

# MASTER YOUR DISASTER

The terrorist events of September 11, 2001, the devastating natural catastrophe created by Hurricane Katrina in August of 2005, and the looming threat of pandemic influenza have forever altered the way we look at our world. However, they also have brought us together and made us more steadfast in our determination to care for each other as we perform our mission to improve the health of people in our region.

St. Luke's Wood River Medical Center's Environment of Care Committee has been working hard to develop an "All Hazards Disaster Preparedness program" to safeguard all of you and our patients while ensuring that the system is prepared to respond to all potential hazards.

A part of this comprehensive effort includes the distribution of the attached All Hazards Employee Preparedness Packet. As with all of our disaster preparedness communications, we share this information not to alarm you unnecessarily but to clearly communicate the steps we are taking as an organization to safeguard our staff and our facility. We are committed to sharing information with you as it becomes available and as we partner with local, state and federal disaster officials to move forward in this process.

Because all of you are essential in a disaster situation, it is imperative that we have the ability to ensure a safe and secure working environment in the face of any type of potential hazard. Knowing that both our employees and our environment are safe will allow us to focus on our mission of providing quality care and improving the health of our patients.

In this packet, prepared especially for you, you will find additional Web resources as well as information that will help you take care of your family and yourself and respond to all hazards at work. We hope you find this information helpful and will take some time to review it and complete the information sheets.

St. Luke's is committed to your safety and the safety of your family. If you have any concerns or questions, please feel free to discuss them at any time with your Manager.

We would like to thank each and every one of you for your unwavering support of our ongoing preparedness efforts. We could not do it without you - our most valuable asset. Your compassion and commitment to excellence shine brightly throughout the system.

# TAKING CARE OF YOU AND YOUR FAMILY

## I. Taking Care of Your Children

Planning on who will take care of your children is the most important thing you can do to prepare your family for a disaster situation. Talk with your family, friends and neighbors and see who will be able to take care of your child(ren) in the event that you are needed to report to work.

This includes picking your child(ren) up from school or daycare. If you will need someone other than your immediate family member to take care of your child, here are some questions to ask yourself:

- Does your child's school/daycare have a current list of emergency contacts?
- Does your child's school/daycare have all your current contact phone numbers?
- Do your child's emergency contacts know where your child's school/daycare is located?
- How will you communicate to your emergency contacts that they may need to care for your child? Do you have all of their current contact phone numbers?

Included in this packet is an "Emergency Contact and Information Sheet" you can complete and share with your family, friends, neighbors and co-workers who may wish to assist you in an emergency.

You may also want to check the emergency policies of your child's school or daycare. Some schools may already have plans to take care of the children at their facilities during a disaster situation.

You should also prepare an emergency supply kit for your including:

- Diapers and wipes - if appropriate
- Extra change of clothes (socks and underwear)
- Formula, breastmilk and bottles, if appropriate
- Copy of the Emergency Dependent Care Services form (to follow on page 4)
- Comfort item (small stuffed animal)
- Any prescription medications your child may be taking
- Dry foods (crackers, etc.)

### **Emergency Dependent Care Services**

If a disaster is called and you need alternative dependent (child or elderly) care arrangements, St. Luke's will provide an emergency dependent care room that would be properly supplied and staffed by medical center employees and volunteers.

If you need the services of the Dependent Care Center, come to the hospital with your child and their emergency supply kit, and report to the Dependent Care Unit Leader at the established station, the Medical Staff Lounge.

You will be asked to:

1. Verify emergency information on the existing Emergency Dependent Care Services Form, or fill out new emergency form.
2. Have a photographic picture taken at the center with your child for identification purposes.
3. Your child also will be given an identification tag to wear, with pertinent information written on it.

Your child will be taken care of at the medical center until you go home. We would prefer that you (the SLWRMC employee) pick up your child. However, if this is not possible, please make sure that the names of other potential persons who may pick up your child are listed on your emergency sheet. These people must have proper identification for us to release your child to them.

### **Important Things to Keep in Mind**

During a disaster situation, the dependent care center will be locked down. Security will monitor all people entering and exiting the building. No one will be permitted without valid identification and authorization.

## **II. Elder Care**

It is recommended that personnel do pre-planning for elder care should these services be needed in the event of an emergency. Our Dependent Care Center would also be available for them.

