

Policy:

Palmer's Home Care, LLC has developed this policy to assist in preparing for emergency events. It is our expectation that individual's health and safety are our staff priority.

Comments:

IN THE EVENT OF A TRUE EMERGENCY, THE VERY FIRST CALL IS ALWAYS TO 911.

Each home where individuals supported by Palmer's Home Care, LLC live will have a house binder that contains this Policy and Procedure Manual as well as:

1. Fire evacuation plan and record of fire drills
2. Tornado/severe storm plan and record of tornado drills
3. Earthquake plan and record of earthquake drills
4. Diagram showing where the fuse box, gas shut-off valves, and water shut-off valves are located in the home
5. Record of monthly smoke detector/carbon monoxide detector checks
6. Record of monthly fire extinguisher checks
7. Record of monthly water temperature checks
8. Emergency information for each individual that resides in the home to include: Full Legal Name, DMH ID, Date of Birth, Health Insurance, Guardian Contact Information, and a Picture of the Individual.

All staff in the home are required to know where the house binder is and be familiar with the information it contains.

Fire Evacuation Plan

Each home will have designated escape routes and a designated location to go to in the case of need for evacuation for a fire. Staff will then call 911.

Tornado/Severe Storm Plan

Each home will have a designated safe location in the home that staff will ensure individuals supported go to in the event of a severe storm that could potentially lead to damage to the home and/or tornado.

Earthquake Plan

In each home, staff and individuals will discuss and practice going to the nearest interior doorway in the case of an earthquake.

Vehicle Breakdown/Accident

Individuals are not to be left alone in the case of vehicle breakdown under any circumstance. If any concern about the safety of the individual or an injury, 911 should be called following an accident, then administration/manager. Staff will use cell phone to contact fellow staff or administration for a pick-up or alternate plan in the case of a vehicle breakdown.

Missing Person

If an individual is found to be missing, administration should be contacted immediately, staff ready to provide full details about the situation. If the individual cannot be located quickly, then 911 would be called to file a missing person report, guardian notified, and staff would engage in full cooperation with law enforcement until the individual is found.

Drills

Each home will conduct fire and at least one natural disaster drill on a quarterly basis and record the results. All staff/residents participate in the drills. At least one drill per year will be conducted during individuals' hours of sleep, at least one drill during evening hours, and at least one drill during daytime hours. The remaining drill can be conducted at a random time. In addition to the quarterly drills, all drills will be conducted and reviewed with individuals within one week of the arrival of a new resident.

Move-in Inspection

Each home will undergo an inspection/approval by the Department of Mental Health/CMRO prior to supported individuals moving in. Homes have at least one means of exit/pathway to exit on each floor and exits are not to be blocked under any circumstance. At least one fire extinguisher is present in each home, near/in the kitchen, with record of an expiration date and/or maintenance tag/documentation and a charge indicator. It is the responsibility of the house manager/ primary responsible staff to ensure fire extinguishers are operational and meet guidelines.

Carbon Monoxide Detectors

Every home with any gas appliances OR attached garage has a carbon monoxide detector. This is checked monthly with the smoke detectors.

Smoke Detectors

Smoke detectors are to be checked monthly and recorded. There will be a smoke detector in or near each bedroom and in proximity to sleeping areas and at least one on every level of the home including the basement.

CPR/First Aid

All staff are required to be trained and knowledgeable in CPR/First Aid. At least one staff person who is CPR/First Aid certified will always be working in every home. In a medical event, CPR/first aid trained staff will assess the medical event and follow the CPR/first aid training. If necessary, staff will initiate CPR and will continue with CPR until Emergency Services arrives. Some of our individuals do have alternative to CPR physician orders. These orders are in the annual service plan and in the emergency books. First aid supplies must be kept in each home, and the house manager and/or primary responsible staff is responsible for doing so.

Pandemic

In the event of a pandemic, Palmer's Home Care, LLC will consult with local/state health departments and CDC for guidance and recommendations.

1. Palmer's Home Care, LLC will limit non-essential visitors to residential homes and day programs.
2. Palmer's Home Care, LLC will monitor employee and individual temperatures per the recommendations and guidelines of the local/state health departments and CDC.

3. Palmer's Home Care, LLC will encourage social distancing in residential homes and day programs.
4. Class size will be reduced accordingly to the current guidelines of local/state health departments and CDC.
5. In the event of staffing crisis' individuals can be moved to other residences as a temporary solution.
6. If the situation progress to an emergent level, the Day Programs can be converted to emergency housing for residential individuals.

