

# EMERGENCY PREPAREDNESS PLAN

## I. AGENCY INFORMATION

### European Service at Home, Inc.

Phone#: 847-202-1249 ext. 320

Alternate Operating Phone#: 847-686-3630

FAX# 847-701-8904

Address: 520 N. Hicks Rd., Palatine, IL 60067

Emergency Preparedness Coordinator: Oksana Stefinko

Phone: 847-686-3630 Alternate Phone: 773-744-9169

Email: [help@europeanservice.org](mailto:help@europeanservice.org)

If Emergency Preparedness Coordinator is not available:

Secondary Contact – Yuliya Stasyuk, RN BSN

Phone #: 773-939-6397

## II. EMERGENCY CONTACT INFORMATION

Emergency Phone: 9-1-1

Non-Emergency Police: 911

Non-Emergency Fire: 911

## III. POTENTIAL HAZARDS THAT COULD AFFECT THE CLIENT

\_\_\_ Fire

\_\_\_ Hurricane

\_\_\_ Tornado

\_\_\_ Earthquake

\_\_\_ Power Outages

\_\_\_ Chemical Spills

\_\_\_ Extreme Heat

\_\_\_ Extreme Cold

\_\_\_ Other: \_\_\_\_\_

### WHEN FIRE ERUPTS:

Employees adhere to the following and advise clients/families to do the same:

- If a fire is small, close all doors and use the fire extinguisher to put it out.
- Determine which client/family member(s) may need help.
- If the fire is not small, get out of the house/office immediately.
- If there is a fire alarm, pull it.
- Avoid stopping to gather items.
- If caught in smoke, crawl along the floor and “stop, drop and roll”, if clothing catches on fire.
- Do not go back inside for any reason.
- Avoid using elevators.
- Contact the fire department using a cell phone once outside or use a neighbor’s telephone.

### WHEN AN EARTHQUAKE OCCURS:

Employees adhere to the following directions and advise clients/families to do the same:

❖ If indoors:

- Duck or drop down to the floor.
- Take cover under a sturdy piece of furniture.

- Stay clear of windows, fireplaces, woodstoves, and heavy furniture/appliances that may fall over.
- Stay inside to avoid being injured by falling glass or building parts.
- Ensure utilities are cut off at the main valves, if instructed to do so
- Determine which client/family/employees may need help.
- If evacuating, and there is time, tell others where you are going.
- During an emergency, employees working in the home shall attempt to communicate or receive communication via:
  - phone (cell or land);
  - email, if the client has a computer/laptop;(client computers/laptops may use during emergencies only.) and/or,
  - listening to radio/television broadcasts.
- ❖ If outdoors, get into the open, away from buildings and power lines.

### **WHEN A HURRICANE OCCURS:**

Employees shall adhere to the following directions and advise clients/families to do the same:

- If instructed to evacuate, follow instructions as to where to go and which routes to take.
- If evacuating, and there is time, tell others where you are going.
- If in a mobile home or at a low lying/beach front location, leave the home/area immediately to avoid being marooned.
- If not instructed to evacuate:
- Stay indoors during the hurricane and away from stay clear of windows, fireplaces, woodstoves, and heavy furniture/appliances that may fall over;
- Go to the basement or storm cellar. if there is no basement, go to an interior room on the lower level such as closets and interior hallways; or,
- If in a high-rise building, go to a small, interior room or hallway on the lowest floor possible - be sure not to be directly under heavy appliances on an upper floor.
- Ensure utilities are cut off at the main valves, if instructed to do so
- Determine which client/family/employees may need help.
- Attempt to communicate or receive communication via:
  - Phone (cell or land);
  - Email, if the client has a computer/laptop; (client computers/laptops may be used during emergencies only.) and/or,
  - Listening to radio/television broadcasts.

### **WHEN A TORNADO OCCURS:**

Employees shall adhere to the following directions and advise clients/families to do the same:

- ❖ If in a mobile home, get out and find shelter elsewhere.
- ❖ If inside:
  - If there is a tornado safe room or engineered shelter, go there immediately;
  - Go at once to a windowless, interior room; storm cellar; basement; or to the lowest level of the building;
  - If there is no basement, go to an inner hallway or a smaller inner room without windows, such as a bathroom or closet; and,
  - Stay away from stay clear of windows, fireplaces, woodstoves, and heavy furniture/appliances that may fall over;
  - Ensure utilities are cut off at the main valves, if instructed to do so.
  - Determine which client/family/employees may need help.
  - If evacuating, and there is time, tell others where you are going.
  - Attempt to communicate or receive communication via:
    - Phone (cell or land);

- Email, if the client has a computer/laptop; (client computers/laptops may use during emergencies only.) and/or,
- Listening to radio/television broadcasts.
  
