**EMERGENCY PREPARDNESS PLAN**

**EFFECTIVE DATE**

This manual was developed to set forth the overall nurse staffing policies and procedures of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(name of nurse staffing agency). This manual shall be reviewed and revised as necessary, at least once a year.

This manual shall be available at all times for review by staff, clients and their designated representatives.

The effective date of this manual shall be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

All policies and procedures in this manual were reviewed and approved by:

Administrator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

**ANNUAL REVIEW**

|  |  |
| --- | --- |
| Date: | Signature |
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# PURPOSE

The objective of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (insert company name) Emergency Preparedness Plan is to provide agency staff guidelines that support the provision of essential services and response in the event of a possible or unforeseen disaster. This plan is designed to minimize injury and loss of human life and company resources by training employees, procuring and maintaining necessary equipment, and assigning responsibilities. The plan would initiate immediately upon first acknowledgement of such an event or occurrences and remain in effect until normal operating practices can be effectively restored.

The \_\_\_\_\_\_\_\_\_ (insert company name) has established an Emergency Response Team (ERT) comprised of executive staff, key leadership and service program personnel. The ERT controls and coordinates all emergency responses for disaster related incidents as they occur.

# DEFINITIONS

Disaster - The occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from a natural or man-made cause, such as fire, flood, earthquake, wind, storm, wave action, oil spill or other water contamination, epidemic, air contamination, infestation, explosion, riot, hostile military or paramilitary action, or energy emergency.

Preparedness - Preparing for the potential of a disaster including, but not limited to: education and training, integration with community resources, developing disaster response plans, organizing response and recovery activities, and conducting exercises are all preparedness efforts.

# ASSIGNMENT OF RESPONSIBLITY

# A. Executive Authority

The Executive Director shall maintain the overall responsibility of emergency response and for directing the activities of the Emergency Response Team (ERT) for \_\_\_\_\_\_\_\_\_\_ (insert company name). The Executive Director will coordinate with the ERT to gather all needed information for disaster or threat assessments, initiate systematic internal communications for initiating orderly and timely execution of emergency response evacuation procedures, agency wide emergency closure or lockdown protocols, and central communication and coordination with employee job sites, local, state and federal emergency management authorities. The Executive Director has the authority to activate emergency closing procedures outlined in this plan.

# B. Emergency Plan Manager

The Facilities Manager will serve as the Emergency Plan Manager and work with the Emergency Response Team and designated Emergency Plan Coordinators to ensure that all procedures in this plan are followed, including training activities and periodic fire/disaster drills at **agency office**. The Facilities Manager will review training records and report to the Executive Director. The Emergency Plan Coordinators include the following individuals:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Primary Person/Position |  | Primary Phone Number/Secondary Phone Number |  | Alternative Person | Phone Number |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# C. Emergency Response Team

The Emergency Response Team, which is comprised of each department supervisor who functions as the Emergency Plan Coordinator and key staff assigned for each location are responsible for instituting the procedures in this plan in their designated areas in the event of an emergency. This includes responsibility of accounting for all employees, clients and visitors in their designated location during and after an emergency or evacuation has occurred. Emergency Plan Coordinators will work with staff to provide an accurate account of all individuals in the building at the time of the evacuation.

The \_\_\_\_\_\_\_\_\_ (insert company name) will train all employees on the procedures contained in this plan. New employees will be trained upon hiring as part of the New Employee Orientation, and re-trained any time responsibilities under the plan change, annually as a refresher training, or at any time when the plan changes. All employees shall receive instruction on this Emergency Preparedness Plan.

# D. Employee Training

Employee training for the Emergency Preparedness plan will include the following:

All Employees will be trained on the emergency preparedness plan as outlined below and the emergency preparedness plan at their assigned job site. the event of an emergency, employees will follow the emergency preparedness plan at their assigned job sites. Employees will immediately contact their agency supervisor to inform of emergency. If employees are unable to travel to their job site or agency office due to a disaster, the employee will immediately contact the agency office and job site to notify.

# E. Emergency Planning

Agency will conduct a risk assessment to identity potential disasters likely to occur in the agency's service area.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(name of nurse staffing agency) will involve the administrator, and other agency leaders as appropriate in the development, implementation, and evaluation of the emergency preparedness and response plan.

Agency will designate a Disaster Coordinator, and alternate, by title.

Agency will conduct a risk assessment analysis to identify potential disasters from natural and man-made causes in Agency's service area.

Agency will develop a continuity of operations business plan, based on the risk assessment, to address emergency financial needs, essential functions for patient services, critical personnel, and how to return to normal operations as quickly as possible.

Agency will describe the actions and responsibilities for agency staff in each phase of emergency planning, including mitigation, preparedness, response, and recovery.

Agency will include actions and responsibilities in the response and recovery phases in the event warning of an emergency is not provided.

Agency will initiate a plan for monitoring disaster-related news and information, including after hours, weekends, and holidays, to receive warnings of imminent and occurring disasters.

Agency will utilize an Emergency Preparedness and Response Plan in the event a disaster occurs that could potentially interrupt the provision of staffing services.

Agency will maintain a list of emergency contacts by area for utilization in the event of a disaster.

