

## EMERGENCY PREPAREDNESS PLAN

APPROVED BY: Leadership  
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ACHC STANDARD: DRX7-4A, DRX7-5B

### MEETING PATIENT ONGOING NEEDS FOLLOWING A DISASTER OR EMERGENCY

Disasters and emergencies that justify implementation of the Emergency Preparedness Plan include:

- Natural disasters
- Man-made disasters
- Facility-based disasters that include, but are not limited to:
  - Care-related emergencies
  - Equipment and utility failures, including but not limited to power, water, gas, etc.
  - Interruptions in communication, including cyber attacks
  - Loss of all or portion of facility
  - Interruptions to the normal supply of essential resources, such as water, food, fuel (heating, cooking, and generators) and in some cases, medication, and medical supplies (including medical gas, if applicable)
  - Emerging infectious diseases (EIDs) such as Influenza, Ebola, Zika Virus and others:
    - These EIDs may require modifications to facility protocols to protect the health and safety of patients, such as isolation and personal protective equipment (PPE) measures

It is the policy of the Southwest Family Medical to establish and maintain open communication with the local office of FEMA.

Southwest Family Medical employees will be informed as to the local provisions by the local FEMA office for emergency planning. This will include updates as needed and at least once a year education for the employees on what these provisions will encompass.

The emergency preparedness plan shall include:

- The means by which the company establishes and maintains an effective response to emergencies and disasters, including plans for:
  - Notification of employees when emergency response measures are initiated.
  - Communication between employees, county health departments, and local emergency management agencies, which includes provisions for a back-up communications system.
  - Identification of resources necessary to continue essential care or services or referrals to other organizations subject to written agreement.
  - Contacting and prioritizing patients in need of continued services and supplies.

The emergency preparedness plan includes procedures to manage both internal and external emergencies. All employees will be educated regarding the plan during orientation, annually and as needed. All patients will be provided with the Patient Emergency Preparedness Plan in their Patient Handbook that is included with the first delivery of DMEPOS.

### BUSINESS CONTINUITY

When unexpected or even catastrophic events occur, businesses must protect their employees and continue critical operations that support their communities. To protect the business, planning is essential. Southwest Family Medical' management will prepare for Business Continuity and document the preparation utilizing a Business Continuity Checklist Form. This checklist will be reviewed and completed annually by Southwest Family Medical' management. All negative compliance responses require a plan of correction.

### DISASTER RESPONSE TEAM

The Disaster Response Team assumes overall responsibility for the planning/preparedness, mitigation, response, and recovery of any emergency affecting a company facility. The team members include:

- Owner
- Production Manager
- Office Manager
- Compliance Officer
- PI Coordinator
- Safety Officer

## **INTERNAL EMERGENCIES**

Internal emergencies are those listed below that may interrupt normal operations of the facility. They include but are not limited to:

- Power outages
- Fire and/or Bomb threat
- Facility damage or destruction
- Other

## **POWER OUTAGES**

In the event that power is interrupted during normal business hours, the phone calls will automatically be forwarded to the answering service or the on-call employee's mobile phone.

The Disaster Response Team will maintain a priority list of patients to identify and prioritize patients based upon their need so that care/service is ensured for patients whose health and safety might be at risk

## **PRIORITY LIST CLASSIFICATION**

High Risk Patient-Risk Classification #1 - High Risk Profile- one or more of the following:

- Dependent on electrical power for life support
- Located in areas designated as high risk by Civil Defense Unit
- Has no Transportation
- Unable to self-ambulate
- Confused and dependent

Average Risk Patient- Risk Classification #2 - Average risk profile consists of:

- Has caregiver to assist with care
- Requires skilled nursing visit and or custodial car on continuous basis for chronic patients
- Requires daily assistance for daily oral medications
- Located in areas designated as medium risk by Civil Defense officials
- Has transportation available
- Self ambulates
- Alert and dependent with limited amount of assistance

Low Risk Patients- Risk Classification #3 - Low risk profile

- May occasionally need the assistance of a caregiver to help with care
- Requires only an unlicensed aide, homemaker, companion type service
- Located in areas designated as low risk by Civil Defense Unit officials
- Self Ambulates
- Alert and independent with limited amount of assistance

## **EMERGENCY POWER SYSTEMS**

Southwest Family Medical will maintain back-up systems for critical use in case of electrical power failure. These back-up systems include:

- Battery back-up of the computer server to avoid loss of data.
- Battery back-up of exit signs.
- Battery-powered smoke detectors in addition to any electrically powered detectors.
- Battery back-up of alarm systems.
- Mobile phones to back up the telephone system.

