River Valley Home Care Emergency Preparedness Plan

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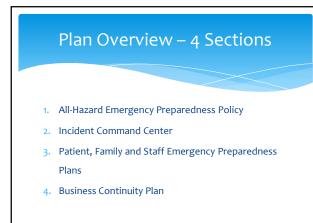# What is an Emergency Preparedness Plan?

* To prepare organizations for all types of emergencies
  * Terrorism/WMD Events: 9/11
  * Weather related/Natural Disaster: Hurricanes 2005/2022
  * Pandemics – influenza, bird flu, COVID, etc.
  * Outages – power/gas or fires
* Started in 2008 requiring different industries to participate
* 2017 - Health Care Industry via CMS regulation

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Plan Overview – 4 Sections

1. All-Hazard Emergency Preparedness Policy
2. Incident Command Center
3. Patient, Family and Staff Emergency Preparedness Plans
4. Business Continuity Plan

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Business Continuity Plan

* This is where it is documented HOW you will continue business from a technology stand point
  * VoIP
    * In the event of failure at the office, as long as vendor's server remains viable, phones can be answered via an app. We have 3 deep coverage for this; AAII, Payroll Specialist and Administrator
  * Web Based EMR - Careficient
    * All client data stored on Careficient's servers, with redundancy built at an off site location "writing" simultaneously
    * Off-line App that can be used for seeing clients IF servers are down
    * Client reports downloaded daily, can be used in the event of a disaster

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Business Continuity Plan (cont)

* This is where it is documented HOW you will continue business from a technology stand point
  * Back Ups
    * Nightly backups are performed for everything on your U:Drive and our S:Drive, Quickbooks, etc. All backed up and stored physically here on our server and cloud
    * 0365 - Email is backed-up via Microsoft and documents saved to U:Drive, are also saved to One Drive for access anywhere internet is accessible
  * Cell Phones – change to FirstNet should give us priority in the event of a disaster

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Weather Related Incidents

* We have never fully activated our plan due to weather because we've been able to maintain critical clients
* Recommendations with severe weather:
  * Identify critical clients that need to be seen and prioritize them
  * Non critical clients with back up supplies, contact them and walk through the plan
  * Keep your supervisor up to date with your status and escalate critical clients if assistance is needed
  * Keep supplies in your vehicle: blankets, shovels, kitty litter, flashlight, etc.

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Plan Activation

1. Administrator – AKA "Incident Commander" will activate
2. Incident Command Center – this location; back up site is CEO's home.
   a) Emergency Calling Tree
   b) Client Prioritization List
   c) Client Assignment adjustments, if necessary

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What's Coming 2023-2024

* Phase III Continues
  * Emergency Preparedness Plans
  * Abbreviated Assessment Tools – procedure development
  * Memo of Understanding – partnerships
    * Radio Station
  * Continue developing #3 - Patient, Family and Staff Emergency Preparedness Plans

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Testing Planned for 2023

* Q1 – Staff Calling Tree
* Q2 – Emergency Contact Drill
* Q3 – Vendor Contact Drill
* Q4 – BCP Testing with our MSP, Metro Sales, Inc.

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