



**Emergency Management Planning
Policy and Procedure Manual**

Revised: 09/10/2024

TITLE: EMERGENCY MANAGEMENT PLANNING	REFERENCE: EM.01.01.01, EP1, EP3-6
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: Leadership & Planning

PURPOSE

The purpose of this policy is to ensure a safe and secure work environment for staff, which identifies hazards and unsafe behaviors.

RESPONSIBILITY

It is the responsibility of the Founder and/or designee to implement this policy and procedure. It is the responsibility of Safety Officer and/or designee to disseminate this information to employees.

POLICY

It is the policy of Jones Wellness Center to have leaders and directors oversee and participate in Emergency Management planning.

PROCEDURE

1. At least annually, the Founder and Compliance Director will review and revise the Hazard Vulnerability Analysis (HVA) annually.
2. This committee will review the following to complete the HVA.
 - a. Historical data for the area
 - b. County/State EM websites
 - c. The American Red Cross
3. This data will be used to guide the committee in assessing risk and probability.
4. Those assessments will be inputted into the annual evaluation of the emergency management plan.
5. From those priorities, Jones Wellness Center will further prioritize areas associated with emergency type. From that list, we will identify specific risks and mitigation and performance improvement goals for each of those area types. Those area types are as follows:
 - a. Clinical Support/Activities
 - b. Communication
 - c. Community Resources
 - d. Cybersecurity Issues
 - e. Economic Impact of an Emergency
 - f. Emergency Drills
 - g. Incident Response Team
 - h. Maintaining Essential Functions
 - i. Mobilizing Resources
 - j. Natural Disasters
 - k. Operations
 - l. Planning
 - m. Overdoses
 - n. Public Health Emergencies
 - o. Recovery & Resilience
 - p. Resources & Assets (internal)
 - q. Safety & Security
 - r. Shelter/Housing Solutions
 - s. Staff Roles/Responsibilities in an Emergency
 - t. Surge Capacity
 - u. Utilities

6. The Emergency Management plan will be updated and modified for any new hazards that score above 30%.
7. Drills will be reviewed annually to ensure that we are capturing our higher risks.
8. Jones Wellness Center will not take part in a community response plan.
9. The HVA driven emergency planning will define activities around those vulnerabilities, and consider our resources when planning for organization, mobilization, and each step of the EM process.
 - a. Mitigation
 - b. Preparedness
 - c. Response
 - d. Recovery

TITLE: EMERGENCY MANAGEMENT PLANNING	REFERENCE: EM.01.01.01, EP2
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: Hazard Vulnerability Analysis

PURPOSE

The purpose of this policy is to ensure a safe and secure work environment for staff, which identifies hazards and unsafe behaviors.

RESPONSIBILITY

It is the responsibility of the Founder and/or designee to implement this policy and procedure. It is the responsibility of Safety Officer and/or designee to disseminate this information to employees.

POLICY

It is the policy of Jones Wellness Center to participate in planning activities prior to developing an Emergency Management Plan.

Jones Wellness Center utilizes a Hazard Vulnerability Analysis as a way to focus attention on those hazards that are most likely to have an impact on the facility and surrounding community. The HVA is intended to be an evolving document and reviewed at least annually.

Jones Wellness Center considers the facility and the population served. A review of the Incident Reports and monthly inspections assisted in the development of the analysis.

Jones Wellness Center utilizes the Kaiser Foundation Model for developing the Hazard Vulnerability Analysis.

PROCEDURE

1. This Hazard Vulnerability Analysis Tool is based on the Kaiser Permanente model and has been re-designed specifically for our facility. Copies of the template are included for review, but the template is a downloadable Excel Spreadsheet in which we record our information and it automatically calculates our HVA scores.
2. The tool is an adjunct component to the overall emergency operational plan (EOP) and is not a substitute for a comprehensive emergency preparedness program.
3. The purpose of this tool is to evaluate potential for event and response among the following categories using the hazard specific scale.
4. Issues to consider for probability include, but are not limited to:
 - a. Known risk
 - b. Historical data
 - c. Manufacturer vendor statistics
5. Issues to consider for response include, but are not limited to:
 - a. Time to marshal an on-scene response
 - b. Scope of response capability
 - c. Historical evaluation of response success
6. Issues to consider for property impact include, but are not limited to:
 - a. Cost to replace
 - b. Cost to set up temporary replacement
 - c. Cost to repair
7. Issues to consider for business impact include, but are not limited to:
 - a. Business interruption
 - b. Employees unable to report to work
 - c. Families unable to reach facility
 - d. Company in violation of contractual agreements

- e. Imposition of fines and penalties or legal costs
- f. Interruption of critical supplies
- g. Interruption of product distribution

8. Issues to consider for preparedness include, but are not limited to:

- a. Status of current plans
- b. Training status
- c. Insurance
- d. Availability of back-up systems
- e. Community resources

9. Issues to consider for internal resources include, but are not limited to:

- a. Types of supplies on hand
- b. Volume of supplies on hand
- c. Staff availability
- d. Coordination with MOU (memorandum of understanding) partners

10. Issues to consider for external resources include, but are not limited to:

- a. Types of agreements with community agencies
- b. Coordination with local and state agencies
- c. Coordination with proximal health care facilities
- d. Coordination with treatment specific facilities

11. Complete all worksheets including:

- a. Natural Hazards
- b. Technological Hazards
- c. Human Hazards
- d. Hazardous Material

12. The summary section will automatically provide your specific and overall relative threat.

TITLE: EMERGENCY MANAGEMENT PLANNING	REFERENCE: EM.02.01.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: Emergency Management Plan

PURPOSE

The purpose of this policy is to support staff in the decision-making process at the onset of an emergency and as an emergency evolves.

RESPONSIBILITY

It is the responsibility of the Founder and/or designee to implement this policy and procedure. It is the responsibility of Safety Officer and/or designee to disseminate this information to employees.

POLICY

1. It is the policy of Jones Wellness Center to have an Emergency Management Plan.
2. A successful response effort relies on a comprehensive and flexible Emergency Management Plan that guides decision making regarding how Jones Wellness Center will respond to emergencies, including plans to continue care, treatment, or services or to close in specified circumstances. The plan also supports decision-making at the onset of an emergency and as an emergency evolves.
3. It is the policy of Jones Wellness Center to ensure the Emergency Management Plan addresses response procedures that are adaptable in supporting key areas that could be affected by different types of emergencies.
4. Jones Wellness Center's Leadership Team participates in the development of the Emergency Management Plan based on the Hazard Vulnerability Analysis.
5. The response procedures include the following:
 - a. Maintaining or expanding services
 - b. Conserving resources
 - c. Curtailing services
 - d. Supplementing resources from outside the local community
 - e. Ceasing/Slowing admissions to new individuals for service
 - f. Staged evacuation
 - g. Total evacuation
6. The Emergency Management Plan describes the recovery strategies, actions, and individual responsibilities necessary to restore the organization's care, treatment, or services after an emergency.
7. Jones Wellness Center's Emergency Management Plan describes the processes for initiating and terminating the organization's response and recovery phases of the emergency, including under what circumstances these phases are activated.
8. The Plan includes the four phases of emergency management:
 - a. Mitigation
 - b. Preparedness
 - c. Response
 - d. Recovery
9. GOALS AND OBJECTIVES:
 - a. The goals and objectives of the Emergency Preparedness Plan include but are not limited to the following:
 - i. Support an efficient, comprehensive Emergency Preparedness Program.
 - ii. Assure that performance improvement activities evaluate the effectiveness of the Emergency Preparedness Program.
 - iii. To plan for a variety of internal and/or external emergencies that may occur.
 - iv. To communicate and train employees in all aspects of the Emergency Preparedness Plan.
 - v. To ensure that the utilization of the building, grounds, and equipment during a disaster situation are in accordance with the Life Safety Code.

- vi. To measure and assess staff response in a drill situation, in order to provide information that will improve the organization's response in future episodes.
- vii. To prevent an emergency situation from progressing into a disaster.

PROCEDURE

1. Based on the findings of the Hazard Vulnerability Analysis, Jones Wellness Center will develop an Emergency Management/Preparedness Plan to address the high-risk hazards identified.
2. The Emergency Preparedness Management Plan will be evaluated annually to determine if the scope and objectives, performance and effectiveness of the plan are consistent with the intent of the plan. Data gathered from emergency drill activity evaluation, employee observation, and review by the Committee will provide the basis for evaluation. The annual evaluation will be forwarded to the Leadership Team.
3. For every shift, there will be a designated Safety Officer. This role is not a job description but an additional job that the employee has agreed to take on and has been trained in. The employee roster designates who the approved Safety Officers are. The Founder will designate who is the Safety Officer on shift if the Founder is not present via Emergency Phone Tree.
 - a. The Safety Officer is responsible for activating the Emergency Response, delegating responsibility during emergency and notifying the proper staff for further activation as necessary.
 - b. The Safety Officer is responsible to start the recovery process or notify the appropriate leadership to begin the recovery process.
4. Performance standards related to this plan are measured and assessed on an ongoing basis and quarterly activity summary will be submitted to the Committee.

5. Performance Indicators:

- a. 90% of staff will be knowledgeable regarding disaster protocols.
- b. 90% of the staff will be knowledgeable regarding their roles related to a disaster.
- c. 90% of staff will be trained in Emergency & Disaster Management and assessed for their competency in emergency/safety.
- d. 90% of all applicable staff will be trained in medical emergencies.
- e. 100% of the emergency and fire drills will be reviewed and critiqued by a person with knowledge of regulatory compliance and organizational procedures.

EMERGENCY MANAGEMENT PLAN

A successful response effort relies on a comprehensive and flexible Emergency Management Plan that guides decision making regarding how Jones Wellness Center will respond to emergencies including plans to continue care, treatment, or services or to those in specified circumstances.

This plan also supports decision-making at the onset of an emergency and as an emergency evolves. Jones Wellness Center has both internal and external emergency plans for the safety and security of the staff and clients.

Role of Safety Officer

1. For every shift, there will be a designated Safety Officer. This role is not a job description but an additional job that the employee has agreed to take on and has been trained in. The employee roster designates who the approved Safety Officers are. The Safety Officer will be the Founder unless the Founder is not present. If the Founder is not present, the emergency tree will dictate who is the next Safety Officer.
 - a. The Safety Officer is responsible for activating the emergency response, delegating responsibility during emergency and notifying the proper staff for further activation as necessary.
 - b. The Safety Officer is responsible to start the recovery process or notify the appropriate leadership to begin the recovery process.

