

Comprehensive Emergency Management Plan

Emergency Preparedness and Response  
Plan  
**CHRYSALIS SPECTRUM**



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**DISASTER COORDINATORS**

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# Comprehensive Emergency Management Plan

## Disaster Coordinator

- Office Coordinator
- Caregivers

## 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.

Mitigation —An action taken to eliminate or reduce the probability of a disaster, or reduce a disaster's severity or consequences.

Preparedness —Actions taken in anticipation of a disaster

Response— Actions taken immediately before an impending disaster or during and after a disaster to address the immediate and short-term effects of the disaster. These are the details of the plan given for others to follow in order for the emergency plan to be successful.

Recovery— Activities implemented during and after a disaster designed to return an Agency to its normal operations as quickly as possible.

## Analysis of Risk Assessment For Potential Disasters

Natural Disasters	Risk Level (None, Low, Moderate, or High)
Flood	High
Hurricane	Moderate
Tornado	Moderate
Thunderstorms and Lightning	High
Extreme Heat	High
Winter Storms	Low
Fires	Low
Internal Wildfires	Low
Technological Hazards	
Widespread Power Outages	Low
Hazardous Materials Incidents	Moderate
Nuclear Power Plant	Low
Epidemic	
Pandemic Flu	High
Terrorism	
Domestic	Low

## Comprehensive Emergency Management Plan Mitigation

### Mitigation

#### A. ADMINISTRATIVE STAFF responsibilities:

##### Communication

- The administrator, or designee, will ensure that the office is adequately staffed.
- Disaster calling trees are utilized for contacting staff.
- Drills are conducted at least annually.
- Training is provided for staff

##### Client Triage

- Administration will ensure adequate staffing is provided, and back-up staffing plans are in place.
- Contracts will be reviewed for adequate supplies, equipment and medications during times of emergencies.
- • Disaster Coordinator or designee will be responsible for the monitoring of public information systems 24/7 for disaster related news and information, including after hours, weekends, and holidays. As needed, this information will be communicated to staff for client access/services.

#### B. SUPERVISORY STAFF responsibilities:

##### Communication

- The staff members can communicate among themselves and with the office via telephone, cell phones, email-enabled PDAs, or other designated method that has been provided.
- Staff will educate clients/families on emergency planning and will assist them with information to develop their own emergency plans.
- All client/family education will be documented. Staff will attend emergency preparedness and response training.
- On-call books will be kept up-to-date with client information to be readily available if needed for appropriate agencies.
- On-call reports will be given on all clients.

##### Client Triage

Coordinator of client care and communication regarding the client's status will transpire through informal verbal and written communication on an ongoing basis among all caregivers providing care. Each client will be reassessed and the Service Plan updated/revised as needed at least annually or more frequently if warranted by the client's condition. Coordination of Client's Service Plan will include review and update of classification in the triage system when there are significant changes in the client's condition and at least annually.

### C. AGENCY CAREGIVING STAFF responsibilities:

Agency caregiving staff will take direction from the supervisor as phone calls are made.

#### Emergency Financial Needs

- Meet with the 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 the 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 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.

## PREPAREDNESS

### 1. Procedures for Timely Activation of Plan

- Disaster coordinators will monitor pending disaster or emergency situations and will enact the plan when they judge it necessary for client/staff safety or when local emergency officials declare a state of emergency or disaster to exist.
- Either individual may enact the plan without consultation with the other if necessary.
- Disaster coordinator will coordinate disaster preparations and act as liaison with local disaster preparedness officials.
- The telephone is monitored by on call staff at all times when staff members are not in the office.
- The Chrysalis Spectrum LLC office will serve as a base of operation and communication (Command Center) for the Administrator, Alternate Administrator, or Ranking Individual so long as that location is deemed safe.

