# **Logo Description automatically generatedConnections Case Management, LLC**

# **Emergency & Disaster Plan**

**General Emergency Information**

The Managing Partners shall be in charge of operations in a disaster situation. In the Managing Partners absence, the responsibility will fall on the Compliance Officer. All Supervisors shall report the status of their areas to the person(s) in charge of operations during a disaster. Initial status reports should be made as soon as possible. If the Supervisor is unable to report, then the next in line of succession will assure that pertinent information is relayed to the person in charge. All staff members will give updates to their immediate supervisors as to the status of the persons served. All needs will be dealt with as soon as possible.

Emergency assistance will be rendered to those that are injured or in need of medical care. The local emergency number, 911, will be called for assistance. If the emergency personnel are unable to respond, then a decision will be made for transporting injured individuals to a local hospital.

**Emergency Procedures**

It shall be the policy of Connections Case Management, LLC that procedures shall exist to assist staff in handling accidents and/or emergencies.

**Procedures**

1. Staff members shall consider any situation an emergency if it requires immediate action and coordination to prevent the possibility of harm to individuals served, staff or property.
2. Staff shall contact the Supervisor or appropriate supervisor on call when an emergency occurs. The supervisor shall advise staff and contact a Managing Partner.
3. In the absence of a Managing Partner, the Supervisor shall contact the Managing Partner designee.
4. Staff may contact supervisory staff at any time of the day or night. Staff shall apply the rule: When in doubt, call.
5. An incident report will be completed as needed following state guidelines/procedures.

Pick safe places in each room of your home, workplace and/or school. A safe place could be under a piece of furniture or against an interior

**Emergency Numbers**

Emergency contact information for individuals and staff will be readily accessible to Managing Partners, Supervisors and on call personnel.

**Emergencies – Persons Served**

1. In the event of a medical emergency, with the absence of direct support personnel, staff shall administer CPR and contact 911.
2. In the absence of a guardian or direct support personnel, staff shall accompany the individual to the hospital and provide hospital staff with medical information.
3. Staff shall contact the Supervisor. The Supervisor shall contact emergency contacts.
4. An incident report will be completed as needed following state guidelines/procedures.

**Earthquake Procedures**

* Become aware of fire evacuation and earthquake safety plans for all of the buildings you occupy regularly.
* Identify safe places. A safe place could be under a piece of furniture or against an interior wall away from windows, bookcases or tall furniture that could fall on you.
* If you do not have sturdy furniture to hold on to, sit on the floor next to an interior wall and cover your head and neck with your arms. Assist individuals supported to do the same.
* Stay indoors until the shaking stops and you are sure it is safe to exit. When it is, use stairs rather than the elevator in case there are aftershocks, power outages or other damage.
* Be aware that fire alarms and sprinkler systems frequently go off in buildings during an earthquake, even if there is no fire.

**If You Are Outside When the Shaking Starts...**

* Find a clear spot (away from buildings, power lines, trees, streetlights) and drop to the ground. Stay there until the shaking stops.
* If you are in a vehicle, pull over to a clear location and stop. Avoid bridges, overpasses and power lines if possible. Stay inside with your seatbelt fastened until the shaking stops. Then, drive carefully, avoiding bridges and ramps that may have been damaged.
* If a power line falls on your vehicle, do not get out. Wait for assistance.
* If you are in a mountainous area or near unstable slopes or cliffs, be alert for falling rocks and other debris. Landslides are often triggered by earthquakes.

**What to Do After an Earthquake**

* After an earthquake, the disaster may continue. Expect and prepare for potential aftershocks, landslides.
* Each time you feel an aftershock, drop, cover and hold on. Assist individuals supported to do the same. Aftershocks frequently occur minutes, days, weeks and even months following an earthquake.
* Check yourself for injuries and get First Aid, if necessary, before helping injured or trapped individuals.
* If possible, put on long pants, a long-sleeved shirt, sturdy shoes and work gloves to protect against injury from broken objects.
* Look quickly for damage in and around the area and get everyone out if it appears to be unsafe.
* Listen to a portable, battery-operated or hand-cranked radio for updated emergency information and instructions.
* Check the telephones to see if you can get a dial tone. Make brief calls to report life-threatening emergencies.
* Look for and extinguish small fires. Fire is the most common hazard after an earthquake.
* Clean up spilled medications, bleach, gasoline or other flammable liquids immediately.
* Open closet and cabinet doors carefully as contents may have shifted.
* Help individuals who require assistance.
* Watch out for fallen power lines or broken gas lines and stay out of damaged areas.
* Stay out of damaged buildings.
* If individuals were away from their homes, encourage them to return only when authorities say it is safe to do so. Use extreme caution and examine walls, floors, doors, staircases and windows to check for damage.
* Be careful when driving after an earthquake and anticipate traffic light outages.

