

Emergency Operations Plan

2022-2023

INTRODUCTION

Emergency Operations Plan

OVERVIEW

The Emergency Operations Plan (EOP) provides an organized process to initiate, manage, and recover from a variety of emergencies, both external and internal, which could confront Opportunity Enterprises, Inc. (OE) and the surrounding community. The Emergency Management Committee (EMC) participates in the development of this EOP.

The EOP identifies the Agency's capabilities and establishes response procedures for when the Agency cannot be supported by the local community in OE's efforts to provide communications, resources and assets, security and safety, staff, utilities, or Client care for at least 72 hours.

The EOP describes a comprehensive "all-hazards" command structure for coordinating the six critical areas: communications, resources and assets, safety and security, staffing, utilities, and clinical and support activities. The overall response procedures include single emergencies that can temporarily affect demand for services, along with multiple emergencies that can occur concurrently or sequentially that can adversely impact Client safety and the ability to provide care, treatment, and services for an extended length of time. OE has updated emergency plans to establish the necessary policies and procedures to achieve preparedness and respond to and recovery from an incident. The newly revised plans, policies, and procedures will be exercised and reviewed to determine and measure functional capability.

OE's EOP describes the recovery strategies and actions designed to help restore the systems that are critical to providing care, treatment, and services after an emergency.

The EOP describes the processes for initiating and terminating OE's response and recovery phases of an emergency, including under what circumstances these phases are activated.

The EOP identifies the individual(s) who has the authority to activate the response and recovery phases of the emergency response.

The EOP identifies alternative sites for care, treatment, and services that meet the needs of its Clients during emergencies.

If OE experiences an actual emergency, it implements its response procedures related to care, treatment, and services for its Clients.

Members of the Emergency Management Committee (EMC), comprised of OE's Executive Team and Director of Nursing (DON) as applicable, shall review and revise the EOP on an annual basis. Documentation of this review shall be noted by the revision date in the footer on the front page of the EOP. Modifications made to the EOP are documented in the EMC minutes.

RESPONSIBILITIES

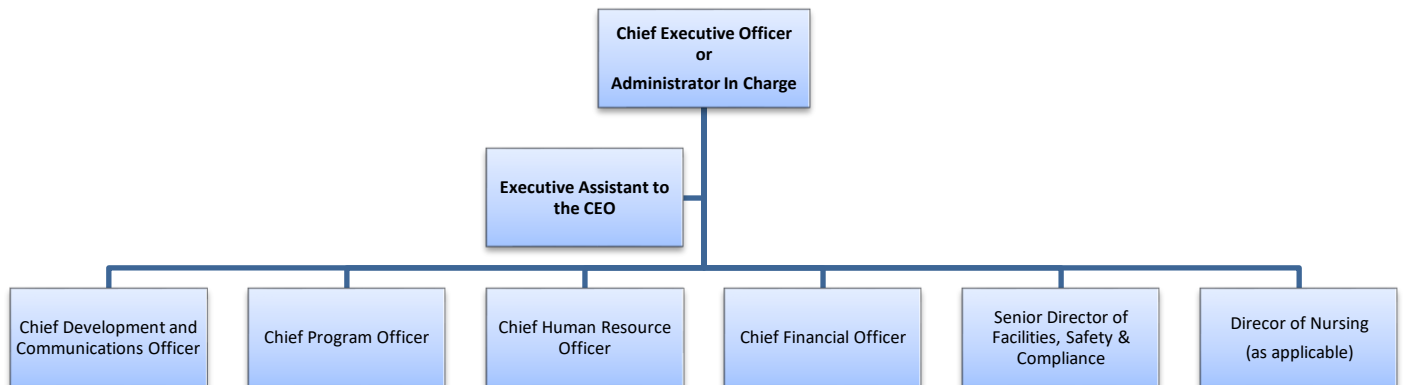
During an emergency, the Emergency Response System (ERS) will be in place. The staff have been trained in the ERS system.

The Emergency Management Committee (EMC)

Vital to successful planning for any disaster is involving local agencies such as police, fire/emergency medical services, emergency management, and public health in committee deliberations helps clarify the roles and responsibilities of all staff, including back up and PRN, specific to the actual emergency incident. This familiarization will help promote much-needed priority setting, information sharing, and joint decision-making during a real incident.