### 2. Role of Agency Staff:

- Chrysalis Spectrum LLC staff are expected to fulfill their routine duties during times of emergency unless their personal safety is at risk.
- The disaster coordinator in charge may elect to dismiss or reassign individuals whose routine role is not critical to ensuring client/staff health and safety. Management and office staff will report to the office location and begin notifying staff and clients 8300 Cypress Creek Park Ste 450, Houston, TX 77070 will be used as alternate command center if the Agency office is destroyed or inaccessible.
- Caregiver will remain with high and moderate risk clients until arrangements can be made for evacuation, transfer to an appropriate facility, or care responsibility is assumed by an alternate caregiver

### 3. Management of Clients/Staff

- All clients or client families will be contacted by call tree regarding the cessation of services. The client's care will be transferred to family members. Documentation of communications will be maintained in the office. For Agency home clients needing on-going care, prioritization for visits will be made by the agency based on the following: TRIAGE:
  1. PAS -Clients receiving on-going home services with no support system in place.
  2. For clients who will need moderate assistance getting to safety and who may have a support system in place.
  3. For clients without need for immediate care, family caregivers will continue care until an emergency situation is passed and the agency can resume services.
- Caregivers will be contacted by management with instructions on services.
- Caregivers are to remain with clients until contacted by agency management.
- Caregiver is not to cancel scheduled visits or shifts without notifying the office.
- Caregiver is to notify the office if they are evacuated or moved to another location.
- Routine services provided by the agency will resume at the earliest time possible as safety permits. Phone contact will be maintained or re-established as soon as feasible.

#### Alternative Communication System

- Should telephone service not be available when communicating with clients, staff will prioritize clients based on the risk assessment and attempt to travel to the clients' locations in priority order to communicate in person.
- If conditions prevent travel, local emergency management personnel will be notified of the clients' situation and assistance requested.

### **RESPONSE**

- Cessation of Operations
- The Administrator, Alternate Administrator, or ranking individual may make the decision to temporarily cease operation of the agency when conditions make it impossible or unsafe for staff to complete their assignments.
- Clients and staff will be of this decision with instructions for their safety or alternate care arrangements.

### **RECOVERY**

#### 1. Re-establishing Contact with Clients

- Clients will be instructed to call the Agency office upon return home following an evacuation or stay at an alternative location. In addition, office staff will contact clients by telephone at their home or last known location after the emergency is over. In the event that contact cannot be re-established via telephone an agency staff member will make a visit to the client's home location to verify their absence.
- Staff Coordinators will contact all clients and resume care as needed. Assist with obtaining any needed items.
- Staff Coordinators will notify authorized individuals of the safety of the client.
- Caregiver will notify the Agency office of any changes in the client's condition and/or any new instructions/orders.

#### 2. Re-establishing Contact with Staff:

- Staff are instructed at orientation and during the emergency notification procedure to call the Agency office upon return home following an evacuation or stay at an alternate location.
- Should the Agency office be destroyed or inaccessible, staff should report to Starbucks 7606 Farm to Market 1960 W, Houston, TX 77070 as alternate locations.
- After re-establishing contact, staff are instructed to report to the agency office or alternate location each

morning until normal operation and communication returns.

## **II. Information, Training and Exercise**

### A. Instructing All Workers and Employees

1. Orientation: All workers are instructed regarding this Emergency Management Plan and their responsibilities during their initial orientation by a member of management
2. Required Annual Review: All workers are required to review the Emergency Management Plan training materials and complete a statement that the review is completed.
3. Impending Threat: Each individual's responsibilities are reviewed and discussed when an emergency or disaster appears imminent.

#### Emergency Impending: Office Staff

- Supplies checked and restocked as needed
- All currently active field and in-office employees are contacted regarding their involvement and assignments
- All active clients contacted regarding pending emergencies and their needs.
- Local Media monitored for emergency instructions

#### Emergency Plan Activated: Office Staff

- List of employees willing to volunteer at emergency shelters developed and submitted to emergency management officials
- Office equipment and files moved away from windows and into secure inner room
- Equipment and files subject to water damage stored off the floor and enclosed in plastic bags. Drawers, files, and cabinets closed and locked as appropriate.
- Depending on severity of Emergency situation, remove employee, client/client and business records along with necessary operational/policy manuals and resources from the office location and transport out of area affected by emergency.
- Maintain list of client and staff locations if evacuated or relocated.
- Command Center staff will meet daily to review/report status of priority clients, formulate service plan for next 24 hours, assess resource needs and plan to secure needed resources.

#### Emergency Plan Activated: Field Staff

- Assist office staff with client notification as necessary
- Review emergency plans with assigned clients and discuss any additional needs. Verify and communicate plans with the office.
- Notify the office if/when a client is moved to an alternate location.
- Staff are not to cancel scheduled visits or shifts without notifying the office and confirming that client needs are being met.
- Notify the office if evacuating or relocating to another location. Report to the office or command center daily.

