GVNA HEALTHCARE, INC.
OPERATIONS MANUAL
EMERGENCY/DISASTER PREPAREDNESS PLAN

PURPOSE:
To guide administration and employees in triaging and delivering services in the event of an emergency or disaster that causes significant damage or interferes with the normal activities of the Agency.

SCOPE:
All employees and volunteer in all departments

GOALS:
1. To decrease confusion and prevent panic during an emergency or disaster
2. To provide patients with the care and assistance they need in the event of an emergency
3. To be available to the emergency response centers of North Central Massachusetts and the North Quabbin communities
4. To restore the agency’s resources to full functioning status as quickly as possible
5. To protect employees

DEFINITION:
An Emergency or disaster is defined as any occurrence that causes significant damage or interferes with the normal activities of the Agency including, but not limited to, weather emergencies, communication systems failures, information systems failures, pandemic flu, bioterrorism, acts of war, riots, bomb threats, or fire.

POLICY:
1. Employee responsibilities in an emergency/disaster situation are printed on the reverse side of the employee identification badges. Employees are expected to have their identification badges with them if a disaster is anticipated.

NOTE: The Agency succession plan is as follows:

a. President & CEO
b. Vice President of Finance
c. Vice President of Home Care

3. When the President & CEO/designee implements the Emergency/Disaster preparedness plan, all supervisors implement their telephone notification trees.

a. The President & CEO/designee contacts the Public Health nurse/designee to move the influenza vaccine (as seasonally appropriate) to the Gardner Board of Health at City Hall. The contact person at the Board of health is Bernie Sullivan or Wendy Boulay at 978-630-4013.

b. The President & CEO/designee directs a member of the Leadership team to move all temperature sensitive items from the refrigerators located at 34 Pearly Lane to a safe location (e.g. PPD solution).

5. Department managers update and distribute a notification tree to employees each time a new employee is hired.

6. Department managers distribute the notification tree to their designee prior to planned absences from the Agency and notify the President & CEO of their designees.

7. The employee directory is printed weekly and included with the administrative on call book. A list of all GVNA patients’ names, addresses, and phone numbers, is printed weekly and included in the administrative on call book.

8. A list of facility resources, contractors and vendors is maintained in the administrative on call book.

9. If the administrative on call book is in the Agency, the person assigned to administrative call at the time of the emergency/disaster removes it in the event of an emergency or disaster.

10. An Emergency supply kit is located at the reception desk at the Agency, which contains flashlights and batteries and a battery operated radio.

11. Employees are oriented to the Agency and departmental emergency/disaster plan on hire and annually.

12. The emergency/disaster preparedness plan is evaluated each time it is implemented and at least annually.

13. All patients in all departments and programs are instructed what will occur in an emergency/disaster situation on admission to the program.

14. An emergency contact is identified at the time of admission not living in the home of the patient whenever possible.

15. Patients are advised at the time of admission to have an alternate plan of care in the event that an interruption in service is necessary due to an emergency or disaster.

16. Patients are informed of the need to contact the Agency in the event of relocation.

17. Providers may share patient information with anyone as necessary to prevent or lessen serious or imminent risk to the health and safety of a person or the public during the implementation of the emergency/disaster plan.

REFERENCES:
The Commonwealth of Massachusetts Department of Public Health Home Health Care Emergency Preparedness Handbook

BOMB THREAT
ABSENCE OF ADMINISTRATOR

ESTABLISHED: 9/09

REVISED: 3/13

REVIEWED: 6/10
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<th>Responsible Party:</th>
<th>Responsibilities:</th>
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| President & CEO/Desigee | 1. Contacts City/Town or State officials to determine the extent of the emergency or disaster and implements the Emergency/Disaster Preparedness Plan.  
2. Initiates the Leadership Team notification tree and notifies the administrator on call of the nature of the Disaster/Emergency.  
3. Convenes an Emergency Summit of the Leadership Team in the Board Room at 34 Pearly Lane at 10:00 AM the day the emergency/disaster plan is implemented.  
4. Designates an incident command leader and indicates a command center if the Gardner office is inaccessible or unusable.  
5. Acts as the media spokesperson and the spokesperson for the Agency employees.  
7. Transfers the 978-632-1230 number to the administrator on call, if appropriate. |
| Leadership Team | Convenes at 34 Pearly Lane at 10:00 AM on the day the emergency/disaster plan is implemented for an Emergency Summit, if it is possible to do so safely.  
NOTE: If 34 Pearly Lane is inaccessible or unusable, the PRESIDENT & CEO/designee indicates an alternate command center for the Emergency Summit. |
| Director of Human Resources/Designee | Triages telephone calls from employees regarding their status and their availability to work if employees are unable to reach their managers. |
| Employees | 1. Call The Director of Human Resources/designee at 978-870-6344 to report their status and their availability to work if they are unable to reach their managers.  
2. Call the Intake cellular phone number: 978-868-0817 for recorded instructions from the PRESIDENT & CEO/designee. The recording will be updated at least daily.  
3. If the 34 Pearly Lane office location is inaccessible or unusable, the PRESIDENT & CEO/designee indicates an alternate command center. Employees report to the designated command center, only if instructed to do so. |