

Emergency Contacts and Communication

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Emergency Contacts: Internal

CALL 911 IN AN EMERGENCY

Corporate Office Direct Line: _____	Administrator/Executive Director Direct Line: _____ Cell Phone: _____
Maintenance Director Direct Line: _____ Cell Phone: _____	Nursing Director Direct Line: _____ Cell Phone: _____
Business Office/HR Director Direct Line: _____ Cell Phone: _____	Food Service Director Direct Line: _____ Cell Phone: _____
Housekeeping Director Direct Line: _____ Cell Phone: _____	Activities Director Direct Line: _____ Cell Phone: _____
Marketing Director Direct Line: _____ Cell Phone: _____	Front Desk Direct Line: _____ Cell Phone: _____
Other: _____ Direct Line: _____ Cell Phone: _____	Other: _____ Direct Line: _____ Cell Phone: _____



Emergency Contacts: External

CALL 911 IN AN EMERGENCY

Police Direct Line: _____	Sheriff Direct Line: _____
Fire Department Direct Line: _____	Hospital Direct Line: _____
Hospital Direct Line: _____	Ambulance Service Direct Line: _____
Local Licensing Office Direct Line: _____	Telephone Company Direct Line: _____
Electric Company Direct Line: _____	Gas Company Direct Line: _____
Transportation Service Direct Line: _____	Generator Supplier Direct Line: _____
Irrigation/Landscaping Company Direct Line: _____	Call System Company Direct Line: _____
Elevator Maintenance Company Direct Line: _____	Local American Red Cross Direct Line: _____
Local Office of Emergency Services Direct Line: _____	Emergency Door Company Direct Line: _____
Search and Rescue Direct Line: _____	Other: _____ Direct Line: _____



Local Emergency Response Agencies

CALL 911 IN AN EMERGENCY

The Disaster Leader makes contact and establishes a working relationship with local emergency response personnel well in advance of any disaster.

Local Fire Station

Fire Chief / Main Contact:

Phone:

Email:

Address:

City:

State:

ZIP:

Local Police/Sheriff Department

Chief / Main Contact:

Phone:

Email:

Address:

City:

State:

ZIP:

Local Assisted Living/Residential Care Licensing Office

Main Contact/Title:

Phone:

Email:

Address:

City:

State:

ZIP:



Local Office of Emergency Services

Main Contact/Title:

Phone:

Email:

Address:

City:

State:

ZIP:

Local American Red Cross

Main Contact/Title:

Phone:

Email:

Address:

City:

State:

ZIP:



Communication During and After a Disaster

Communication is a critical component of disaster and emergency preparedness and response. The Disaster Leader takes the lead role in communication, particularly when the communication is with local, state, or federal emergency services personnel. However, all members of the disaster response team play a role in communicating with key stakeholders throughout the disaster response cycle.

KEY STAKEHOLDERS

Stakeholders are those individuals or agencies who have an interest or relationship with the facility, the staff, and/or the residents. Key stakeholders will include, but are not limited to:

- Residents
- Employees
- Family/responsible parties of residents
- Family/responsible parties of employees
- Hospice providers
- Home health providers
- Physicians and other members of the healthcare community
- Local, state, and federal emergency services agencies/personnel
- State licensing authorities

Communication takes place with all key stakeholders during the disaster response cycle. The exact priority and time of contact is based on several factors, including the nature of the disaster, the condition of the residents, the need to evacuate, and the availability of the stakeholder. Below is a brief description of when/how communication should take place with key stakeholders during the disaster response cycle.



Residents

Primary Point(s) of Contact: Disaster Leader and/or Safety Supervisors

Methods of Communication: Door-to-door notices, group meetings, written communication, use of in-house communication systems (e.g. in-house TV channels, intercoms, etc.)

Information Shared: Only facts of the situation are shared. Focus on facility response and coordination with emergency services personnel. Respect confidentiality at all times.

Employees/Staff Members

Primary Point(s) of Contact: Safety Supervisor

Methods of Communication: Direct contact via in-person meetings, phone, walkie-talkie

Information Shared: All information necessary for employees to carry out the duties and fulfill disaster response responsibilities.

Local, State, and Federal Emergency Services Personnel

Primary Point(s) of Contact: Disaster Leader

Methods of Communication: Direct contact via in-person meetings, phone, and/or email

Information Shared: Full disclosure to ensure appropriate response and prioritization of services.

Family/Responsible Parties

Primary Point(s) of Contact: Disaster Leader

Methods of Communication: Phone, email, direct contact

Information Shared: Only facts of the situation are shared. Focus on facility response and coordination with emergency services personnel. Respect confidentiality at all times.



Hospice, Home Health Agencies, and Other Healthcare Providers

Primary Point(s) of Contact: Disaster Leader and/or Safety Supervisors

Methods of Communication: Phone, email, direct contact

Information Shared: Only facts of the situation are shared. Focus is on coordinating provision of services to residents during/after the disaster. Identify priority care concerns and relay this information to emergency service personnel.

State Assisted Living/Residential Care Licensing Authority

Primary Point(s) of Contact: Disaster Leader

Methods of Communication: Phone, email, direct contact

Information Shared: Full disclosure to ensure appropriate response and prioritization of services.



Alternative Methods of Communication

PHONES

Landline telephones may be unusable during disasters and may be unavailable during an evacuation. The Disaster Leader and Safety Supervisors will carry a cell phone at all times and list those numbers on the Internal Emergency Contacts page in this manual.

WALKIE-TALKIES

The Disaster Leader, Safety Supervisors, and Safety Monitors utilize walkie-talkies for internal communication within the facility. The walkie-talkies allow for rapid communication and response amongst team members, but they do not interface with the communication systems used by emergency service agencies/personnel.

EMAIL

Email will be used to communicate with key stakeholders during and after a disaster when available, and when appropriate. The Disaster Leader will maintain a current email contact list of all key stakeholders so that an email can be easily “broadcast” to all key stakeholders during and after a disaster. On the following page is a sample letter that may be used to request cell phone and email information from key stakeholders.



Disaster Preparedness Cell Phone and Email Request Letter

The following letter/form serves as a model you can customize with your facility information, copy to company letterhead, and sent to key stakeholders to request their emergency contact information.



EMERGENCY CONTACT INFORMATION REQUEST

Dear Sir or Madam,

As part of our disaster preparedness plan we are updating our emergency contact information for all key stakeholders (families, emergency personnel, etc.) related to our community. As part of this we are also asking for your cell phone number and email address to give us additional communication options in the unlikely event we would lose landline telephone service during a disaster.

Please fill in the information below and return to us via mail, email, or fax.

Name / Title (if applicable):			
Relationship to Facility: <input type="checkbox"/> Family of Resident <input type="checkbox"/> Family of Employee <input type="checkbox"/> Emergency Agency <input type="checkbox"/> Other: _____			
Name of Agency/Organization (if applicable):			
Phone:		Email:	
Address:	City:	State:	ZIP:

Thank you for taking the time to provide us with this essential information. In the unlikely event of a disaster, we will attempt to contact you through the most effective method possible. Please monitor your phone, cell phone, and email. You may also check our website at _____ for updates.

Regards,

John Doe
Administrator

Name of Facility
Address, City, State, ZIP
Phone: (555) 555-1212 • Fax: (555) 555-1212 • Email:
Web address



