

Angels Service LLC Disaster Preparedness Plan

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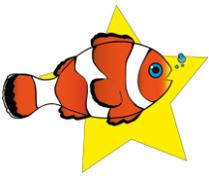
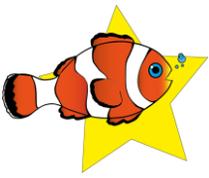


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Introduction

The purpose of a Disaster Preparedness Plan is to delineate task assignments and responsibilities for the operational actions that will be taken prior to, during, and following a disaster affecting Angels Service, LLC operations in order to alleviate suffering, save lives, and protect property.

The types of disasters that may occur in our area include pandemics, and natural and human-caused events. Natural hazards that occur in our area include wildfire, severe weather events such as tornadoes, lightning, high winds, hail, snowstorms and drought. Human-caused disasters include hazardous material spills, fire, civil disturbance, terrorism and nuclear attack.

Risk Assessment

The Federal Emergency Management Agency (FEMA) identifies risks to different types of disasters across the United States. In our geographic area, FEMA has identified low or no risk of disaster for atmospheric, environmental, fire, geological, hydrological, man-made, and seismic, types of disasters.

A pandemic is a global disease outbreak. An influenza pandemic occurs when a new influenza - A virus emerges for which there is little or no immunity in the human population. The virus begins to cause serious illness and then spreads easily person-to-person worldwide. The federal government, states, communities and industry are taking steps to prepare for and respond to an influenza pandemic.

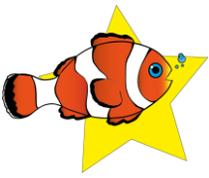
If a pandemic occurs, it is likely to be a prolonged and widespread outbreak that could require temporary changes in many areas of society, such as schools, work, transportation and other public services. An informed and prepared public can take appropriate actions to decrease their risk during a pandemic.

Readiness

Angels Service LLC has a Disaster Preparedness Plan, and Administrative Staff subscribes to Denver, Arapahoe, and Boulder County Emergency Notification Systems in order to receive emails with updates about emergency preparedness.

You may register your specific location to receive emergency notifications at:

- Arapahoe County: Everbridge Emergency Alert System
<https://member.everbridge.net/index/1772417038942973#/login>
- Boulder County: Everbridge Emergency Alert System
<https://member.everbridge.net/index/453003085612231#/login>
- Denver County: Swift 911
<https://www.denvergov.org/content/denvergov/en/departments-of-safety/emergency-services/911-emergency-communications/swift911.html>



Assets

As part of our readiness and preparation, Angels Service, LLC recognizes and understands the usefulness of company emergency related assets. Angels Service, LLC emergency related assets include:

- Business locations that are geographically spread across multiple counties.
- Ownership of vehicles, all of which are equipped with GPS tracking devices to identify the vehicles location. Each is equipped with a First Aid Kit.
- Ownership and distribution of a substantial number of Laptops with WiFi capability.
- Ownership of adequate network computer servers.
- A Policy for Bring Your Own Mobile Device for employees.
- Administration and most if not all management staff has Internet access from home.
- Web-based vital records.
- Consumer, contact, provider, employee demographics information available on a secured web based application
- Ownership of multiple administrative / management buildings.
- Owned or leased residences, each with multiple beds across Denver, Arapahoe, and Boulder counties. Each is equipped with First Aid supplies.
- Disaster Preparedness Documents, employee, consumer and family contact information are available via web-based database. Disaster Preparedness Plan is maintained by all administrative staff in offsite locations.
- Crisis Communications Plan.
- Individual Residential Settings Crisis Plans.

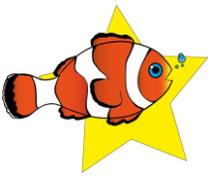
Delegation of Authority

Angels Service LLC delegation of decision-making authority during a disaster response:

1. Chief Executive Officer: Serena Akinahew
2. Director of Care: Sydney Johnston
3. Eastern Cohort Director Dina Harris-Israngkura
4. Northern Cohort Director: Christianne Maldonado Rader

Contact information for each person holding these roles is maintained in the web-based vital records, as well as maintained offsite at each person's home and mobile telephone.