**Fire Safety Procedures**

* Become aware of fire evacuation safety plans for all of the buildings you occupy regularly.
* During a fire, remember to GET OUT, STAY OUT and CALL 9-1-1 or your local emergency phone number.
* If in a setting with individuals on your caseload, assist them to evacuate as well.
* STOP, DROP and ROLL if clothes should catch on fire.
* If the carbon monoxide alarm sounds, move quickly to a fresh air location outdoors or by an open window or door.
* If closed doors or handles are warm, use your second way out. Never open doors that are warm to the touch.
* Crawl low under smoke.
* Go to the outside meeting place and then call for help.
* If smoke, heat or flames block your exit routes, stay in the room with doors closed. Place a wet towel under the door and call the fire department or 9-1-1. Open a window and wave a brightly colored cloth or flashlight to signal for help.

**Use Caution with Fire Extinguishers**

Use a portable fire extinguisher ONLY if you have been trained by the fire department and in the following conditions:

* The fire is confined to a small area, and is not growing.
* The room is not filled with smoke.
* Everyone has exited the building.
* The fire department has been called.

**Remember the word PASS when using a fire extinguisher:**

P – Pull the pin and hold the extinguisher with the nozzle pointing away from you.

A – Aim low. Point the extinguisher at the base of the fire.

S – Squeeze the lever slowly and evenly.

S – Sweep the nozzle from side to side.

**Immediately After a Fire**

* Have injuries treated by a medical professional. Wash small wounds with soap and water. To help prevent infection of small wounds, use bandages and replace them if they become soiled, damaged or waterlogged.
* Remain calm. Pace yourself. You may find yourself in the position of taking charge of other people. Listen carefully to what people are telling you, and deal patiently with urgent situations first.
* Check with the fire department to make sure the location is safe to enter.
* Anyone entering a damaged location should wear long pants, a long-sleeved shirt, closed-toed rubber-soled shoes or boots and work gloves, plus dust masks, safety goggles and/or a hard hat when necessary.

**Flood Procedures**

* Listen to area radio and television stations and a NOAA Weather Radio for possible flood warnings and reports of flooding in progress or other critical information from the National Weather Service (NWS)
* Be prepared to evacuate at a moment’s notice.
* When a flood or flash flood warning is issued for your area, head for higher ground and stay there.
* Stay away from floodwaters. If you come upon a flowing stream where water is above your ankles, stop, turn around and go another way. Six inches of swiftly moving water can sweep you off of your feet.
* If you come upon a flooded road while driving, turn around and go another way. If you are caught on a flooded road and waters are rising rapidly around you, get out of the car quickly and move to higher ground. Most cars can be swept away by less than two feet of moving water.
* Individuals should return to the area only when officials have declared the area safe.
* Before entering a building, look outside for loose power lines, damaged gas lines, foundation cracks or other damage.
* Approach entrances carefully. See if porch roofs and overhangs have all their supports.
* Watch out for wild animals, especially poisonous snakes that may have come into the location with the floodwater.
* If you smell natural or propane gas or hear a hissing noise, leave immediately and call the fire department.
* If power lines are down outside, do not step in puddles or standing water.
* Materials such as cleaning products, paint, batteries, contaminated fuel and damaged fuel containers are hazardous. Check with local authorities for assistance with disposal to avoid risk.
* During cleanup, wear protective clothing, including rubber gloves and rubber boots.
* Encourage individuals to make sure food and water are safe. Discard items that have come in contact with floodwater, including canned goods, water bottles, plastic utensils and baby bottle nipples. When in doubt, throw it out!
* Encourage individuals to contact local or state public health department to see if the water supply might be contaminated. You may need to boil or treat it before use. Do not use water that could be contaminated to wash dishes, brush teeth, prepare food, wash hands, make ice or make baby formula!

**Power Outage Procedures**

Sudden power outages can be frustrating and troublesome, especially when they last a long time. If a power outage is 2 hours or less, don’t be concerned about losing perishable foods. For prolonged power outages, though, there are steps one can take to minimize food loss and to keep others as comfortable as possible.

