

Procedure No. 5-10-11

Revised: 09-09-21

Issued: 09-01-09

Subject: Emergency Preparedness Plan Disaster.

Purpose: To carry out the mandate of Safety and Health Policy No. 5

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- I. **General Information:** This procedure has been developed to guide staff to respond to a disaster affecting Woodhaven's staff and Individuals served.
 - II. **Definitions:** Disaster: Disasters will include any natural catastrophe (including tornado, storm, high water, earthquake, snow or ice storm) or regardless of cause, any fire, flood or explosion that causes damage of sufficient severity and magnitude to warrant disaster assistance to this immediate area.
 - III. **Procedures:**
 - a. When any occurrence listed under the scope of a disaster is evident, staff members at each home need to follow the emergency preparedness plan specific to the home and the individuals served. These are kept in each home.
 - b. Program Managers, Home Coordinators and Staff members for each home will make contact following a disaster. Communication may be through a home phone, cell phone, texting, Therap, Woodhaven e-mail or through any means available.
 - c. The Program Manager will keep the Director of Residential and Community Services or designee aware of the situation at each home.
 - d. The Director of Residential and Community Services or designee will meet with the Chief Operating Officer. The Missouri Department of Mental Health will be kept informed.
 - e. If at any point staff is unable to make contact with the Program Manager, Home Coordinator, Director of Residential and Community Services or other Designee and an emergency persist, staff should contact other Leadership Team members for assistance or Emergency Services (9-1-1) if a true emergency exists.
 - f. The Program Managers and the Director of Residential and Community Services will determine if consumers can remain in the home or if evacuation is needed. They will also determine what services will be necessary if they stay in place or evacuate.
 - i. All homes have a minimum of a 3 day supply of food, water and medical supplies. If the consumers can stay in the home, arrangements for additional supplies will be made through the Program Manager. This may include asking the Red Cross for assistance with food, water and medical supplies.
 - ii. If evacuation of the premises is determined to be necessary, the Program Manager will review several options.
 1. Family or guardian taking the Individual until it is safe to return to the home.
 2. Making arrangements with another Woodhaven home to help support the Individuals displaced.
 3. Moving the Individuals to either Woodhaven's Main Office at 1405 Hathman Pl., The Health and Training Building at 1403 Hathman Pl., Columbia, MO or to the Nifong Group Home at 2700A East Nifong, Columbia, MO.

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4. Utilization of Red Cross's emergency shelters
 - iii. If evacuation to Woodhaven's Main Office, Health and Training Building or the Nifong Group Home, The Program Manager and Director of Residential and Community Services (or designee) will make arrangements with the Red Cross for assistance with food, sleeping cots, obtaining medications and medical supplies.
 - iv. Natural gas back-up generators were installed at the Breezewood and Laketown homes. If these homes are determined to be safe following a disaster, the Leadership team and/or program team may utilize these homes for emergency placement of other individuals supported.
- g. In the event of an evacuation from an Individual's home, all staff is expected to remain with the Individual's served until relieved. This will include assisting the Individual to a new home, Woodhaven's Office, the Nifong Group Home or a Red Cross shelter. The Program Managers will make arrangements for staffing the shelters or homes according to the needs determined. Family members of employees and their pets reporting to the homes or shelter will need to be approved on a case by case basis by the employee's supervisor.
 - i. Pets of Individual's served will be taken to shelters along with the Individuals. The shelters will direct staff where the animals can be housed. Staff should bring immunization records for the animals along with some food and any medications the animal is prescribed.
- h. In the event of a disaster with no communication devices working, or staff is unable to make contact with any administrative team members:
 - i. Staff should stay in the home with the Individuals as long as there is no imminent danger.
 - ii. If the home is unsafe to stay in, you may travel to a nearby home that appears structurally safe with utilities working.
 - iii. If the home is unsafe you may travel with the Individuals to a local firehouse for assistance. (Lists of nearby fire houses are in home-specific emergency preparedness plans).
 - iv. If more than one staff member is on site and it is safe for one person to leave for help, send one person out for assistance.
 - v. If the home is not safe and it is not safe to travel, find the safest place in or near the home and stay put until help arrives.

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- vi. In the event that you do leave the residence, if time allows before evacuation, leave a note indicating where you are going. Continue efforts to make contact with Woodhaven supervisory staff.
- vii. All staff should tune battery powered radios to AM channel 1400 KFRU. Staff can monitor events occurring, rescue attempts and Woodhaven may attempt to send messages through the station to staff if possible.
- i. In the event of an evacuation from an individual's home, if safety and time allows, take with you all medications, MAR book, pertinent medical equipment and supplies. These would include Thick-it for people on thickened liquids, blenders for people with mechanical soft or pureed diets and tube feeding supplies. Other items to consider would be blankets, pillows, first aid kits and Depends.
- j. All staff not currently working and who can provide assistance during the disaster should report to Woodhaven's main office. In the event that the main office is involved in the disaster, staff should report to their assigned homes. If Woodhaven's main office and the employee's assigned home is involved in the disaster, the employee should report to the Nifong Group Home.
- k. In the event that Woodhaven's Main Office or the BJ Palmer Training Building is involved in the disaster, Administrative staff will report to the BJ Palmer Training Building, Nifong Group Home or Green Meadows Six Plex. One of these locations will serve as a command center in the order listed above. Office space and furniture will be rented as soon as possible after the disaster for administrative staff so that Woodhaven as an organization can continue functioning.
- l. Back-up systems are in place for the following:
 - i. Computer Network back-ups are off site from Woodhaven's Office.
 - ii. Medical Record documentation is kept at Woodhaven in health services, pertinent information to each consumer is kept at each home and with Boone County Family Resources.
 - iii. Individual Plans (IP'S) are kept at Woodhaven's main office; copies are saved on the computers with the back-up being kept off-site from Woodhaven. The Central Missouri Regional Center also has copies of the IP's along with Boone County Family Resources.
 - iv. Accounting has a large majority of their information on the computer system which is backed-up off site of Woodhaven.
- m. Following a disaster, Woodhaven will request that each home involved will be declared safe by either the fire department or the police department. If these departments are

