



Deep roots, strong branches, real growth
Empowering people with developmental disabilities

Emergency Preparedness Plan (EPP)

Emergency preparedness is the preparation and planning necessary to effectively handle an emergency. The people that we support are involved in developing an emergency plan that identifies the services they require; and resources they need to have on hand in case of an emergency.

It is Ardmore's mission to empower people with developmental and intellectual disabilities. Information is provided for staff and the people that we support to make the best decision for their health and safety in the event of an emergency.

In this plan, you will learn Ardmore’s preparedness strategies for responding to emergencies and disasters. This plan will also assure that Ardmore is prepared to provide shelter and services to people supported, during an emergency. The plan is divided into sections that allows for easy application.

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Section 1

Hazards/Disaster Implications



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The Washington Metropolitan area is vulnerable to severe weather including thunderstorms, hurricanes, flash floods, snowstorms, and tornados. This section provides information on the types of situations that could impact Ardmore's program sites.

Additionally, this section identifies steps to follow in the event that a disaster or emergency occurs. Guidelines are listed according to the type of hazard/disaster, along with brief facts on each.

Hazards

Identifying some of the hazards that face our community is necessary in order to determine the risks that we face and how to respond to certain warnings. Ardmore has charted a list of potential hazards/disasters as they relate to our daily structure.

Possible Hazards and Emergencies	Risk Level	
	Minor Impact	Disaster
Natural Disasters		
Severe Weather Thunderstorms/Lightening	Power is affected for less that 24 hours	Lightening strikes are so severe a fire starts and people are killed
Hurricane/Tornado	Lawn furniture blown around	Buildings blown apart
Rain/Flood	Some water in the basement	Water up to the windows
Winter Storms/Snow Extreme Cold	2" of snow	Major blizzard paralyzes city-residents can't get food
Extreme Heat	A couple people have fainting spells	Heat Waves result in multiple deaths
Loss of Power	Power is out for less than 24 hours	Power is out in the entire region for more than 1 week
Fires (arson or accident)	Room/Automobile damaged by fire	House/Property fires that causes death(s)
Epidemic	A dozen people are sick	The entire Day Program is impacted
Man-Made Disasters		
Biological Warfare	A dozen people are sick	Widespread deaths
Explosives	Windows blown out	Building collapses

Nuclear	Threat	Devastation
Chemical Spills; Gas Leaks; Radioactive	Facility closed for the day	Facility unusable for the foreseeable future
General Business		
Loss of computer data	Current week's data gone	Backup system is destroyed

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Possible Hazards and Emergencies	Risk Level	
	Minor Impact	Disaster
Burglary/Theft	Petty cash fund gone	All computers, printers, copiers, vans are stolen
Vehicle crash	Car/Van in a ditch	Loaded van total with multiple injuries and death
Food Poisoning	Two people are slightly sick	Four deaths
Someone trips on your steps	Broken arm	Licensing staff person dies in a fall
Medical Mal Practice	Resident administered wrong medication	Several deaths caused by staff
Litigation	Settled for \$100	Judgment for twice our assets
Sex/Race/etc. Discrimination	One case	Class action suit

The Washington Metropolitan area is vulnerable to different types of severe weather including thunderstorms, hurricanes, tornadoes, flash floods, and winter storms (snow/ice). Because of this, it is important to understand the difference between a “watch” and a “warning” for severe weather. A *severe weather watch* identifies when and where severe thunderstorms are likely to occur. A *severe weather warning* means a storm has developed and is on its way – take cover immediately! [Back to Plan Contents](#)

Thunderstorms typically produce heavy rain for a brief period, anywhere from 30 minutes to an hour. Every thunderstorm produces lightning. Other associated dangers of thunderstorms include tornadoes, strong winds, hail, and flash flooding. If you can hear thunder, you are close enough to the storm to be struck by lightning. **Go to safe shelter immediately!** Lightning strike victims carry no electrical charge and should be attended to immediately. If breathing has stopped, begin mouth-to-mouth resuscitation and if the heart has stopped, administer CPR if you've received CPR training.

**Thunder-
storm
Guidelines*****Before******During******After***

Severe Thunderstorm “WATCH” tells you when and where severe thunderstorms are likely to occur.

<ul style="list-style-type: none"> ▪ Listen to news broadcasts for the latest weather information ▪ Gather your emergency preparedness kit and evacuation supplies ▪ Prepare to cover windows and doors, and to brace garage doors ▪ Prepare to secure outdoor furniture ▪ Decide where you will go in case of an evacuation ▪ Fuel your car 	<ul style="list-style-type: none"> ▪ Try to <u>Remain Calm!</u> ▪ Try to keep others Calm! ▪ Make certain that you are in the safest area of the home to minimize possibilities of harm ▪ Have emergency supplies such as flashlights and go kits readily assessable. 	<ul style="list-style-type: none"> ▪ Listen to news broadcasts for the latest weather information <p>See above</p>
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Severe Thunderstorm “WARNING” is issued when severe weather has been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property to those in the path of the storm

<ul style="list-style-type: none"> ▪ Inform your immediate supervisor that your home is in an area of a Thunderstorm Warning ▪ Secure outdoor objects that could blow away or cause damage. ▪ Close all windows and doors. Draw the shades or blinds to reduce the risk from flying glass if window or door glass breaks due to high winds ▪ Avoid taking a shower or bathing. Plumbing and bathroom fixtures can conduct electricity. ▪ Avoid using corded telephones (except in an emergency). Cordless and cell phones are safe to use. ▪ Unplug appliances and other electrical items such as computers and turn off air conditioners. Power surges from lightning can cause serious damage. 	<ul style="list-style-type: none"> ▪ Try to <u>Remain Calm!</u> ▪ Try to keep others Calm! ▪ Make certain that you are in the safest area of the home to minimize possibilities of harm ▪ Have emergency supplies such as flashlights and go kits readily assessable. ▪ Monitor a non-electrical radio or television for the latest weather information. 	<ul style="list-style-type: none"> ▪ Listen to news broadcasts for the latest weather information ▪ If power is out, use a flashlight to canvas area and check to see if everyone is okay ▪ Check for secondary emergencies. ▪ Follow the Contact Information List to identify which Ardmore team members to call and inform them of what has occurred and if there are any immediate needs. ▪ Contact the business of the failed utility (i.e. BGE for power outages) Refer to page 36 of this manual for contact numbers and Steps to Follow during a Power Outage
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Outside/Unable to reach an enclosed shelter

<ul style="list-style-type: none"> ▪ Contact someone and let him or her know where you are and inform him or her that you may not be able to seek shelter 	<ul style="list-style-type: none"> ▪ Try to <u>Remain Calm!</u> ▪ In an area with lots of trees, seek shelter in a low area under a thick growth of small trees. 	<ul style="list-style-type: none"> ▪ Monitor the radio or television for emergency information or instructions ▪ Check to see if everyone
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Thunder-storm Guidelines	<i>Before</i>	<i>During</i>	<i>After</i>
	and a Thunderstorm is approaching.	<ul style="list-style-type: none"> Do not stand under a natural lightning rod, such as a tall, isolated tree in an open area. Avoid isolated sheds or other small structures in open areas. Get away from open water. If you're swimming, get to land and find shelter immediately. Stay away from wire fences, clotheslines, metal pipes, rails or other metallic paths that could carry lightning to you from a distance away. Do not lie flat on the ground. Instead, squat low to the ground on the balls of your feet. Place your hands over your ears and your head between your knees. If you are driving, pull safely to the shoulder away from trees and power lines. Lightning can flash from trees or power poles into a vehicle through the radio antenna. Normally, in the open, a vehicle is a safe shelter from lightning. Avoid touching metal parts of the vehicle when lightning is nearby. 	<p>is okay</p> <ul style="list-style-type: none"> Contact your supervisor and provide an update If injuries occurred, follow Ardmore's policy on Incident Reporting If driving, be alert for hazards on the roadway Take photos or video of the damage to your home or property
	Back to Plan Contents See Above		See Above

Hurricanes are types of tropical cyclones that can cause catastrophic damage to coastlines and several hundreds miles inland. Winds can exceed 155 mph. Hurricanes can spawn tornadoes and microbursts that can cause flooding. **Our hurricane season** lasts from June to November with the **peak season being mid-August to late October**.

