

Emergency Preparedness Plan

Fall brings the threat of inclement weather to us in the northeast. We can easily find ourselves in a wind, water, power outage, or snow emergency. High winds can cause damage and power outages causing hazardous situations. If you are concerned for the safety and well-being of your client or their property, please call the Home Instead office immediately by dialing 401-667-2923 (if after hours, press 1 to be connected to the on-call supervisor).

Please call us if you are aware of/concerned about flooding inside the home, downed power lines /trees, excess heat or power outages, broken window allowing cold and wind to enter the home, the smell of gas in the home, **or any reason that you believe that your client or his/ her property could be in danger**. Your immediate call is very important. It allows us to contact the client's family to determine how best to manage your client's safety. We will then call you back and go over what steps you may need to take to assist your client to safety. Despite our best efforts, sometimes this may mean extending your shift.

To be as prepared as we can, we **suggest** that all CarePros keep a "storm emergency kit" in their cars. This kit is to help you as well as your clients should you encounter a "surprise" emergency. We suggest the following items be included in your kit (if you have any questions about any of these, please call us):

- Flashlight/ batteries
- Snow scraper/ shovel
- Cat litter or sand to improve traction
- Cell phone/ charger
- Blanket
- Medications/ toiletries
- Change of clothes/ raincoat, boots, storm wear
- Moist towelettes, garbage bags and plastic ties
- A whistle is a good idea to alert for help
- It is important to keep a near full gas tank in your auto due to the possibility of nearby gas stations having no power

If we are expecting a weather system extending beyond 24 hours, we may request that you plan ahead for an "extended stay."

If you need to **call 911 for emergency assistance**:

- Stay calm and speak slowly and clearly while explaining the type of emergency you are reporting.
- Provide your name and be ready to provide the client's address. The 911 Operator is trained to confirm and verify the phone number and address for EVERY call received. The dispatcher will ask questions concerning the type of emergency being reported. The answers you provide will be relayed to the responding emergency personnel.
- Answer all questions asked by the 911 Dispatcher, even those that seem repetitious. - Stay on the line while the 911 Dispatcher processes your call. You may need to provide additional information or to receive instructions from the 911 Dispatcher. Do not hang up until you are instructed to do so.
- No matter what the situation, try to remain calm. Be sure to speak slowly and clearly
- **Always call Home Instead as well to alert regarding the emergency**