## **III. Pet Care**

Emergency planning should include pet care. If possible, make prior arrangements for someone to board the animal or for someone to check on its well being during your absence. Many shelters, including the American Red Cross, cannot accept pets.

Recommended items for a basic disaster pet kit include:

- Airline approved carrier for each pet with ID, photo, vaccination records and special needs list
- Sufficient medicines
- a collar / muzzle / leash
- blankets
- extra supply of pet food, can opener if needed
- paper towels, trash bags and other waste disposal supplies
- plenty of clean water and bowls

For more information, contact the American Red Cross, Humane Society, the American Veterinarian Medical Association, or your local animal center representative.

**EMERGENCY DEPENDENT CARE SERVICES FORM**

Employee Name: \_\_\_\_\_

Department Name and Phone Number: \_\_\_\_\_

Please list all children / dependents for whom you may require emergency care:

<u>NAME</u>	<u>DATE OF BIRTH</u>	<u>ALLERGIES</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

Please list all emergency contacts (include all pertinent phone numbers):

Mother / Guardian 1: \_\_\_\_\_

Father / Guardian 2: \_\_\_\_\_

Other (The following people are authorized to pick up my child / dependent. They must have proper identification):

<u>NAME</u>	<u>PHONE NUMBER</u>	<u>RELATIONSHIP</u>
_____	_____	_____
_____	_____	_____

Please list all medications that need to be given while at the Dependent Care Center:

<u>MEDICATION</u>	<u>DOSE</u>	<u>TIME TO BE GIVEN</u>	<u>REASON FOR MEDS</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Please list any special instructions:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Parent / Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## IV. Counseling Services

**St. Luke's Wood River Medical Center Social Services and Pastoral Care providers are available for staff and their families**

### **Hospice of the Wood River Valley - 726-8464**

Service and support to individuals and their families who are facing life-threatening illness.

### **Employee Assistance Program (EAP) – through Ceridian 1-888-267-8126**

The Employee Assistance Program (EAP) is accessible 24 hours a day, seven days a week for employees and their family members. The EAP provides counseling, management consultation, and crisis response. The counseling and referral services are **free**. There are no deductibles or cost sharing for these services. St. Luke's pays all the costs associated with EAP services.

Any information you share, and even your use of EAP services, is **confidential**.

**Counselors are always available on the telephone in times of crisis and after hours.** The Hotline counselors can instantly begin to assess the patient's needs, and if emergency care is required, can recommend that care immediately.

- Calls answered directly by **EAP Care Coordinators** and **Case Managers** during business hours.
- Calls answered by clinicians after hours and on weekends.
- Staffing levels and phone system designed to speed **rapid pick-up** for each call.
- No **automated call attendant** to screen calls.

## V. Disaster Supplies Kit

Planning for any emergency requires considering scenarios that could disrupt your daily life. Consequently, you should plan to have food, water and other essentials to get you through the emergency. The following is a list of the basic items that you might want to consider storing in your home. Remember to check your supplies and re-think your needs every year.

### Water

- Plan for 1 to 1 ½ gallons of water per person per day
- Store at least a 30 day supply for each member of your family
- Store in thoroughly washed plastic or glass containers or purchase bottled water (never use containers that held toxic substances)
- Store in cool, dark place and label with the date (rotate out every 6 months)
- You can use regular household liquid bleach to disinfect water. Add 16 drops of bleach per gallon of water; stir and let stand for 30 minutes.
- If in doubt about the safety of the water, boil for 1 minute before using. Water purifiers can also be used.

### Food

- it is likely that an emergency could cut off your food supply for weeks, you should prepare a supply that would last 30 days for all members of your family
- Store non-perishable foods that require no refrigeration and little preparation or cooking
- Some suggestions include canned or boxed juices, soup, peanut butter, jelly, granola bars, nuts and seeds, canned meats, fruits and vegetables (don't forget a manual can opener) (See Disaster Food Supply Plan to follow)
- Include vitamin, mineral and protein supplements to assure adequate nutrition

### Sanitation Kit

- Plastic bags and ties serve as liners for improvised toilets as well as garbage containers, ground cover, broken window cover, or raincoat substitute
- Disinfectants must be used to treat sewage, dishes, etc and to minimize disease and infection. Bleach, Lysol, hand sanitizers, betadine, etc are among the many choices.
- Toilet paper and paper towels
- Soap (dish and body)
- Feminine hygiene products
- Disposable diapers, if needed
- Disposable cups, plates, and utensils to conserve water and minimize contamination
- Toiletries are not essential for survival, but can be emotionally reassuring. These can include toothbrush and paste, comb or hairbrush, deodorant, lotion or powder, etc.