Hurricane Guidelines	<i>Before</i>	<i>During</i>	<i>After</i>
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Hurricane Guidelines	<i>Before</i>	<i>During</i>	<i>After</i>
Hurricane "Watch"	<ul style="list-style-type: none"> ▪ Listen to news broadcasts for the latest weather information ▪ Gather your emergency preparedness kit and evacuation supplies ▪ Prepare to cover windows and doors, and to brace garage doors ▪ Prepare to secure outdoor furniture ▪ Decide where you will go in case of an evacuation ▪ Fuel your car 	<ul style="list-style-type: none"> ▪ Listen to news broadcasts for the latest weather information 	<ul style="list-style-type: none"> ▪ Listen to news broadcasts for the latest weather information
Hurricane "Warning"	<ul style="list-style-type: none"> ▪ Listen to news broadcasts for the latest weather information ▪ Secure your home. Cover windows and patio doors, and brace garage doors. NOTE: Tape does not prevent windows from breaking ▪ Secure outdoor objects such as lawn furniture, toys, garden tools, garbage cans, grills, etc. Anchor any objects that cannot be brought inside ▪ Be prepared to evacuate. Fuel your car. Remember to take your emergency preparedness kit with you. Call ahead to the site that your home is designated to shelter during emergencies. ▪ If you are not required or are unable to evacuate, stay indoors during the hurricane and away from windows and glass doors, even if they are covered. Keep curtains and blinds closed. If not instructed to turn off, turn the refrigerator to its coldest setting and open only when necessary 	<ul style="list-style-type: none"> ▪ Try to <u>Remain Calm!</u> ▪ Listen to news broadcasts for the latest weather information ▪ Follow instructions issued by local officials ▪ Evacuate according to local authority instruction should local authorities announce an evacuation and <u>you live in the evacuation zone</u> ▪ When authorities order an evacuation: leave immediately, follow evacuation routes announced by officials and tell others where you are going. Do not go to a shelter until officials announce that the shelter is open ▪ Go to a windowless interior first-floor room such as a bathroom, closet, hallway or under the stairs. Avoid going to the basement because hurricanes often cause flooding ▪ Be alert for tornadoes which are often spawned by hurricanes. 	<ul style="list-style-type: none"> ▪ Listen to news broadcasts for the latest weather information ▪ Be extremely careful in areas of downed power lines or natural gas leaks. Wear adequate footwear to avoid cuts from broken glass or nails protruding from boards ▪ Check to see if everyone is okay ▪ Contact your supervisor and provide an update ▪ If injuries occurred, follow Ardmore's policy on Incident Reporting ▪ Exit damaged buildings. Re-enter only if necessary using great caution.

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Heavy Rain/Floods Floods begin when soil and vegetation cannot absorb falling rain or melting snow, and when water runs off the land in large quantities. Some floods develop slowly, sometimes over a period of days; however, **Flash Floods can develop quickly within a few minutes or hours** of heavy rainstorms or a dam or levee failure. **Flooding** is a longer-term event and may last a week or more. **2 feet of water will float your car, truck or SUV!!! 6 inches of fast-moving floodwater can knock you off your feet.**

Heavy Rains/ Floods	<i>Before</i>	<i>During</i>	<i>After</i>
	Heavy Rain		
	<ul style="list-style-type: none"> Listen to news broadcasts for the latest weather information If you are indoors and are informed of a flash flood “watch” be prepared to move to higher ground. Continue to listen to NOAA Weather Radio, commercial radio or commercial television for additional information If you are indoors and are informed of a flash flood “warning” in your area, do not go out if not medically necessary. If you are indoors but in a low area such as the basement, move to higher ground immediately. Flash floods develop MUCH quicker than river floods. 	<ul style="list-style-type: none"> Monitor the radio or television for the latest weather information Gather your emergency preparedness kit and evacuation supplies in the event that you need to leave due to power outages or flash flooding. Move valuable household possessions to the upper floor or move to another location if flooding is imminent and time permits If instructed to do so by local authorities, turn off utilities at their source Listen to a battery/crank operated radio for evacuation instructions If advised to evacuate, do so quickly 	<ul style="list-style-type: none"> Listen to news broadcasts for the latest weather If power is out, use a flashlight to canvas area and check to see if everyone is okay Follow the Contact Information List to identify which Ardmore team members to call and inform them of what has occurred and if there are any immediate needs. Contact the business of the failed utility (i.e. BGE for power outages) Refer to page 36 of this manual for contact numbers and Steps to Follow during a Power Outage Throw away food -- including canned goods -- that has come in contact with flood waters
Flash Floods - Flash floods are the #1 weather-related killer in the U.S. Most flash flooding is caused by (1) slow-moving thunderstorms, (2) thunder-storms repeatedly moving over the same area or (3) heavy rains from hurricanes and tropical storms.			
	<ul style="list-style-type: none"> Listen to news broadcasts for the latest weather information Stay informed about the storm and possible flooding by listening to your NOAA weather radio, commercial radio or television 	<p>If you are on the road during heavy rains with potential flash flooding:</p> <ul style="list-style-type: none"> Never try to walk, swim, or drive through swift-moving floodwater. If you must walk in a flooded area, walk where the water is not moving. If you come upon floodwaters, STOP, TURN AROUND AND GO ANOTHER WAY!! Do not attempt to drive through a flooded road. If your car stalls, leave it and seek higher ground, <u>if you can do so safely</u> 	<ul style="list-style-type: none"> Call your supervisor, inform him/her of your location, and retrieve further instruction. If your supervisor is unavailable, follow your chain of command from your emergency communication list

House Fires are "...reported every 80 seconds in the United States. Some 3,000 people die in them each year in this country. The heat alone can kill you. The smoke is deadly and flames move very quickly. If you woke up to the sound of a smoke alarm, would you know what to do?"** Although fires can start small, they often engulf a single family home within 60 seconds. Fire prevention officials say a home is the most likely place for a fire to begin.

Fire	Before	During	After
House/ Building	<ul style="list-style-type: none"> Train staff and individuals supported on Fire Safety and Evacuation Practice Fire/Evacuation Drills, monthly 	<ul style="list-style-type: none"> Try to Remain Calm! Contact 911 immediately, if a phone is available 	<ul style="list-style-type: none"> Immediately secure the health and safety of everyone by calling 911 to seek medical treatment, if applicable.

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Fire (Continued)	Before	During	After
	<ul style="list-style-type: none"> Spot and eliminate hazards (<i>i.e. faulty kitchen appliances, bare wires, careless cigarette smoking, combustible or flammable liquids/chemicals, overloaded outlets are all potential fire hazards</i>) Don't use electrical space heaters. Check to see if smoke detectors are working during monthly drills and replace batteries annually When cooking, keep cooking areas clear of combustibles and wear short or tight-fitting sleeves when you cook. If an appliance smokes or has an unusual smell, unplug it immediately and have it repaired/replaced. Don't overload extension cords 	<ul style="list-style-type: none"> Evacuate as quickly as possible. Reference Ardmore's Evacuation Drill Procedures and <i>Individual Evacuation Plans</i>. If unable to evacuate and you are trying to escape fire, never open a closed door without feeling it first. Use the back of your hand to prevent burning your palm. If the door is hot, try another exit. If none exists, seal the cracks around the doors and vents with anything available to prevent the entry of smoke. If trapped, look for a nearby phone and call the fire department, giving them your exact location. If breathing is difficult, try to ventilate the room 	<ul style="list-style-type: none"> Follow the Contact Information List to identify which Ardmore team members to call and inform them of what has occurred and if there are any immediate needs.

Winter Storms Winter weather kills hundreds of people in the U.S. each year, **primarily due to traffic accidents, fires from improper use of heaters, overexertion, and exposure.** The Washington DC Metropolitan area, which often brings extreme cold, heavy snow, ice, sleet, and freezing rain, can pose serious hazards.

Winter Storms	Before	During	After
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Winter Storms	<i>Before</i>	<i>During</i>	<i>After</i>
	<ul style="list-style-type: none">▪ Winterize your home and vehicle, supplementing your Go Kit (Appendix A) with warm outerwear, and ensuring your Emergency Supply Kit (Appendix B) is fully stocked▪ Listen to NOAA Weather Radio and your local radio and TV stations for updated storm information.▪ Be alert to changing weather conditions and avoid unnecessary travel.▪ Let faucets drip a little to help prevent freezing.▪ Test smoke and carbon monoxide detectors.	<ul style="list-style-type: none">▪ Try to <u>Remain Calm!</u>▪ Listen to news broadcasts for the latest weather information▪ Eat regularly and drink ample fluids, but avoid caffeine. Food provides your body with needed energy to produce its own heat and drinking helps your body avoid dehydration.▪ Conserve fuel, if necessary, by keeping your residence cooler than normal. Temporarily close off heat to some rooms	<ul style="list-style-type: none">▪ Call your supervisor and inform him/her of your status. If your supervisor is unavailable, follow your chain of command from your emergency communication list

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Winter Storms

(Continued)

Before	During	After
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Loss of Power/Heat - If you lose heat, take measures to trap existing warm air, and safely stay warm until heat returns:

