



# Emergency Preparedness

**Workbook for Adult Family Homes**

# Acknowledgements

The following emergency managers from local jurisdictions, the American Red Cross, and the Department of Social and Health Services collaborated in the development of this workbook.

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The **Emergency Preparedness Workbook for Adult Family Homes** is derived in its entirety from the **Business Resiliency Workbook for Healthcare Providers** developed by the Northwest Health Care Response Network (NWHRN). The NWHRN relied on the work and contributions of others too numerous to mention here; suffice to say that when preparing for and responding to disasters, we are all one community.

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# Introduction

The Washington State Emergency Management Council endorses and recommends the use of this workbook, which outlines a standardized approach to basic emergency preparedness for Adult Family Homes (AFH) anywhere in the State of Washington.

This workbook provides basic, first steps emergency preparedness guidance to Adult Family Home providers. It was developed under the oversight of the Washington Emergency Management Council in response to a need identified by the City of Kent and King County for statewide standardized guidance to support Adult Family Homes become better prepared for emergencies and disasters.

Although no one can be completely prepared for any situation, this workbook provides support to AFH providers looking for a place to begin. The guidance in this workbook complies with WAC 388-76-10830 through WAC 388-76-10855 Adult Family Home Minimum Licensing Requirements pertaining to disaster and emergency preparedness.

Disasters can happen anytime, anywhere, and often occur without warning. In a major emergency you may find your AFH without the assistance of police, fire, or emergency medical response for several days. The residents that you serve may need your assistance during an emergency more than any other time. For these reasons, emergency preparedness is an important part of your AFH business.

Once you have completed your plan, you should review and test it at least every 12 months to ensure that it is realistic and up to date. To help you keep your AFH plan current, you will find a tracking form at the end of the workbook.

Thank you for taking the time to prepare to care for your residents during emergencies.

**The Washington State  
Emergency Management Council  
strongly recommends the use of this  
workbook by Adult Family Homes.**

# Essential Services

A good first step in creating an emergency operations plan is to define your Home's priorities. Clear priorities are essential if you are going to make the best decisions during emergencies for your AFH.

## **Step 1** Answer the questions below with input from your staff and residents' families.

What are the primary services that you must continue to provide during an emergency? List or include them here.

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What are the predictable needs of your residents during an emergency? List or include them here.

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What supplies and services will your AFH residents need during an emergency? (For example: medicines, medical supplies, linens, transportation. What else?) List or include those things here.

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List below the primary and back-up vendors who supply critical material resources to your AFH. Contact those vendors to discuss their plans for ensuring continued delivery of supplies and services during a disaster.

Do they have a priority system for determining which customers receive critical resources during a disaster?

## Vendors that my AFH relies on

Vendor	Critical Resource Supplied	Contact Name/Number

## Step 2 Make sure that all of your staff understand how an emergency can impact your AFH and your residents. Develop a procedure for keeping them updated.

You may want to share the information that you have developed in Step 1 at new employee orientations and staff meetings. Describe or include your procedure here.

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## Staffing

Your staff are your most critical resource in an emergency. If staff are prepared at home and feel safe at work, they are more likely to report to work during an emergency.

## Step 1 Complete the questions below with input from your staff.

- What are the predictable needs of your staff during an emergency? Make a note of them here:

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- What steps have you taken to make sure that your staff are prepared at work? Make a note of those steps here.

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You should allow your staff an opportunity to check on their own families and homes as soon as possible following an emergency or disaster. This will give them peace of mind and allow them to focus on their work.

- What steps have you taken to help your staff who are on duty check on their own families and homes within a reasonable timeframe?

Write or include the steps that you have completed here:

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If your employees have personal and family emergency plans in place they are more likely to be able to cope with a disaster independently and more likely to be available to report to work quickly.

- What steps has your AFH taken to assist employees to develop a family or home emergency plan?

Write or include the steps that you have completed

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## Emergency Supplies

Make sure your AFH has an adequate amount of supplies available for emergencies. A critical step in taking care of AFH employees and residents is to create and regularly maintain an onsite stock of emergency preparedness supplies. The exact contents will depend on the number and needs of your staff and residents.

## Step 1 Estimate amount of food and water you will need.

What is the maximum number of people likely to be in your AFH during an emergency?