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unavailable, attempts will be made to have the home inspected by a qualified person to determine that the home is safe. Specific areas of concern include:

- i. Internal and external inspections of safety hazards and structural soundness of the home.
- ii. All utilities are in working order including the water being safe to drink.
- iii. Smoke detectors and carbon monoxide detectors are in working order.
- iv. Adequate staffing is established.

IV. Additional Resources:

- A. TP Mowing (573-881-9905) will be asked to assist with snow or ice removal . Arrangements will be made through the Assistant Director of Residential and Health Services.
- B. Marilyn Miller Mowing (573-808-1553) will be asked to assist in ice removal if these services are indicated. Arrangements will be made through Assistant Director of Residential and Health

Approved by: _____
Director of Residential and Community Services

Date: _____

Important Phone Numbers

Emergency	911
American Red Cross	573-445-9411
	1-800-359-8829
Woodhaven Main Number	573-875-6181

Leadership Staff

Greg Bell, COO	573-214-1512-
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Program Staff

Jeff Kitch	Assistant Director of Residential/ Health Services	573-303-4725-
Andrea Anderson	Program Manager	573-303-4428-
Dana Harris	Program Manager	573-303-4117-
Pam Mulumby	Program Manager	573-303-4690-
Curtis Sousley	Program Manager	573-303-4813-

House	Gas	Electric	Water	Sewer	Trash	Telephone
Albany Dr, 113 Apt. A		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Albany Dr, 113 Apt. B		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Albany Dr, 113 Apt. C		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	Socket
Albany Dr, 113 Apt. D		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	Socket
Ash, 2012 W. Ash A5	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Ash, 2012 W. Ash A8	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Ash, 2012 W. Ash B9	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Ash, 2012 W. Ash C7	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Ash, 2012 W. Ash F13	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Ash, 2012 W. Ash O5	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Atwood, 3704	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Bold Venture, 4200	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Breezewood, 6201	Ameren Missouri	Boone Electric	City Of Columbia	Boone Electric	Advanced Disposal	CenturyLink
Brookview Terr, 4313	Ameren Missouri	Boone Electric	Public Water #1	City Of Columbia	Advanced Disposal	CenturyLink
Brunswick, 4210		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Carol Dr, 2112		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Carolina, 1610	Ameren Missouri	Boone Electric	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Chinkapin	Ameren Missouri	City of Columbia	City of Columbia	City of Columbia	City of Columbia	CenturyLink
Courtyard Apts, 2012 W. Ash C3	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	Sorenson
Courtyard Apts, 2012 W. Ash D2	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	Sorenson
Courtyard Apts, 2012 W. Ash D7	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Courtyard Apts, 2012 W. Ash D8	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Courtyard Apts, 2012 W. Ash F1	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Courtyard Apts, 2012 W. Ash I3	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Courtyard Apts, 2012 W. Ash I5	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	Sorenson
Crestwood, 3109	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Dayspring, 200	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Dinwiddie, 4501 Orrine St	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Glenover, 1609		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Glenover, 1611		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Green Meadows, 104-7		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Hatteras Dr, 5206	Ameren Missouri	Boone Electric	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Katy Place 1700 Forum Blvd, Apt 801		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Katy Place 1700 Forum Blvd, Apt 810		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Keenes Edge	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City Of Columbia	CenturyLink
Laketown, 2903	Ameren Missouri	Boone Electric	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Marylee, 1509		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Monterey, 3308	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Monterey, 3310	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
N. Golf, 1510		Boone Electric	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Nifong, 2700	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	Advanced Disposal	CenturyLink
Panther, 3807	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Pershing, 601		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Scott House, 3203 Laketown		Boone Electric	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Shoram Ct, 4508	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Smokey Mountain	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City Of Columbia	CenturyLink
Spiros Dr, 1702	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
Topanga, 3605	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	
Thornberry, 2500	Ameren Missouri	Boone Electric	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink

Zinnia, 3404		City Of Columbia	City Of Columbia	City Of Columbia	City of Columbia	CenturyLink
WLC, 1405 Hathman Pl. & Health & Trng Bldg, 1403 Hathman Pl.	Ameren Missouri	City Of Columbia	City Of Columbia	City Of Columbia	Advanced Disposal	Socket

Contact Numbers	
Allied Watse Services 573-635-8805	City Of Columbia 573-874-7380
Ameren Missouri 1-800-552-7583	MO American Water 1-866-430-0820
Boone Electric 573-449-4181 / 1-800-225-8143	Public Water #1 573-449-0324
CenturyLink 1-800-201-4099	Public Water #9 573-474-9521 / 573-474-9522
Jefferson City Utilities 573-634-6328	Advanced Disposal 1-800-778-7652