In the event of a disaster resulting in the closure of Jones Wellness Center, one administrative staff member (located on Leadership On Call Sheet) will be identified as the contact for each staff member to contact, which then initiates the Emergency Telephone Tree. Leadership On Call Sheet will be updated monthly and have at least three contacts in order to call until a leader is contacted in case of emergency.

Emergency Telephone Tree

- a. In the event of a closure due to a disaster the identified staff member will initiate the use of the telephone tree by contacting the Founder. An effort will be made to contact all agency personnel to transmit information regarding the emergency and the plans of action. If a staff person is unable to reach their designated contact, then they are to proceed to the next staff person listed on the emergency phone tree until contact is made.
- b. All personnel listed on the telephone tree will be given a copy of the emergency telephone tree. Phone numbers are highly confidential and are not to be shared with anyone who is not an employee of Jones Wellness Center.
- c. The emergency phone tree may be used in the case of any emergency including but not limited to fire, hurricane, tornado, thunderstorms, ice storm, flood, and any extreme weather conditions.

Closure Due to a Natural Disaster or Other Emergency

Jones Wellness Center's goal is to provide services for clients but when a natural disaster or emergency arises that causes the inability to provide those services at the program the following will take place:

1. The staff will inform the Founder by giving the circumstances and possible time or date of the program being closed.
2. The Founder and/or designee will call and advise any Outpatient clients of the closure and when services might start again onsite.
3. All clinical services will resume when the program offices and administrative offices are safe or a new temporary facility is found (if it is going to be a long-term closure).
4. In the event of a natural disaster, Jones Wellness Center will follow through with plans when either a Warning is issued or a Watch is in effect by the National Weather Service. If a Warning is issued, Jones Wellness Center will initiate the "Get Ready" mode of operation. If the National Weather Service issues a "Watch", then Jones Wellness Center will plan to evacuate if/as directed to do so. This will be activated by the Safety Officer.
5. The Founder will contact the Medical Director.
 - a. The Medical Director will provide direction concerning client medications, if needed.
 - b. The Founder will assign:
 - i. One staff member will be responsible for the security of client files.
 - ii. One or more staff member(s) will be responsible for the transportation of clients to their destination.
 - iii. One staff member will be responsible for making sure all agency cars and vans are filled with gas daily.
 - iv. One staff member will make sure emergency equipment is available (flashlights, batteries, and emergency radio (all if needed).
 - c. The Texas Health and Human Services will be notified.
 - d. Joint Commission representatives will be notified.
 - e. All client emergency contacts will be notified by a clinical staff member.
6. Once the emergency is over and all Jones Wellness Center has been given clearance to return to Jones Wellness Center, clients will be advised and the administrative and clinical office is reopened. All client emergency contacts will be notified of their safe return by a clinical staff member.

Temporary Shelter

1. Jones Wellness Center is committed to providing temporary shelter, if necessary, to our clients and staff in the event of severe emergency conditions (i.e. severe storms, floods, tornadoes, fire, hurricanes) that impact the integrity of Jones Wellness Center, it will be the responsibility of the Founder to establish temporary shelter for

clients and staff within the area, once a severe emergency has been identified by TV, radio and/or the state. In addition, the American Red Cross will also identify temporary shelters within the community (generally within 2-4 hours of a disaster or 2-4 days of required evacuation due to a natural disaster).

- a. The Founder or the designated staff member is responsible for making arrangements with an identified emergency shelter in the area for severe emergency conditions.
- b. The American Red Cross has identified shelters or other appropriate local community organizations to temporarily shelter clients and staff if Jones Wellness Center facilities are unsafe for occupancy.
- c. Agreements between the American Red Cross and Jones Wellness Center are between the representative of the American Red Cross and the agency's Founder.
- d. When there is an emergency that requires clients and staff members to evacuate Jones Wellness Center to a temporary shelter, Jones Wellness Center will implement the standard procedure for emergencies then evacuate to the temporary site.
- e. Jones Wellness Center staff members will accompany clients to the temporary shelter and remain with the clients until the American Red Cross has established it is safe to return to the facility and the emergency no longer requires and/or meets evacuation standards.
- f. The Texas Health and Human Services and the Joint Commission representative shall be informed immediately in the event of an evacuation to a temporary shelter due to an internal or external emergency and will be notified when the emergency evacuation status has ended.
- g. All activity arising from a temporary evacuation will be documented utilizing the Incident Report which is available on the website of both HHS and Joint Commission.
- h. The program staff will convene at the earliest possible time and will explore: the process of the evacuation, the positive plans, issues that arose, adjustments needed and corrective actions to be addressed and implemented as necessary.

Emergency Response:

1. All incoming casualties will be treated according to the external disaster plan. Casualties resulting from Jones Wellness Center property damage will be treated according to the internal disaster plan. In the event Jones Wellness Center is damaged, a partial or total evacuation will be determined by the Founder.
2. Refer to Jones Wellness Center Emergency Evacuation/Disaster Plan.
3. Each department will maintain the on-call system in the event relief staff are unable to report to their designated shifts.

Responsibilities:

1. The Safety Officer will activate the Emergency Management Plan.
 - a. After damage assessment reports have been received from all departments, the Safety Officer with the potential input from emergency responders and/or Leadership as needed will determine whether a partial or total evacuation of Jones Wellness Center is necessary.
 - b. Check that all communications systems are functioning. If systems are down, initiate actions to restore service or use other resources, i.e., walkie-talkies, messengers.
 - c. Upon assessment of the emergency situation, the Safety Officer will delegate responsibilities to Jones Wellness Center personnel present and notify Leadership On Call (if Leadership is not present).
 - d. The Safety Officer will coordinate efforts with local agencies.
 - e. The Safety Officer will delegate authority to department directors to utilize their resources and personnel in response to the emergency. Respond with mutual aid as needed.
 - f. Personnel will provide information on community resources to local clients in need of assistance in obtaining food, lodging, heat or other necessities.
 - g. Jones Wellness Center personnel will provide status reports to the Safety Officer.

The following will outline specifics per Jones Wellness Center HVA findings:

TORNADO AND STORM RESPONSE PLAN**1. Mitigation:**

- a. To prepare for the event of a severe thunderstorm or tornado. A tornado is a powerful, violent storm of short duration formed of winds rotating at very high speeds.
 - i. These storms start out as a funnel-shaped cloud which drops to the ground.
 - ii. A tornado can destroy buildings, uproot trees, and hurl objects, animals and people great distances.
 - iii. When a tornado hits a building, the high winds can tear the building apart, collapsing walls and shattering windows.
 - iv. The debris caused by this destruction is launched through the air causing even more destruction.
 - v. Tornadoes occur in many parts of the world including all fifty states.
 - vi. They can occur in any season, but are most prominent during the months of April, May and June.
 - vii. Tornadoes occur with the lowest frequency during December and January.
 - viii. They can occur any time of day or night but are most likely during the warmest hours of the day.

2. Warnings:

- a. The following types of announcements are issued by the National Severe Forecast Center to alert communities of impending severe weather.
 - i. This information is communicated to local offices of the National Weather Service and distributed from there to the community through radio and television stations.
 - ii. Law enforcement and emergency forces are also alerted.
- b. **Tornado Watch:** A TORNADO WATCH is issued to areas potentially threatened by a tornado.
 - i. The announcement specifies the area covered by the watch and the time period during which the probability of a tornado is expected to be dangerously high.
- c. **Tornado Warning:** A TORNADO WARNING is issued when a funnel cloud or tornado is actually spotted in the area or is indicated by radar.
 - i. The announcement indicates the location of the tornado at the time it is detected, the direction it is traveling, the area through which it is expected to travel and the time period during which the tornado is expected to move through the area being warned.
- d. Note: All watches and warnings end at the time indicated unless extended by the National Weather Service.

3. Preparedness:

- a. Jones Wellness Center has established emergency back-up communication to address power outages which would render landline phones inoperable.
- b. Cell phones are available at all locations: Emergency phone list is located in each facility's operational binder.
- c. Jones Wellness Center has a designated tornado shelter location that is listed on the evacuation maps located throughout the building.

4. Response:

- a. The Safety Officer is responsible for activating the response and delegating tasks as described below.
- b. The following general safety guidelines is to be utilized:
 - i. All personnel will review their severe thunderstorm/tornado disaster plans and evacuation plan.
 - ii. Close shades or drapes over all windows.
- c. Remove all items not essential for patient care and place in drawers or lockers.
- d. Secure non-patient care areas by removing items and placing them in lockers.
- e. Advise and reassure patients that the above precautions are taken whenever there is a severe weather warning.
- f. Remove loose objects from the desk and countertops and windowsills.
- g. Secure all wheeled carts in your work area.
- h. If a tornado warning is issued, the following procedures will be instituted:
 - i. Personnel will begin to move clients to designated safe areas. This usually means rooms without windows and/ or rooms that are securely within the facility. (Refer to posted maps for safe areas.)
 - ii. Maintain appropriate space in corridors for personnel to move safely among patients.
 - iii. Close all doors.

- iv. Staff will assist patients in lying flat or crouching down with their head covered. All personnel will also assume the prone or crouching positions and keep their heads covered.
- i. All personnel will assist in restoring their work areas to normal operations.
- j. Personnel will assess their department for damage or safety hazards and report them to the supervisor.
- k. After offices/group rooms have been evaluated for damage and safety hazards, patients may be allowed to move freely throughout the facility.

5. During a Tornado

- a. Remain calm. Think through the consequences of any action you take. Try to remain calm and reassure others. Focus on SAFETY of staff and clients.
- b. If indoors, watch for falling plaster, light fixtures and other objects. Watch out for high bookcases, cabinets, shelves, and other furniture which might slide, topple or be blown from tornado winds. Stay away from windows and doors. Seek shelter in a secure room without windows.
- c. If in danger, get under a table or desk, in a corner away from windows, or in a strong doorway. Do not run outside, that could be more dangerous than remaining inside.
- d. If you must leave the building, choose your exit as carefully as possible. Our primary concern is the safety, security, welfare, and care of the clients we serve and those who are employed with our agency.