PEOPLE	NUMBER
Licensed Bed Capacity	
Maximum Number of Staff on Duty	
Others (Visitors, Vendors, etc.)	
<b>TOTAL</b>	

## Step 2 Purchase supplies from list below, including food and water, based on estimates from Step 1.

- Non-perishable food, including some that does not require cooking (at least a three day supply per person)
- Drinking water (one gallon per person per day)
- Water for hygiene and sanitation (especially important for incontinent residents)
- Sterile water for wound care (the amount depends on needs of residents)
- Paper plates, cups, napkins
- First Aid supplies
- Consumable medical supplies
- Personal hygiene supplies
- Flashlights and extra batteries
- Warm blankets
- AM/FM radio and extra batteries
- Tools (such as a wrench for shutting off water and gas)
- Duct tape
- Garbage bags
- Work gloves
- Other supplies



### **Step 3** Store supplies in multiple locations in your AFH so if one supply becomes unusable or unreachable, you have other options.

Identify those locations here:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### **Step 4** Develop and implement a plan to keep supplies updated.

Designate a specific person who is responsible for inventorying and rotating out supplies on a quarterly basis.

Perishable supplies, such as food and non-commercially bottled water, must be replaced prior to their expiration. Plan to eat food while it is good, but remember to put new ones back in the supply. Make sure to rotate out additional supplies like over-the-counter medicines from your First Aid kits and batteries.

### **Step 5** Provide annual training to all employees that covers the location of the AFH emergency supplies, their contents, and how to use them.

## **AFH Go-Kits**

If you suddenly had to evacuate your AFH, would you be able to resume operations quickly in another location? Creating an easily portable Go-Kit will help your AFH operate wherever you go and help you get back to business as usual.

### **Step 1** Create AFH Go-Kits

Assembling an easily portable AFH Go-Kit helps you operate wherever you go and makes it easier to return to normal operations.

Gather the following documents and supplies, such as copies of:

- Vital documents
- Bank information
- Contracts with vendors and their contact information
- AFH credit cards

- AFH check book
- Calling cards
- Cash
- Mortgage, deed, or lease
- Insurance documentation
- Emergency contact information for your staff, residents, and key contacts

Have the above information in hard copy and on a flash drive. Also include writing paper and pens.

Your AFH Go-Kit should be portable. A backpack, duffel bag, or hard-sided briefcase are good choices. If the Go-Kit has a key or combination lock, make sure **at least two people** in your AFH have a key or the combination memorized.

Finally, protect the documents that are in your kit from being damaged by placing them in one gallon or smaller Ziploc-type bags.

## Step 2 Store your AFH Go-Kit

There are two primary issues to consider when choosing locations to store your AFH Go-Kits:

- The Go-Kits must be accessible to your staff. Your staff may have very little time to evacuate themselves and your residents safely during a fire or other emergency. The AFH Go-Kit must be placed in an area that is accessible to your AFH staff.
- Your AFH Go-Kit should contain cash and some information (such as account numbers) that you will want to keep secure. To balance security with accessibility, use a container that can be locked securely.

## Step 3 Implement the following three rules to ensure that your organization receives the maximum benefits from your AFH Go-Kits.

- Make sure that all of your staff understand the purpose of the Go-Kits so that they are only used for emergencies.
- Train staff in Go-Kit procedures as part of employee orientation and annual safety training.
- When you are updating your AFH paper and electronic files, make it a

business practice to update the documents in your Go-Kits. To make it easy, review and restock these kits quarterly when you inventory and rotate your supplies.

- Trade out documents, such as insurance policies, emergency contact information, leases, and emergency operations plans.
- Schedule a twice-yearly review of kit contents to ensure that the information is up-to-date. Remember, your kits are only as useful as the accuracy of their contents!
- As part of testing your evacuation plan, make sure that procedures for retrieving your on-site kit are followed.
- Talk with your staff after the drill to determine what went well and what should be improved. This is a great way to improve the kit's evacuation instructions, procedures, storage location, or container.

## **Step 4** Develop and document a back-up system for critical resident information and billing data.

The plan should make certain that data are in a secure, off-site location such as a bank safe deposit box. If possible, the plan might include having information stored on a secure server located out of state.

# Evacuation

Some emergencies may require evacuation of your AFH. Make sure you can get people safely from your location to an alternative site.

## **Step 1** Evaluate your resident and staff evacuation needs.

Does your AFH have residents or staff who will need assistance evacuating your home?

If yes:

- Assign staff to assist these residents and staff.
- Have available any assistive aids or devices necessary to help with their evacuation.

## Step 2 Include these key steps and policies in your written evacuation plan.

- If your AFH must be evacuated, assign a staff person to take a head count to make sure everyone gets out of the building.
- Designate an area that is at least 50 feet from the building where all occupants of your AFH will meet after evacuating the building.
- Practice your evacuation plan regularly, including practices that are not pre-announced.

## Step 3 Plan for relocating services for the short and long term.

The following are recommendations for your AFH for you to consider in planning how to care for and shelter your residents in the event of a short or an extended evacuation.