Delegation of responsibilities during Response Strategies implementation will flow to subordinate managers of each Director, as determined by each Director. Each Director will in turn, maintain offsite the contact information of each subordinate manager at his/her disposal.



Human Resources

Awareness training that covers the existence of the Plan, Delegation of Authority, and information access to implement the Plan will be included in our web-based Employee Training Application.

Angels Service, LLC stays prepared for influenza through our well-informed nursing staff. Angels Service, LLC currently takes steps through employee training such as “infection control” and first aid, and requires annual flu shots for seasonal flu.

Response

Implementation of Disaster Preparedness follows the delegation of Angels Service, LLC decision- making authority with information from the Denver, Arapahoe, and Boulder County Emergency Departments and Colorado Division of Emergency Management. In each category, Managers and Supervisors are held accountable to ensure steps of mitigation are completed.

Transportation

Mitigation

- Make a habit of maintaining a minimum of 1/2 tank of gas in each vehicle. Keep all vehicle maintenance and maintenance records up to date.
- Store backup keys in at least two locations.

Response Strategies

- Transportation needs will be coordinated by Managers and Supervisors who have access to information about vehicle locations and areas affected by the disaster.

Communication

Mitigation

- Maintain charged mobile telephones, and digital land lines.
- Keep one analog telephone available in each facility location.

Response Strategies

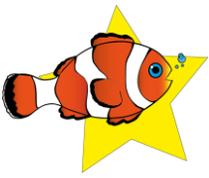
- Stay connected with local media.
- Utilize the Internet to stay informed.
- Utilize analog land line, and mobile telephones with loss of power.
- Maintain an updated Angels Service, LLC web site for employees and families.
- Utilize text messaging, email and instant messaging for communication.

Information Systems

Mitigation

- Angels Service, LLC maintains full backups of critical data located on servers within each corporate headquarters at an off-site internet accessible location.
- Vital records of consumers, contacts, providers, and employee demographic information are maintained on secure, web based applications.

Response Strategies



- With the exception of a disruption of Internet service in this geographic area, all vital records will continue to be accessible.
- In the event of localized internet disruption due to power outages, employees may redeploy to alternative near-by worksites where Internet access is available to operate business as usual.
- In the event of long-term, widespread Internet disruption, files with contact information are stored and accessible at Angels Service. Alternative communication will be assessed and deployed in order to establish a virtual office at a distant location that does have uninterrupted Internet access, and can accommodate communication in alternative modes.

Individual Living Units

Mitigation

- Individuals living in semi-independent situations (those receiving Supported Living Services and not living with their family) will include Emergency Preparedness in their annual IDT meeting. This preparation will begin with the completion of a Health and Safety Assessment and Plan document. Contacts identified in this assessment will be included in the contact list of the consumer record in Angels Service, LLC's web-based database. A copy of the assessment should be accessible to members of the IDT as well as the listed contacts from the assessment. The Health and Safety Assessment and Plan will cover in detail, emergency information, response strategies, and responsible parties for each individual.

Response Strategies

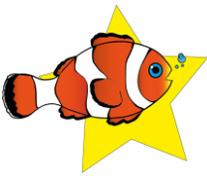
- Individuals living in semi-independent situations should follow their personal Health and Safety Assessment and Plan.
- Individuals living with their family will rely on the preparedness of each family. Families will have access to resources outlined in Angels Service, LLC Disaster Preparedness Plan via the internet. A useful resource for families is The American Red Cross – Preparing for Emergencies.
- Individuals living in Host Homes, or Foster Care Homes will rely on the preparedness of each contracted provider. Providers will have access to resources outlined in the Angels Service, LLC Disaster Preparedness Plan

Mass Care and Shelter

Mitigation

- Angels Service, LLC operated comprehensive services homes will each have an Crisis Plan developed specifically for that home.
- Develop communication and deployment strategy for day service employees to support long term mass care and shelter.
- Angels Service, LLC administrative / management facilities in Lafayette are both equipped with small kitchens, bathrooms, showers, and large multi-purpose rooms that can be converted into mass shelters.

Response Strategies



- Individuals living in Angels Service, LLC operated and staffed homes will follow the Crisis Plans set forth specifically for the home within which they live. Implement Day Services staff deployment for mass care and shelter.