**Food Safety During a Power Outage**

* Keep refrigerator and freezer doors closed as much as possible. First use perishable food from the refrigerator. An unopened refrigerator will keep foods cold for about 4 hours.
* Then use food from the freezer. A full freezer will keep the temperature for about 48 hours (24 hours if it is half full) if the door remains closed.
* Use non-perishable foods and staples after using food from the refrigerator and freezer.
* If it looks like the power outage will continue beyond a day, prepare a cooler with ice for freezer items.
* Keep food in a dry, cool spot and keep it covered at all times.

**Electrical Equipment During a Blackout**

* Turn off and unplug all unnecessary electrical equipment.
* Turn off or disconnect any appliances (like stoves), equipment or electronics that were using when the power went out. When power comes back on, surges or spikes can damage equipment.
* Leave one light turned on so you’ll know when the power comes back on.
* Eliminate unnecessary travel, especially by car. Traffic lights will be out and roads will be congested.

**What to Do When the Power Comes Back On**

* Do not touch any electrical power lines and keep others away from them. Report downed power lines to the appropriate officials in your area.

**Terrorism Procedures**

* Remain calm and be patient.
* Follow the advice of local emergency officials.
* Listen to your radio or television for news and instructions.
* If the event occurs near you, check for injuries. Get help for seriously injured individuals.
* If the event occurs near where you are, check for damage using a flashlight. Do not light matches or candles or turn on electrical switches. Check for fires, fire hazards and other hazards. Sniff for gas leaks, starting at the water heater. If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.
* Shut off any other damaged utilities.
* Call emergency contacts—do not use the telephone again unless it is a life-threatening emergency.

**A Word on What Could Happen**

As we’ve learned from previous events, the following things can happen after a terrorist attack:

* There can be significant numbers of casualties and/or damage to buildings and the infrastructure. So employers need up-to-date information about any medical needs you may have and on how to contact your designated beneficiaries.
* Heavy law enforcement involvement at local, state and federal levels follows a terrorist attack due to the event's criminal nature.
* Health and mental health resources in the affected communities can be strained to their limits, maybe even overwhelmed.
* Extensive media coverage, strong public fear and international implications and consequences can continue for a prolonged period.
* Workplaces and schools may be closed, and there may be restrictions on domestic and international travel.
* You and individuals served may have to evacuate an area, avoiding roads blocked for your safety.
* Clean-up may take many months.

**Evacuation During a Terror Attack**

If local authorities ask you to leave your area, they have a good reason to make this request, and you should heed the advice immediately. Listen to your radio or television and follow the instructions of local emergency officials and keep these simple tips in mind:

* Wear long-sleeved shirts, long pants and sturdy shoes so you can be protected as much as possible.
* Use travel routes specified by local authorities—don't use shortcuts because certain areas may be impassable or dangerous.
* Stay away from downed power lines.

**Listen to Your Local Authorities**

Your local authorities will provide you with the most accurate information specific to an event in your area. Staying tuned to local radio and television, and following their instructions is your safest choice.

If you are advised by local officials to "shelter in place," what they mean is for you to remain inside your home or office and protect yourself there. Close and lock all windows and exterior doors. Turn off all fans, heating and air conditioning systems. Close the fireplace damper. Go to an interior room without windows that's above ground level. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed. Using duct tape, seal all cracks around the door and any vents into the room. Keep listening to your radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

**What to Expect after an Act of Terrorism**

An act of terrorism may have wide-spread and devastating results. You should be prepared for the following things after an attack:

* There can be may have and on how to contact your designated beneficiaries.
* Heavy law enforcement involvement at local, state and federal levels follows a terrorist attack due to the event's criminal nature.
* Health and mental health resources in the affected communities can be strained to their limits, maybe even overwhelmed.
* Extensive media coverage, strong public fear and international implications and consequences can continue for a prolonged period.
* Workplaces and schools may be closed, and there may be restrictions on domestic and international travel.
* You and your family or household may have to evacuate an area, avoiding roads blocked for your safety.

**Severe Weather Procedures**

A thunderstorm is considered severe if it produces hail at least 1 inch in diameter or has wind gusts of at least 58 miles per hour. Every thunderstorm produces lightning, which kills more people each year than tornadoes or hurricanes. Heavy rain from thunderstorms can cause flash flooding, and high winds can damage homes and blow down trees and utility poles, causing widespread power outages.

