

**HEALTH AND SAFETY POLICIES AND PROCEDURES**  
**All Hazards Preparedness and Recovery Plan**  
**HS-005**

**HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD**  
**HEALTH AND SAFETY POLICIES AND PROCEDURES**

**SUBJECT: ALL HAZARDS PREPAREDNESS AND RECOVERY PLAN**

**NUMBER: HS-005**

**POLICY:** It is the policy of the Hampton-Newport News Community Services Board to maintain responsibilities and outline actions to be taken to protect life, provide client care, and protect property during specific disaster and emergency situations. It is also policy to safely recover from disasters as quickly and efficiently as possible. A preparedness and recovery drill will be held annually in the month of June in addition to other drills which are held monthly and quarterly.

**HAZARD VULNERABILITY ANALYSIS**

Based on historical data and geographic features of the area, the primary natural hazards in Newport News and Hampton include the following:

1. Hurricanes/Tropical Storms
2. Severe Storms/Thunderstorms
3. Flooding and Flash Floods
4. Winter Weather (snow, ice, Nor'easters)
5. Summer Weather (Heat Waves and Drought)
6. Tornadoes and Microburst
7. Fire

Based on various economic, political and land-use activities, the potential exists for the following man-made hazards:

1. Environmental (chemical and oil spills)
2. Dam Failure
3. Radiological (Surry Nuclear Power Facility)
4. Transportation
5. Aircraft Accident (Newport News/Williamsburg Airport, Langley AFB)
6. Acts of Terrorism
7. Civil Unrest
8. Special Events (concerts, meetings, dedications etc.)

**PROCEDURES:**

1. The H-NNCSB will implement an agency wide Emergency Preparedness Team. The team will be activated by the Executive Director/designee. This Team will coordinate all preparations in the event of a disaster or emergency situation involving CSB consumers, staff and/or property.

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2. During periods of shut downs for weather (floods, snow etc) the decision to shut down normal operations will be made by the Executive Director/designee. Notification of openings and shut downs will be announced by Media and Telephone.
3. The agency wide Emergency Preparedness Team will be composed of representatives from throughout the agency to include:

- ! Executive Director/designee
- ! Division Directors/designee
- ! Nursing Director/designee
- ! Human Resources Director/designee
- ! Communication/Administrator Supervisor/designee
- ! Financial Services Director/designee
- ! Facilities Manager/designee
- ! Emergency Services Manager/designee
- ! IRM Director/designee
- ! Risk Manager/designee

The Emergency Preparedness Team will be notified by the Executive Director to begin the coordination of all agency preparations. The Team will assemble at the time and location designated by the Executive Director, and will assume the following responsibilities:

- Establish priorities and notify appropriate personnel
  - Establish Communications System
  - Coordinate and supervise the preparation activities and delegate responsibilities to agency staff
  - Coordinate efforts with localities
  - Coordinate recovery operations
4. To assist the Emergency Preparedness Team, an agency wide list of essential personnel will be identified by Directors or Managers and updated on a Quarterly basis by Human Resources and made available to Emergency Preparedness Team as needed.
  5. Critical services provided by CSB staff during a disaster or emergency event shall include:
    - ! Emergency medication delivery
    - ! Monitor health and safety of HNNCSB residential consumers
    - ! Assess facility safety
    - ! Insure access to clinical information
    - ! Case management for high risk consumers
    - ! Emergency services

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6. Division Directors will identify any other essential personnel as needed (positions only). These additions will be included in a written addendum to this policy in the Division and Program Manuals.
7. Residential programs will prepare an addendum to this policy which covers site specific disaster response including actions to evacuate and recover from the disaster. This addendum will include the following:
  - a. The method of notification for evacuation. (how do you know to leave)
  - b. A plan to prepare to evacuate to a shelter.
  - c. The method of accounting for the consumers and staff.
  - d. An inventory of the emergency evacuation kit.
  - e. The name of the emergency contact (program staff) and alternate.
  - f. Cell phone numbers where the team can be contacted at the shelter.
  - g. How necessary medications for residents are maintained at a shelter.
  - h. How the program will address the needs of residents with mobility problems during an evacuation.
  - i. How the program will recover from the event
8. Each Division and individual program will establish an emergency ACall Tree≡ to notify staff of procedures to follow in the event of a disaster or emergency event. The Call Tree will identify staff that are responsible for contacting other staff during disaster or emergency conditions. The Call Tree will be maintained by Human Resources and the appropriate Manager/ director. A copy of the call trees will be placed in the Emergency Preparedness Team kit.
9. In the event of a disaster or emergency event, HNNCSB staff will be expected to perform all tasks necessary to the critical functioning of the agency and the welfare of the consumers. Essential and non-essential employee status will be identified in agency job descriptions. Training on disaster/emergency preparedness is conducted in the agency wide Core Essentials Training. Staff will receive this training on hire with updates as deemed necessary by their supervisory staff.
10. The IRM staff will be responsible to maintain the accessibility of needed client health information and other information necessary to ensure the continuity and continuation of services through the disaster/emergency and during the recovery period. A complete back up of the entire database system will be conducted as directed by the Disaster/Emergency Preparedness Team. The back up tapes will be stored and transported in a locked fireproof box. The IRM staff will transport the tapes to a safe and secure area. As soon as possible after the initial disaster/emergency period, measures will be taken to restore information to the clinical staff.