Emergency Response System (ERS)

The Agency has implemented the Emergency Response System (ERS) to assist in improving emergency management planning, response, and recovery capabilities for unplanned and planned events.



ESSENTIAL SERVICES

Opportunity Enterprises, Inc. (OE) is an employer who operates continuously 24 hours a day. Even on days when day service programs are cancelled or the Main and/or Lakeside campuses are declared closed due to inclement weather or other extraordinary situation, OE must provide adequate staffing in “Essential Services.” It is up to the department Directors to make sure such services are provided.

Closure of services can result from either scheduled events or suspension of normal operations, as described below. Each situation may affect each department differently. The nature, severity and impact of each circumstance determine the Essential Services required to maintain vital operations. OE has established two categories of emergency and nonemergency closures to plan more easily for and enable efficient communication, staffing levels required (including specific skill sets needed) and pay administration during various situations.

The Administrator in Charge is responsible for monitoring acceptable levels of risk for the organization and for determining the appropriate category and emergency response.

Scheduled (non-emergency) Scheduled situations or events are typically planned, nonemergency, short-term and require certain staff members to perform Essential Services when all or most offices are closed. Examples include but are not limited to events or needs that:

- occur on OE recognized holidays (New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving Day, Christmas Eve and Christmas Day)

Directors who are responsible for planning special events should anticipate staffing needs as far in advance as possible to designate some or all staff members as Essential Services staff for the specific event or time period

**Suspension
Of Normal
Operations
(emergency)**

Suspensions of normal operations are unscheduled situations or emergencies when OE would have to suspend normal operations and/or modify work schedules. While events requiring the suspension of normal operations are typically not scheduled, appropriate responses may be anticipated and planned ahead of time. Essential Services required will be determined by each situation.

These situations may impact the activities of the entire organization or portions of the organization, affect the ability of employees to travel, disrupt scheduled programs or events, close offices and have short-term or long-term impact.

Essential Services are required to ensure the health and welfare of the clients served, keep the organization secure and safely operating, and/or protect and preserve OE property.

Although unlikely or rare, employees must plan for serious or extreme emergencies that threaten the health or safety of the organization and/or the local region. There may be additional functions that require Essential Services staffing to maintain financial, technology and/or other infrastructure transactions.

Most or all offices may be closed and residential services and day programs may not be cancelled, depending on the severity of the threat or impact.

Examples include but are not limited to:

- bomb threats/terrorism
- extended network interruptions
- extended power interruptions
- fire/explosion
- natural gas leaks
- flooded roads or buildings
- hazardous material or other environmental hazard
- inclement weather
- interruption of vital supplies
- public health threat
- transportation/aviation Accident
- Pandemic
- violence or civil unrest

Employees providing Essential Services are required to report to work if so informed by their supervisors. Departments providing Essential Services will have a written plan for providing these services, including which employees and/or positions are needed, their steps to continually monitor staffing levels throughout the emergency and a system of notification to the EMC if staffing shortages are projected. Written plans are to be kept on file with the Director of each department.

These are the Essential Services of OE:

- Supported Living
- Group Homes
- Facilities
- Information Technology
- Human Resources
- Nursing
- Administration

Some departments or personnel might be able to provide some Essential Services from an off-site location. Department Directors can make these determinations.

Employees of non-Essential Service departments will be called on in order to maintain adequate staffing levels.

PROGRAM MANAGEMENT

HAZARD VULNERABILITY ANALYSIS

OE identifies the potential hazards, threats, and adverse events and assesses the impact on the care, treatment, and services sustained during an emergency. A Hazard Vulnerability Analysis (HVA) is used for the assessment for the organization. A list of priority concerns will be developed from the HVA and are evaluated annually. The HVA will include the ability to provide services, the likelihood of those events occurring, and the consequences of those events. The Agency's HVA is reviewed annually by the EMC.