6. Recovery:

- a. The Safety Officer will activate recovery efforts.
- b. The Safety Officer are to notify the staff when services are restored and document the event through an Emergency Disaster Drill. The Safety Officer will complete Incident Reports and Maintenance Requests as needed.
- c. The following actions will be taken post-tornado when the "All Clear" is given:
 - i. Check for injuries to clients and staff. Render first aid assistance if required.
 - ii. Try to contact 911 Emergency Response immediately.
 - 1. If they cannot immediately respond, check for fires or fire hazards – spills of flammable or combustible liquids, or leaks of flammable gases.
- d. If possible (do not put anyone at risk) check utility lines and equipment for damage.
 - i. If gas leaks exist, shut off gas valves.
 - ii. Shut off electrical power if there is damage to wiring.
 - iii. Report damage to Safety Officer.
 - iv. Do not use matches, lighters, or open flame appliances until you are sure no gas leaks exist.
 - v. Do not operate electrical switches or appliances if gas leaks are suspected.
 - vi. This creates sparks, which can ignite gas from broken lines.
- e. See to it that spilled chemicals or other potentially harmful materials are marked off and no one goes near the area until 911 Emergency Response arrives.
- f. Check to see that sewage lines are intact before permitting continued flushing of toilets.
- g. All personnel will assist in restoring their work areas to normal operations.
- h. Personnel will assess their department for damage or safety hazards and report them to the supervisor.
- i. After offices/group rooms have been evaluated for damage and safety hazards, patients may be allowed to move freely throughout the facility.

SNOWFALL, BLIZZARD and ICE STORM RESPONSE PLAN**1. Mitigation:**

- a. To prepare for the event of snowfall, blizzard and ice storm.
- b. Accumulation of snow and ice can result in road closures or blockages, which can result in isolation for the outside worlds including but not limited to basic utilities and food sources.
- c. During severe storms, heavy snow and/or ice burden can cause roofs to collapse, knock down trees and powerlines, resulting in outages.
- d. They occur most regularly during colder months but can happen outside those seasons.

2. Warnings:

- a. The National and Regional Weather Service issues the following types of warnings and watches associated with winter storms.
 - i. Winter Storm Watch: A Winter Storm Watch is issued when there is the potential for significant and hazardous winter weather within 48 hours.
 1. It does not mean that significant and hazardous winter weather will occur, it only means it is possible.
 - ii. Winter Storm Warning: Significant and hazardous winter weather is defined as a combination of:
 1. 5 inches or more of snow/sleet within a 12-hour period or 7 inches or more of snow/sleet within a 24-hour period AND/OR
 2. Enough ice accumulation to cause damage to trees or powerlines; and/or
 3. A life threatening or damaging combination of snow and/or ice accumulation with wind.
 - iii. Blizzard Warning: Snow and strong winds (gusts up to 35 mph or greater) will combine to produce a blinding snow (near zero visibility), deep drifts, and life threatening wind chill; expected to occur for three hours or longer.

3. Preparedness:

- a. Jones Wellness Center has an established three days of emergency supplies if necessary.
- b. Jones Wellness Center will regularly check supplies for maintenance and expiration to ensure that supplies are usable when/if needed.
- c. Jones Wellness Center has snow/ice supplies located in the Supply Cabinet (i.e. ice melt).
- d. Jones Wellness Center has established emergency back-up communication to address power outages which would render landline phones inoperable.
- e. Foliage and debris will be regularly maintained away from buildings to prevent any hazards in such conditions.
- f. Cell phones are available at all locations: Emergency phone list is located in the facility's operational binder in the Employee Cabinet.
- g. Warming centers can be located locally if there is a need for evacuation due to lack of heat.
- h. In case of personnel not being able to leave the facility, the Safety Officer will coordinate efforts to supply emergency shelter for staff that may be forced to stay onsite.

4. Response:

- a. The Safety Officer is responsible for activating the response and delegating tasks as described below.
- b. The following general safety guidelines is to be utilized:
 - i. Safety Officer will stay informed by listening to local news, weather channel and national and regional weather service for situation developments.
 - ii. All personnel will review their disaster plans and evacuation plan.
 - iii. Stay indoors whenever possible.
 - iv. Staff will maintain walkways in and out of the facility to ensure safe entrances and exits. (This may be with shoveling, ice melt, etc.)
 - v. Ensure backup supplies are ready and available if needed.
 1. If backup supplies are utilized, staff will inform the utility company about any outages immediately, ensuring that they are aware of the outage.
 2. Never use generators indoors.
 3. Use individual heavy-duty, outdoor-rated cords to plug in other appliances.
 4. Safety Officer will inform Leader On Call of developments.

vi. Advise and reassure patients that the above precautions are taken whenever there is a severe weather warning.

5. Recovery:

- a. The Safety Officer will activate recovery efforts.
- b. The Safety Officer will coordinate staff to clear away snow/ice safely, ensuring staff do not overexert themselves and ensure that people have good footing.
- c. The Safety Officer will assess for any damage and complete Maintenance Requests and/or Incident Reports as needed.
- d. The Safety Officer will notify the staff when services will and document the event through an Emergency Disaster Drill. The Safety Officer will complete Incident Reports and Maintenance Requests as needed.

FLOOD (DAM INDUDATION) RESPONSE PLAN**1. Mitigation:**

- a. Flooding is a temporary overflow of water onto land that is normally dry. Floods are the most common disaster in the United States. Failing to evacuate flooded areas or entering flood waters can lead to injury or death. The flood based on the local dam could be catastrophic. Large flooding of waters can also cause debris flows. Floods may:
 - i. Result from rain, snow, coastal storms, storm surges and overflows of dams and other water systems.
 - ii. Develop slowly or quickly. Flash floods can come with no warning.
 - iii. Cause outages, disrupt transportation, damage buildings and create landslides.

2. WARNINGS:

- a. Warnings, Advisories, Watches and Information Statements - The National Weather Service issues the following associated with floods:
 - i. **Flash Flood Warning: Take Action** - A Flash Flood Warning is issued when a flash flood is imminent or occurring.
 - 1. If you are in a flood prone area, move immediately to higher ground.
 - 2. A flash flood is a sudden violent flood that can take from minutes to hours to develop.
 - 3. It is even possible to experience a flash flood in areas not immediately receiving rain.
 - ii. **Flood Warning: Take Action** - A Flood Warning is issued when the hazardous weather event is imminent or already happening.
 - 1. A Flood Warning is issued if flooding is imminent or occurring.
 - iii. **Flood Advisory: Be Aware** - A Flood Advisory is issued when a specific weather event that is forecast to occur may become a nuisance.
 - 1. A Flood Advisory is issued when flooding is not expected to be bad enough to issue a warning.
 - 2. However, it may cause significant inconvenience, and if caution is not exercised, it could lead to situations that may threaten life and/or property.
 - iv. **Flood Watch: Be Prepared** - A Flood Watch is issued when conditions are favorable for a specific hazardous weather event to occur.
 - 1. A Flood Watch is issued when conditions are favorable for flooding.
 - 2. It does not mean flooding will occur, but it is possible.

3. Preparedness:

- a. Jones Wellness Center has signed up for the community warning system as well as has access to the Emergency alert system (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio to provide emergency alerts.
 - i. According to the [FEMA Flood Map](#), the agency is not part of a flood zone.
 - ii. A copy of the location community evacuation route is included in this plan, which maps out how to evacuate from the facility.
- b. Jones Wellness Center has an established three days of emergency supplies if necessary.
 - i. Jones Wellness Center will regularly check supplies for maintenance and expiration to ensure that supplies are usable when/if needed.
- c. Jones Wellness Center has established emergency back-up communication to address power outages which would render landline phones inoperable.
- d. Foliage and debris will be regularly maintained away from buildings to prevent any hazards in such conditions.
 - i. The grounds are regularly monitored for any side of potential hazards each month with the facility inspection.
- e. Cell phones are available at all locations:
 - i. An emergency phone list is in each facility's operational binder.
- f. In case of personnel not being able to leave the facility, the Safety Officer will coordinate efforts to supply emergency shelter for staff that may be forced to stay onsite.

4. Response:

- a. The Safety Officer is responsible for activating the response and delegating tasks as described below.
 - i. Monitor warning systems and follow alerts accordingly.
- b. Jones Wellness Center will stay in place unless officials instruct otherwise.
- c. Jones Wellness Center will leave immediately if told to do so following evacuation routes.
- d. Jones Wellness Center will request assistance if transportation aid is required and follow Red Cross and/or emergency personnel instructions to do so.
- e. If evacuation is necessary, contact the Red Cross or text SHELTER + Zip code to 43362 for the nearest shelter in the area.
- f. The following general safety guidelines is to be utilized:
 - i. Safety Officer will stay informed by listening to local news, weather channel and national and regional weather service for situation developments.
 - ii. Personnel will stay alert for any warning signs.
 - iii. Do not walk, swim or drive through flood waters.
 - iv. Remember, just six inches of moving water can knock you down, and one foot of moving water can sweep your vehicle away.
 - v. Avoid river valleys and low-lying areas during times of danger.
 - vi. If you are near a stream or channel, be alert for any sudden increase or decrease in water flow or water that changes from clear to muddy.
 - vii. Get to the highest level if trapped in a building.
 - 1. Only get on the roof if it is necessary and once there, signal for help.
 - 2. Do not climb into a closed attic to avoid getting trapped by rising floodwater.
 - viii. Check for injuries to clients and staff.
 - 1. Render first aid assistance if required.
 - ix. Try to contact 911 Emergency Response immediately.
 - 1. If they cannot immediately respond, check for hazards.
 - x. All personnel will review their disaster plans and evacuation plan.
 - xi. Stay indoors whenever possible.
 - xii. If in water, then grab onto something that floats, such as a raft or tree trunk.
 - xiii. Avoid wading in floodwater, which can contain dangerous debris.
 - 1. Water may be deeper than it appears.
 - xiv. Be aware of the risk of electrocution.
 - 1. Underground or down power lines can electrically charge water.
 - 2. Do not touch electrical equipment if it is wet or you are standing in water.
 - xv. Stay away from damaged buildings, roads or bridges.
 - xvi. Ensure backup supplies are ready and available if needed.
 - 1. If backup supplies are utilized, staff will inform utility company about any outages immediately, ensuring that they are aware of the outage.
 - 2. Never use generators indoors.
 - 3. Use individual heavy-duty, outdoor-rated cords to plug in other appliances.
 - 4. Safety Officer will inform Leader On Call of developments.
 - xvii. Advise and reassure patients that the above precautions are taken whenever there is a severe weather warning.