**Know the Difference**

**Severe Thunderstorm Watch -** Severe thunderstorms are possible in and near the watch area. Stay informed and be ready to act if a severe thunderstorm warning is issued.

**Severe Thunderstorm Warning -** Severe weather has been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property.

**Responding appropriately during a thunderstorm**

* Listen to local news or NOAA Weather Radio for emergency updates. Watch for signs of a storm, like darkening skies, lightning flashes or increasing wind.
* Postpone outdoor activities if thunderstorms are likely to occur. Many people struck by lightning are not in the area where rain is occurring.
* If a severe thunderstorm warning is issued, take shelter in a substantial building or in a vehicle with the windows closed. Get out of mobile homes that can blow over in high winds.
* If you can hear thunder, you are close enough to be in danger from lightning. If thunder roars, go indoors! The National Weather Service recommends staying inside for at least 30 minutes after the last thunder clap.
* Avoid electrical equipment and telephones. Use battery-powered TVs and radios instead.
* Shutter windows and close outside doors securely. Keep away from windows.
* Do not use plumbing.
* If you are driving, try to safely exit the roadway and park. Stay in the vehicle and turn on the emergency flashers until the heavy rain ends. Avoid touching metal or other surfaces that conduct electricity in and outside the vehicle.
* If you are outside and cannot reach a safe building, avoid high ground; water; tall, isolated trees; and metal objects such as fences or bleachers. Picnic shelters, dugouts and sheds are NOT safe.

**Take the appropriate steps to stay safe**

* Never drive through a flooded roadway. You cannot predict how deep the water may be.
* Stay away from storm-damaged areas.
* Continue to listen to a NOAA Weather Radio or to local radio and television stations for updated information or instructions, as access to roads or some parts of the community may be blocked.
* Help individuals served.
* Stay away from downed power lines and report them immediately.

**If Lightning Strikes**

Follow these steps if someone has been struck by lightning:

* **Call for help**. Call 9-1-1 or the local emergency number. Anyone who has sustained a lightning strike requires professional medical care.
* **Check the person for burns and other injuries.** If the person has stopped breathing, call 9-1-1 and begin CPR. If the person is breathing normally, look for other possible injuries and care for them as necessary. People who have been struck by lightning do not retain an electrical charge and can be handled safely.

**Tornado Procedures**

Tornadoes are violent by nature. They are capable of completely destroying well-made structures, uprooting trees and hurling objects through the air like deadly missiles. A tornado is a violently rotating column of air extending from the base of a thunderstorm down to the ground. Tornado intensities are classified on the Fujita Scale with ratings between F0 (weakest) to F5 (strongest). Although severe tornadoes are more common in the Plains States, tornadoes have been reported in every state.

**Tornado Watch -** Tornadoes are possible in and near the watch area. Review and discuss your emergency plans, and check supplies and your safe room. Be ready to act quickly if a warning is issued or you suspect a tornado is approaching. Acting early helps to save lives!

**Tornado Warning -** A tornado has been sighted or indicated by weather radar. Tornado warnings indicate imminent danger to life and property. Go immediately under ground to a basement, storm cellar or an interior room (closet, hallway or bathroom).

**Preparing**

* During any storm, listen to local news or a [NOAA Weather Radio](http://www.redcrossstore.org/item/ARCPT300W) to stay informed about tornado watches and warnings.
* Know the community's warning system. Communities have different ways of warning residents about tornados, with many having sirens intended for outdoor warning purposes.
* Pick a safe room to gather during a tornado. This should be a basement, storm cellar or an interior room on the lowest floor with no windows.
* Watch for tornado danger signs:

̶ Dark, often greenish clouds – a phenomenon caused by hail

̶ Wall cloud – an isolated lowering of the base of a thunderstorm

̶ Cloud of debris

̶ Large hail

̶ Funnel cloud – a visible rotating extension of the cloud base

̶ Roaring noise

**What to Do During a Tornado**

* The safest place to be is an underground shelter, basement or safe room.
* If no underground shelter or safe room is available, a small, windowless interior room or hallway on the lowest level of a sturdy building is the safest alternative.

̶ Mobile homes are not safe during tornadoes or other severe winds.

̶ Do not seek shelter in a hallway or bathroom of a mobile home.

