



POLICY

EMERGENCY PREPAREDNESS HUMAN RESOURCES

7021

Policy:

It is the policy of Bullhook Community Health Center to maintain essential business services and operations during any incident or emergency situation while providing for the protection of life, health, and safety for all patients, and employees. Essential business services are mentioned in Emergency Preparedness Plan.

Definitions:

Incident: An occurrence, either caused by humans or a natural phenomenon, which requires or may require action by emergency service personnel to prevent or minimize loss of life or damage to property and/or the environment.

Bullhook Community Health Center Emergency Operations Plan: The plan that outlines responsibilities of Bullhook CHC employees during an incident or emergency and provides guidelines for transition from normal to emergency operations. The plan is activated when a significant event threatens normal operations to allow Bullhook CHC employees to respond to an incident or disruption of services while providing for the safety of patients and staff. **Departmental Emergency Standard Operating Procedures:** A plan that describes how a specific department will respond to emergencies that would suddenly and significantly impact the operations of the organization. Each departmental plan should include specific procedures outlining how the department will respond to, mitigate and recover from emergencies; Additionally, departments are expected to maintain a current call tree list including the names, position titles, contact numbers (e.g., home phone and cell numbers), emergency contact names and phone numbers for each employee.

Procedure:

I. Maintaining Emergency Plans

The Bullhook Community Health Center Emergency Preparedness Plan requires that all departments have standard operating procedures specific to their area. Emergency Plans contain information relative to a location specific emergency, such as fire or bomb scare, as well as contingency plans to maintain essential business services during an incident or emergency situation. Contingency plans

identify employees, resources and supplies needed to maintain essential business services during varying types of emergencies. Please refer to Bullhook Community Health Center's top five hazards

II. Activating the Emergency Operations Plan

The Emergency Operations Center is responsible for maintaining sufficient staffing levels to meet its needs on a continuing basis even during a time when the Emergency Operations Plan has been activated or the Emergency Response Team is in place.

In the event of an emergency situation, the Emergency Operations Center, in consultation with the Executive Team, will be charged with assessing the situation and applying the appropriate Bullhook Community Health Center policies or modifying said policies as necessary to address the situation at hand.

Bullhook may use various methods of communication to alert employees that the organization has activated the Emergency Operations Plan. Employee notification may include phone calls or mass messaging via Bullhook Community Health Center's telephone or e-mail systems, text messaging as well as media outlets such as broadcast television and radio.

III. Maintaining Operations

Each department is responsible for determining its most critical functionality and the appropriate staffing levels for business continuity during activation of the Emergency Operations Plan. Expectations and responsibilities for employees during such plan activation must be communicated to them in advance. Upon receiving notification that the organization is operating under the Emergency Operations Plan, each department is expected to respond in accordance with the established standard operating procedures for their departments.

A. Work Assignments

In an emergent situation, it may become necessary to temporarily change an employee's job duties, work assignments, and the location in which the duties are performed. The department management will use their discretion to determine what work each employee will perform during the period¹.

B. Scheduling

Departments will notify the Emergency Operations Center before modifying employee's schedules.

C. Alternative Work Arrangements

Alternative work arrangements may be created in order to maintain business operations during Emergency Operations Plan activation. Departments should contact the Emergency Operations

Center for review and determination as to whether flexible work schedules or telecommuting are appropriate. The department should have prior knowledge as to what duties can be performed off-site, a mechanism for tracking the work and productivity measures in place. Consideration of access to computers and Bullhook Community Health Center systems for each employee should be taken into account when making arrangements. All work must be reported in accordance with departmental procedure.

D. Continuity of Coverage

During a period in which an Emergency Operations Plan is activated, it is conceivable that members of the leadership team (Supervisors, Managers, C-suite staff, etc.) may not be able to fulfill the duties of their positions. It is imperative that departmental response plans include designated persons to assume certain decision-making responsibilities in the absence of employees in leadership roles. In order to adequately prepare for the potential absence of leaders, departments should designate a multiple number of employees who could fill in. These employees would have to be properly cross-trained to effectively assume the additional responsibilities of a leadership role.

IV. Reporting to Work

Attendance of employees is critical to Bullhook Community Health Center's ability to provide services and maintain operations. Therefore, each employee is encouraged to have a family disaster preparedness plan. Tools to help create a family disaster plan are available at <https://www.ready.gov/make-a-plan>

Employees may be required to report to work in their home department or be reassigned to perform work in other areas based on the needs of the organization. Employees unable to report to work as scheduled will be required to utilize appropriate time off accruals, unless management approves hours paid or leave depending on disaster situation.

A. Absenteeism/Tardiness.

Employees who do not report to work for their scheduled shift and who have not been approved for an alternative work arrangement will be considered absent as set forth in the Bullhook Community Health Center employee handbook.

Additionally, employees will be considered tardy when they report to work after the scheduled shift start time. The department is required to track attendance during an emergency response event. Bullhook Community Health Center reserves the right to review attendance records and address violations in accordance with policies.

B. Call-in Procedure:

Employees who are unable to report to work as scheduled are responsible for notifying the department of the absence in accordance with the departmental call-in procedure. It is possible that traditional methods of communication may not be readily available due to interruption of

services. Departments should consider and implement alternative methods (e.g. text messaging, email) for employees to provide notification of absences or tardiness. In preparation for an emergency response event, employees should receive advance communication of modifications made to call-in procedure.

V. Suspending Department/Unit Services

Departments/Units may suspend services or close with approval from the Emergency Operations Center. Employees may be assigned to the Emergency Operations Center Labor Pool as needed. If a department chooses to operate with a "skeletal staff" or is approved to close, the following time reporting options are available:

A. Non-exempt employees

1. Employees may use their accrued time off banks to supplement any non-worked hours to complete their schedule, or;

B. Exempt employees

- Exempt employees affected by departmental or service closures will be handled in accordance with applicable law and regulations.
- Upon receiving notification that departments/unit services previously closed have resumed services, assigned employees are expected to be available to report to work as scheduled.

VI. Administering Leaves of Absence

During Emergency Operations Plan activation, Bullhook Community Health Center will administer leaves of absence in accordance with applicable laws and existing policies.

VII. Reporting a Work-Related Illness or Injury

Employees with a work-related illness or injury will follow work related accident and injury policies. During activation of the Emergency Operations Plan, employees should contact supervisor to be directed to the appropriate location for treatment. Instructions for the appropriate actions to take regarding care, treatment, and returning to work are coordinated by department leader or section chief.

This policy is intended as a guideline to assist in the consistent application of Bullhook Community Health Center policies and programs for employees. The policy does not create a contract, implied or expressed, with Bullhook Community Health Center employees, who are employees at will; this status cannot be modified except by authorized by board of directors. Bullhook Community Health Center reserves the right to modify this policy in whole or in part, at any time, at the discretion of the Board.



CHIEF EXECUTIVE OFFICER

Date: 11-13-2017



CHAIR, BOARD OF DIRECTORS

Date: 11-13-17

Date first adopted	11/13/2017
Date Revised/QI Board approval	10/25/2017
New date adopted/Board of Directors approval	11/13/2017

¹ The Emergency Operations Center will respond to the need to develop employee labor pools and redeploy employees