The EMC will develop appropriate specific emergency response plans based on priorities established as part of the HVA. Each Emergency Response Plan/Policies will address the four phases of emergency management activities:

- | | |
|-----------------------|---|
| MITIGATION - | Activities designed to reduce the risk of and potential damage due to an emergency (i. e., the installation/utilization of safety equipment, training). |
| PREPAREDNESS - | Activities that will organize and mobilize essential resources (i. e., plan-writing, employee education, preparation with outside agencies, acquiring and maintaining critical supplies). |
| RESPONSE - | Activities the agency undertakes to respond to disruptive events. The actions are designed with strategies and actions to be activated during the emergency (i. e., control, warnings, and evacuations). |
| RECOVERY - | Activities the agency undertakes to return the facility to complete business operations. Short-term actions assess damage and return essential services to minimum operating standards. The long-term focus is on returning all agency operations back to normal or an improved state of affairs. |

COMMUNITY INVOLVEMENT

OE has established a relationship with the community. In conjunction with the community, priorities have been set among the potential emergencies identified in the hazard vulnerability analysis. The communication has been established on what the needs and vulnerabilities are for OE. It has identified the capabilities that the community can contribute to aid in meeting the needs of the facility. During a disaster, the agency's role within the community is to care for the Clients who receive services from the agency. The agency and community are involved through:

- Collaboration with Local Emergency Management Agency
- United Way COAD

INITIATION ACTIVITIES

DEFINITIONS

1. Internal Emergency

An Internal Emergency involves an incident within the agency that disrupts normal agency operations. Incidents include bomb threats, utility failures, hostage situations, epidemics, and Client elopements.

2. External Emergency

An External Emergency involves an incident beyond the immediate boundaries of the agency. Such an incident can include snowstorms, utility outages, and tornados.

PLAN INITIATION

To facilitate the orderly initiation of the response to an emergency, the following steps of the EOP will be initiated.

1. Information received by OE concerning an external emergency facing the community or an internal emergency involving the function of the agency will be passed directly to the Administrator in Charge (AIC).
2. When notified of a potential disaster, the AIC will:
 - Evaluate the issues such as location of incident (internal, external), the distance from OE, the scope of the incident (single individual, mass casualty, or malicious attack), and weather conditions (seasonal and current).
 - Discuss the operations pertaining to the conversion of the agency to disaster status.
 - Plan care of Staff/Clients during a disaster.
 - Will evaluate the information concerning this emergency and determine if initiation of the Emergency Operation Plan (EOP) is warranted.
3. Once it has been determined to activate the EOP, the individual who takes the role of AIC will notify the EMC. The EMC will then implement the communication plan to staff, clients, and families.

Incident Phases

1. Phase I – When notified of an incident that occurred within the facility.
 - Situation that most likely can be managed with the staff already on duty.
 - Staff should remain on duty and review their department specific procedures to be prepared to respond to the next level if situation requires an upgrade.
 - The Agency Command Center (ACC) may be set up.
2. Phase II – May require additional support from external authorities.
 - Situation may require additional staff to be called.
 - Staff should remain on duty and review their department specific procedures to be prepared to respond to the next level if situation requires an upgrade.
 - The ACC will be set up to coordinate the EOP.
3. Phase III – Significant issues have occurred and the need for extensive support will be addressed.
 - The ACC will be set up to coordinate disaster operations.

- This major event will require mobilization of most aspects of the ERS in the EOP, including planning for staff relief over an extended period.
4. The plan may be called All Clear for the disaster situation while the recovery efforts continue until the agency is back to normal operations.

*Please note, the EMC will assess at each phase, if any current state approved flexibilities apply, how they will implemented, communicated and phased out when appropriate.

AGENCY COMMAND CENTER

1. The Agency Command Center (ACC) will be established upon notification of an event that could disrupt normal operations. The ACC is generally established in the Training Room at Main and/or at the Horton Room at LAKESIDE. If the Training Room is not available, the Board Room has been designated as the alternate site. The phone numbers for these rooms are provided in the Communications Section. **At off-site locations the ACC will be established by the AIC present when the event occurs.**
2. The ACC will be activated by the AIC at 2801 Evans Ave. The most appropriate person present at the time the event occurs will establish command. This will vary according to the type of event and whether it is a pre-planned or unexpected event.
3. The EMC report to the ACC.
4. Deployment of Command Center Supplies
Supplies and materials for use in the ACC shall be deployed upon the decision to implement the ACC.

Supplies or materials
EMC vests
Job Action Sheets with clipboards
EOP, ERS Forms, and Emergency Response Plans (policies and procedures)
Note pads and pens
Two-way radios
Portable PC and printer
Bottled water and non-perishable refreshments
Portable signs for temporary treatment areas
Security Lockdown packet (signs to post at entrances during lockdown) and signs to advertise the Radio STAT frequency.