## **TERRORISM ALERT**

Staff should constantly be aware of the National Terrorism Alert levels. Staff should take appropriate steps as outlined by local disaster officials if the alert concerns our area.

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### **DISASTER RECOVERY**

Safety inspection of facilities and program sites. Depending upon the nature of the disaster and the extent of any damage, an inspection will be completed by qualified facilities maintenance staff. The result of this inspection will be provided to the Disaster Preparedness Team. The result of this inspection will include: repairs needed prior to occupation, repairs that can be deferred, and the extent of required clean up operations. Priority will be given to residential sites.

Information and documentation recovery. As soon as practical, computer and medical charts/documentation will be inspected for damage. Appropriate steps to return this data to the pre-disaster state will be taken as soon as possible.

Man made disaster / terrorism. If we are recovering from a terrorist event or another type of man made disaster, the emergency preparedness team will coordinate with local Fire Departments, Police Departments, and Disaster Agencies to insure our sites are free from chemical, biological or radiation hazards.

Hampton Newport/News Community Services Board Response to community mental health needs. The CSB will assist in “Critical Incident Stress Debriefings and Defusings” to the extent that our staff resources will allow. We may assist in shelters to the extent that our resources allow. Our response to disasters will include assisting other communities. CSB staff licensed by the Federal Communication Commission as Amateur Radio Operators may (on a voluntary basis, and contingent upon staffing requirements) respond to requests for assistance from other areas during an emergency. These requests must come from Federal, State, or local governmental offices.

### **EMERGENCY COMMUNICATION SYSTEM**

Alltell Communications has agreed to provide the HNN CSB with several (20+) “emergency cell phones.” These telephones are programmed to override all other signals to allow emergency messages to be processed immediately. These will be kept at the CSB and activated when needed. We will use these only if our standard communication system is ineffective. They will be distributed to 24 hour programs, facilities maintenance and the disaster response team. Our emergency communications may also be augmented by CSB staff licensed by the Federal Communication Commission as Amateur Radio Operators.

### **RESPONSE LEVELS**

The following Preparation and Response Levels provide a framework in which we can prepare for a weather event by accomplishing pre-determined tasks to assure safety for staff and consumers.

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It must be noted that the level can move from level 5 to level 1 without notice based upon the nature of the disaster.

**HAZARD PREPAREDNESS AND RECOVERY CHECKLIST**

**Level Five (5) Routine Operation (The H-NNCSB will function at this Level for day to day routine operations)**

Comp	Responsible Staff	Incomp	N/A	Task
	Program Supervisors			Maintain an up-to-date essential personnel listing
	Program Managers			Maintain an up-to-date Call Tree. Any changes to the call tree will be provided to Human Resources as soon as they occur.
	Program Supervisors			Maintain a 3 day supply of emergency equipment and supplies

**LEVEL 4**

**(96 – 48 hours prior to the event)**

**Activate the Disaster / Emergency Preparedness Team per the order of the Executive Director.**

**Level 4 Task Checklist**

**There is the possibility of an emergency or disaster situation that may require agency closing or partial or full evacuation.**

Comp	Responsible Staff	Incomp	N/A	Task
	Executive Director			Send “canned” Level 4 message to staff
	Executive Director or designee			Coordinate activities with the localities/other providers/ notify State Disaster Prep office of our status (804) 786-5671 phone (804) 371-0092 fax William Armistead
	Fin Svs Director			Secure agency / program finances
	Communication Supervisor			Activate and distribute emergency cell phones
	Residential Supervisors			Residential programs will inspect and verify adequate emergency supplies inventory
	Program Supervisors			Prepare agency vehicles
	Residential Supervisors			Contact family members of residential program consumers
	Manager Lassen House, Creative Options			Notify transportation providers of agency plans to close

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	Residential Supervisors, PACT Supervisor			Review and verify a 14 day supply of medication for all residential consumers
	Residential Supervisors			Review and update all medical emergency information for residential consumers
	Residential Supervisors			Prepare and maintain waterproof containers for medical records at residential program sites
	Residential Supervisors			Prepare waterproof containers for potential transportation of medication and medication logs
	All Supervisors			Brief all program staff and consumers of procedures
	Emerg Prep Team			Evaluate the need for evacuation
	Director IRM			A backup of the entire computer database will be completed.
	Risk Manager			Alert Staff who will be assigned to the Homeless Shelter