## First Aid Kit

Consider including the following items in your home first aid kit:

- Sterile adhesive bandages in assorted sizes
- Gauze pads
- Hypoallergenic adhesive tape
- Scissors
- Tweezers
- Needle
- Moistened towelettes
- Antiseptic / alcohol / peroxide
- Thermometer
- Petroleum jelly or other lubricant
- Gel ice packs
- Safety pins
- Elastic bandage
- Baking soda and salt (1/2 tsp. Soda and 1 tsp. Salt in a quart of water to replace body fluids in the event of shock, vomiting or diarrhea)
- Splint material (magazines, cardboard, Popsicle sticks, etc)
- Cotton balls and swabs
- Matches or lighter
- Cleansing soap
- Non-latex gloves
- Sunscreen
- Cough syrup
- Anti-diarrhea medicine
- Laxatives
- Aspirin and non-aspirin pain medications
- Medicine dropper

## Tools and Supplies

Keep the following items handy for all-around use:

- Extra batteries of assorted sizes
- Flashlights / lanterns
- Battery-operated radio
- Carbon monoxide and smoke detectors
- Cash and/or travelers' checks
- Non-electric can opener and utility knife
- Small ABC fire extinguisher
- Shovel
- Water-proof matches / lighter
- Plastic storage containers, in various sizes
- Sewing supplies
- Signal flares
- Whistle
- Shut off wrench for house gas and water
- Aluminum foil
- Household chlorine bleach

## Clothing and Bedding

Consider assembling one or two complete changes of clothing and footwear per person including:

- Sturdy shoes or workboots
- Raingear
- Blankets or sleeping bags
- Hats and gloves
- Thermal underwear
- Sunglasses

## Special Items

### Adults

- Prescription Medications (4 week supply for each family member)
- Eyewear and contact lens supplies
- Denture needs
- Hearing aids and supplies

### Babies

- Formula
- Diapers
- Bottles
- Powdered milk
- Medications
- Breast milk

Important family documents (keep these documents in a waterproof, portable container):

- Wills, Insurance policies, Contracts and deeds, Stocks and bonds
- Passports, Social Security cards, Immunization records
- Bank account numbers, credit card account numbers and companies
- Inventory of valuable household goods, important phone numbers
- Family records (birth, marriage, death certificates)

### Emotional Reassurance

After the initial response to any emergency the disrupted lifestyle and disorientation need to be considered. Consider some of these items: crayons, coloring books, story books, games, puzzles, musical instruments, etc.

## VI. Pre-Emergency Personal Preparedness Checklist

This checklist will help you, and your family, prepare for emergency situations that may arise when you are working.

### Things to Arrange:

Child care  
Elder care  
Pet care

- Complete and distribute Emergency Contact Information Sheet (to follow on page 11)
- Prepare a letter of authorization for providing medical care to children
- Stock Disaster Supplies Kit
- Pack Emergency Overnight Bag

### Things to Do:

- Discuss emergency plans with your family (including evacuation plan)



1. Do you have the right insurance policies and do you have adequate coverage? Do you have flood and/or wind insurance if you live in vulnerable areas? Have you read your policies so you know what is covered?
2. Do you have insurance coverage for specialty items, e.g. boats, artwork?
3. Have you photographed and/or videotaped every room in your home?
4. Have you completed your household inventory list, writing down the make and model numbers of major items?
5. Do you have the originals of items 1-4 in a secure place? (Note: this should not be your home; recommend a bank safety deposit box).
6. Have you determined what valuable items you will take with you if you have to evacuate?
7. Have you inspected your property, looking for potential problems?
8. Have you removed dead branches and trees that are leaning >45 degrees? Have you removed branches from near your roof? (Call professionals to remove branches that are close to utility lines).