<ul style="list-style-type: none"> ▪ Gather your emergency preparedness kit and evacuation supplies in case you need to evacuate 	<ul style="list-style-type: none"> ▪ Remain calm and contact your supervisor. If your supervisor is unavailable, follow your chain of command from your emergency communication list. ▪ Insulate your home as much as possible. Hang blankets over windows and doorways and stay in a well-insulated room while power is out. ▪ Dress warmly. Wear hats, scarves, gloves, and layered clothing. ▪ Open your faucets to a steady drip so pipes do not freeze. ▪ Eat. Food provides your body with needed energy to produce its own heat and drinking helps your body avoid dehydration. 	<ul style="list-style-type: none"> ▪ If the cold persists and your heat is not restored within 24 hours, evacuate the premises and go to the home that you have been paired (see Section 3 of this EPP, page 24) and shelter in place until further notice from administrative staff.
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Driving in Snow/Ice - Whenever possible, avoid driving in a winter storm. **However, if you must drive or get caught in a storm, heed the following tips:**

<ul style="list-style-type: none"> ▪ Avoid traveling alone, but if you do so, let someone know your destination, route and when you expect to arrive ▪ Dress warmly. Wear loose-fitting, lightweight clothing in layers. ▪ Listen to the radio or call the state highway patrol for the latest road conditions ▪ Know your vehicle's braking system. Vehicles with antilock brakes require a different braking technique than vehicles without antilock brakes in icy or snowy conditions. ▪ Try to keep your vehicle's gas tank as full as possible 	<ul style="list-style-type: none"> ▪ Use major streets or highways for travel whenever possible; these roadways will be cleared first ▪ Drive slowly. Posted speed limits are for ideal weather conditions. Vehicles take longer to stop on snow and ice than on dry pavement ▪ Four-wheel drive vehicles may make it easier to drive on snow-covered roads, but they do not stop quicker than other vehicles ▪ <u>If you skid, steer in the direction you want the car to go and straighten the wheel when the car moves in the desired direction.</u> 	<p>IF YOU GET STUCK ON THE ROAD:</p> <ul style="list-style-type: none"> ▪ Stay with your car. Do not try to walk to safety unless help is visible within 100 yards. You could become disoriented in blowing snow. ▪ Display a trouble sign if you need help; tie a brightly colored cloth to the antenna and raise the hood to alert rescuers. ▪ Start the car and use the heater for about 10 minutes every hour. Keep the exhaust pipe clear of snow to avoid the risk of carbon monoxide poisoning. ▪ Leave the overhead light on when the car is running so you can be seen ▪ Move your arms and legs to keep blood circulating and to stay warm ▪ Keep one window slightly open to let in fresh air. Use a window that is opposite the direction the wind is blowing
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Winter Storms

<i>Before</i>	<i>During</i>	<i>After</i>
Snow Removal - Ardmore's policy on snow removal is that staff removes snow and ice from walkways and driveways to ensure safety.		
<ul style="list-style-type: none"> ▪ Stretch before you go out. If you go out to shovel snow, do a few stretching exercises to warm up your body. This may prevent injury. ▪ Cover your mouth. Protect your lungs from extremely cold air by covering your mouth when outdoors. 	<ul style="list-style-type: none"> ▪ Avoid overexertion. Unfamiliar exercise, such as shoveling snow can bring on a heart attack or make other medical conditions worse. Take frequent rest breaks, and drink plenty of fluids to avoid dehydration. ▪ Keep dry. Change wet clothes frequently to prevent a loss of body heat. Wet clothing loses all of its insulating value and transmits heat rapidly. ▪ Stay safe. Walk carefully on snowy or icy sidewalks. ▪ Maintain an awareness of utilities when shoveling snow. Do not cover fire hydrants with snow when clearing sidewalks and driveways. 	<ul style="list-style-type: none"> ▪ REST!

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*WINTER WEATHER TERMS

Storms

WINTER STORM WATCH: Issued by the local NWS Forecast Office when severe winter conditions (heavy snow = 6+ inches and/or significant ice accumulations = 1/2 inch or more) are possible (50% confidence) typically within 24 to 36 hours.

WINTER STORM WARNING: Issued by the local NWS Forecast Office when severe winter conditions (heavy snow = 6+ inches and/or significant ice accumulations = 1/2 inch or more) are expected (80% confidence) typically within 16 hours.

WINTER WEATHER ADVISORY: Issued by the local NWS Forecast Office when winter conditions (snow, sleet and/or freezing rain/ice) are expected (80% confidence) typically within 12 hours. These winter conditions will cause significant inconvenience and may be hazardous. If caution is exercised, these situations should not become life-threatening. The greatest hazard is often to motorists.

BLIZZARD WATCH: Issued by the National Weather Service when sustained winds of at least 35 mph, and falling or blowing snow create visibilities at or below ¼ mile (these conditions should persist for at least three hours), are possible within 24 to 36 hours.

BLIZZARD WARNING: Issued by the National Weather Service when sustained winds of at least 35 mph, and falling or blowing snow create visibilities at or below ¼ mile (these conditions should persist for at least three hours), are expected within 16 hours.

ICE STORM WARNING: Issued by the National Weather Service when a heavy accumulation of ice (at least ½ inch thick) is forecast to accrete and down trees and power lines, resulting in significant and widespread power outages.

Freezing Rain & Snow

FREEZING RAIN ADVISORY: Issued by the National Weather Service when ice is forecast to accrete (less than ½ inch thick) on roads, making driving hazardous; or on sidewalks, making walking hazardous. Even trace amounts of freezing drizzle will make driving and walking on untreated surfaces treacherous. A significant accumulation of ice on trees and power lines is not expected.

BLOWING SNOW ADVISORY: Issued by the National Weather Service when wind-driven snow is expected to reduce visibility enough to hamper travel. Blowing snow may be falling snow, or snow that has already accumulated but is picked up and blown by strong winds. Visibility conditions are not expected to deteriorate sufficiently to issue a Blizzard Warning.

SNOW ADVISORY: Issued by the National Weather Service when an average snowfall of 3 inches is expected. Amounts can range from 2 to 5 inches. A Snow Advisory may also be issued for snowfalls under two inches at the beginning of the snow season or after a prolonged period between snowfall events.

HEAVY SNOW WATCH: Issued by the National Weather Service when an average snowfall of 6 inches in 12 hours or 8 inches in 24 hours is expected.

HEAVY SNOW WARNING: Issued by the National Weather Service when snowfall totaling six inches or more in 12 hours or less is strongly expected or imminent; also issued when snowfall totaling eight inches or more in 24 hours is strongly expected or imminent.

Wind Chill

WIND CHILL ADVISORY: Issued by the National Weather Service when potentially dangerous wind chill readings of 15 to 24 degrees below zero are expected.

WIND CHILL WATCH: Issued by the National Weather Service when life-threatening wind chill readings of 25 degrees below zero or lower are possible.

WIND CHILL WARNING: Issued by the National Weather Service when life-threatening wind chill readings of 25 degrees below zero or lower are expected.

EPP Teams are in place to respond to emergencies to the best of their abilities during situations where outside help may not be available.

†Overwhelming Emergencies

During overwhelming conditions where emergency assistance is not immediately available, focus on the key elements of emergency planning:

- Maintain a calm presence,
- strive to avoid matters progressively getting worse,
- remain alert to events and surrounding needs,
- maintain communication and teamwork,
- think ahead of the forthcoming events, and
- concentrate on safety actions that can do the most good with the limited resources available during these times.

A critical factor in responding to overwhelming emergencies is **to be aware and use all the various elements and the resources** available.

In the event of any of the aforementioned emergencies, arrangements will be made concerning the continued living arrangements of the people supported. **The EPP Teams will advise staff of one of two physical response options:**

- 1) Evacuation, or
- 2) Shelter in Place

Please refer to [Sections 3&4 of this EPP](#) for more detailed instructions for Evacuating and Sheltering in place.

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Section 2

Preparing an Emergency “Go Kit”



Assembling supplies that are needed in the event of evacuation is important and should be completed before a disaster or emergency approaches. There are several items that are needed if you have to suddenly leave your home or general place of shelter for an extended period of time as the result of a power outage, flood, or disaster. As such, preparing an Emergency “Go Kit” ahead of time and having it stored in a location for which everyone is familiar, is necessary. A “Go Kit” should be packed in a sturdy, easy-to-carry container such as a backpack or suitcase on wheels.

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Ardmore has charted a list of items that should be a part of every kit. Ardmore provides a kit for people supported in our Residential program. People supported in the Customized Employment and Community Supports (CECS) programs are requested to provide a basic kit to be stored at the program in case of an emergency during the day. This section gives a list of those items as well as ways to identify where to store your completed kits and how often they need to be checked and updated.