**Level 3 Task Checklist**

**(48-24 hours prior to the event or as directed by the Disaster / Emergency Preparedness Team)**

Comp	Responsible Staff	Incomp	N/A	Task
	Executive Director			Send “canned” level 3 message
	Program Managers			Implement evacuation procedures if necessary
	Program Managers			Program managers will coordinate with Financial Services for cash reserves and will begin documentation of expenses and losses.
	Director IRM			Back up tapes will be transported by IRM staff to a safe and secure area.
	Executive Director			Notify Media of closing status
	Program Supervisors, Facilities Manager			Anchor outside objects at program sites or move indoors.
	Outpatient Program Managers			Program Managers will evaluate the need to notify outpatient consumers who have appointments within the next 2 weeks and day support consumers if the agency plans to close. Contact “critical care” consumers.

**Level 2 Task Checklist**

**(24 hours prior to the event and up to the event or as directed by the Disaster Preparedness Team)**

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Comp	Responsible Staff	Incomp	N/A	Task
	Disaster Prep Team Program Supervisors			Proceed to shelters (as directed by city personnel or CSB Disaster/ Emergency Preparedness Team)
	Disaster Prep Team			Implement Agency Critical Care Services
	Program Managers			Refuel all vehicles and store in area designated by the Emergency Management Team
	Facilities Manager			Preposition portable generators in locations specified by the Emergency Management Team

**Level 1 Task Checklist**  
**(Immediately after the event and during recovery)**

Comp	Responsible Staff	Incomp	N/A	Task
	Emerg Prep Team			Recovery operations are implemented by the Emergency Preparedness Team. The recovery operations will be determined by the extent of the disaster.
	On Site Program Supervisors			As soon as possible, all operational (24 hour) programs, will call the Emergency Preparedness Team and provide a situation report.

**The following procedures in addition to the above procedures are specific to Residential Programs.**

- A. In the event of an actual evacuation of consumers from a H-NNCSB Residential Program the staff are expected to do the following:
1. Know the evacuation route and the nearest approved shelters.
  2. Complete the tasks on the Emergency Preparedness Checklist (HS-005b)see evacuation)
  3. Contact the family of consumers in advance of an evacuation to determine if the families would prefer to have the consumer at home.
  4. Remain on duty with consumers at shelters or at program sites until relieved by other CSB staff. This may require working past the assigned shift.
  5. Make preparations for loss of utilities by maintaining the Emergency Supplies Kit as prescribed in this policy.

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- B. In the event that H-NNCSB Residential Programs do not evacuate, the staff are expected to do the following:
1. Listen to the local radio station for important weather information and possible evacuation instructions.
  2. Place flashlights and First Aid Kits in easily accessible locations.

In the event of a loss of utilities, to include; power failure, water outage, broken water lines, gas failure, etc., staff at the site will contact the H-NNCSB Facilities Department for instructions. Essential facilities staff are available on an emergency basis by pager and cell phone. Portable generators will be available at selected sites. They will only be operated and refueled by facilities maintenance staff.

In the event of a gas failure, contact the H-NNCSB Facilities Department and the Virginia Natural Gas Company. Follow any instructions given.

#### **EMERGENCY SUPPLIES KIT** (A three day supply of these items should be on hand at all times)

- # Battery operated radio
- # Battery operated flashlights and or lantern
- # Batteries
- # Drinking water
- # Non-perishable foods (canned foods, crackers, cookies, peanut butter, canned juices, etc)
- # Manual can opener
- # Masking tape
- # Cellular phone
- # Non-electric clock
- # Garbage bags
- # Paper plates, disposable utensils, paper cups
- # Waterproof containers for medication and medical records
- # First Aid Kit, OSHA Kit
- # Soap, disinfectant
- # Regular household telephone

#### **IN THE EVENT OF AN EVACUATION:**

- # Notify supervisor and CSB Disaster Preparedness Team of evacuation. Provide a list of consumer names, staff names, and location of shelter.
- # Store medications and medication log in waterproof container for transport
- # Prepare emergency items for each consumer (blanket, pillow, sleeping bag if available, clothing to include sturdy shoes and rain gear, denture needs, eye

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glasses, contact lens and supplies, feminine hygiene, personal hygiene items, *special dietary needs*, etc.)

- # Water and non-perishable foods
- # Ice and ice chest
- # Manual can opener, paper plates, utensils, paper cups
- # Garbage bags, soap, disinfectant
- # Flashlights, First Aid Kit, OSHA Kit
- # Battery operated radio, extra batteries, cellular phone
- # Medical emergency information on each consumer
- # Secure medical records in waterproof containers and place above floor level or on upper floor. Do not transport.

This policy incorporates 22VAC 40-60-1020. "Plan for Emergencies" for programs subject to this regulation

DATE	SIGNATURE
<b>Issued: 3/94</b>	
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