5. Recovery:

- a. The Safety Officer will activate recovery efforts.
- b. The Safety Officer is to notify the staff when services are restored and document the event through an Emergency Disaster Drill.
 - i. The Safety Officer will complete Incident Reports and Maintenance Requests as needed.
- c. The following actions will be taken post-event when the “All Clear” is given:
 - i. Check for injuries to clients and staff. Render first aid assistance if required.

- ii. Try to contact 911 Emergency Response immediately. If they cannot immediately respond, check for fires or fire hazards – spills of flammable or combustible liquids, or leaks of flammable gasses.
- iii. If possible (do not put anyone at risk) check utility lines and equipment for damage.
 - 1. If gas leaks exist, shut off gas valves.
 - 2. Shut off electrical power if there is damage to wiring.
 - 3. Report damage to Safety Officer.
 - 4. Do not use matches, lighters, or open flame appliances until you are sure no gas leaks exist.
 - 5. Do not operate electrical switches or appliances if gas leaks are suspected.
 - 6. This creates sparks, which can ignite gas from broken lines.
- iv. See to it that spilled chemicals or other potentially harmful materials are marked off and no one goes near the area until 911 Emergency Response arrives.
- v. Check to see that sewage lines are intact before permitting continued flushing of toilets.
- vi. Wear heavy work gloves, protective clothing and boots during clean up and use appropriate face coverings or masks if cleaning mold or other debris.
- vii. Be aware that animals may be in the facility after flooding.
- viii. Avoid wading in floodwater, which can be contaminated and contain dangerous debris.
 - 1. Underground or downed powerlines can also electrically charge the water.
- ix. All personnel will assist in restoring their work areas to normal operations.
- x. Personnel will assess their department for damage or safety hazards and report them to the supervisor.

d. After offices/group rooms have been evaluated for damage and safety hazards, patients may be allowed to move freely throughout the facility.

HEAT/HUMIDITY RESPONSE PLAN

1. Mitigation:

- a. Extreme heat is a period of high heat and humidity with temperatures above 90 degrees for at least two to three days.
 - i. In extreme heat your body works extra hard to maintain a normal temperature, which can lead to death.
 - ii. Extreme heat is responsible for the highest number of annual deaths among all weather-related hazards.

2. WARNINGS:

- a. Warnings, Advisories, Watches and Information Statements - The National Weather Service issues the following associated with heat:
 - i. **Excessive Heat Warning – Take Action** – An Excessive Heat Warning is issued with 12 hours of the onset of extremely dangerous heat conditions.
 - 1. The general rule of thumb for this Warning is when the maximum heat index temperature is expected to be 105 degrees or higher for at least two days and night time air temperatures will not drop below 75 degrees; however these criteria vary across the country, especially for areas not used to extreme heat conditions.
 - a. If you don't take precautions immediately when conditions are extreme, you may become seriously ill or even die.
 - ii. **Excessive Heat Watches – Be Prepared** – Heat watches are issued when conditions are favorable for an excessive heat event in the next 24 to 72 hours.
 - 1. A Watch is used when the risk of a heat wave has increased but its occurrence and timing is still uncertain.
 - iii. **Heat Advisory: Take Action** – A Heat Advisory is issued within 12 hours of the onset of extremely dangerous heat conditions.
 - 1. The general rule of thumb for this Advisory is when the maximum heat index temperature is expected to be 100 degrees or higher for at least 2 days, and night time air temperature will not drop below 75 degrees; however these criteria vary across the country, especially for areas that are not used to dangerous heat conditions.
 - a. Take precautions to avoid heat illness.
 - b. If you don't take precautions, you may become seriously ill or even die.
 - iv. **Excessive Heat Outlooks – Be Aware** – The outlooks are issued when the potential exists for an excessive heat event in the next three to seven days.
 - 1. An Outlook provides information to those who need considerable lead-time to prepare for the event.

3. Preparedness:

- a. Jones Wellness Center has taken measures to secure regular heating and cooling in the facility.
 - i. Personnel will utilize curtains when possible.
 - ii. Weather-strips are installed on doors and windows.
 - iii. Window reflectors are used to reflect heat back outside.
 - iv. Insulation is used to help keep heat out.
 - v. Ventilation system is set up for regulating heat.
 - vi. Air conditioning is utilized.
- b. Jones Wellness Center has an established three days of emergency supplies if necessary.
 - i. Jones Wellness Center will regularly check supplies for maintenance and expiration to ensure that supplies are usable when/if needed.

4. Response:

- a. The Safety Officer is responsible for activating the response and delegating tasks as described below.
 - i. Monitor warning systems and follow alerts accordingly.
 - ii. Safety Officer will help promote safety guidelines with staff, clients and others in the facility.
 - iii. If evacuation is necessary, local cooling centers can be located by dialing 211.

iv. The following general safety guidelines is to be utilized:

1. Safety Officer will stay informed by listening to local news, weather channel and national and regional weather service for situation developments.
2. Promote patients to take cool showers or baths.
3. Wear loose, lightweight, light-colored clothing.
4. Minimize time outside if possible.
5. If outside, find shade and protect your face.
6. Drink plenty of fluids to stay hydrated.
7. Avoid high-energy activities or work outdoors.
8. Watch for heat cramps, heat exhaustion and heat stroke.

5. Recovery:

- a. The Safety Officer will activate recovery efforts.
- b. The Safety Officer is to notify the staff when services are restored and document the event through an Emergency Disaster Drill.
 - i. The Safety Officer will complete Incident Reports and Maintenance Requests as needed.

WILDFIRE RESPONSE PLAN

1. Mitigation:

- a. Wildfires are unplanned fires that burn in natural areas like forests, grasslands or prairies. These dangerous fires spread quickly and can devastate not only wildlife and natural areas but also communities.
- b. **WARNINGS:** Warnings, Advisories, Watches and Information Statements - The National Weather Service (NWS) and Houston Fire Department's Emergency Notification System issues the following associated with wildfires:
 - i. **Red Flag Warning: Take Action** – Be extremely careful with open flames.
 1. NWS issues a Red Flag Warning, in conjunction with land management agencies, to alert land managers to an ongoing or imminent critical fire weather pattern.
 2. NWS issues a Red Flag Warning when fire conditions are ongoing or expected to occur shortly.
 - ii. **Fire Weather Watch: Be Prepared** – A Watch alerts land managers and the public that upcoming weather conditions could result in extensive wildland fire occurrence or extreme fire behavior.
 1. A Watch means critical fire weather conditions are possible but not imminent or occurring.
 - iii. **Extreme Fire Behavior** – This alert implies a wildfire likely to rage out of control.
 1. It is often hard to predict these fires because they behave erratically, sometimes dangerously.
 2. One of more of the following criteria must be met:
 - a. Moving fast: High rate of spread
 - b. Prolific crowning and/or spotting
 - c. Presence of fire whirls
 - d. Strong convection column

2. Preparedness:

- a. Jones Wellness Center has signed up for the community warning system as well as has access to the Emergency alert system (EAS) and Wireless Emergency Alert (WEA).
 - i. A copy of the location community evacuation route is included in this plan, which maps out how to evacuate from the facility.
 - ii. Jones Wellness Center also monitors the [air quality alerts](https://www.airnow.gov/) (<https://www.airnow.gov/>) for safety of air quality.
- b. Jones Wellness Center has an established three days of emergency supplies if necessary.
 - i. Jones Wellness Center will regularly check supplies for maintenance and expiration to ensure that supplies are usable when/if needed.
- c. Jones Wellness Center has established emergency back-up communication to address power outages which would render landline phones inoperable.
- d. Foliage and debris will be regularly maintained away from buildings to prevent any hazards in such conditions.
 - i. The grounds are regularly monitored for any sides of potential hazards each month with the facility inspection.
- e. Cell phones are available at all locations: Emergency phone list is located in the facility's operational binder.
- f. In case of personnel not being able to leave the facility, the Safety Officer will coordinate efforts to supply emergency shelter for staff that may be forced to stay onsite.

3. Response:

- a. The Safety Officer is responsible for activating the response and delegating tasks as described below.
 - i. Monitor warning systems and follow alerts accordingly.
 - ii. Masks will be distributed if air quality is an unhealthy level.
 - iii. Jones Wellness Center will stay in place unless officials instruct otherwise.
- b. Jones Wellness Center will leave immediately if told to do so following evacuation routes.

- c. Jones Wellness Center will request assistance if transportation aid is required and follow Red Cross and/or emergency personnel instructions to do so.
- d. If evacuation is necessary, contact the Red Cross or text SHELTER + Zip code to 43362 for the nearest shelter in the area.

4. Recovery:

- a. The Safety Officer will activate recovery efforts.
- b. The Safety Officer is to notify the staff when services are restored and document the event through an Emergency Disaster Drill. The Safety Officer will complete Incident Reports and Maintenance Requests as needed.
- c. The following actions will be taken post-event when the “All Clear” is given:
 - i. Check for injuries to clients and staff. Render first aid assistance if required.
 - ii. Try to contact 911 Emergency Response immediately. If they cannot immediately respond, check for fires or fire hazards – spills of flammable or combustible liquids, or leaks of flammable gasses.
 - iii. If possible (do not put anyone at risk) check utility lines and equipment for damage. If gas leaks exist, shut off gas valves. Shut off electrical power if there is damage to wiring. Report damage to Safety Officer. Do not use matches, lighters, or open flame appliances until you are sure no gas leaks exist. Do not operate electrical switches or appliances if gas leaks are suspected. This creates sparks, which can ignite gas from broken lines.
 - iv. See to it that spilled chemicals or other potentially harmful materials are marked off and no one goes near the area until 911 Emergency Response arrives.
 - v. Check to see that sewage lines are intact before permitting continued flushing of toilets.
 - vi. Wear heavy work gloves, protective clothing and boots during clean up and use appropriate face coverings or masks if cleaning.
 - vii. Be aware that animals may be in the facility after flooding.
 - viii. Avoid wading in floodwater, which can be contaminated and contain dangerous debris. Underground or downed powerlines can also electrically charge the water.
 - ix. All personnel will assist in restoring their work areas to normal operations.
 - x. Personnel will assess their department for damage or safety hazards and report them to the supervisor.
- d. After offices/group rooms have been evaluated for damage and safety hazards, patients may be allowed to move freely throughout the facility.