Agency staff (employees, volunteers, and contractors) will be educated regarding their responsibilities in the agency's Emergency Preparedness and Response Plan upon hire and annually thereafter.

Agency will not be required to continue to provide staffing services to health care organizations in emergency situations that are beyond Agency's control and make it impossible to provide services (i.e., roads impassable - Agency may establish links to local emergency operation centers to determine a mechanism by which to approach specific areas within a disaster area in order agency staff to reach job sites).

The effectiveness of the Emergency Preparedness Plan and Response will be evaluated at least annually and after each actual emergency response and will be included in the Agency's Annual program evaluation.

# CONTINUITY OF OPERATIONS BUSINESS PLAN

**ADMINISTRATIVE STAFF** responsibilities:

Communication – The Administrator or Designee

* Maintain a current listing of staff and all applicable contact numbers (i.e., home phone, cell phone, pager numbers, emergency numbers, special contact numbers of family/friends if employee is unreachable) for use as a communication tree. See Appendix
* Maintain a list of all employees and their current job sites in electronic and paper form. This list will be updated weekly for accuracy during an emergency. See Appendix
* Set up and frequently test a disaster calling tree for emergencies.
* Provide administrative call.
* Develop a backup communication plan for staff and patients, in case phone system is not working, i.e., cell phones, walkie-talkies, e-mail-enabled wireless PDAs, meeting at a specific location, etc.
* Meet with local emergency planners to coordinate services and phone numbers, which the Agency will keep readily available.
* Disaster Coordinator will participate in community's disaster planning.
* Communicate with job sites regarding employees working or not working due to affected disaster areas.
* Reestablish communication with staff and or job sites when disaster has diminished.

Secure Office Building -

* Install fire extinguishers and smoke detectors in appropriate places. Fire drills will be conducted at least annually.
* Have at exits marked clearly for emergency routes. Post building layouts with exits and fire extinguishers marked, in public places in office.
* Make certain entrances/exits are secure for staff working in agency.
* Mail safety - Make certain staff are able to identify suspect packages and letters, and steps to take such as: Don't open or smell; Isolate package or letter; Contact Administration and contact local law enforcement authorities,
* Identify equipment that is necessary for keeping business open. Plan how to replace or repair if damaged.
* Store extra supplies that may be needed.
* Review heating/air condition system instructions and know how to shut down if necessary.

Information Technology Systems - Make sure the following are in place:

* Anti-virus software and firewall.
* Make certain staff know not to open email from unknown sources or unexpected email with attachments.
* Use passwords and change frequently.
* Back up computer data (online, back-up disks, CDs, flash drive, etc.) on a daily basis, keeping one version in a secure place off-site (example - bank vault - not another office or home) in case of disaster.

Emergency Financial Needs

* Meet with insurance carrier to review coverage for "acts of God" and/or other disasters. Review exclusions based on Disaster Declaration.
* Take inventory, including photos.
* Make plans for paying creditors and meeting payroll.
* Make copies of financial/insurance records to be stored in safe off-site location (example - bank vault - not another office or home) in case of disaster.

Preparation for Utility Disruptions -

* Plan ahead for potential disruptions in utilities, with possible extended disruptions. Speak with service providers.
* Learn where turn-off valves are, and how/when to turn them off.
* Consider purchasing generators, if applicable to agency service area.

Off-Site Location -

* Make plans for meeting site/secondary location for office, to include communication systems, computer systems, and medical records, as applicable.

Media and Information Management -

* In-service all staff for understanding that to ensure accuracy and continuity of information, all Agency specific information directed towards media and any other public outlets, should be directed to the Administrator, or designee.

# APPENDIX A: EMERGENCY PREPAREDNESS TELEPHONE NUMBERS – COUNTY

|  |  |
| --- | --- |
| Emergency Police, Fire or Medical Assistance |  |
| [County Emergency Hotline](http://www.broward.org/CallCenter/Pages/Default.aspx):  |  |
| [American Red Cross](http://www.redcross.org/): |  |
|  [County Emergency Management](http://www.broward.org/hurricane/Pages/Default.aspx): |  |
| [Federal Emergency Management Agency](http://www.fema.gov/): |  |
| [Division of Emergency Management](http://www.floridadisaster.org/): |  |
| Homeless Services: |  |
| [National Organization on Disabilities](http://www.nod.org/): |  |
| [Salvation Army](http://www.salvationarmyflorida.org/fortlauderdale/): |  |
| [Elder Helpline](http://www.elderaffairs.state.fl.us/index.php): |  |
|  |
| **APPENDIX B: ANALYSIS OF RISK ASSESSMENT FOR POTENTIAL DISASTERS** |
| A. NATURAL DISASTERS  | **RISK LEVEL (NONE, LOW, MODERATE, OR HIGH)**  |
| 1. FLOODS  | **Low**  |
| 2. HURRICANES  | **Moderate**  |
| 3. TORNADOES  | **Low**  |
| 4. EXTREME HEAT  | **Moderate**  |
| 5. WINTER STORMS  | **None**  |
| 6. FIRES - INTERNAL  | **Low**  |
| 7. WILDFIRES  | **None**  |
| 8. OTHER – LIST: HAIL, HIGH WIND, ETC  | **Low**  |
| B. TECHNOLOGICAL HAZARDS  | **Low**  |
| 1. WIDESPREAD POWER OUTAGES  | **Low**  |
| 2. HAZARDOUS MATERIALS INCIDENTS  | **Low**  |
| 3. NUCLEAR POWER PLANTS  | **Low**  |
| C. EPIDEMIC  |
| D. TERRORISM  | **Low**  |
| 1. FOREIGN  | **Low**  |
| 2. DOMESTIC  | **Low**  |