Emergency “Go Kit”

Assemble supplies that you need; remember that each kit could have different items since they are individualized (i.e. some may have medication or inhalers if this is a part of the Nursing Care Plan). Store the supplies in an easy-to-carry container such as a backpack or duffle bag. Your kit should include the following items:

Communication Essentials
Crank or Battery Powered Radio, Crank or Battery Flashlight; Extra Batteries
Cell phone or mobile device (keep charged)
List of Phone Numbers for Ardmore Staff (supervisor, CEO), Family, Physicians
Clothing/Bedding Essentials
Full Change of Clothing (include undergarments); Sturdy Shoes
Personal Hygiene Items (soap, feminine hygiene products, toothbrush and toothpaste, etc.)
Coat/Rain gear (poncho and/or head protection)
Blanket or Sleeping Bag
Medical/Food Essentials
First Aid Kit; Medication for each Person
Copy of MAR and Recent Physician Orders for each Person; Medical/Emergency Information Lists
3-Day Supply of Water (1 gallon/person/day); 3 to 5 Day Supply of non-perishable packaged/canned food (non-can opener cans) <ul style="list-style-type: none"> ✓ Granola/Energy Bars ✓ Canned meats ✓ Canned fruit & vegetables ✓ Peanut butter ✓ Canned/bottled juices ✓ Cereals
Other/Special Equipment
Hearing Aid Batteries; Matches/Lighter; Pen/Paper; Dust Mask; Antiseptic Wipes/Hand Sanitizer; Duct Tape; Plastic Trash Bags (2)

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Keep enough supplies at all sites to survive on your own for at least three days. If possible, keep these materials in an easily accessible, separate container or special area of the home/site. You should indicate to each person that you support that the supplies are for emergencies only. Check food expiration dates and update your kits when you change your clock during daylight-saving times.

Ardmore vehicles have **Emergency Supply Kits** for each vehicle with the following items for winter conditions:

Blankets, sleeping bags, extra newspapers for insulation
Plastic bags (for sanitation)
Extra mittens, socks, scarves and hat, raingear and extra clothes
Sack of sand or kitty litter for gaining traction under wheels, small shovel
Set of tire chains or traction mats
Working jack and lug wrench, spare tire
Windshield scraper, broom
Small tools (pliers, wrench, screwdriver)
Booster cables
Brightly colored cloth to use as a flag, flares or reflective triangles

Staff should check all “Go Kits” and Emergency Supply Kits bi-annually to ensure that all supplies are in working order and foods have not expired.

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Section 3

Shelter In Place



Sheltering In-Place means staying put inside your home, workplace or other building until an emergency passes and you receive an “all-clear” signal. Local officials, especially the fire department, are best qualified to recommend protective actions against hazardous materials exposure. Sheltering in-place is most often your safest option.

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There can be times when the local emergency authorities require the community to “shelter in place” until a specific emergency passes. Ardmore’s policy for sheltering in place means that people need to remain where they currently are, whether at a residential home, the office, program building, community location/building, or vehicle.

Sheltering In Place

Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the environment. Should this occur, local authorities will provide instructions and periodic updates. Public notices to shelter in place are usually announced on television, internet and radio broadcasts. In some cases, emergency alerts are also generated on mobile devices. Because information will most likely be provided on television and radio, it is important to keep a TV or radio on to stay abreast of updated announcements. It is important to follow instructions of local authorities and know what to do if they advise you to shelter-in-place.

‡Below are steps to follow should the need to shelter in place be necessary while at home, at the office/program, and in a vehicle.

<i>Residential Home</i>	<i>Office/Day Program</i>	<i>Vehicle</i>
<ul style="list-style-type: none"> Close and lock all windows and exterior doors If you are told there is danger of explosion, close the window shades, blinds or curtains Turn off all fans, heating and air conditioning systems Close the fireplace damper (if applicable) Get your emergency supplies kit and make sure the radio is working Go to an interior room without windows that's above ground level. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed 	<ul style="list-style-type: none"> Bring everyone into the room(s). Shut and lock the door(s) Provide for people's safety by asking them to stay, not leave. When authorities provide directions to shelter-in-place, everyone needs to take those steps where they are and not drive or walk outdoors Unless there is an imminent threat, have people to call their emergency contact to let them know where they are and that they are safe Close and lock all windows, exterior doors and any other openings to the outside If you are told there is danger of explosion, close the window shades/blinds/curtains 	<ul style="list-style-type: none"> If you are very close to home, your office or a public building, go there immediately and go inside. Follow the shelter-in-place recommendations for the place you pick described above If you are unable to get to a home or building quickly and safely, then pull over to the side of the road. Stop your vehicle in the safest place possible. If it is sunny outside, it is preferable to stop under a bridge or in a shady spot to avoid being overheated Turn off the engine Close windows and vents If possible, seal the heating/air conditioning vents with duct tape

Cont.	<i>Residential Home</i>	<i>Office/Day Program</i>	<i>Vehicle</i>
	<ul style="list-style-type: none"> It is ideal to have a hard-wired telephone in the room you select. If there is no phone, bring along a battery-powered or wireless telephone. Call your emergency contact and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room Seal bathroom exhaust fans or grilles, range vents, dryer vents and other openings (in shelter rooms only) Keep listening to your radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community 	<ul style="list-style-type: none"> Have employees familiar with the building's mechanical systems turn off all fans, heating and air conditioning systems and any system that provides for exchange of inside air with outside air need to be turned off, sealed or disabled Gather essential disaster supplies (emergency supply kit) plastic sheeting/ plastic garbage bags Select interior rooms with the fewest windows or vents. Large storage closets, utility rooms, copy and conference rooms without exterior windows work well. Call emergency contacts and have the phone available if you need to report a life-threatening condition Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room Write down the names of everyone in the room, and call the designated contact to report who is in the room with you Keep listening to the radio or television until you are told all is safe or you are told to evacuate 	<ul style="list-style-type: none"> Listen to the radio regularly for updated advice and instructions Unless there is an imminent threat, call the emergency contact to let them know where they are and that they are safe Stay where you are until you are told it is safe to get back on the road. Be aware that some roads may be closed or traffic detoured. Follow the directions of law enforcement officials

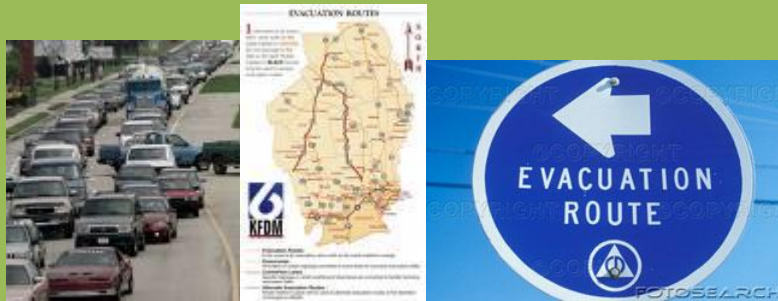
Once the emergency has passed, ventilate the area to remove any residual hazardous fumes.

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Section 4

Evacuation

(What to do and Where to go)



In the event that you are required to evacuate your place of residence, certain procedures need to take place. It is important to know who to contact when a situation arises that may potentially lead to an evacuation, as well as what your role as a staff member of Ardmore would be in the event of an evacuation.

This section provides steps and guidelines for whom to call, staff's role, and how to communicate your personal situation.

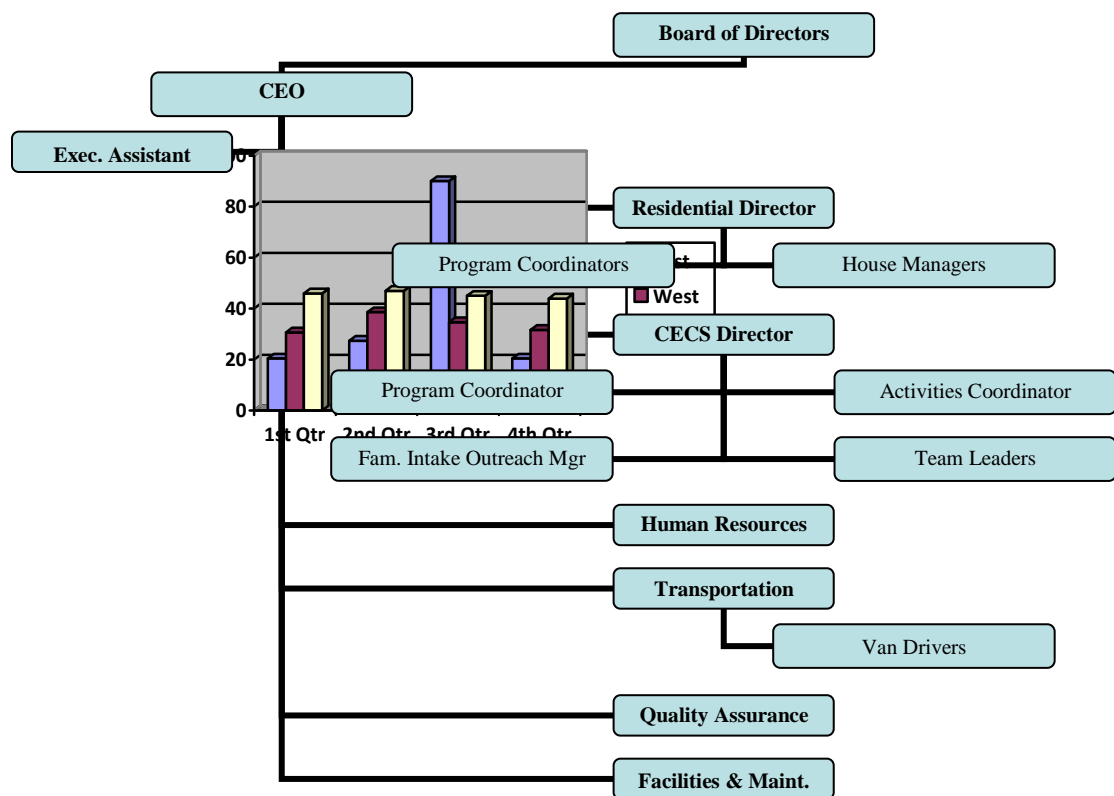
- Delegated Decision Maker
- Staffing
- Communication “Where to go”

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Ardmore's policy for emergency evacuations notes that staff are to move people supported from an identified area of eminent danger to secure their health and safety. With the process of evacuation, certain levels of notification of evacuation and ratios are considered.