Administrator In Charge (AIC)

AIC will organize and direct the ACC and give overall direction for agency operations and, if needed, authorize evacuation.

The AIC manages the incident, which includes establishing the strategic objectives of the operation ordering and releasing resources. ERS will be assumed by the most appropriate and qualified person available at the scene when the event occurs.

Agency administrative staff and other assigned personnel will support the AIC.

Role of the AIC:

- a) Direct overall emergency operations for the agency
- b) Activate the ACC and initiate the appropriate emergency operating procedures
- c) Appoint ACC staff in the ERS configuration and supervise their activities
- d) Act upon information received from any source in a timely & effective fashion
- e) Internally and externally.
- f) Authorize the EMC to implement the communication plan.
- g) Notify Board of Directors (BOD).

CHIEF HUMAN RESOURCE OFFICER (CHRO)

Ensure adequate staffing to serve in essential services.

Ensure staff have adequate training to serve in essential services.

CHIEF DEVELOPMENT AND COMMUNICATIONS OFFICER (CDCO)

Responsible for the coordination of all internal and external communication, including press release.

CHIEF FINANCIAL OFFICER (CFO)

Ensure the IT and Financial needs of the agency are being met.

Communicate with lenders.

CHIEF PROGRAM OFFICER (CPO)

Ensure safety of all clients (including but not limited to; medications, food, shelter, etc.) while maintaining individuals' rights and choices.

Report status and plans to overseeing bodies.

SENIOR DIRECTOR OF FACILITIES, SAFETY AND COMPLIANCE (SDFSC)

Responsible for the coordination of all safety measures; assist to ensure the EOP is implemented and identify any hazards and unsafe conditions; ensure staff have adequate emergency supplies.

EXECUTIVE ASSISTANT TO THE CEO

Coordination of the EMC to the ACC; ensuring adequate planning supplies for the ACC; recording discussions and outcomes in relation to the situation/emergency at hand.

STAFF RESPONSE

1. All Staff on duty will report to their departments and **STAND-BY** (i. e., being ready, willing, and able to perform assigned duties) for further instruction.
2. Staff away from their department or duty station, who cannot report physically to the department, will communicate with the department and identify their current location and status of activity.
3. Client care activities being conducted away from the department will continue until a point of completion is reached.
4. The Client and staff will return to the appropriate area as soon as possible or receive instructions to secure the Client in an ancillary location if necessary.
5. The Staff will notify their Director/Manager of the location of the Client and staff member.
6. Staff will continue their designated Client care activities in preparation for response to the directions provided by the ACC.
7. All staff requesting to go off duty must obtain the approval of a member of the EMC. Staff must not leave their workstations until relief has arrived or until dismissed by the Department Supervisor/Manager.

DEPARTMENTAL AND OFFSITE RESPONSE

1. Each Department Director will assess the status of their Staff to maintain normal operation.
2. Each Department Director, or designee, will identify available resources, such as beds, personnel, and equipment, which could be allocated to the emergency response.
3. The Department Director will **STAND-BY** with information on status of department.
4. The Department Director will provide information to the EMC when requested.
5. When the departments receive the notification of the specific emergency, the Department Directors will initiate the appropriate departmental location response plan for the emergency.
6. The Department Directors will report any problems or concerns to the EMC.
7. No department should reduce its hours of operation without prior approval from the EMC.

Site	Location	Alternate Care Site Potential	Events Occurring at This Site	Events at Main or Lakeside Buildings
Appletree Group Home	203 Appletree Ln Valparaiso, IN 46383	Appletree Group Home may be used as an alternate care site during evacuation due to power failure. Generator on site.	For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites
Annabelle Group Home	451 Sheffield Drive Valparaiso, IN 46383		For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites
Rebecca Group Home	501 Albert Street Valparaiso, IN 46383		For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites

Sheffield Group Home	355 Sheffield Drive Valparaiso, IN 46383	Sheffield Group Home may be used as an alternate care site during evacuation due to power failure. Generator on site.	For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites
Fiesta Group Home	5949 Fiesta Avenue Portage, IN 46368		For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites
Airport Group Home	3102 Airport Road Portage, IN 46368	*Effective 10/15/22 Airport Group Home may be used as an alternate care site during evacuation due to power failure. Generator on site.	For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites
Lute Group Home	6381 Lute Road Portage, IN 46368	Lute Group Home may be used as an alternate care site during evacuation due to power failure. Generator on site.	For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites
Main Building	2801 Evans Ave. Valparaiso, IN 46383		For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites

Vocational Training Center	3101 Evans Ave. Valparaiso, IN 46383		For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites
Lakeside Building	32 Fish Lake Rd. Valparaiso, IN 46385	Can be used as an alternate care site during evacuation due to power failure. Generator on site.	For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites
Lakeside Apartments	27 Fish Lake Rd. Valparaiso, IN 46385	Can be used as an alternate care site during evacuation due to power failure. Generator on site.	For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites
Supported Living Sites	46383, 46385, 46307		For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites
Respite (Lake County)	1819 W. 64 th Pl. Merrillville, IN 46410		For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites

Respite (Porter County)	478 High Meadows Circle Valparaiso, IN 46385		For most events occurring at this facility, you will shelter in place or evacuate and close. Every satellite facility should have flashlights and a plan for alternate food supply in the event that the site is isolated. Maintain safety of Clients and staff during any event at this location. Notify a member of the EMC to request support.	When notified that there is an event at the Main or Lakeside locations, a member of the EMC will contact to assign a role if required. Staff may be diverted to the affected site or alternate care sites
--------------------------------	---	--	---	---

Ongoing Communication with Staff

Staff will receive information and instructions from a member of the EMC at the following intervals:

- The onset of the event
- As updates occur
- Any time additional action is required
- The conclusion of the event.

This information could be relayed via a meeting, a written form sent by email, or by a runner. Additional meetings will be setup to disseminate information throughout the emergency until the “All Clear.”

Communication with additional sites will be via email, phone, fax, and text. The AIC will determine the appropriate decision regarding keeping each alternate site open or closed during the event.

EMERGENCY COMMUNICATION AND NOTIFICATIONS

INTERNAL & STAFF NOTIFICATION LEVELS

During an emergency, staff will be alerted via one of the following communication mechanisms; email, personal notification devices (radios, walkie-talkies, cell phone), overhead paging, radio, or television. Internal communications will be limited to disaster-related issues once emergency has been initiated, therefore, do not attempt to contact the EMC unless directed to do so.

CODE ALERTS

Event	Audible Notification
Fire	Fire Alarm
Fire All Clear	“All Clear”
Intruder Alert	“Mr. Gray to [location of intruder]”
All Clear	“Code Gray all clear”
Tornado Warning	“Tor-na-do, please seek shelter” repeated 3 times
All Clear	“Tor-na-do All Clear”
Physical Harm Emergency CPI trained personnel needed	“Code Yellow to [location of event]”
All Clear	“Code Yellow All Clear”
Nursing Emergency	“Will a nurse report to [location of event]”
Bomb Threat	Code Red
All Clear	Code Red All Clear
Active Shooter	Code Blue
All Clear	Code Blue All Clear
Elopement	Code Green on “client name”
All Clear	Code Green All Clear

List of External Contacts

Operations Support		
Pharmacy	InTouch Pharmaceuticals	1.219.464.7055
Auto Repairs	Dave's Auto	1.219.465.1971
Commercial Banking	Centier Bank	1.888.236.8437
Commercial Insurance	Gibson	1.574.245.3500
Commercial Bus Fleet	NIRPC	1.219.763.6060
Medline	PPE Supplier	1.219.308.2214 / 1.866.497.0655 ext. 6368293
Utilities and Associated Supplies ALSO REFER TO ESSENTIAL UTILITIES GRID WHICH FOLLOWS THIS SECTION		
Utility Power (for 46383, 46410, 46360)	NIPSCO	1.800.4NIPSCO 1.888.689.8669
Generator Supplier/Service	NWI Generators	1.219.313.4317
Utility Power (For all 46385 & 46307 Sites)	KVREMC	1.800.552.2622
Natural Gas	NIPSCO	1.800.4NIPSCO 1.888.689.8669
Portable medical gas tank supplier	Alick's Home Medical Equipment	1.219.872.1000
General Contractor	Chester, Inc.	1.219.465.7555
Fire Suppression Contractor	Shambaugh	1.888.217.7055
Electrical Contractor	Ellis Electric	1.219.926.7400
Plumbing Contractor	Better Rooter	1.219.462.5868
HVAC Contractor	Bloomfield Mechanical	1.219.763.7470
Telecommunications Contractor	Midwest Telecom	1.219.531-9029
Information technology service provider	In-house/ Chester IT	1.219.464.9999
Local suppliers of hardware and household materials	Home Depot	1.219.531.6687
Local suppliers of hardware and household materials	Menards	1.219.462.8647
Cellular Service Provider	Verizon	1.800.837.4966 / 1.219.789.2799
Clinical and Client Support		
Security Service	EMA Cert Team	1.219.465.3490
Emergency Services	9-1-1	9-1-1
Towing Service	Greens Valparaiso	1.219.464.1173
Police (Non- emergency)	Valparaiso	1.219.462.2135
	Portage	1.219.762.3122
	Merrillville	1.219.769.3722
	Michigan City	1.219.874.3221
	Winfield	1.219.779.9326