**Completed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| APPENDIX C: AGENCY EMERGENCY PREPAREDNESS PLAN EVALUATION |
| **EMERGENCY PREPAREDNESS PLAN TASKS EVALUATED**  |
| **INITIAL PREPARATION**  | **YES** | **NO** | **N/A** |
| **Plan has been reviewed within the last year** |  |  |  |
| **All employees and their alternates responsible for executing work-around for a mechanized process have been identified in the Agency Business Recovery Plan (ABRP) and properly trained.**  |  |  |  |
| **All employees responsible for the execution of the ABRP have received ongoing training in Disaster Recovery and Emergency Management.**  |  |  |  |
| **The ABRP has been approved by the owner(s) and/or administrator, and Board of Directors**  |  |  |  |
| **The physical and logical security at the alternate site is at least as stringent as the security at the disaster location.**  |  |  |  |
| **PREPAREDNESS**  | **YES** | NO | N/A |
| **Administrative Responsibilities**  |  |  |  |
| **Communication:**  |  |  |  |
| * **Current list of staff with all applicable contact members in place.**
 |  |  |  |
| * Current list of agency clients and staff servicing the agencies
 |  |  |  |
| * **Disaster Calling Tree for Client Emergencies in place and up-to-date.**
 |  |  |  |
| * **Administrative call in place and effective.**
 |  |  |  |
| * **Backup communication plan/for staff and clients sufficient.**
 |  |  |  |
| **Secure Office Building:**  |  |  |  |
| * Fire extinguishers and smoke detectors in place and working properly.
 |  |  |  |
| * **Exits marked accurately and clearly for emergency routes.**
 |  |  |  |
| * **Mail safety measures maintained.**
 |  |  |  |
| * **Essential equipment for keeping agency open identified.**
 |  |  |  |
| * **Knowledge of repair or replace damaged equipment demonstrated.**
 |  |  |  |
| * **Extra supplies stored as planned.**
 |  |  |  |
| * **Knowledge of shut-down of heating/air condition system demonstrated.**
 |  |  |  |
| * **All aspects of physical and logical security at the alternate site conform to current regulatory security procedures.**
 |  |  |  |
| **Information Technology System:**  |  |  |  |
| * Antivirus software and firewall in place.
 |  |  |  |
| * Computer data backed up daily.
 |  |  |  |

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| APPENDIX D: CHECKLIST FOR AGENCY BUSINESS RECOVERY PLAN (CONTINUITY OF OPERATIONS) |
| **Agency Business Recovery Plan (ABRP) – LEVEL I (Executive Awareness/Authority)**  | **YES**  | **NO**  | **N/A**  |
| **ABRP has been developed?**  |  |
| **ABRP has been updated within the last 6 months?**  |  |
| **Agency Business Recovery Plan (ABRP) – LEVEL II (Plan Development and Documentation.**  | **YES**  | **NO**  | **N/A**  |
| **A classification (Level of risk –low, moderate, high) has been assigned to the Business Process/Function/Component that this Agency supports.**  |  |  |  |
| **ABRP has been documented.**  |  |  |  |
| **ABRP has been maintained.**  |  |  |  |
| **ABRP includes the following sections:**  |  |  |  |
| Identification.  |  |  |  |
| Incident Management.  |  |  |  |
| **Responsible agency officer.**  |  |  |  |
| **Personnel responsible for updates.**  |  |  |  |
| Response.  |  |  |  |
| Recovery.  |  |  |  |
| Restoration.  |  |  |  |
| Plan Exercise.  |  |  |  |
| Plan Maintenance.  |  |  |  |
| Business Recovery Personnel/Teams and Contact Information.  |  |  |  |
| **ABRP identifies necessary support equipment (Documentation/forms, equipment, spare parts, etc.) to recover the Agency and/or functions.**  |  |  |  |
| **ABRP has an alternative site for recovery.**  |  |  |  |
| **All critical or important data required to support the agency is being backed up.**  |  |  |  |
| **Critical/important data is being stored in a protected location off-site.**  |  |  |  |
| **Agency conducts a walk-through exercise of the Plan at least annually.**  |  |  |  |
| **The walk-through element exercises has a prepared plan that includes:**  |  |  |  |
| Description.  |  |  |  |
| Scope.  |  |  |  |
| Objective.  |  |  |  |
| **A current copy of the ABRP is maintained off-site.**  |  |  |  |
| **All users of the ABRP have ready access to a current copy at all times.**  |  |  |  |
| **There is an audit trail of the changes made to the ABRP.**  |  |  |  |