Delegated Decision Maker

Delegation of authority must occur in order to execute any process needed to keep people as safe as possible. Ardmore's policy in regards to the organizational chart of hierarchy is as followed:



The CEO will inform the Board of Directors and Program Directors once an emergency/disaster has been identified that affects staff and people supported by Ardmore, and an evacuation is deemed necessary. Communication would then move in sequence of the above noted *Organizational Chart*.

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Teams are established to ensure safety of all people employed and supported by Ardmore. The teams are listed below along with the staff person's title within that role and general contact numbers.

Disaster Team	Objective	*Title/Dept.
Coordinator	Maintain the Plan and take the necessary actions dictated by the local emergency.	CEO
Management Team	Coordinate the activities of all other Disaster Recovery Teams.	Directors (Residential, Human Resources Employment, Quality Assurance, Finance)
Support Team	Appraise the damage resulting from the disaster, initiate procedures to minimize further losses.	Program Coordinators/Managers/Team Leaders
Operations Team	Set up operations at the recovery site and meet minimum processing and operational requirements to resume business functions.	Direct Support Staff, Maintenance & Facilities personnel
Transportation Team	Address all needs for transportation between damaged and recovery sites and provide for delivery of hardware, equipment and other materials.	Transportation (Coordinator, Van Drivers)

The **Disaster Team's Coordinator is responsible for implementing the plan and activating the other Disaster Teams**. A liaison for each Team will have access to a cell phone. The following pages identify the Disaster Teams listed above and outline typical pre-planned responsibilities and functions to implement during a disaster/emergency.

Coordinator (Chief Executive Officer)

Pre-Planning Responsibility

- Ensure EPP is updated (bi-annual review)
- Assign staff to disaster recovery tasks
- Select facility back-up site for data processing operations
- Maintain list of staff and phone numbers
- Identify possible emergency housing sites (hotels, schools)

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Coordinator (Chief Executive Officer), cont.

Disaster Functions

- Liaison with Board of Directors, Management Team and Local Civil Authorities
- Contact all Team Leaders
- Supervise overall recovery of the EPP
- Notify Team Leaders as to where and when to report to alternate sites for evacuations
- Evaluate and report on extent of damage to Board of Directors and Management
- Assists in determining when resumption of normal activities can begin
- Establish lines of communication for funding and support with insurance broker, insurance carrier, and state funding agency

Management Team (Directors)

Pre-Planning Responsibility

- Engage in on-going planning to ensure Ardmore's readiness to manage any disaster
 - Analyze all real and potential hazards and determine Ardmore's capabilities for handling the emergency
 - Identify local shelters, police, fire and ambulance departments
 - Maintain staff rosters and phone number lists, including cell phones
-

Disaster Functions

- Liaison between Coordinator and all other Teams
- Approve emergency expenses
- Coordinate immediate site relocation
- Contact families to inform them of designated evacuation point
- Authorize all recovery operations when a disaster is reported
- Develop an estimate of total expenses/damages due to the disaster
- Assess the results in an emergency situation and document lessons learned

Support Team (Program Coordinators)

Pre-Planning Responsibility

- Maintain contact with local hotels for temporary lodging for people receiving supports, team members, and other staff
 - Maintain contact with back-up/alternate site(s)
 - Maintain copy of floor plans and site layouts of homes and program areas
 - Maintain list of staff and phone numbers
 - Determine power, cooling, heating and security requirements
 - Determine space requirements
 - Maintain inventory lists of food, water, supplies
 - Train existing staff on EPP
-

Disaster Functions

- Ensure that emergency site locations are available and operable
- Identify equipment, furniture, files, etc. to be salvaged
- Assist with planning for transportation with the Transportation Team
- Coordinate activities with back-up sites
- Coordinate/implement calls to outside agencies for assistance
- Insures orders/directives from outside resources are done
- Distribute emergency supplies to new site and arrange for ongoing supplies
- Circulate telephone numbers, addresses, etc.

Operations Team (DSPs/Counselors)

Pre-Planning Responsibility

- Maintain list of people served and emergency information for each individual, including current medications, precautions, special communication, and emergency contact numbers
- Maintain list of other provider agency names and contact information
- Maintain list of staff and phone numbers, including cell phone numbers

Operations Team (DSPs/Counselors)

Disaster Functions

- Update Support Team if a person receiving supported has injuries and/or health concerns
- Obtain supplies/equipment needed to secure health and safety of people receiving supports.
- Knows locations of shut-off valves for all utility services and implement this upon notice

Transportation Team (Transp. Dept)

Pre-Planning Responsibility

- Maintain driver list
- Plan car pool arrangements
- Plan for transportation of people, supplies, etc.
- Set up a scheduled and contingency courier/shuttle service between damaged site(s) and recovery site(s)

Disaster Functions

- Coordinate transportation needs and priorities with all other Teams
- Facilitate emergency and ongoing delivery of replacement equipment, furniture, supplies, etc.
- Mobilize additional transportation companies to assist with relocation efforts

Although each Team is responsible for certain pre-planned activities as well as functions during an actual disaster, an identified leader for each team is selected.

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Ensuring adequate direct care staffing during an emergency/disaster is a key factor of Ardmore's EPP. Knowing that during a disaster, staff will be concerned about their family members as well, Ardmore permits employees families to "shelter in" at the staff person's designated work site until the emergency passes.

Staffing

It is a natural response that during a crisis/disaster, staff want to leave work and attend to family members. Ardmore has back-up generators, which are professionally maintained at the program building and at many of our Residential homes. Staff is encouraged to remain in place unless personal conditions necessitate them leaving.

When feasible, Ardmore will look at circumstances in which employees' family members may seek shelter in agency group homes and the day program site as well as provide transportation, food and medical needs to the employees' families in exchange for the employee remaining on the job. Additionally, there may be instances for which Ardmore may ask staff to permit people supported to shelter-in at the employees' homes if it has been determined that the employees' homes may be safer and more suitable.

Although Ardmore is willing to provide the aforementioned assistance to employees' family members, it is important that family members try to bring personal items and food when possible. The list below is an example of specific items to consider:

-
- Pillows, blankets, and sleeping bags for each family member
 - Hygienic items such as toothbrushes, toothpaste, soap, shampoo, etc.
 - Vehicle to transport family in the event of an evacuation
 - Medications and medical supplies like insulin, inhalers, etc. for family members
 - Any available canned goods, non-perishables and water to supplement household menu for the family
 - Appropriate games to entertain children (i.e., board games, cards, art supplies)

Preparing for communication during a disaster is essential for Ardmore and other provider agencies working together to provide the best possible provisions to the individuals that we support.

Communication

It is important to realize that Ardmore and other provider agencies involved in responding to disasters may also be inundated with questions from staff as well as the family of individuals that we support. The following are recommendations to help enhance our communications readiness.

To get information during a disaster:

1. Turn on your television or radio to a local station. Use a battery-operated radio (or car radio) if electrical power is out.
2. If your home is in a location where immediate action is necessary (evacuate, shelter in place, etc) per the instruction of your supervisor and/or local authorities.
3. Emergency personnel may also be canvassing the area to provide emergency direction, or triaging for damage and casualties.

To help the communication system work during an emergency:

1. Do not make unnecessary phone calls. They will only add calls to an overloaded system and may prevent emergency calls from getting through.
2. When you get reliable information, share it with your supervisor, staff in other Ardmore homes and with neighbors.

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Prince George's County Office of Emergency Management (OEM) post all emergency and evacuation information on the following local radio stations. During a potential disaster and/or inclement weather, tune into either of the stations to receive local updates.

The stations listed below are part of the Prince George's County emergency alert system.