#### Post Emergency Recovery: All Staff

- Monitor local media for instructions.
- Determine what community services are functional or available.
- Office Staff will contact all clients to ascertain their status, plan for returning home and plan for resumption of care. Field staff should confirm their status and availability with the supervisor.
- Schedule visits/shifts as soon as safe and local authorities authorize travel to client locations.
- Restock supplies as needed.
- Review documentation of client care during emergencies and assess current client needs. Assure completeness of documentation.
- Resume office operations when building is safe.
- Return and account for all items removed from the office.

## **Instructions for Clients/ Caregivers**

Chrysalis Spectrum LLC has prepared an Emergency Management Plan to ensure continuity of your care and safety when the area where you live is affected by an emergency or disaster.

- We will notify you in advance of any known threat of emergency. Should a sudden emergency occur, we will attempt to contact you to assess your situation/needs and plan for your care. During an emergency we will attempt to assure that your needs, within our scope of home care services, are met and that you are prepared if evacuation is necessary.
- It may be necessary for our agency to temporarily cease operation to assure our staffs safety. Please contact our office to report your status and any needs.
- If telephone service is not available, please understand that our staff will make a visit as soon as possible.

Back-up Phone Numbers:

281-918-9852

281-797-0587

REMEMBER: AN EMERGENCY SHELTER IS A "LIFEBOAT NOT A CRUISE SHIP" AND LIKE A LIFEBOAT, SHOULD ONLY BE USED AS A LAST RESORT.

Services in a shelter are limited and conditions may be uncomfortable. Services will not be equal to what you could receive in the home or healthcare institution. You may find conditions to be stressful and/or inadequate for your needs.

### Don't Leave Home Without Them

1. ALL REQUIRED MEDICATION AND MEDICAL SUPPORT EQUIPMENT:

Specific medications and instructions, wheelchair, walker, oxygen, dressings, feeding equipment, ostomy, etc.

2. SPECIAL DIETARY NEEDS Shelters only provide regular meals

3. SLEEPING GEAR: Pillows, blankets, portable cot or air mattress, folding chairs.

4. IMPORTANT PAPERS: Insurance cards Doctor's Orders Emergency contacts

5. IDENTIFICATION: Photo ID and current address

6. CASH: Check cashing/credit card/ATM services may not be available for several days Limit cash to cover basic needs. There may not be a place to secure money.

7. COMFORT ITEMS: Personal hygiene Snacks Small games, cards, etc.

8. EXTRA CLOTHING: Extra set of comfortable clothing Few sets of underwear and socks

### **How will I be notified of an emergency?**

- Administrator and Administrative Assistant will decide when to implement the Emergency Management Plan
- Each employee will be notified via telephone. If telephone systems are not functioning, staff should attempt

to report to the Agency office if conditions permit.

**What Are My Responsibilities During the Emergency?**

- Continue to fulfill your normal duties unless your personal safety is at risk.
- If you are "on-assignment" when Emergency Plan implemented, remain with high risk clients until alternate arrangements for client care/safety are made. For all clients, immediately communicate with the office regarding the client's needs and plans. Assist clients with emergency preparations. Discontinue service when instructed by the supervisor.
- Communicate with or report to the office location or alternate location each day to report your status and assist with care.
- Notify the office when clients are evacuated or moved to alternate locations. Notify the office of the need to cancel visits or shifts.
- Office staff will report to the Agency office and "man" the Command Center until released by Administrator or tanking individual.

**What Are My Responsibilities after the Emergency?**

- Call the Agency office upon return home following an evacuation or stay at an alternate location.
- Communicate with or report to the office location or alternate location each day to report your status and assist with care.
- Should the Agency office be destroyed or inaccessible, staff should work remotely and communicate using teleconferencing tools
- After re-establishing contact, staff is to report to the agency office or alternate location each morning until normal operation and communication returns.

**Annual Requirements**

Each staff member will review this training outline and receive a copy of the Emergency Management Plan at initial orientation and each year afterwards. Staff members will sign the statement below indicating that they have received instruction and a copy of the plan

I have received a copy of Chrysalis Spectrum’s Emergency Management Plan and reviewed the training materials.

Recipient \_\_\_\_\_

Date \_\_\_\_\_