NOTIFICATION & COMMUNICATION WITH EXTERNAL AUTHORITIES

1. All appropriate external authorities will be notified to facilitate effective response, continuing operations, and recovery from an emergency that disrupts the normal Client care and/or business operations of the organization
2. When an emergency plan is initiated, the appropriate external authorities and community resources will be notified
3. External authorities include, but are not limited to:

Office of Emergency Management (OEM)	911 or 1.219.465.3490
Fire Department	911
Law enforcement agencies	911
EMS	911
Centers for Disease Control	1.770.488.7100
Poison Control	1.800.222.1222
Red Cross of America	1.219.462.8534
Post-Tribune	1.219.477.6010
NWI Times	1.219.462.5151
WLJE Radio	1.219.462.8125
WYIN TV	1.219.756.5656

3. The CDCO has the responsibility for media and public information as it pertains to an event that involves the agency and has established working relationships with local media, emergency management office, and public health prior to an event.

COMMUNICATION WITH CLIENTS & FAMILY

The AIC or designee will establish a Family Support Center/Family Information Center to coordinate the needs and information to family members of Clients, to coordinate the information of the location of Clients, anticipated return to original environment and to provide critical incident stress debriefing.

Clients, their Families and other Interdisciplinary team members as appropriate, will receive information and instructions from a member of the EMC at the following intervals:

- The onset of the event
- As updates occur
- Any time additional action is required
- The conclusion of the event.

The Family Support Center/Family Information Center location will be determined by the AIC according to the type, magnitude, and size of the event. The Family Support Center/Family Information Center will serve as the location for relatives and friends of Clients/Staff.

Information will be sent to clients' families via phone (through auto-calling software). Families and outside residential providers will be asked to pick up their loved one to ensure their health and safety in a familiar environment. In emergencies where clients are not able to be transported or are sheltering in place at an OE facility, an emergency call center will be established where families and providers can call in for information regarding the well-being of their loved ones.

BACKUP COMMUNICATIONS

OE will maintain a current listing of backup communication systems or devices. A listing of all communication of primary or secondary communication systems or devices should be listed below:

1. Email will only be available as the infrastructure is working.
2. The overhead address or paging system is not tied into the telephone or fire system only. These systems should work independently in case of infrastructure damage.
3. Inter-departmental radios may be used as backup communication. Training must be achieved along with an instruction card attached for those that do not use the equipment often.
4. Cellular telephones have the risk of running out of battery during a long-term emergency. Homes will be provided with USB power packs to extend the life of the phones.
5. Runners if all other means of communication fail.

EVACUATION ACTIVITIES

1. An evacuation of OE for a situation, which renders the facility/site no longer capable of providing the necessary client care, will be directed by the AIC. The evacuation will be handled in cooperation with local Police or Fire and/or local EMA.
2. The local Police or Fire and/or the EMA will be notified as soon as the potential for evacuation is considered and will be kept updated on an ongoing basis to begin the process for identification of the availability of vehicles to relocate the clients.
3. Transporting clients, their medications, equipment, staff, and pertinent information to alternate care sites when the environment cannot support care, treatment and services is managed through by the EMC. Please see Memorandum of Understandings for Non-OE shelter sites.

**RESOURCE
AND
ASSET MANAGEMENT**

OBTAINING & REPLENISHING MEDICAL & NON-MEDICAL SUPPLIES

The amounts, locations, processes for obtaining and replenishing of medical and non-medical pharmaceutical supplies, including personal protective equipment, will be determined at the onset of the event by the EMC. Medical supplies would include anything used in the care of Clients. Non-medical supplies would include food, linen, water, fuel, and transportation vehicles.