UTILITY FAILURE (ELECTRICAL, GENERATOR, COMMUNICATIONS, SEWER, ETC) RESPONSE PLAN**1. Mitigation:**

- a. Oftentimes, during other emergency situations, one or multiple utilities (electric, water, HVAC, communications, sewer, etc.) may fail.
 - i. Now, these can occur at any time but it is Jones Wellness Center policy to be prepared.

2. Preparedness:

- a. Jones Wellness Center has an established three days of emergency supplies if necessary.
 - i. Jones Wellness Center will regularly check supplies for maintenance and expiration to ensure that supplies are usable when/if needed.
- b. Jones Wellness Center has established emergency back-up communication to address power outages which would render landline phones inoperable.
- c. Foliage and debris will be regularly maintained away from buildings to prevent any hazards in such conditions.
 - i. The grounds are regularly monitored for any sides of potential hazards each month with the facility inspection.
- d. All utilities are regularly tested and maintained per guidelines.
- e. Cell phones are available at all locations:
 - i. Emergency phone list is located in the facility's operational binder.

3. Response:

- a. The Safety Officer is responsible for activating the response and delegating tasks as described below.

i. Power Failures: In the event of a power failure:

- 1. Safety Officer will contact the power company to notify them of the outage.
- 2. Keep clients calm and move them to areas with adequate lighting if possible.
- 3. If your work area does not have any, or has only insufficient lighting, flashlights should be available.
- 4. If clients must remain in areas that are dark, ensure that staff members are with them or they are in close proximity.
- 5. Turn off and/or unplug all non-essential equipment connected to regular power to prevent power surge damage when power comes back on. Await further instructions from the Founder or clearance from 911 Emergency Response.

ii. Communications Failure:

- 1. Safety Officer will contact the communications company to notify them of the outage.
- 2. The following route of communication is to be used:
 - a. Telephones
 - b. Cellular Phones:
 - i. In the event of power failure (see Emergency Phone List for numbers.)
 - c. Use hotspots for internet outages
 - d. Texting (one may work better than the other depending on the service provider and/or internet/5G outage)
- 3. The staff person who has first knowledge of the outage is to contact the Safety Officer to notify them of the outage and submit a "work order" through the Help Desk and an Incident Report.

iii. Sewer Failure:

- 1. In the event of a sewer failure:
 - a. Safety Officer will contact the sewer company to notify them of the outage.
 - b. Safety Officer will notify the Leader On Call.
 - c. Safety Officer or Leader On Call may call a plumber to remediate the issue.
 - d. Personnel will keep everyone away from the affected areas and avoid all contact.
 - e. Depending on the level of failure, evacuate the building.
 - f. Remove any items/clothing that came into contact with sewage.
 - g. Shut off water going to drains using the main shut off.
- 2. Avoid any restrooms that are connected to damaged drains until a plumber/sewer professional can access the situation.

iv. Water Supply Failure:

1. In the event of a water failure:
 - a. Safety Officer will contact the water company to notify them of the outage.
 - b. Safety Officer will notify the Leader On Call.
 - c. Safety Officer or Leader On Call may call a plumber to remediate the issue.
 - d. Personnel will keep everyone away from the affected areas and avoid all contact.
 - e. Depending on the level of failure, evacuate the building.
 - f. Remove any items/clothing that came into contact with affected water.
 - g. Shut off water going to drains using the main shut off.
 - h. Avoid any restrooms that are connected to damaged drains until plumber/sewer professionals can access the situation.
 - i. Water supplies may be utilized if necessary.

v. Internet Failure:

1. Safety Officer will contact the internet company to notify on the outage and complete maintenance request.
 - a. The following route of communication is to be used:
 - i. Use hotspots for internet outages for emergent clinical services.
 - ii. Word documents can be utilized until the internet is restored for clinical documentation.
 - iii. Follow communications policy to utilize phones if internet outage has affected phones.

vi. Garbage/Recycling/Waste Disposal Failure:

1. In the event of a garbage/recycle/waste disposal failure:
 - a. Safety Officer will contact the garbage/recycling/waste disposal company to notify on the failure.
 - b. Safety Officer will notify the Leader On Call.
 - c. Safety Officer will complete a maintenance request.
 - i. If necessary, staff may dispose of the garbage/recycling/waste disposal in a different manner based on instructions (i.e. maintenance request to bring garbage/recycle/waste disposal to local dump).
 - d. Personnel will keep everyone away from the affected areas and avoid all contact.

vii. Heating/Cooling Failure:

1. In the event of a heating/cooling failure:
 - a. Safety Officer will contact the heating/cooling company to notify them of the failure.
 - b. Safety Officer will notify the Leader On Call.
 - c. Safety Officer will complete a maintenance request
 - d. Shut off valves may need to be utilized if the system is compromised.
 - e. Personnel will take measures to keep the temperature at a reasonable level while the system is being repaired (i.e. fans, keeping doors shut, etc.).

viii. Recovery:

1. The Safety Officer will activate recovery efforts.
2. The Safety Officer is to notify the staff when services are restored and document the event through an Emergency Disaster Drill.
 - a. The Safety Officer will complete Incident Reports and Maintenance Requests as needed.
3. After offices/group rooms have been evaluated for damage and safety hazards, patients may be allowed to move freely throughout the facility.

PROPERTY/STRUCTURAL FAILURE/DAMAGE RESPONSE PLAN**1. Mitigation:**

- a. Property and structure damage occur with other emergencies frequently.
 - i. This can cause financial damage and regular operating disruption.
 - ii. This may mean the building or other property including vehicles are damaged or are not working.
 - iii. This may be as small as the loss of some supplies or as large as damage to the building in a way that business is not functional.

2. Preparedness:

- a. Jones Wellness Center completes property and structure inspections monthly with facility inspections and vehicle maintenance checks.
 - i. Maintenance requests and incident reports will be filled out for any issues that are found during these checks.
- b. Any personnel that sees any property or structure that is compromised, failed or damaged will complete a maintenance request and/or incident report.
- c. Foliage and debris will be regularly maintained away from buildings to prevent any hazards in such conditions.
 - i. The grounds are regularly monitored for any signs of potential hazards each month with the facility inspection.
- d. All utilities are regularly tested and maintained per guidelines.

3. Response:

- a. The Safety Officer is responsible for activating the response and delegating tasks as described below.
 - i. Personnel who observed failure/damage will complete maintenance requests or incident reports.
 - ii. Safety Officer will notify Leader on Call if fail/damage is acute enough that it impacts running of regular business.
 - iii. If necessary, follow the above policies on temporary shelter, etc.

4. Recovery:

- a. The Safety Officer will activate recovery efforts.
- b. The Safety Officer is to notify the staff when services are restored and document the event through an Emergency Disaster Drill.
 - i. The Safety Officer will complete Incident Reports and Maintenance Requests as needed.
- c. After offices/group rooms have been evaluated for damage and safety hazards, patients may be allowed to move freely throughout the facility.

SUPPLY SHORTAGE RESPONSE PLAN

1. Mitigation:

- a. Supply shortages happen for various reasons.
 - i. This can cause strain depending on the supply that is needed.
 - ii. This may be as small as loss of some supplies or as large as damage to the building in a way that business is not functional.

2. Preparedness:

- a. Jones Wellness Center completes property and structure inspections monthly with facility inspections.
 - i. Maintenance requests and incident reports will be filled out for any issues that are found during these checks.
- b. Any personnel that sees any property or structure that is compromised, failed or damaged will complete a maintenance request and/or incident report.
- c. Foliage and debris will be regularly maintained away from buildings to prevent any hazards in such conditions.
 - i. The grounds are regularly monitored for any signs of potential hazards each month with the facility inspection.
- d. All utilities are regularly tested and maintained per guidelines.

3. Response:

- a. The Safety Officer is responsible for activating the response and delegating tasks as described below.
 - i. Personnel who observed failure/damage will complete maintenance requests or incident reports.
 - ii. Safety Officer will notify Leader on Call if fail/damage is acute enough that it impacts running of regular business.
 - iii. If necessary, follow the above policies on temporary shelter, etc.

4. Recovery:

- a. The Safety Officer will activate recovery efforts.
- b. The Safety Officer is to notify the staff when services are restored and document the event through an Emergency Disaster Drill.
 - i. The Safety Officer will complete Incident Reports and Maintenance Requests as needed.
- c. After offices/group rooms have been evaluated for damage and safety hazards, patients may be allowed to move freely throughout the facility.

FIRE RESPONSE PLAN

1. Mitigation:

- a. The State is ranked one of the highest for fire disasters.

2. Preparedness:

- a. In case of fire, Jones Wellness Center has fire extinguishers located throughout the facility. The Safety Officer is responsible for maintenance of fire equipment to prevent, control ignitions or fires.
- b. Jones Wellness Center shall control accumulations of flammable and combustible materials so that they do not contribute to a fire emergency.
- c. Jones Wellness Center will conduct emergency evacuation drills on a scheduled basis.
- d. An annual review takes place by the City Fire Marshall to ensure safety at both the administrative and clinical offices. The report is maintained by the Safety Officer in the Risk Management and Safety Manual.
- e. Fire drills are conducted at both the administrative and clinical offices. The time/shift will not be the same and drills are conducted by an assigned staff member of Jones Wellness Center. Response times for evacuation are documented on the report forms and submitted to the Founder.
- f. Founder addresses the status of all Health and Safety issues and staff members are informed via scheduled meetings.
- g. Fire evacuation plans are posted in both the administrative and clinical offices.
- h. Fire extinguishers are located in each building and training takes place with both staff and clients to address the use of the fire extinguishers. The acronym PASS is identified (Pull, Aim, Squeeze and Spray) as a reminder in the use of a fire extinguisher. This acronym is located next to each fire extinguisher.
- i. Activities related to fire protection are part of the training.
- j. A monthly maintenance report is completed by the Safety Officer which checks:
 - i. Smoke detectors
 - ii. Fire extinguishers
 - iii. Safety factors (external debris, uneven walkways, lighting etc.)
 - iv. Safety factors (internal extension cords, working lights, air conditioners etc.)