Each system will be tested at least every 12 months, and the tests are documented in an emergency power assessment log. Any batteries that fail testing will be replaced and documented. Employees are trained in emergency power systems.

## **FIRE OR BOMB THREAT OR SUSPICIOUS PERSON**

In the event of an emergency office evacuation such as a fire, bomb threat or suspicious person, the following steps will be taken.

- The person discovering the fire or receiving the bomb threat will dial 911 to report the incident and then make an announcement to instruct all employees to exit the building immediately.
- The person discovering the fire, receiving the bomb threat, or notices the suspicious person will announce over the intercom system the location and the following codes: RED-Fire, BLACK-Bomb, and YELLOW-Suspicious Person for all employees to evacuate the building immediately via the closest exit avoiding the

hazardous area. If the fire is small and contained, the closest fire extinguisher should be used to extinguish the fire.

- Employees exiting their area should close all internal doors behind them.
- Employees in the vicinity of any disabled teammates will assist those teammates in exiting the building.
- All employees are responsible for knowing the location and use of all fire extinguishers in the building.
- All employees upon leaving the building will congregate in the established accountability area.
- The supervisor will then proceed to do a head count of the employees. This headcount will be communicated to a member of the Disaster Response Team upon completion and to first responders..
- Employees will wait for “All Clear” instructions from a member of the Disaster Response Team before re-entering the building.

## **FACILITY DAMAGE OR DESTRUCTION**

In the event that the facility is damaged or destroyed and unsuitable for work, the Disaster Response Team will be responsible for initiating the Emergency Contact call down sequence to notify employees of alternative locations to work.

If equipment/supplies are needed to be moved from the organization to another location in response to a disaster the Disaster Response Team will contact all needed employees to help with the transfer.

An inventory of all products/supplies to be moved will be completed and the move completed as soon as possible. All products/supplies to be moved will be placed into a building or facility in an area that can be locked.

A list of other DMEPOS companies in the area will be maintained in case the company cannot continue operations. The Disaster Response Team will be responsible for transferring patients to other companies as needed.

In any other identified internal emergency, a member of the Disaster Response Team will notify the appropriate authorities and implement the appropriate emergency procedures.

## **NATURAL DISASTERS AND/OR EXTERNAL EMERGENCIES**

Natural disasters and/or external emergencies are those situations listed below that may interrupt normal operations of the facility.

The types of emergency situations that are specific to this area include:

- Severe Storms
- Tornado with widespread damage.
- Severe Heat
- Wildfires
- Flooding

If additional equipment, supplies, products, or personnel are needed in an emergency, the following services are to be contacted:

- The local hospital(s) in the area
- The local EMS office (911 Services)
- Other local or area DME companies.
- FEMA

## **SEVERE WEATHER PREPAREDNESS**

Purpose: To provide directions and instructions to employees, patients, and clinics in preparation for periods of severe weather and for the response and recovery after the emergency.

### **I. Responsibilities of the Disaster Response Team:**

- The Disaster Response Team will meet prior to the start of severe weather season to review, coordinate, and delegate the implementation of our Emergency Preparedness Plan.
- The Disaster Response Team assumes overall responsibility for the readiness of the facility in the event of a major storm and is responsible for the safety of employees as well as the property.
- The Disaster Response Team assumes responsibility for the re-instatement of the facility to a full and serviceable condition.
- The Disaster Response Team will oversee the completion of tasks pre and post major storm event.

### **II. Storm Preparations:**

- Maintain a two-week supply of inventory at all times.

- Implement a Call Down System
- Prior to severe weather season, the Disaster Response Team will prepare and keep an updated list of contact phone numbers of all its employees for distribution.
- Information will be updated regularly to ensure the records are current.
- The call down system will go into effect as soon as the storm has passed and the “all clear” has been reported by local Emergency Management Officials.
- Employees should be ready to receive calls from their designated Disaster Response Team Leader.

### III. Call Down Operation:

- The Disaster Response Team has employees reporting to them with assigned duties for securing the facility during a severe weather warning.
- The Disaster Response Team is responsible for contacting employees and posting severe weather updates and information.