* If you have access to a sturdy shelter or a vehicle, abandon a mobile home immediately.
* Go to the nearest sturdy building or shelter immediately, using your seat belt if driving.
* Do not wait until you see the tornado.

If you are caught outdoors, seek shelter in a basement, shelter or sturdy building. If you cannot quickly walk to a shelter:

* Immediately get into a vehicle, buckle your seat belt and try to drive to the closest sturdy shelter.
* If flying debris occurs while you are driving, pull over and park. Now you have the following options as a last resort:

̶ Stay in the car with the seat belt on. Put your head down below the windows, covering with your hands and a blanket if possible.

̶ If you can safely get noticeably lower than the level of the roadway, exit your car and lie in that area, covering your head with your hands.

* Your choice should be driven by your specific circumstances.

**After a Tornado**

* Continue listening to local news or a NOAA Weather Radio for updated information and instructions.
* If you are away from home, return only when authorities say it is safe to do so.
* Wear long pants, a long-sleeved shirt and sturdy shoes when examining your walls, doors, staircases and windows for damage.
* Watch out for fallen power lines or broken gas lines and report them to the utility company immediately.
* Stay out of damaged buildings.
* Use battery-powered flashlights when examining buildings – do NOT use candles.
* If you smell gas or hear a blowing or hissing noise, open a window and get everyone out of the building quickly and call the gas company or fire department.
* Use the telephone only for emergency calls.
* Clean up spilled medications, bleaches, gasoline or other flammable liquids that could become a fire hazard.
* Check for injuries. If you are trained, provide first aid to persons in need until emergency responders arrive.

The Red Cross encourages those in tornado-prone areas to use the [Tornado Safety Checklist](http://www.redcross.org/images/MEDIA_CustomProductCatalog/m4340177_Tornado.pdf), which provides information on what you can do before, during and after a tornado strikes.

**Winter Storm Procedures**

Winter storms can range from a moderate snow over a few hours to a blizzard with blinding, wind-driven snow that lasts for several days. Some winter storms are large enough to affect several states, while others affect only a single community. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet and freezing rain.

**Know the Difference:**

**Winter Storm Outlook -** Winter storm conditions are possible in the next 2 to 5 days.

**Winter Weather Advisory -** Winter weather conditions are expected to cause significant inconveniences and may be hazardous. When caution is used, these situations should not be life threatening.

**Winter Storm Watch -** Winter storm conditions are possible within the next 36 to 48 hours. People in a watch area should review their winter storm plans and stay informed about weather conditions.

**Winter Storm Warning -** Life-threatening, severe winter conditions have begun or will begin within 24 hours. People in a warning area should take precautions immediately.

**How to Prepare for a Winter Storm**

* Winterize your vehicle and keep the gas tank full. A full tank will keep the fuel line from freezing.

**Remaining Safe During a Winter Storm**

* Listen to a NOAA Weather Radio or other local news channels for critical information on snow storms and blizzards from the National Weather Service (NWS).
* Bring pets/companion animals inside during winter weather.
* Running water, even at a trickle, helps prevent pipes from freezing.
* Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. Be sure to move any harmful cleaners and household chemicals up out of reach.
* Go to a designated public shelter if the location loses power or heat during periods of extreme cold.
* If travel is necessary, keep a disaster supplies kit in your vehicle.
* Before tackling strenuous tasks in cold temperatures, consider your physical condition, the weather factors and the nature of the task.
* Protect yourself from frostbite and hypothermia by wearing warm, loose-fitting, lightweight clothing in several layers. Stay indoors, if possible.
* Help people who require assistance.

**Cold-Related Emergencies**

* Frostbite and hypothermia are two dangerous and potentially life-threatening emergencies. Learn how to care for these emergencies by taking a first aid class.
* **Let Your Family Know You're Safe**
* If your community has experienced a disaster, register on the American Red Cross [Safe and Well](http://www.redcross.org/find-help/contact-family/register-safe-listing)web site to let your family and friends know you are safe. You may also call 1-866-GET-INFO to register yourself and your family.

**Cybersecurity Emergencies**

* **Connections currently uses Verizon for Mobile Device Management** (MDM) for monitoring, managing, and securing mobile devices. This security software is used by our IT department to enhance data security and improve productivity. Connections also utilizes an iOS mobile operating system created and developed by Apple Inc. exclusively for our iPads.
* **Connections maintains cybersecurity insurance coverage.**
* **Client files are stored in State of Indiana technology systems which are password protected.**