3. Response:

- a. In the event of a fire emergency, staff will be able to function in such a manner to protect the clients and to summon help from the local 911 Emergency Fire Department.
- b. The Founder will act as the fire safety coordinator and activate the emergency response and recovery.
- c. The Founder will assign staff duties at the start of each shift. In case of a fire in order to facilitate evacuation of all patients. These assignments will include responsibility for:
 - i. Patient roster
 - ii. Physically compromised patients
 - iii. Charts records
- d. The following instructions are to be carried out at the sound of the fire alarm:
 - i. The Safety Officer on duty will initiate the evacuation of all patients.
 - ii. All patients are to leave the building through the nearest exit. Staff members will direct patients and staff to alternative exits if there is a fire near the front of the building.
 - iii. Patients and staff are to gather in designated areas at each site.
 - iv. Patients who are physically compromised will be assisted by the assigned member of the staff.
 - v. The assigned staff member will take roll calls using the patient roster to assure that all patients are out of the building.
 - vi. Each department head will account for the members of their staff.
 - vii. The assigned staff, during evacuation of the building, will conduct a room to room search to assure that all patients and staff have evacuated.
 - viii. The results of the patient and staff roll calls are reported to the Founder.
- ix. In the event of a fire, notify the following individuals:
 - 1. The Leader on Call: (see call sheet posted in each office).
 - 2. Medical Director
- x. Completion of reports will be the responsibility of the Safety Officer.

4. Recovery

- a. The fire department will notify the staff if and when it is safe to return to the building.
- b. The Safety Officer will walk through the structure to ensure it is safe for clients and staff to re-enter.
- c. In the case of an actual fire, the Safety Officer will take the lead working with the Founder to ensure all damage is repaired.
- d. If there is structural damage which is determined unsafe for staff and clients, the Founder will designate an alternative facility.

HAZMAT EXPOSURE (MASS, SMALL, CHEMICAL, CHEMICAL TERRORISM, EXTERNAL, RADIOLOGIC TERRORISM) RESPONSE PLAN**1. Mitigation:**

- a. Hazmat is an abbreviation for “hazardous materials”.
 - i. These can include substances such as toxic chemicals, fuels, nuclear waste products, and biological, chemical and radiological agents.
 - ii. Whether accidental or purposeful, chemical/hazmat/radiologic exposure can cause multiple issues.
 - iii. There will always be potential issues with chemicals and hazards in the workplace as long as they exist.
 - iv. The important part is to minimize the risk levels of the use of these and respond accordingly if there is an issue.
 - v. Additionally, the increasing incidents of violence around the country as well as in the state have necessitated this protocol.

2. Preparedness:

- a. Jones Wellness Center has educated staff on chemical/hazmat/radiologic exposure.
- b. Jones Wellness Center has identified a Safety Officer and has developed a plan specifically to address the threat of a threatening situation.
- c. All staff are educated on Jones Wellness Center’s Emergency Management Plan.
- d. A copy of Jones Wellness Center’s Emergency Management Plan is located on Jones Wellness Center’s internal server and on the desktop of each computer.

3. Response:

- a. In the event of a hazmat spill or odor: Call 911 Emergency Response and alert others in the surrounding area. Call the Safety Officer and report the following:
 - i. location of spill or source of fumes
 - ii. type, name and amount of chemical spilled (if known)
 - iii. keep other employees, clients and visitors away from both the spill and the fumes until 911 Emergency Response arrives
 - iv. Do not return to the area until you have been given clearance by the Emergency Response Team
- b. In the event of a hazmat threat, the following steps will be taken:
 - i. The staff member receiving the threat will be responsible for the initiation of this plan.
 - ii. The staff member receiving the call should:
 1. Keep the caller on the telephone as long as possible and write down, if possible, the following information:
 - a. When the exposure is set to go off and where it is located.
 - b. Sex of the caller.
 - c. Voice of caller - young or old.
 - d. Emotion of caller - i.e. nervous, calm.
 - e. Background noise.
 - f. Any other information that may be useful.
 - ii. The staff member will, on completion of the call or through another staff member while on the telephone, announce over the main paging system or verbally:
 1. "CODE BLACK - PLEASE EVACUATE THE BUILDING BY THE WAY OF THE NEAREST EXIT AND GATHER AT THE FAR CORNER OF THE PARKING LOT (East Wing) or area designated by staff.
 - iv. The staff member will then notify emergency personnel by dialing 911 and give the following information:
 1. State that you have received a hazmat threat.
 2. State the name of Jones Wellness Center, a mental treatment facility located at 15995 N Barkers Landing Rd, STE 370, Houston, TX 77079; 713-844-8447.
 3. Remain on the phone to give any other information that is necessary.
 - v. At the end of the call, and as you are evacuating the facility, pull the fire alarm at the exit.

vi. The staff will check to see that all patients and staff are out of the building.

4. Recovery

- a. If evacuation is not necessary, keep the area clear till the exposure is safely cleaned.
- b. If evacuation is necessary, complete the following:
 - i. At the conclusion of the building check, the Safety Officer will take roll call to ensure that all patients are accounted for.
 - ii. The Founder are responsible to see that their staff is accounted for.
 - iii. The staff member who received the call is to be available to give information to police and the fire department. **DO NOT LEAVE THE PREMISES** until told to do so.
 - iv. All patients and staff are not to return to the building unless emergency personnel have determined it is safe to do so.
 - v. Please see Safety Officer for any additional information.

MASS CASUALTY (TRAUMA), VIP SITUATION, HOSTAGE SITUATION, AND CIVIL DISTURBANCE RESPONSE PLAN**1. Mitigation:**

- a. The increasing incidents of violence around the country as well as in the state have necessitated this protocol.

2. Preparedness:

- a. Jones Wellness Center has educated staff on crisis de-escalation.
- b. Jones Wellness Center has identified a Safety Officer to assist to address the threat of a threatening situation.
- c. All staff are educated on Jones Wellness Center's Emergency Management Plan.
- d. A copy of Jones Wellness Center's Emergency Management Plan is located on Jones Wellness Center's internal server and on the desktop of each computer.

3. Response:

- a. Safety Officer or designee will activate response to the disturbance.
- b. If the disturbance is internal:
 - i. Staff will attempt to employ crisis de-escalation and move other people away from the disturbance.
 - ii. Safety Officer or designee will notify law enforcement by calling 911.
 - iii. All patients and staff will proceed to an area of the facility that will be designated as a safe area, as determined by the Safety Officer or designee.
- c. If the disturbance is external:
 - i. The facility will be secured.
 - ii. Safety Officer or designee will notify law enforcement by calling 911.
 - iii. All patients and staff will proceed to an area of the facility that will be designated as a safe area, as determined by the Safety Officer or designee.
 - iv. The Founder or designee will take roll calls to determine that all patients are accounted for.
 - v. The Founder will account for staff under their supervision.
 - vi. The Safety Officer, with the assistance of other staff members present, will monitor broadcasts regarding the nature of the disturbance and official orders that have been issued.

4. Recovery:

- a. The Safety Officer will notify all staff of the ability to return to normal.
- b. The Safety Officer is responsible for documenting the incident through the submission of an Incident Report and Emergency Disaster Drill.
- c. The following actions will be taken post-event when the "All Clear" is given:
 - i. Check for injuries to clients and staff. Render first aid assistance if required.
 - ii. Try to contact 911 Emergency Response immediately. If they cannot immediately respond, check for hazards.
 - iii. Wear heavy work gloves, protective clothing and boots during clean up and use appropriate face coverings or masks if cleaning.
 - iv. All personnel will assist in restoring their work areas to normal operations.
 - v. Personnel will assess their department for damage or safety hazards and report them to the supervisor.
- d. After offices/group rooms have been evaluated for damage and safety hazards, patients may be allowed to move freely throughout the facility.

MEDICAL/PSYCHIATRIC EMERGENCY RESPONSE PLAN**1. Mitigation:**

- a. Due to the nature of healthcare, medical and/or psychiatric issues will most likely occur.
 - i. It is vital that these situations be handled quickly and effectively.
 - ii. Medical and psychiatric emergencies can be fatal if not handled appropriately.

2. Preparedness:

- a. Jones Wellness Center has information about staff members and clients should an emergency arise.
 - i. Emergency information about staff members and the persons served are up-to-date and readily accessible and contain all the information needed in an emergency.
 - ii. All emergency staff information is completed upon hire and is the first page of information within each personal file, which is located in the office of the Founder.
- b. All staff are trained in CPR/ First Aid
- c. All buildings maintain properly stocked First Aid Kit in appropriate areas and identified along with the telephone number for Poison Control Center (800-222-1222).
- d. In the event of a medical emergency, 911 Emergency Response is called and staff will follow the direction of the 911 Emergency Response personnel upon their arrival.

3. Staff

- a. All new employees are provided with the Internal/External Emergency information upon hire and have access to the policies and procedure manual which contains this information.
 - i. In addition, staff are trained throughout their employment with Jones Wellness Center. Jones Wellness Center has a training schedule, which includes emergency training.

4. Clients

- a. All clients entering treatment are asked upon admission to identify an individual as their emergency contact.
- b. This information is documented and a Consent for Release of Information is completed for authorization to contact.
- c. Should an emergency arise, the information is available via the client's chart and the individual listed is contacted and informed of the situation.

5. Response:

- a. All staff will respond to medical and psychiatric emergencies.
 - i. Safety Officer or designee will activate response to the disturbance based on qualified staff's evaluation of the situation.
 - ii. If there is a medical emergency, medical staff will be the primary evaluator(s).
 - iii. If there is a psychiatric emergency, clinical and/or medical staff will be the primary evaluator(s).
- b. Staff will attempt to employ safety response and engage the qualified staff to respond to the situation (i.e. medical with medical care and crisis de-escalation for psychiatric care).
- c. After staff evaluation, if deemed necessary, staff will contact 911 or 988 if necessary.
- d. Staff not attending to the patient(s) involved in an emergency will proceed to move other patients and staff away from the area where the emergency is occurring.

6. OTHER EMERGENCIES**a. Suicidal Clients: Never leave a suicidal client alone.**

- i. All suicidal comments and remarks are taken seriously.
- ii. The staff member on shift, talks to the individual to assess the situation.
- iii. The staff member also determines if the client has ingested anything that could be toxic and if so, calls the Poison Control center (800-222-1222) number is located and visually available in the Founder's office.
- iv. The Founder and Medical Director are notified of the situation immediately.
- v. The staff member remains with the client and will follow the direction of the Founder/Medical Director.
- vi. If a determination is made for voluntary or involuntary assessment, 988 Emergency Response is called. This is done for the safety, security, welfare and care of the client.
- vii. An incident report will be completed in full documenting the incident.

b. Homicidal or Violent Clients

- i. Remove all other clients from the area and direct them to a safe place.
- ii. Notify the Founder/Medical Director immediately and call Emergency 911.
- iii. Remain with clients until 911 Emergency Response arrives and follow their instructions.
- iv. Record the emergency in the client's chart.
- v. Complete an incident report immediately.

