMERGENCY?

In the event of an emergency, you will be contacted through agency text messaging service, KanTime messages, or, if needed, phone call.

If you are unable to access these notifications, the agency voicemail will also be changed to give instructions to caregivers. Follow the instructions left for you.

- **If you are with a client when an emergency/disaster arises:**
 - **WAIT** for a phone call from the agency for instruction.
 - **DO NOT** leave your client without speaking to the agency first.
 - If you don't have your phone, use your client's phone to change YOUR voicemail greeting to state "Cell not available. Contact me at client's home."
 - Call agency and listen to emergency message. Follow emergency message instructions.
 - If a family member relieves you, you should call the agency first before leaving client's home.
- **If an emergency/disaster arises and you cannot get to an assigned client:**
 - Follow the direction of local, state, and federal authorities
 - Call the agency to give information of your current situation/status
- **If you are not assigned to work or are not with a client when an emergency/disaster occurs:**
 - The agency may contact you to assist other clients in your area who need immediate assistance.
 - Please have your phone available to receive calls from agency.
 - Always listen to media for updates (radio, TV, internet, etc)

What do you do when you get to your assigned client?

- If client is unharmed and phone, water, electricity is working, please inform agency. The office will contact family members to relieve you of duty so you may assist other clients.
- If the client is injured call 911 to be taken to local ER or triage site for evaluation.
- If home is damaged, contact agency to arrange next steps.
- If official personnel 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 agency for instruction.
- ALWAYS determine if there are safety issues in the home (gas leak, exposed electric wire, etc.). If you feel there is an unsafe environment, contact agency who will contact the proper authorities.

How do I know when the emergency is resolved or under control:

Continue to check KanTime messages and your cell phone for updates or for the "all clear." The agency may also change the voicemail greeting on the agency phone in the event that a caregiver is unable to obtain office messages.

GET PREPARED! STAY PREPARED!

- If your contact information (address or phone) changes, notify agency immediately.
- Keep emergency supplies in your car/trunk in case of emergency
- Restock supplies at the office as they begin to run low (gowns, gloves, hand sanitizer, etc)
- Keep a notebook and pens in your car/trunk for documentation.
- Keep your badge in your car when not working.