OE will obtain and replenish medications and related supplies, non-medical supplies, and personal protective equipment by storing extra critical supplies off site at various OE properties.

For those items that usage would exceed par levels as a result of a large scale incident or dates that would expire (e. g., additional antibiotics, vaccines, PPE), OE would collaborate with partnering businesses to expedite receipt of items when needed.

The amounts and locations of current supplies will need to be evaluated to determine how many hours the facility can sustain before replenishing. This will give the facility a par level on supplies and aid in the projection of sustainability before terminating services or evacuating if supplies are unable to get to the facility. The inventory of assets and resources is the starting point of par levels.

The processes for obtaining and replenishing those supplies once the par level has decreased will need to be identified. This would include a list of the vendors and contractors that deliver and manufacture the supplies. Most facilities have just-in-time delivery of supplies. A stockpile within the company or corporation, stockpile with the local vendor, prepayment of supplies to be used in times of emergency, or regional purchase of supplies to be stockpiled in a warehouse are some ways of obtaining and replenishing supplies. The disadvantage of these methods is the idea that one vendor would have enough for all Agencies within the region to deliver, but the supplies are not checked often for expiration or not located in a controlled environment, or the local, county, or state resources would pull that stockpile before Agencies could access the supplies for field use. It is ideal to have other vendors outside of regional and state areas also available for delivery of supplies. A disadvantage to supplies offsite would be a natural disaster where delivery of supplies would not be possible.

The importance of how many hours of sustainability on supplies is crucial to determine if services can still be rendered during a disaster. The planning of the sustainability of OE, without the support of the community within the first 72 hours, should be a coordinated effort of the EMC and the departments affected at the onset of the disaster. Where supplies and alternative means are required to sustain 72 hours, resources and assets, alternative sources, and the sustainability at that point must be identified. If near or around 72 hours cannot be sustained, policies and procedures must be in place on the response that the facility may conceivably evacuate or temporarily close. OE will identify resources and assets needed for sustainability.

MANAGING STAFF SUPPORT IN EMERGENCY SITUATIONS

During activations of the EOP, various modifications and accommodations are made for staff to assist them in coming to the agency to provide needed services. The following accommodations are authorized:

1. Where travel is difficult or impossible because of weather conditions, OE will work with groups with appropriate vehicles to assist staff in getting to and from the affected site.
2. Where necessary because of conditions, OE accommodates staff that need to sleep, eat, and/or other services in order to be at the site to provide needed services.
3. The Human Resource Department handles the needs of staff during the emergency. The CHRO is authorized to modify the normal use of agency space and/or to work with local hotels and motels to provide accommodations for staff. Meal service for staff is authorized where approved by the CHRO.
4. OE will be prepared for incident stress debriefings. These areas will be staffed by community mental health services, clergy, and others trained in incident stress debriefing as available. As part of planning for mass casualty and similar incidents, staffing and alternatives will be identified and contacted to determine facilities and processes to be used.
5. Communication to staff family members will also be arranged through the Human Resource Department in addition to utilizing auto calling software (Robotalker) and setting up a designated call-in number for more information.
6. If staff are unable to physically work in a client's home, the AIC may decide to allow clients to be supported in a staff's home.

MANAGING CLIENT SUPPORT IN CRITICAL STAFFING SHORTAGES

In order to ensure the health and safety of the clients of Opportunity Enterprises (OE), all staff are expected to deliver the required level of care per an individual's state assigned ALGO level, even in critical staffing shortages.

1. It will be the responsibility of staff to maintain the appropriate level of supervision at all times.
2. It will be the responsibility of the Supported Living Scheduler/Supervised Group Living Manager to ensure appropriate staffing is in place by way of OE's scheduling system.
3. If the department experiences a shortage in staffing; the following tiered coverage system will be implemented:
 - a. All other homes/sites will be assessed to see if there are extra staff to be pulled to the open shift.
 - b. In the event that no extra staff are available to cover a shift, the Chief Human Resource Officer or Chief Program Officer will send an All User email notice to the Respite, Day Service DSP's, QIDP's and office staff requesting assistance in covering the open shift(s).

- c. If not all shifts are covered, members of the Administration will be expected to cover the open shift.
- d. As a last resort, mandatory overtime will be implemented to fill the need.