

Responsibilities of the Client and the Agency During a Disaster

Responsibilities During Each Phase

The following elements are excerpts from the Agency's Emergency Preparedness and Response Plan Policy (EC.5) and related best practices.

Agency	Preparedness	Mitigation	Response	Recovery
	Prepare risk assessment identifying potential disasters in the service area Appoint Disaster Coordinator/Alternate Establish communication plan Give client emergency preparation information upon admission and establish client triage level (See Admit Pack) Assist client with registering with 2-1-1 if requested Orient staff Set up calling tree Set up a safe office environment Secure information technology systems Prepare for emergency financial needs Prepare for utility disruptions Arrange for an offsite location Make arrangements for information sharing with local media and emergency management authorities	Review and revise emergency preparedness information Ensure calling tree is updated Conduct and evaluate drills Ensure there is an adequate inventory of supplies Monitor public information systems Ensure staff keep their vehicles filled with gas and well maintained Ensure staff keep their cell phones charged Notify emergency management authorities of clients needing assistance if they did not register with 2-1-1 Notify utility companies of clients with special needs who will need electricity and water as quickly as possible	Put Plan in place including, but not limited to: Activate client triage Notify client's emergency contact if client needs assistance Notify local emergency management personnel if unable to reach clients or they need assistance Call in all staff to the office Keep in communication with staff, clients, and emergency personnel Contact local radio and TV stations as a way of communicating with clients and staff Contact community resources as needed for clients needing assistance Secure the office Secure client records Relocate if needed due to safety concerns Notify Health and Human Services (HHS) if the Agency relocates Supervisory and attendant visits may be made if it is safe to do so Continue making calls to clients, staff, the media, and local emergency personnel as needed	Contact clients to evaluate their safety and see if they need assistance If clients evacuated, ensure they are home Resume services Make arrangements for staff needing emotional support Replenish supplies Repair furniture and/or equipment if damaged Ensure utility service has been restored Notify HHS that Agency has returned to the office if it had relocated Administrator will facilitate a meeting with staff to evaluate the response and determine if any changes need to be made

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Client	Preparedness	Mitigation	Response	Recovery
	<p>Register with 2-1-1</p> <p>Prepare Family Emergency Preparedness Plan including evacuating, sheltering in place, gathering contact information for family and friends, and providing for pets</p> <p>Put ICE (In Case of Emergency) in your cell phone followed by the names and numbers of your emergency contacts</p>	<p>Review and update Family Emergency Plan</p> <p>Contact Agency if help is needed with completing the registration with 2-1-1</p> <p>Contact Agency to update any changes in client's condition or contact information</p> <p>Listen to radio and TV for news and instructions</p> <p>Be sure to have food and water for 3 to 7 days</p>	<p>Activate your Family Emergency Preparedness Plan</p> <p>If you did not develop one, listen to the radio and TV for news and instructions</p> <p>Evacuate if instructed to do so</p> <p>Contact the Agency if you are relocating or need assistance</p> <p>Contact your family and friends</p> <p>Stay calm and in contact with those who can assist you if it is needed</p> <p>Call 911 for emergencies, not the Agency</p>	<p>If you relocated, let the Agency know you have returned home</p> <p>If your condition has changed, contact the Agency</p> <p>If you need a change in tasks, authorized hours, or your schedule, contact the Agency</p>