Call Sign	AM/FM	Dial	Call Sign	AM/FM	Dial
-----------	-------	------	-----------	-------	------

WMUC	FM	88.1	WTOP	FM	107.7
WAMU	FM	88.5	WTNT	AM	570
WPFW	FM	89.3	WMAL	AM	630
WCSP	FM	90.1	WKDL	AM	730
WETA	FM	90.9	WILC	AM	900
WGTS	FM	91.9	WCTN	AM	950
WKYS	FM	93.9	WTEM	AM	980
WARW	FM	94.7	WWGB	AM	1030
WPGC	FM	95.5	WPLC	AM	1050
WHUR	FM	96.3	WUST	AM	1120
WASH	FM	97.1	WMET	AM	1150
WMZQ	FM	98.7	WFAX	AM	1220
WIHT	FM	99.5	WWRC	AM	1260
WBIG	FM	100.3	WYCB	AM	1340
WWDC	FM	101.1	WOL	AM	1450
WMMJ	FM	102.3	WTOP	AM	1500
WGMS	FM	103.5	WACA	AM	1540
WJZW	FM	105.9	WPGC	AM	1580
WRQX	FM	107.3	WKDM	AM	1600

Evacuations are more common than we realize. Due to our regional location to the District of Columbia, each year poses many potential threats of terrorism where we may need to evacuate. In regards to Ardmore's evacuation process for our Residential Homes, residents are paired with other agency homes with back-up generators. In the event of evacuation as a result of power outages, staff will make arrangements for homes without generators to go to Ardmore homes that have generators. This evacuation process would take effect if a power outage exceeds 24 hours. The homes that will be paired with each other are listed below. Homes listed on the top row identified with (G) have generators. The homes listed below the name on the top are the house that should go to the home listed above.

Boxford (G)	Hardwood (G)	Kornett (G)	Pointer Ridge (G)	Tinder Place (G)
Old Chapel	Victoria Heights	Riverton	Prospect	Twin Cedar Chautauqua

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In any case of evacuation, adhere to basic steps as outlined below.

Evacuation Guidelines

Always

If time permits...

Tune in to TV stations airing local updates and/or radio station (battery/crank operated radios are available at each site).	Secure your program site: <ul style="list-style-type: none"> Close and lock doors and windows. Unplug electrical equipment, such as radios and televisions, and small appliances, such as toasters and microwaves. Leave freezers and refrigerators plugged in unless there is a risk of flooding.
Keep a full tank of gas in the vehicle if an evacuation seems likely. Gas stations may be closed during emergencies and unable to pump gas during power outages.	Gather your disaster supplies kit ("Go Kit").
Make transportation arrangements with staff from other homes.	Wear sturdy shoes and clothing that provides some protection, such as long pants, long-sleeved shirts, and a cap.
Gather all people receiving supports and go if you are instructed to evacuate immediately.	Let others know where you are going.
Leave early enough to avoid being trapped by severe weather.	
Follow recommended evacuation routes. Do not take shortcuts; they may be blocked.	

In the event that the site/home that you are at is among the area that has been forced to evacuate, review the individuals' [Emergency Information List](#) as a guide for area shelters. It is important to know that shelters in Prince George's County fluctuate in opening. Smaller emergencies such as fires, call your local shelter as designated on the list. In larger evacuations, OEM will issue notification via radio and television and will inform specific regions where they should evacuate for shelter. Prince George's County has 299 identified shelters and only open specific ones. Unfortunately, due to the nature of not knowing what areas will be affected by emergencies/disasters, shelters cannot be identified until a catastrophe strikes.

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Within the DDA Provider System, several different provider agencies provide dual supports to individuals. Some agencies provide Residential care while others offer supports through Day and Employment services. As such, each agencies contingency plan needs to be explored.

CECS Program Closures

Ardmore has several different partners that provide dual services to individuals in our Customized Employment/Community Supports program. Each agency has a different measure of responding to emergencies. Ardmore has explored these differences and outlined certain protocols to adhere to in the event of an evacuation or emergency closure.

1. Ardmore's CEO/Delegate will contact the Director of Transportation/Delegate and inform him/her that Ardmore will close at a specific time (i.e. 1:00 PM).
2. Ardmore's CEO/Delegate will contact program Directors and inform him/her that Ardmore will close at a specific time. The closure will also be posted on Ardmore's website.
3. Program Directors, Coordinators/Delegates will call the main number of an agency and inform the contact person listed on the face sheet of the person's IP and/or the Program Director/Delegate that Ardmore is closing. Be certain to give the time of closure.
4. The Director of Transportation/Delegate will make the necessary arrangements to transport individuals to there designated home sites.
5. In the event that staff/family is not available at the home site to receive the individual, the driver will contact Ardmore (dispatch/director/delegate) and inform him/her of the situation.
6. If no staff/family are unavailable, the CEO will call the DDA after-hours line and report that person's residential support is unavailable.

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Section 5

Emergency Food/ Water Supply



During times of serious emergency, the normal water supply to homes and site locations may be cut off or become so polluted that it is undrinkable. **A supply of stored water is an essential survival item!**

If an earthquake, hurricane, winter storm, or other disaster strikes our community, it is possible that individuals will not have access to food, water, and electricity for days. As such, this section discusses how to plan for these events by learning to store emergency food and water supplies.

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When preparing for a disaster, it is important to provide for an adequate supply of water for drinking and cooking. In natural disasters, such as floods or hurricanes, the municipal water supply is likely to be disrupted. Ice storms and other emergencies can cause a loss of electrical power, leaving well pumps unable to function.

Water Supply

An appropriate response to an emergency depends on whether the emergency affects people where they live, such as in the case of a hurricane or flood, or whether the people are displaced as a result of other pressures such as terrorism. Although the measures may differ, planning considerations for water supply are similar in both situations.

Required Amounts of Drinking Water per Person

A minimum of two quarts and up to one gallon of water is needed per day, depending on the size of the person, the amount of exertion, weather, and perspiration loss. A minimum of seven gallons pure water per person would be needed for a two-week survival supply. With careful rationing, this amount would be sufficient for drinking, food preparation, brushing teeth, etc. Fourteen gallons per person will allow for hygiene care.

Site	# of Individuals	# of Staff	Water Count (72hours)
Boxford	4	2	9 to 18 Gallons
Chautauqua	4	2	9 to 18 Gallons
Hardwood	4	2	9 to 18 Gallons
Kornett	3	1	6 to 12 Gallons
Old Chapel	4	2	9 to 18 Gallons
Pointer Ridge	4	2	9 to 18 Gallons
Prospect	4	2	9 to 18 Gallons
Riverton	4	2	9 to 18 Gallons
Tinder Place	4	2	9 to 18 Gallons
Twin Cedar	4	2	9 to 18 Gallons
Victoria Heights	4	2	9 to 18 Gallons

Storing Water

Ardmore keeps emergency supplies of drinking water in plastic containers that are commercially bottled since they stay pure for months and have expiration dates clearly marked on them.

Water is stored in designated areas/closets for each home/program site. Staff checks water supplies bi-annually to ensure freshness and to rotate older water and replace with fresher water.

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Other ways that staff store water in the homes is to freeze the gallon jugs in the freezer chest. By freezing the water, they give a dual usage in the event of power loss; the water acts as an ice block that can help preserve food.

Food Supply

Even though it is unlikely that an emergency would cut off our food supply for two weeks, Ardmore maintains a supply that will last that long. Inclement weather conditions could arise where roads could impede individuals and staff going out and buying foods that are routinely purchased. In those events, using canned goods, dry mixes, and other basics would be necessary.

Preparing an Emergency Food Supply

As you stock food, take into account your individual's unique needs and tastes. Familiar foods are important. They can lift morale and give a feeling of security in times of stress. Try to include foods that they will enjoy and that are high in calories and nutrition. Foods that require no refrigeration, water, special preparation, or cooking are best.

Make sure you have a manual can opener and disposable utensils.

Storing Food Supply

- Keep food in a dry, cool spot—a dark area if possible.
- Open food boxes and other re-sealable containers carefully so that you can close them tightly after each use.
- Wrap perishable foods, such as cookies and crackers, in plastic bags and keep them in sealed containers.
- Empty open packages of sugar, dried fruits, and nuts into screw-top jars or airtight canisters for protection from pests.
- Inspect all food for signs of spoilage before use.
- Throw out canned goods that become swollen, dented, or corroded.
- Use foods before they go bad, and replace them with fresh supplies. Place new items at the back of the storage.

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Section 6

Protecting Records & Files



Ardmore keeps on-site records and files (both hardcopy and electronic) that are essential to normal operations. We also store raw materials and product inventory. The loss of essential records, files, and other materials during a disaster is commonplace and cannot only add to our damage costs, but also delay our return to normal operations.

This section outlines Ardmore's plan for protecting data. One example of disaster protection involves safely storing important documents, electronic files, raw materials, and inventory required for the operation of our business. Ardmore has an external component to record keeping by utilizing an outside backup server to store pertinent electronic documents.