- ❖ If outside,
  - If possible, get inside a building; or,
  - If shelter is not available or there is no time to get indoors, lie in a ditch or low-lying area or crouch near a strong building.
- ❖ Be aware of the potential for flooding.

### **WHEN THERE IS A POWER OUTAGE:**

Employees shall adhere to the following directions and advise clients/families to do the same:

- Determine if the problem is just your premises by checking to see if neighboring buildings have power.
- If the problem appears to be just yours, check to see if a fuse has been blown or a circuit breaker tripped.
- If the problem is not just yours, contact the utility company.
- If problem is going to be long-term or is widespread:
  - Set up the generator, if client has one;
  - Collect flashlights and emergency kits;
  - Shut off the switches on all electrical items to prevent damage to appliances and equipment when power is turned back on;
  - Turn off stove burners and oven, even if they are gas;
  - Turn off the lights;
  - Keep refrigerator and freezer doors closed;
  - Limit phone usage;
  - Stay put and limit driving as traffic light outages may cause hazardous driving conditions; and,
  - Dress appropriately for weather conditions;
- Ensure utilities are cut off at the main valves, if instructed to do so
- Determine which client/family/employees may need help.
- If leaving the premises, tell others where everyone is going.
- Attempt to communicate or receive communication via:
  - Phone (cell or land);
  - Email, if the client/has a computer/laptop, which has a battery backup; and/or,
  - Listening to radio/television broadcasts, if they have battery backup.
- If in an elevator, press the alarm button.

### **WHEN A CHEMICAL SPILL TAKES PLACE:**

Employees shall adhere to the following directions and advise clients/families to do the same:

- Do not touch the spilled substances.
- Should someone become debilitated, as a result of being exposed to the substances, do not go into a contaminated area to assist them.
- Direct unaffected people to leave the area and provide assistance to those needing help to get out of the area.
- Take a position that is upwind from the spill.
- If it is safe to do so, leave the area.
- If instructed to evacuate, follow instructions as to where to go and what routes to take.
- If evacuating, and there is time, tell others where you are going.
- Ensure utilities are cut off at the main valves, if instructed to do so.
- Determine which client/family/employees may need help.
- Attempt to communicate or receive communication via:
  - phone (cell or land);

- email, if the client has a computer/laptop; (client computers/laptops may use during emergencies only) and/or,
- listening to radio/television broadcasts.

Procedures for managing clients who, at the moment of the disaster, require ambulatory assistance, are in the process of undergoing in-home dialysis treatment, are on oxygen therapy and/or have other essential needs are as follows:

**PROCEDURES FOR EMERGENCY PREPAREDNESS IN CLIENTS' HOMES, SHALL INCLUDE, BUT NOT BE LIMITED TO:**

- Assign the leadership role to an Agency employee.
- Give priority attention to clients who are in the most danger i.e. High danger first, medium danger second, lowest danger third.
- Prioritize client care, for the acute stage of the emergency, according to the assessed risk level, with high risk first, medium risk second, and low risk third.
- Develop a plan of action in consultation with the client/family.
- Determine the location of the escape routes.
- Establish an outside assembly location.
- Determine who to call, in case of separation.
- Ensure there is enough food and water for 3 days for each person, (allowing 1 gallon of water per day per person).
- Encourage clients/families to stock and maintain an emergency survival kit with enough supplies for all members of the household. Basic items such as water, food, medications, clothing, bedding, and first-aid supplies should be stored.

**PRIORITY CLASSIFICATION**

**\*LEVEL 1 - High Priority.** Patients in this priority level need uninterrupted services. The patient must have care. In case of a disaster or emergency, every possible effort must be made to see this patient. The patient's condition is highly unstable and deterioration or inpatient admission is highly probable if the patient is not seen. Examples include patients requiring life sustaining equipment or medication, those needing highly skilled wound care, and unstable patients with no caregiver or informal support to provide care

**\*LEVEL 2 - Moderate Priority Services** for patients at this priority level may be postponed with telephone contact. A caregiver can provide basic care until the emergency situation improves. The patient's condition is somewhat unstable and requires care that should be provided that day but could be postponed without harm to the patient.

**\*LEVEL 3 - Low Priority** The patient may be stable and has access to informal resources to help them. The patient can safely miss a scheduled visit with basic care provided safely by family or other informal support or by the patient personally.

**\*LEVEL 4 - Lowest Priority** Visits may be postponed 72 hours or more with little or no adverse effects. Willing and able caregiver available or patient is independent in most ADLs.

A Copy of this Emergency Preparedness Plan has been given to:

Client's Name \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_