



## HOW WE PREPARE FOR EMERGENCIES

### PURPOSE

No one wants to think and worry about disasters. Knowing what to expect ahead of time can help ease any concerns. This fact sheet tells you how Westminster Village North has prepared for emergencies.

### EMERGENCY OPERATIONS PLAN

WVN has always had an Emergency Operations Plan, but in 2017 CMS (Center for Medicare/Medicaid) required all Long-term Care organizations to upgrade their plans and have certain information included in the plans.

The following is a sample of what is in our Emergency Operations Plan (EOP):

- Incident Command Center – lead managers and staff who will be in charge of areas throughout our campus, i.e., Incident Commander, Safety & Security Officer, Logistics Officer, Operations Office, and Public Relations Officer. Each officer has been trained in his or her area of expertise.
- Hazard and Vulnerability Assessment – a committee was formed to decide what are highest threats to WVN. The top 3 are Fire, Tornado, and Train Derailment. This is updated annually. Our policies and procedures are updated as needed.
- Plan A, B, C and D. Plan A is on Fire Prevention. Plan B, Service Disruption such as utility failure Plan C is our Evacuation Plan, and Plan D is all of our emergency policies and procedures that are not in Plans A, B, and C.
- Did you know we have to keep at a minimum 3 days' supply of water and food not only for our residents, but also for staff and the community?
- Emergency Numbers. This includes residents, resident responsible party, physicians, staff, outside vendors, state and local authorities and volunteers. These numbers are updated monthly.
- We have other policies and procedures other than Plans A, B, C and D. A few of these policies include Business Continuity Policy, Emergency Oxygen Policy, Emergency Staffing Policy, Emergency Volunteer Policy, Fire Suppression System Policy, Generator Policy and HIPAA Security Measure Policy. About 50 in total. Wow!!
- Staff Training – not all staff are trained on all 50 policies, only in the areas where they work and/or would be involved in during and after an emergency.

## WORKPLACE VIOLENCE/ACTIVE SHOOTER

One of our Emergency Operations Plan Policies is “Workplace Violence” which includes “Active Shooter.” It is sad that we have a society in which a person(s) takes their frustration and shoots and kills others instead of getting the help they need.

In August 2022, we will be holding an unannounced “Active Shooter” drill. Two unannounced drills are a CMS requirement of our Emergency Operations Plan. Because of the times we live in we thought this should be a priority. Staff have had recent updated training and have been told there will be an unannounced drill, but unfortunately the only staff that will know about the day and time of the drill will be management. This also includes residents and family members. However, we thought it best that you be notified in case your loved one would call you and be worried or excited after the drill. This drill will also be a training session to see where we need to improve our procedures and training.

## COMMUNICATION

Our emergency plan includes procedures for communication. Notification of families in the event of a major disaster is part of that plan. We ask that you provide us with current cell phone number and if you do not have a cell number, your home phone number and/or email address. If you provide a cell phone number, you will receive a text message first, then a phone call. In the event of a disaster or emergency, WVN phone lines may be busy or down. If all lines are in use or down at the time of your call, please be assured that your loved one is being taken care of and that WVN has procedures in place. If you have not filled out the section below, please do so and return the form to the Customer Service Desk in Tamarack or email me at the address below

Contact Information	
Telephone Number:	Cell Number:
Home Number:	Email:

## VISITOR SAFETY

Visitor Safety is also important to us so our “Workplace Violence” policy states if you are in an active shooter situation whether it is out in public, like what happened at the Greenwood Mall, or we pray this does not happen, at WVN, **RUN, HIDE, FIGHT** Please remember those 3 words.

If you have questions regarding WVN's Emergency Procedures, please feel free to reach out to Jackie Brewer, Executive Assistant/Manager of Communication and Safety Chair at 317-823-6841 ext. 3510 or [jbrewer@westminstervillage.com](mailto:jbrewer@westminstervillage.com).

Stay Safe,

Jackie Brewer, Safety Chair  
Shelley Rauch, Executive Director  
Shannon Poole, Health Center Administrator

7/2022