Major Disasters

A disaster constitutes any natural catastrophe (including tornado, storm, high water, earthquake, snow or ice storm, etc.) or regardless of cause any fire, flood, or explosion that causes damage of sufficient severity and magnitude to warrant disaster assistance to the immediate area.

1. If an emergency occurs, first follow the home-specific plan for the specific emergency located in the house binder (evacuation for fire, doorway for earthquake, safe, interior location for tornado, etc.)
2. Dial 911, then House manager/primary responsible staff in the home, Director, Owners.
3. Staff members for each home, Director, Owners will all make contact following any disaster. Communication may be through phone, text, email or any means available depending on the scope of the disaster.
4. Manager/Primary responsible staff will keep Director/Owner or designee aware of situation/status at each home.
5. Director/Owners will meet and keep the Department of Mental Health/Central Missouri Regional Office informed.
6. If at any point staff is unable to make contact with Manager/Direct Responsible staff, Director or Designee and an emergency situation persists, staff should keep contact with 911 and follow directions (ONLY if a true emergency exists).
7. The Manager/Director/Owners will decide if individuals can remain in the home or if complete evacuation is needed and what services will be necessary if they stay in place or evacuate (except in need of immediate evacuation which needs to be carried out prior to contact).
 - a. All homes must keep a minimum three-day supply of food, water, and medical supplies needed by the individual in care. If the individuals stay in the home, arrangements for additional supplies will be made by the manager/direct responsible staff. This may include asking Red Cross for assistance with food, water, medical supplies.
 - b. If evacuation of premises is determined necessary, manager/director/owners will review options including:
 - i. Family/guardian caring for individual until it is safe to return to the home
 - ii. Making arrangements with another Palmer's Home Care, LLC home to help support the displaced individual
 - iii. Utilizing Red Cross emergency shelters
 - c. If evacuation to Palmer's Home Care, LLC main office, the manager and director (or designee) will make arrangements with the Red Cross for assistance with food, sleeping cots, obtaining medications and medical supplies.
8. In the event of evacuation from the individual's home, staff are expected to remain with the individuals served until relieved. This will include assisting the individual to a new home,

- Palmer's Home Care, LLC office, or a Red Cross Shelter. Administration will make arrangements for staffing for a shelter or home according to the needs determined. Family members of employees and pets reporting to home or shelter will need to be approved on a case by case basis by supervisor/administration.
- a. Pets of individuals served will be taken to shelters along with the individuals. Shelters will direct staff where animals can be housed. Staff should bring immunization records for the animals along with food and any medications the animal is prescribed.
9. In the event of a disaster with no communication devices working, or staff unable to make contact with any member of administrative team:
 - a. Staff should stay in the home with individuals as long as there is no imminent danger.
 - b. If the home is unsafe to stay in, travel to a nearby home that appears structurally safe with utilities working OR to a local firehouse for assistance.
 - c. If more than one staff is onsite and it is safe for one person to leave for help, send one person out for help while the other stays with the individual(s).
 - d. If the home is not safe and it is not safe to travel, find the safest place in or near the home and stay there until help arrives.
 - e. If you do leave the residence, if time before evacuation, leave a note indicating where you are going. Continue efforts to make contact with Palmer's Administration as possible.
 - f. All staff should plug in weather radio in the home at the beginning of any kind of event and stay tuned, follow directions.
 10. In the event of an evacuation from an individual's home, if safety and time allows, take all medications, MAR, pertinent medical information/equipment, and supplies to include thickener, blender, etc. for special diets, tubes/supplies for catheters/colostomies, etc., blankets, pillows, first aid kits, depends, etc.
 11. All staff not on duty, able to provide assistance during the disaster, should report to Palmer's Home Care, LLC main office. In event that main office is destroyed/affected, staff should report to the home they work in.
 - a. Medical record documentation is kept at the main office, pertinent information is kept in each home, CMRO also has records on each individual in care.
 - b. ISPs are kept at the main office, in each home, and at CMRO.
 12. Following a disaster, Palmer's Home Care, LLC will request that each home involved be checked and declared safe by first responders including internal and external inspections of safety hazards and structural soundness of the home, utility safety, drinking water safety, smoke /carbon dioxide detectors.