### IV. In the Event of a Severe Weather Watch:

- Test back-up generator, if applicable.
- Collect a sufficient amount of fuel to prepare alternate power sources, if applicable.
- The doors between the outer offices and inner corridors should be left closed but unlocked.
- Take home any personal valuables.
- Charge mobile phone batteries.
- The Disaster Response Team will ensure all employees have the Emergency Contact list.
- The Disaster Response Team will be responsible for listening to official emergency bulletins and communicating information to employees.

### V. In the Event of a Severe Weather Warning:

- The Disaster Response Team will implement our Preparedness Plan.
- Secure the building.
- Prior to employees leaving the building, electrical equipment should be unplugged in order to protect them from possible power surge damage, depending on storm severity. Secure all loose paperwork to protect against potential damage.
- All patients, clinics and accounts will be notified of any new cut-off and delivery schedules immediately upon storm “Warning” being issued.
- All calls will be automatically forwarded to the answering service or the on-call employee’s mobile phone. If used, the answering service will be informed of potential office closings and provide further instructions.

### VI. Post Severe Weather /Other Emergencies

#### Operations

- Following a major storm event/other emergencies and upon receiving the “all clear” from local Emergency Management Officials, a complete assessment of damages will be conducted by the Disaster Response Team. The facility will re-open as soon as possible following this assessment. Repairs will be made as needed so as to ensure the safety of our employees.
- Notify patients of status on returning to normal operations.
- The Owner will make every effort to contact the Disaster Response Team to facilitate the call down system.
- Once the roads are passable and the premises are approved for employees to return to work, normal patient delivery will be resumed.
- Additional delivery employees will aid in ensuring delivery to patients, clinics, and accounts as quickly as possible.
- Post Disaster Emergency Telephone Numbers.

In the event of a disaster all calls will be automatically forwarded to the answering service or the on-call employee’s mobile phone. If an answering service is used, it will contact the On-Call employee, or the emergency back-up employee.

Employees should contact their immediate supervisor for further instructions or contact the answering service or the on-call employee’s mobile phone for updated information on office closing or re-opening.

Supervisors shall verify employees reporting in, either by telephone or in person, against the Active Employee list. Any employees not accounted for after the emergency will be reported to Human Resources.

## VII. Action Report

A post disaster meeting will be held to review the effectiveness of this plan, determine needed changes, and implement the modifications. It is recommended that this meeting take place within 30 days of the disaster.

### **DISASTER DRILL PROCEDURE**

The situations listed may be used to simulate an emergency or disaster. Natural disasters and/or external emergencies include, but are not limited to:

- Hurricane
- Severe Storms
- Tornado with widespread damage.
- Massive winter storm with extended power outages
- Earthquake with extensive damage
- Wildfires
- Flooding
- Mud Slides
- Severe Heat
- Pandemic
- Terrorist attacks

The Disaster Response Team will determine the date and time for the drill and notify all employees of the mock disaster/emergency. The Disaster Response Team will maintain a list of all employees' communication devices, including telephone, pager, and cellular phone numbers.

After employees arrive at the company the Disaster Response Team or designate will assign duties for specific employees. The duties include but are not limited to:

- Contacting local FEMA, EMS offices and county health departments to inform them of the availability of employees and vehicles to help local officials as needed.
- Contacting patients to help answer questions about the situation and give advice for seeking shelters and medical attention as needed.
- Contacting other local companies and medical suppliers to offer help.
- Delivering essential medical products and supplies as soon as practical and within the scope of the company.

For more detailed guidance, you can refer to resources such as FEMA Comprehensive Preparedness Guide. [https://www.fema.gov/pdf/about/divisions/npd/CPG\\_101\\_V2.pdf](https://www.fema.gov/pdf/about/divisions/npd/CPG_101_V2.pdf).

The Disaster Response Team will evaluate the effectiveness of the drill and educate employees about emergency preparedness and offer methods to improve. The drill, the effectiveness, a summary of training / education and corrective actions will be documented on an Emergency Preparedness Drill Documentation form.

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  - Notification of employees when emergency response measures are initiated.
  - Communication between employees, county health departments, and local emergency management agencies, which includes provisions for a backup communications system.
  - Identification of resources necessary to continue essential care or services or referrals to other organizations subject to written agreement.
  - Contacting and prioritizing patients in need of continued services and supplies.

### **EMERGENCY MANAGEMENT PLAN REVIEW AND ANNUAL UPDATE:**

The plan should be submitted and approved annually by the county emergency management (if required). This plan must be reviewed by the Disaster Response Team annually and updated as needed.