Resource Supplies

Mitigation

- All Angels Service, LLC owned vehicles, and owned and leased homes are equipped with Emergency First Aid supplies.
- Each home will have as part of the specific site emergency plan the following supplies on hand:
 - Three day supply of food for all persons in the home.
- Non-electric can opener.
 - Three day supply of prescription medications.
 - Access to a battery powered radio.
 - Analog telephone.
 - Flashlights and extra batteries.
 - Fire Extinguishers.
- An extensive list of recommended supplies can be found at The American Red Cross Disaster Supplies Kit.

Response Strategies

- Coordinate the need for, and use of supplies with the Director of Service Operations or designee.

Health and Medical

Mitigation

- Employee training includes available courses in Signs and Symptoms, Infection Control, CPR, First Aid, Medication Administration.
- Consumers who live in semi-independent situations each have a Health and Safety Assessment and Plan that includes medical information, accessible to all support persons named in the plan.

Response Strategies

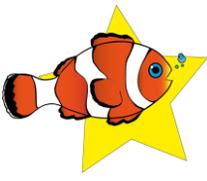
- Implement strategies from health and medical training coursework.
- Implement plans from individual Health and Safety Assessment and Plan documents.

Mutual Aid

Mitigation

- Should disaster strike any or all of the Angels Service, LLC Provider Organizations, Angels Service, LLC resources will be shared for Mass Care and Shelter, and disaster coordination.
- Angels Service, LLC has an assortment of referenced links to local, State, and Federal resources in this Angels Service, LLC Disaster Preparedness Plan Appendix.

Response Strategies



- In cases where Denver, Arapahoe, or Boulder counties must be evacuated, or when Angels Service, LLC has exhausted all mitigation and response strategies.

Public Information

Mitigation

- Angels Service, LLC has a Crisis Communication Plan that outlines steps to effectively communicate about the crisis.
- The Angels Service, LLC Crisis Communication Plan is shared with Angels Service, LLC employees via web-based applications, and distributed in hard copy to all members of the Angels Service, LLC Management Team.

Response Strategies

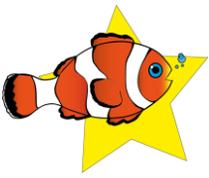
- Follow the Angels Service, LLC Crisis Communication Plan.

Recovery

- Directors will assess physical damage and social / economic effects prior to the recovery phase to determine the scope and magnitude of the disaster. Severe natural and human caused disasters may disrupt Angels Service, LLC in a costly manner and may necessitate immediate relief and recovery measures for consumers and property. An accurate assessment of actual personal loss or injury and damage to property will enable Angels Service, LLC to provide necessary assistance to disaster victims. Report the physical damage and social / economic losses to the Chief Executive Officer (CEO) and others on the Delegation of Authority list.
- Directors will organize Angels Service, LLC departments for mutual support, and establish activities to meet obligations in the recovery phase of the disaster. Identify functions to be performed in the recovery phase of the disaster and assign responsibility for performing those functions to personnel of each department. Implement relief measures to all victims affected by the disaster. Keep the CEO and others listed in the Delegation of Authority informed during the recovery phase of the disaster, noting activities, events, accomplishments, and obstacles of recovery. The CEO will issue ongoing reports to the Angels Service, LLC Board of Directors during the recovery phase of the disaster.
- Notify the Denver, Arapahoe, and Boulder County Emergency Management of recovery situation and request / offer mutual aid where appropriate.

Crisis Communication Plan

- Angels Service LLC maintains an updated list of phone numbers and emails of all administration, staff, contractors, clients, guardians, and other community supports.
- Administrative staff will maintain communication around disaster preparedness and recovery through the following:
 - Website Updates
 - Email
 - Scomm through Therap



- Phone calls
- Any questions, comments, concerns will always be addressed by the Director of Care, Sydney Johnston, at the following contact methods:
 - Email: care@watchingfish.com
 - Call/Text: 720-388-6088

- ***Please ensure that any changes in phone numbers, addresses, or emails are reported to Angels Services immediately to ensure we maintain an accurate communication list.***