7. Recovery:

- a. The Safety Officer will notify all staff of the ability to return to normal.
- b. The Safety Officer is responsible for documenting the incident through the submission of an Incident Report and Emergency Disaster Drill.
- c. The following actions will be taken post-event when the "All Clear" is given:
 - i. Check for injuries to clients and staff. Render first aid assistance if required.
 - ii. All personnel will assist in restoring their work areas to normal operations.
 - iii. Personnel will assess their department for damage or safety hazards and report them to the supervisor.
- d. After offices/group rooms have been evaluated for damage and safety hazards, patients may be allowed to move freely throughout the facility.

**EMERGENCY RESPONSE
QUICK-GUIDE**

IN CASE OF EMERGENCY

DIAL “911”

Be clear on what kind of assistance is needed: Fire, Police, Medical, Other

Give the specific location where help is needed

Speak clearly and remain calm

Follow the directions of the call-taker

Remain on the phone and answer all questions

Wait for help to arrive so you can direct them to the location of the emergency

OVERDOSE RESPONSE PLAN

1. Mitigation:

- a. Due to the nature of substance abuse, the possibility of overdose is high.
 - i. It is vital that these situations be handled quickly and effectively.
 - ii. This type of medical emergency can be fatal if not handled appropriately.

2. Preparedness:

- a. Staff will be trained in Overdose Prevention at least every 2 years.
- b. Incidents involving drugs, alcohol, paraphernalia found onsite will be tracked in the incident reporting system.
- c. In group meetings, staff will have an open discussion with clients about reporting use of drugs and alcohol in a treatment setting.

d. SIGNS OF OPIOID WITHDRAWAL

- i. The signs and symptoms of opioid withdrawal in an individual who is physically dependent on opioids may include body aches, diarrhea, tachycardia, fever, runny nose, sneezing, piloerection (gooseflesh), sweating, yawning, nausea or vomiting, nervousness, restlessness or irritability, shivering or trembling, abdominal cramps, weakness, tearing, insomnia, opioid craving, dilated pupils, and increased blood pressure.
 - 1. These symptoms are uncomfortable, but not life threatening.
- ii. After an overdose, a person dependent on opioids should be medically monitored for safety and aided in getting into treatment for opioid use disorder. Jones Wellness Center does not administer naloxone nor is it on the premises.
- iii. If a person is not overdosing on an opioid but rather some other substance or may be experiencing a non-overdose medical emergency.
- iv. In all cases, support of ventilation, oxygenation, and blood pressure should be sufficient to prevent the complications of opioid overdose until emergency medical staff arrive.

3. Response:

- a. **EVALUATE FOR SIGNS OF OPIOID OVERDOSE**
- b. Signs of an overdose, which often results in death if not treated, include:
 - i. Unconsciousness or inability to awaken.
 - ii. Slow or shallow breathing or breathing difficulty such as choking sounds or a gurgling/snoring noise from a person who cannot be awakened.

- iii. Fingernails or lips turning blue/purple.
- iv. If an opioid overdose is suspected, stimulate the person:
 1. Call the person's name. If this doesn't work, vigorously grind knuckles into the sternum (the breastbone in middle of chest) or rub knuckles on the person's upper lip.
 2. If the person responds, assess whether he or she can maintain responsiveness and breathing.
 3. Continue to monitor the person, including breathing and alertness, and try to keep the person awake and alert.
 4. Call 911, provide rescue breathing if the person is not breathing on their own.
- c. **CALL 911 FOR HELP AN OPIOID OVERDOSE NEEDS IMMEDIATE MEDICAL ATTENTION.**
 - i. An essential step is to get someone with medical expertise to see the person as soon as possible. If no emergency medical services (EMS) or other trained personnel are on the scene, activate the 911 emergency system immediately.
 - ii. All you have to say is "Someone is unresponsive and not breathing." Be sure to give a specific address and/or description of your location.
 - iii. After calling 911, follow the dispatcher's instructions.
 - iv. If appropriate, the 911 operator will instruct you to begin CPR (based on staff's level of training).
- d. **SUPPORT THE PERSON'S BREATHING**
 - i. Rescue breathing can be very effective in supporting respiration, and chest compressions can provide ventilatory support. Rescue breathing for adults involves the following steps:
 1. Be sure the person's airway is clear (check that nothing inside the person's mouth or throat is blocking the airway).
 2. Place one hand on the person's chin, tilt the head back, and pinch the nose closed.
 3. Place your mouth over the person's mouth to make a seal and give two slow breaths.
 4. Watch for the person's chest (but not the stomach) to rise.
 5. Follow up with one breath every 5 seconds.
 - ii. Chest compressions for adults involve the following steps:
 1. Place the person on his or her back.
 2. Press hard and fast on the center of the chest.
 3. Keep your arms extended.
- e. **MONITOR THE PERSON'S RESPONSE**
 - i. People who have overdosed on long -acting opioids should have more prolonged monitoring.
 - ii. Most people respond by returning to spontaneous breathing.
 1. Continue resuscitation while waiting for EMS.

4. DO'S AND DON'TS WHEN RESPONDING TO OPIOID OVERDOSE

- a. **DO:**
 - i. **DO** attend to the person's breathing and cardiovascular support needs by administering oxygen or performing rescue breathing and/or chest compressions.
 - ii. **DO** put the person in the "recovery position" on the side, if you must leave the person unattended for any reason.
 - iii. **DO** stay with the person and keep the person warm.
- b. **DON'T:**
 - i. **DON'T** slap or forcefully try to stimulate the person; it will only cause further injury. If you cannot wake the person by shouting, rubbing your knuckles on the sternum (center of the chest or rib cage), or light pinching, the person may be unconscious.
 - ii. **DON'T** put the person into a cold bath or shower. This increases the risk of falling, drowning, or going into shock.
 - iii. **DON'T** inject the person with any substance (e.g., saltwater, milk, stimulants). Jones Wellness Center does not administer naloxone or have it on premises.
 - iv. **DON'T** try to make the person vomit drugs that may have been swallowed. Choking or inhaling vomit into the lungs can cause a fatal injury.

5. Recovery:

- a. The Safety Officer will notify all staff of the ability to return to normal.

- b. The Safety Officer is responsible for documenting the incident through the submission of an Incident Report and Emergency Disaster Drill.
- c. The following actions will be taken post-event when the "All Clear" is given:
 - i. Check for injuries to clients and staff. Render first aid assistance if required.
 - ii. All personnel will assist in restoring their work areas to normal operations.
 - iii. Personnel will assess their department for damage or safety hazards and report them to the supervisor.
 - iv. After offices/group rooms have been evaluated for damage and safety hazards, patients may be allowed to move freely throughout the facility.

MISSING PATIENT RESPONSE PLAN

1. Mitigation:

- a. Patient elopement is always a possibility with any treatment.
 - i. Due to the severity of the illness we are treating, it is vital that these situations be handled quickly and effectively.
 - ii. This type of medical emergency can be fatal if not handled appropriately.

2. Preparedness:

- a. Jones Wellness Center has educated staff on crisis de-escalation.
- b. Jones Wellness Center has identified a Safety Officer to assist to address potential patient elopement.
- c. All staff are educated on Jones Wellness Center's Emergency Management Plan.
- d. A copy of Jones Wellness Center's Emergency Management Plan is located on Jones Wellness Center's internal server and on the desktop of each computer.

3. Response:

- a. Safety Officer or designee will activate response to the disturbance.
- b. Staff should be mindful of any signs of patient elopement (i.e. patient disengagement, isolation, etc.).
- c. Staff will attempt to employ crisis de-escalation and move other people away from the disturbance if appropriate.
- d. Clinical staff may intervene if possible.
- e. Emergency contacts will be notified if appropriate.
- f. Any support systems should be contacted to prevent elopement.
- g. Clinical and/or medical staff will notify emergency contact if patient elopes.
- h. Safety Officer will contact law enforcement by calling 911 if appropriate.

4. Recovery:

- a. The Safety Officer is responsible for documenting the incident through the submission of an Incident Report and Emergency Disaster Drill.
- b. The medical and clinical staff will follow up with discharge planning if appropriate.

TITLE: EMERGENCY MANAGEMENT PLANNING	REFERENCE: EM.02.02.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: Emergency Management Communication

PURPOSE

The purpose of this policy is to provide guidance regarding how Jones Wellness Center will communicate during an emergency.

RESPONSIBILITY

It is the responsibility of the Founder and/or designee to implement this policy and procedure. It is the responsibility of the Safety Officer and/or designee to disseminate this information to employees.

POLICY

It is the policy of Jones Wellness Center to have an Emergency Management Plan, inclusive of how Jones Wellness Center will communicate in an emergency.

PROCEDURE

1. Mitigation:

- a. The possibility of Jones Wellness Center losing power during a storm and rendering the telephone system useless is high.
- b. It becomes essential that communications throughout the facility be maintained.

2. Preparedness:

- a. Cell phones are available at all locations: Emergency phone list is located in each facility's operational binder.

3. Response:

- a. The following route of communication is to be used:
 - i. Computers: Send emails if power/internet is still functioning, or if you have a hotspot that you can utilize either on your phone or through a separate device.
 - ii. Video Chat
 - iii. EMR: Input notes
 - iv. Dropbox: Can be used in "offline mode" to input notes
 - v. Cellular Phones: In the event of power/internet failure
 - vi. Text Message
- b. The staff person who has first knowledge of the outage is to contact the Safety Officer and the Founder to notify them of the outage and submit a maintenance request through the Property Management via the Founder or designee and an Incident Report.

4. Recovery:

- a. The Safety Officer and/or the Founder is researching the cause of the outage, i.e. electrical outage, cell towers down, accounts payable error, etc.
- b. The Safety Officer and/or the Founder is to notify the staff when services are restored and document the event through a Disaster Drill.

TITLE: EMERGENCY MANAGEMENT PLANNING	REFERENCE: EM.02.02.03
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: Management of Resources

PURPOSE

The purpose of this policy is to provide guidance regarding how Jones Wellness Center will manage its resources during an emergency.