To reduce our vulnerability, Ardmore has determined which records, files, and materials are most important; and vulnerable to continued operation if damaged during different types of disasters (such as floods, hurricanes, and tornados). Some of the steps that we have put in place to protect files and equipments include the following:

- Computers are raised above the flood level and are not directly in front of large windows
- Heavier and more fragile objects are housed on lower shelves to help prevent distant falls should the shelving unit collapse
- Vital documents are stored (plans, legal papers, etc.) in a secure off-site location
- Vital electronic files are regularly backed up (such as billing and payroll records and customer lists) and backup copies are in a secure off-site location
- Equipment, such as large file cabinets and shelves have been secured to eliminate/ minimize them from falling onto people in the event of a natural disaster

In order for Ardmore to maintain effectiveness for backing-up files, Program Managers (Coordinators, Directors, CEO) routinely perform file back up of pertinent information. There are specific documents that are critical that we protect and are identified as “vital”.

Vital Records

A Vital Record is recorded information, regardless of format (i.e., paper, photo, database), that must be protected in the event of an emergency or disaster because of severe consequences to the agency as a whole if the record is lost or destroyed. These records are needed within 24 hours after a disaster in order to get Ardmore programs/offices up and running again. If lost or destroyed, these records would be both costly and time consuming to recreate. Records that Ardmore considers “vital” consist of:

- Payroll
- Signed PMOFs/Completed MARs
- Incident Reports & Investigation Files
- Financial Audits
- Do Not Purge documents in File Books

Essential Records

These are records that will be needed within 72 hours after an emergency and, although it may be costly and difficult, CAN be reconstructed or replaced from other sources.

- Individual Plans
- Behavior Plans
- PMOFs and MARs
- Personnel Files
- Program Software

Useful Records

These are records which can be easily replaced. The time and cost of reproducing or accessing these records would be minimal because of the ready availability of these records at other locations.

- Policies and Procedures Manuals

Non-Essential Records

These are records that are of little or no value to the office and probably should never have been retained. Examples would be stores catalogs, brochures, extra forms, etc.

On-site Storage

Ardmore's on-site storage areas are located in a variety of areas within the Administrative Building and the Day Program Building. Electronic documents/databases are kept on the server located in the Admin Building. Hard copy documents are in fire-proof file cabinets.

Off-site Storage

Ardmore's off-site storage is located via server through a company called Technical Specialty. Our server is automatically backed up every ___ days.

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Section 7

Recovering from an Emergency



Recovering from a disaster is usually a gradual process. Safety is a primary issue, as are mental and physical well-being. If assistance is available, knowing how to access it makes the process faster and less stressful. This section offers some general advice on steps to take after disaster strikes in order to begin getting your home, your community, and your life back to normal.

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Knowing what to do after a disaster strikes is just as important and critical to how you would respond during the actual emergency. This section provides simple guidelines on what to do after an emergency strikes.

Recovery

- First Step.** REMAIN AS CALM AS POSSIBLE
- Second Step.** If power is out, use a flashlight to canvas area and check to see if anyone is injured and/or requires medical attention. Administer First Aid, get help for injured people, and seek out needed medical care.
- Third Step.** Check for potential secondary emergencies such as fire, damaged electrical switches or lines, gas leak, household hazards, spilled chemicals such as bleach or lighter fluid. Some liquids produce deadly fumes when some liquids/chemicals mix they also become fire hazards.
- Fourth Step.** Shut off any damaged utilities.
- Fifth Step.** Staff should follow the emergency contact list and identify which Ardmore team members to call and inform them of immediate needs.
- Sixth Step.**

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It is important to know what to do and who to call in the event of a Power Outage. If a power outage occurs, turn off or disconnect any appliances, equipment (like air conditioners) or electronics you were using when the power went out. When power comes back on, it may come back with momentary "surges" or "spikes" that can damage equipment such as computers and motors in appliances like the air conditioner, refrigerator, washer, or furnace.

Power Outages (utility failures)

Ardmore Site:	Utility Company	Phone Numbers
All sites	BGE (gas/electric)	1 (877) 778-2222 (power outage) 1-800-685-0123 (gas leak)
Boxford, Hardwood, Kornett, Pointer Ridge, Prospect, Tinder, Twin Cedar, Victoria	Washington Gas (gas)	1 (800) 752-7520
Chautauqua	Petro (oil)	1 (800) 645-4328
Boxford, Chautauqua, Hardwood, Old Chapel, Pointer Ridge, Prospect	WSSC (water)	1 (800) 828-6439
Kornett, Riverton, Tinder, Twin Cedar, Victoria	City of Bowie & Utilities	(301) 262-6200 or (301) 809-2344
All sites	Verizon (phones)	1 (800) 275-2355

\$ Basic Steps to Follow during a Power Outage:

Leave one light turned on so you will know when your power returns.

Leave the doors of your refrigerator and freezer closed to keep your food as fresh as possible. If you must eat food that was refrigerated or frozen, check it carefully for signs of spoilage.

Use the phone for emergencies only. Listening to a portable radio can provide the latest information. Do not call 9-1-1 for information -- only call to report a life-threatening emergency.

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Eliminate unnecessary travel, especially by car. Traffic signals will stop working during an outage, creating traffic congestion.

If it is hot outside, take steps to remain cool. Move to the lowest level of your home, as cool air falls. Wear lightweight, light-colored clothing. Drink plenty of water, even if you do not feel thirsty. If the heat is intense and the power may be off for a long time, consider going to a movie theater, shopping mall, or "cooling shelter" that may be opened in your community. Listen to local radio or television for more information.

If it is cold outside, put on layers of warm clothing. **Never burn charcoal for heating or cooking indoors. Never use your oven as a source of heat.** If the power may be out for a prolonged period, plan to go to another location (relative, friend, or public facility) that has heat to keep warm.

In cold weather, drains, water heaters and water lines can be frozen when power is lost. To avoid burst pipes, close off water main valve and open the spigots to drain them.

Now that emergencies have been handled, we need to prioritize so that we can get back to our daily routines.

• Safety

Stay out of your home if downed powerlines are touching it, if you smell gas, if the house appears to be leaning to one side, or if the structure has become detached from its foundation. If you suspect damage to the house's internal wiring, shut off the main circuit breaker. If the electrical panel is covered by water, however, don't attempt to reach it.

• Insurance

Gather information to file an insurance claim. Snap pictures of the damage, and take notes that describe both the structure and ruined furniture and appliances. Next, call your insurance company and schedule an inspection/visit from an adjuster. Although you should hold off on most repairs until the adjuster arrives, there are exceptions.

• Priorities

Survey your property for problems that demand immediate attention. Is there water in the house? Are fallen trees straining the structure? Decide what you can solve yourself and what will require the help of professionals.

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- **Emergency Repairs**

If your house appears essentially sound but has sustained some damage to the structure, temporarily shore it up. Next, plug holes in the shell by covering up the roof, doors and windows with tarps or plastic sheeting. Clear out broken glass and other dangerous debris.

- **Water Damage**

Remove sodden materials such as drywall, carpeting and paneling before mold develops. The sooner things dry, the sooner restoration can begin.

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Appendix A – Go Kit (Supply List) [Back to Plan Contents](#)

Staff should check all “Go Kits” bi-annually to ensure that all supplies are in working order and foods have not expired.

Review Check Off	ITEM	COMMENTS/What's Missing
Communication Essentials		
<input type="checkbox"/>	Crank or Battery Powered Radio, Crank or Battery Flashlight; Extra Batteries	
<input type="checkbox"/>	Mobile telephones (keep charged)	
<input type="checkbox"/>	List of Phone Numbers for Ardmore Staff (supervisor, CEO), Family, Physicians	
Clothing/Bedding Essentials		
<input type="checkbox"/>	Full Change of Clothing (include undergarments); Sturdy Shoes	
<input type="checkbox"/>	Personal Hygiene Items (soap, feminine hygiene products, toothbrush and toothpaste, etc.)	
<input type="checkbox"/>	Coat/Rain gear (poncho and/or head protection)	
<input type="checkbox"/>	Blanket and Sleeping Bag	
Medical/Food Essentials		
<input type="checkbox"/>	First Aid Kit; Medication for each Person	
<input type="checkbox"/>	Copy of MAR and Recent Physician Orders for each Person; Medical/Emergency Information Lists	
<input type="checkbox"/>	3-Day Supply of Water (1 gallon/person/day); 3 to 5 Day Supply of non-perishable packaged/canned food (non-can opener cans) <ul style="list-style-type: none"> ✓ Granola/Energy Bars ✓ Canned meats ✓ Canned fruit & vegetables ✓ Peanut butter ✓ Canned/bottled juices ✓ Cereals 	
Other/Special Equipment		
<input type="checkbox"/>	Hearing Aid Batteries; Matches/Lighter; Pen/Paper; Dust Mask; Antiseptic Wipes/ Hand Sanitizer; Duct Tape; Plastic Trash Bags (2)	

Date of Supply Review: _____

Name & Title of Reviewer: _____

Appendix B – Emergency Supply Kit List [Back to Plan Contents](#)

Ardmore vehicles have **Emergency Supply Kits** for each vehicle with the following items for winter conditions.