Identify and make arrangements for another facility to be used, such as a local place of worship, community center, school, or other residential facility.

**Alternate facility name** \_\_\_\_\_

**Address** \_\_\_\_\_

**Contact name(s)** \_\_\_\_\_

**Office phone** \_\_\_\_\_

**Cell/emergency phone** \_\_\_\_\_

Create a phone list and a system for letting DSHS and other authorities, families, and friends know where you are sheltering your residents.

**Note:** Update the list at least quarterly, place “date created” on all lists, and include latest version in AFH Go-Kits.

Identify and make arrangements for alternative transportation for moving your residents and staff to your alternate facility or make prior arrangements with their families to take them home, if necessary.

## Alternate Transportation

**Alternate transportation provider** \_\_\_\_\_

**Contact name(s)** \_\_\_\_\_

**Office phone** \_\_\_\_\_

**Cell phone** \_\_\_\_\_

**Other emergency phone** \_\_\_\_\_

Create a list indicating the items and services your residents will need that may not be available in the temporary shelter.

Item or Service	Quantity or Other Information

What actions can you take now to ensure those items and services will be available in your alternate facility?

Develop a procedure for ensuring a copy of medical records is available for all relocated residents.

Insert or write you procedure here.

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# Communication

Good communication will improve your disaster response.

## Step 1 Answer the questions below and use the information to draft an emergency communication plan.

- How will your staff receive information about the status of your AFH during an emergency? (For example: email, social media or telephone tree. What else?)
- How will your residents' families receive information about the status of your AFH during an emergency?
- Who is authorized to communicate the information? Does s/he have a designated back-up?
- How will you find out about the condition of your residents if they are not at home when the emergency occurs?

## Step 2 Create an emergency contact list.

Make sure that you can communicate during an emergency. Start by completing and regularly updating your AFH emergency contact list.

Name	Office Phone	Cell Phone	Home Phone

## Other Key Contacts for Your AFH

Name	Office Phone	Cell Phone	Home Phone

## Step 3 Place emergency contact lists into your AFH Go-Kits

### Identifying Community Resources

In an emergency, the resources in your neighborhood may be the only ones you have! Mapping the location and collecting up-to-date contact information for these resources is highly recommended.

## Step 1 List critical resources in your community

The following is a list by category of the type of community resources closest to your AFH that we recommend you map. Contact your local police and fire department to make sure they are familiar with your staff and AFH.

## Critical Facilities

Facility	Address	Telephone
Hospital		
Medical Clinic		
Pharmacy		
Other Medical Facility		
Other		
Other		



**Critical Services**

<b>Services</b>	<b>Address</b>	<b>Telephone</b>
<b>Fire Station</b>		
<b>Police Station</b>		
<b>Other</b>		
<b>Other</b>		
<b>Other</b>		

**Critical Resources**

<b>Resources</b>	<b>Address</b>	<b>Telephone</b>
<b>Community Center</b>		
<b>Public School Name</b>		
<b>Public Library Branch</b>		
<b>Park Name</b>		
<b>Park and Ride Lot</b>		
<b>Taxi Company</b>		
<b>Car Rental Company</b>		
<b>Bus Stop</b>		
<b>Place of Worship Name</b>		

## Important Businesses

<b>Business Name</b>	<b>Address</b>	<b>Telephone</b>
<b>Grocery Store</b>		
<b>Convenience Store</b>		
<b>Restaurant</b>		
<b>Hardware Store</b>		
<b>Laundromat</b>		
<b>Gas Station</b>		
<b>Generator and Equipment Rental</b>		
<b>Generator Fuel</b>		

# Checklist

Track your progress by using this handy list to check off items as you complete them.

## **Essential services**

- My plan addresses the needs of all residents in my AFH

## **Staffing**

- All of my staff know what to do during an emergency while at work

## **Emergency Supplies**

- I have adequate emergency supplies on hand for at least 3 days for everyone who may be in my AFH at the time of an emergency
- I have a process for making sure that supplies are inventoried and kept current
- Emergency supplies for my AFH are properly stored and secured and all staff know how to access them

## **AFH Go-Kit**

- I have a complete and up to date AFH Go-Kit that is readily accessible during emergencies

## **Evacuation**

- All staff understand the evacuation needs of all residents and know how to support them in getting out of the AFH quickly and safely during emergencies
- Evacuation drills are conducted regularly
- I have made arrangements for relocating all residents in my AFH to an alternate facility, should that become necessary

## **Communication**

- All staff know how to reach me, each other, residents' families and other important contacts during emergencies
- I have complete lists of important contacts available

## **Mapping Community Resources**

- I have identified the location and phone numbers of all important suppliers and resources that support my AFH and this information is accessible to my staff





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