RESPONSIBILITY

It is the responsibility of the Founder and/or designee to implement this policy and procedure. It is the responsibility of Safety Officer and/or designee to disseminate this information to employees.

POLICY

It is the policy of Jones Wellness Center to continue to provide care, treatment, or services during emergencies.

Jones Wellness Center has established protocols on how their resources and assets (that is, supplies, equipment, and facilities) will be managed internally and, when necessary, solicited and acquired from external sources.

Jones Wellness Center recognizes the risk that some resources may not be available from planned sources, particularly in emergencies of long duration or broad geographic scope and has developed contingency plans which may be necessary for critical supplies.

PROCEDURE:

1. The Founder is responsible for ensuring all supplies, equipment and facilities are managed in the case of an emergency.
2. The Founder and Safety Officer are responsible for their specifically assigned programs.
3. Medication:
 - a. The facility maintains an Emergency First Aid Kit, to include bandages, antibiotics, over-the-counter medications.
 - b. Jones Wellness Center maintains agreements with multiple pharmacies to ensure access to medication.
4. Equipment:
 - a. Jones Wellness Center maintains emergency power sources in case of power outages.
 - b. Each facility is equipped with the following:
 - i. **Electrical:**
 1. Flashlights
 2. Battery Operated Radio
 3. Batteries D & AA
 - ii. **Paper Products:**
 1. Plastic forks, spoons, knives
 2. Paper plates
 3. Lg. white trash bags
 4. Cups
 5. Additional rolls of Toilet paper
 6. Additional pack of Paper towels
 7. 1 box Tampons or Feminine pads
 - iii. **Infection Control /Medical Supplies, i.e.**
 1. Digital Thermometer
 2. Manual Blood Pressure Equipment
 3. Gloves
 4. CPR protective masks
 5. Hydrogen Peroxide
 6. Alcohol

7. Bandages
8. 1 box 4x4 Gauze
9. Bandage gauze roll-2 rolls
10. Paper Tape
11. Antibacterial Soap
12. Antibacterial wipes
13. Eye Wash Solution and cup
14. Scissors

5. Non-Perishable Food Items

- a. See Inventory List

6. Facilities

- a. Jones Wellness Center has extensive Environment of Care protocols to address the upkeep and emergency preparedness of the facilities.
- b. In the case a facility is damaged beyond safe occupancy, Jones Wellness Center has an extensive network of facilities in the area and in other states which can accommodate the clients and staff.

TITLE: EMERGENCY MANAGEMENT PLANNING	REFERENCE: EM.02.02.05
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: Management of Safety and Security

PURPOSE

The purpose of this policy is to provide guidance regarding how Jones Wellness Center will ensure safety and security during an emergency situation.

RESPONSIBILITY

It is the responsibility of the Founder and/or designee to implement this policy and procedure. It is the responsibility of the Safety Officer and/or designee to disseminate this information to employees.

POLICY

It is the policy of Jones Wellness Center to have an Emergency Management Plan, inclusive of Jones Wellness Center will manage security and safety during an emergency.

PROCEDURE

1. In order to maintain a secure and safe environment during an emergency situation, the following actions will be taken:
 - a. All staff have access to staff schedules to know who is present or absent in the building.
 - b. All entrances and exits are to be monitored by a staff person.
 - c. All staff entering or leaving the building must be wearing an identification badge.
 - d. All visitors are required to sign-in or out upon entering and leaving the facility.
 - e. All clients and visitors are to be visually monitored at all times.
 - f. All staff are trained in First Aid, CPR and crisis de-escalation.
 - g. Any security or safety issues are to be brought to the attention of the individual in charge. Issues that cannot be resolved are referred to the Safety Officer.
 - h. Staff have an Emergency Call Response Guide near each phone.

TITLE: EMERGENCY MANAGEMENT PLANNING	REFERENCE: EM 02.02.07
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: Staff Roles and Responsibilities

PURPOSE

The purpose of this policy is to provide guidance regarding how Jones Wellness Center will communicate during an emergency.

RESPONSIBILITY

It is the responsibility of the Founder and/or designee to implement this policy and procedure. It is the responsibility of the Safety Officer and/or designee to disseminate this information to employees.

POLICY

It is the policy of Jones Wellness Center to define staff roles in an emergency situation in advance to ensure safe and effective care, treatment, or services.

Jones Wellness Center utilizes a ***Staff Responsibility for Emergency Preparedness and Response Checklist*** to delineate the responsibilities of staff during an emergency situation.

PROCEDURE

1. It is the responsibility of the Leadership Team to review and revise the ***Staff Responsibility for Emergency Preparedness and Response Checklist*** on an annual basis.
2. A copy of the ***Staff Responsibility for Emergency Preparedness and Response Checklist*** is maintained in the Facility Operational Manual.

Staff Responsibilities for Emergency Preparedness and Response Checklist

Staff Responsibilities for Emergency Preparedness and Response Checklist		
Tasks for Preparedness	Person(s) Responsible	Alternative (s)
Staff Training	Founder	Psychotherapist
Monthly Facility Safety Checks	Founder	Psychotherapist
Monthly Equipment Safety Check	Founder	Psychotherapist
Emergency Medical Supplies	Founder	Psychotherapist
Identification of Alternative Housing	Psychotherapist	Founder
Stock and maintain Emergency Supplies	Founder	Psychotherapist
Routine Drills, Fire and Disaster	Founder	Psychotherapist

Tasks for Responding	Person(s) Responsible	Alternative (s)
Make the decision to temporarily evacuate	Founder	Psychotherapist
Evacuate clients	All Staff	All Staff
Call 911	Staff in Charge	Founder
Communicate with Staff	Staff in Charge	Founder
Communicate with Families	Psychotherapist	Staff in Charge
Communicate with Emergency Personnel or Law Enforcement	Staff in Charge	Founder
Shut off utilities when needed	Staff in Charge	Founder
Account for all clients and staff	Staff in Charge	Safety Officer
Monitor radio, media for updates	Founder	All Staff
Provide CPR and First Aid	Trained Staff	All Staff
Notify of "All Clear" status	Safety Officer	Staff in Charge
Post Emergency Assessment	Safety Officer	Founder
Incident Report	Safety Officer	Staff in Charge
Disaster Report	Staff in Charge	Safety Officer
Replenish Emergency Supplies	Founder	Psychotherapist

TITLE: EMERGENCY MANAGEMENT PLANNING	REFERENCE: EM.02.02.11
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: Management of Individuals Served

PURPOSE

The purpose of this policy is to provide guidance regarding how Jones Wellness Center will manage the individuals served during an emergency situation.

RESPONSIBILITY

It is the responsibility of the Founder and/or designee to implement this policy and procedure. It is the responsibility of the Safety Officer and/or designee to disseminate this information to employees.

POLICY

1. It is the policy of Jones Wellness Center to have an Emergency Management Plan, inclusive of how the individuals served will be managed.
 - a. Services are suspended during a natural disaster and resumed when the state of emergency has come to an end.

PROCEDURE

1. The Founder is responsible to notify staff of facility closure; and if applicable - send out links for zoom meetings.
 - a. Primary Psychotherapists are responsible to notify individuals on their caseloads any changes to services.
 - b. Notice of facility closure is to be posted on Jones Wellness Center's website by the Founder.
 - c. Compliance or Leadership designee will set up the hotline; and update messages on the hotline system to inform staff, clients, and family of the status of the emergency, any information regarding re-opening, and any local/community messaging such as "The county advises all residents to stay indoors for the next six hours".
 - d. Notice of facility closure is to be posted on the Jones Wellness Center door.
 - e. The Founder is responsible for communicating the reopening of the clinic to the staff.
 - f. Primary Psychotherapists are responsible to communicate the reopening of the clinic to the individuals served.
 - i. A client list will be provided to available staff to complete this; so that no clients are overlooked.
 - ii. Staff responsible for calling will utilize the shared spreadsheet and update any contact with clients.

TITLE: EMERGENCY MANAGEMENT PLANNING	REFERENCE: EM.03.01.03
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: Evaluation of Effectiveness

PURPOSE

The purpose of this policy is to provide guidance on evaluating the effectiveness of the Emergency Management Plan.

RESPONSIBILITY

It is the responsibility of the Founder and/or designee to implement this policy and procedure. It is the responsibility of the Safety Officer and/or designee to disseminate this information to employees.

POLICY

1. It is the policy of Jones Wellness Center to evaluate the effectiveness of its Emergency Management Plan annually.
2. As a means of evaluating the Emergency Management Plan, Jones Wellness Center activates the plan twice each year.
3. Emergency response exercises incorporate likely disaster scenarios that allow Jones Wellness Center to evaluate its handling of individuals served, communications, resources and assets, internal security, and staff.
4. Representatives from administrative, support, and clinical services participate in the evaluation of all emergency response exercises and all responses to actual emergencies.
5. The evaluation of all emergency response exercises and all responses to actual emergencies include the identification of deficiencies and opportunities for improvement. This evaluation is documented.
6. Jones Wellness Center will modify its Emergency Management Plan based on its evaluation of emergency response exercises and responses to actual emergencies.
7. When modifications requiring substantive resources cannot be accomplished by the next emergency response exercise, interim measures are put in place until final modifications can be made.

PROCEDURE

1. The Safety Officer assigned to perform the drill will advise Leadership of the time and location of the drill at least one (1) hour before the drill is scheduled.
 - a. Before the Drill:
 - i. Meet with other observers.
 - ii. Acquire forms.
 - iii. Determine what type of disaster will be simulated.
 - iv. Determine who will conduct drill and who will be away from site as per schedule and note on observation checklists.
 1. Notify that a drill is to be conducted.
 - a. Founder
 - b. Psychotherapists
 - b. During the Drill:
 - i. On Site
 - ii. Upon arrival note the number of employees at location
 - iii. Note the number of patients at the location
 - iv. Record time that everyone is in place
 - v. Observe all staff members in the use of the “Code D” terminology
 - vi. The drill symbol is placed at the determined location.
 - vii. The response to the drill is observed as per the required procedure in the External Disaster Plan.
 - viii. The participants are observed.
 - ix. The observers in-service the participants as to the outcome of the drill immediately following: i.e., what was done well and what improvements are needed.

- x. A critique of the drill is held at the following Safety Committee meeting. The Safety Officer files records of the drill observations.
- xi. Respective staff are advised of required corrective action should a drill indicate a deficiency.
- xii. The Founder and the Safety Officer as necessary coordinate corrective action.