Staff should check all Emergency Supply Kits bi-annually to ensure that all supplies are in working order.

Review Check Off	ITEM	COMMENTS/What's Missing
<input type="checkbox"/>	Blankets, sleeping bags, extra newspapers for insulation	
<input type="checkbox"/>	Plastic bags (for sanitation)	
<input type="checkbox"/>	Extra mittens, socks, scarves and hat, raingear and extra clothes	
<input type="checkbox"/>	Sack of sand or kitty litter for gaining traction under wheels, small shovel	
<input type="checkbox"/>	Set of tire chains or traction mats	
<input type="checkbox"/>	Working jack and lug wrench, spare tire	
<input type="checkbox"/>	Windshield scraper, broom	
<input type="checkbox"/>	Small tools (pliers, wrench, screwdriver)	
<input type="checkbox"/>	Booster cables	
<input type="checkbox"/>	Brightly colored cloth to use as a flag, flares or reflective triangles	

Date of Supply Review: _____

Name & Title of Reviewer: _____

**Appendix C – Refer to Updated Departmental Contact Sheet and
Telephone Directory** [Back to Plan Contents](#)

Appendix D – Staff Listing of those Sheltering in Place (Refer to Departmental Staff Lists) [Back to Plan Contents](#)

Department	Employee Name	Title
Administration	1.	
	2.	
	3.	
	4.	
	5.	
CECS	6.	
	7.	
	8.	
	9.	
	10.	
	11.	
	12.	
	13.	
	14.	
	15.	
	16.	
	17.	
	18.	
	19.	
	20.	
	21.	
Residential	22.	
	23.	
	24.	
	25.	
	26.	
	27.	
	28.	
	29.	
	30.	
	31.	
	32.	
	33.	
	34.	
Transportation	35.	
	36.	
	37.	
	38.	
	39.	
	40.	
	41.	
	42.	
Last Update:		2/29/2016 4:59 PM

Appendix E – Emergency Telephone Numbers [Back to Plan Contents](#)

This list should be used during emergencies. The chain of command is to first, contact your immediate supervisor, then a peer to your supervisor such as another Program Coordinator. If still unsuccessful, contact the Director of your program and alternate Program Directors. If all resources have been exhausted, contact the CEO.

Department	Employee	Title	Number
Administration		Chief Executive Officer	See Telephone Directory
		Nursing Facilities Manager Maintenance	
Day/Vocational (CECS)		Director Special Advisor Sr. Program Coordinator	See Telephone Directory
		Program Coordinator Activities Coordinator Intake Outreach Mgr Team Leader	
Residential		Director, Residential	See Telephone Directory
		Residential Coordinator House Managers	
Transportation		Transportation Coordinator	See Telephone Directory
Local Resources		American Red Cross Rep.	(703) 584-8400
	Reggie Parks	PG Co. Emerg. Planner Metro Access Rep.	(301) 583-1899 (206) 205-5000
Last Update:			2/29/2016 4:59 PM

Appendix F – Preventing Carbon Monoxide Poisoning [Back to Plan Contents](#)



CARBON MONOXIDE POISONING

Preventing Carbon Monoxide Poisoning After an Emergency

Generators, grills, camp stoves, or other gasoline, propane, natural gas, or charcoal-burning devices should never be used inside a home, basement, garage, or camper—or even outside near an open window.

Every home should have at least one working carbon monoxide detector. The detector's batteries should be checked twice annually, at the same time smoke detector batteries are checked.

Carbon monoxide (CO) is an odorless, colorless gas that can cause sudden illness and death if inhaled.

When power outages occur during emergencies such as hurricanes or winter storms, the use of alternative sources of fuel or electricity for heating, cooling, or cooking can cause CO to build up in a home, garage, or camper and to poison the people and animals inside.

Every year, more than 500 people die in the U. S. from accidental CO poisoning.

CO is found in combustion fumes, such as those produced by small gasoline engines, stoves, generators, lanterns, and gas ranges, or by burning charcoal and wood. CO from these sources can build up in enclosed or partially enclosed spaces. People and animals in these spaces can be poisoned and can die from breathing CO.

How to Recognize CO Poisoning

Exposure to CO can cause loss of consciousness and death. The most common symptoms of CO poisoning are headache, dizziness, weakness, nausea, vomiting, chest pain, and confusion. People who are sleeping or who have been drinking alcohol can die from CO poisoning before ever having symptoms.

Important CO Poisoning Prevention Tips

- Never use a gas range or oven to heat a home.
- Never use a charcoal grill, hibachi, lantern, or portable camping stove inside a home, tent, or camper.
- Never run a generator, pressure washer, or any gasoline-powered engine inside a basement, garage, or other enclosed structure, even if the doors or windows are open, unless the equipment is professionally installed and vented. Keep vents and flues free of debris, especially if winds are high. Flying debris can block ventilation lines.
- Never run a motor vehicle, generator, pressure washer, or any gasoline-powered engine outside an open window, door, or vent where exhaust can vent into an enclosed area.
- Never leave the motor running in a vehicle parked in an enclosed or partially enclosed space, such as a garage.
- If conditions are too hot or too cold, seek shelter with friends or at a community shelter.
- If CO poisoning is suspected, consult a health care professional right away.

Educational materials

- Flyers and door hangers <http://www.bt.cdc.gov/disasters/co-materials.asp>
- Public Service Announcements <http://www.cdc.gov/co/psa.htm>
- CO Poisoning Prevention Guidelines <http://www.cdc.gov/co/guidelines.htm>

For more information, visit www.bt.cdc.gov/disasters/carbonmonoxide.asp, or call CDC at 800-CDC-INFO (English and Spanish) or 888-232-6348 (TTY).

July 3, 2006

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Appendix G – Evacuation Drill Procedures (CECS Program) [Back to Plan](#)

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Evacuation drills will be conducted periodically (at least on a quarterly basis) and without prior warning. Evacuation routes should be prominently displayed in your area. **Participation in evacuation drills are mandatory.** Proper adherence to these procedures will help ensure the safety of all staff and employees in the event of a real fire or other incident that requires evacuation from the building

1. At the time of the drill, notify each person in your area to leave the building and direct them to the nearest exit (see the Emergency Evacuation Route posted at each doorway). If working with individuals who are hearing impaired, use appropriate signs and gestures to direct them safely out of the building. As you are exiting the building, take a copy of the Evacuation Checklist, turn off the lights and close the door(s).

2. Provide physical guidance or assistance if needed for people who are unable to safely evacuate the building independently.

3. Visually scan the room/area to ensure that it is empty. Turn off all lights and close the door behind you.

Other areas to be checked include:

- Bathrooms (check each stall)
- Nursing Room
- Conference Room
- CE work rooms
- Lounge
- Hallways

4. Ensure that everyone exits the building in an orderly fashion using the nearest, appropriate exit.
5. Once everyone is outside, proceed to the designated waiting area. Do not stand directly in front of the building or in the way of moving vehicles.
6. Take a head count and use the Fire Drill Checklist to check off the names of individuals who are in your presence. Immediately notify administrative staff if you are missing someone from your group, with name and last known location of the individual.
7. Remain in the designated waiting area until notified by administrative staff to re-enter the building. Once inside of the building, take attendance to ensure that everyone is accounted for.
8. Upon completion of the drill, the Director or other designated administrator will complete the Evacuation Drill Log. Specify the date and time that the drill was conducted, total time to evacuate the building, any concerns and/or recommendations related to the drill, and signature of person completing the log.
9. **Evacuations should be kept to three (3) minutes or less.** If the evacuation drill exceeds three minutes, repeat drills must be conducted within the same month until an evacuation time less than three (3) minutes has been met.
10. The Evacuation Drill Log will be maintained by the CECS Director.

Resources of Information

<u>Federal Emergency Management Agency</u>	http://www.fema.gov/pdf/library/f&web.pdf
PG Co. Office of Emergency Management	http://www.co.pg.md.us/Government/
NYC Office of Emergency Management	http://www.nyc.gov/html/oem/html/hazards/winter
UW Emergency Management	http://www.washington.edu/admin/business/oem
Centers for Disease Control and Prevention (CDC)	http://www.bt.cdc.gov/disasters/poweroutage/needtoknow.asp
Maryland Emergency Management Agency (MEMA)	http://www.mema.state.md.us/MEMA/index.jsp

* Office of Emergency Management, Online

† Langston Greene, Inc. Emergency Management Plan

‡ <http://www.prepare.org/basic/shelter.htm>

§ American Red Cross Online Safety Tips for Power Outages

** CBS Getting Out Of House Fires Alive

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