Read and keep this All Hazards Emergency Preparedness Packet in a safe location.

## **VII. Being Prepared for a Power Outage**

Power outages normally last only a few minutes but can last hours. The average Idaho Power customer is without power less than 2 hours each year. Nevertheless, the duration of a power outage can last days, and even longer. In such an emergency, you should know how to protect your health and home if heat and electricity suddenly are unavailable. Common sense and careful preparation will help you avoid problems and inconveniences.

### **Common Causes of Outages**

- Lightning
- Wind
- Snow and ice
- Rain and Flooding
- Mud Slides
- Car Accidents

### **During an Outage**

- Do not leave candles unattended and keep them away from furniture, draperies, and other flammable material
- Keep your refrigerator and freezer doors closed so they'll retain cold air inside and avoid food spoilage

- Turn off most lights and appliances in your home
- Turn off electric ranges and space heaters
- Fireplaces and wood/coal stoves may be used for cooking as well as heating. Camp stoves, kerosene lamps, and camping lanterns may be used but require proper ventilation. Never burn charcoal indoors.
- During cold weather, wear several layers of dry, loose fitting clothing to stay warm indoors and out.

**Following a Disaster** - Check for damaged wiring within your home. Look for sparks. Smell for hot or burning insulation. If your wiring is damaged shut off the power at the circuit breaker or fuse box. Do not touch any wiring. Outside, consider all downed power lines live. Do not touch downed power lines or attempt to move any object in contact with them. Immediately report any broken / damaged lines or poles.

**To Assist Idaho Power in Restoring Power** - It is best to turn off electrical appliances, air conditioners, furnace fans, etc. All lights in your home except 2 should be shut off. This will help to prevent a heavy demand on the electrical system as it returns to service. Leave your porch light on for the Idaho Power employees who patrol the area to determine when electrical service is restored.

## **VIII. Being Prepared for a Natural Gas Emergency**

To be fully prepared, you should know how to shut off natural gas service to your home. (Please refer to the Intermountain Gas handout and diagram for this procedure). Once the gas is off, LEAVE IT OFF until a qualified service representative can check the system.

## **IX. Being Prepared for Fire in your Home**

- Plan and practice fire escape routes
- Use a chain ladder to escape from upper levels and practice escaping with it
- Identify a safe place outside for all family members to meet
- In the event of actual fire - crawl low along the ground to avoid smoke inhalation
- Feel closed doors with the back of your hand. If hot, use another exit. If not hot, open the door slowly and check for smoke and fire before entering.
- Once outside, meet in your designated place then call for help. NEVER return to a burning building.

## **X. Being Prepared for Pandemic Influenza**

In the case of a pandemic illness, such as influenza, you may have to care for someone in the home. The emergency notification system will tell you what protective measures to take, such as when to wear a mask or to use protective gloves.

- When caring for someone who is sick, it is always important to do VERY good hand hygiene. This includes washing your hands with soap and water or using hand sanitizer. You can use hand sanitizer in place of soap and water any time you don't have dirt on your hands.

- If someone is sick with flu or another “airborne” illness, you should wear a mask when caring for him or her to protect yourself. In most cases, gloves are not needed unless you are handling blood or other body fluids.
- In most cases, there is NO need to clean laundry or dishes in a special way. However, it is best not to “hug” laundry close to your body. Normal cleaning of household items should be done in the home, unless told differently by healthcare personnel or the emergency notification system.

<b>Emergency Contact and Information Sheet</b>
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Please complete and share copies with families, friends, neighbors and co-workers who you may wish to assist you in case of an emergency.

**Your Name:** \_\_\_\_\_

**Your Home Address:** \_\_\_\_\_

**Your Telephone:** Home: \_\_\_\_\_  
 Work: \_\_\_\_\_  
 Cell: \_\_\_\_\_  
 Pager: \_\_\_\_\_

**Your Place of Employment:** \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_

**Emergency Contacts:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone:** Home: \_\_\_\_\_  
 Work: \_\_\_\_\_  
 Cell: \_\_\_\_\_  
 Pager: \_\_\_\_\_

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone:** Home: \_\_\_\_\_  
 Work: \_\_\_\_\_  
 Cell: \_\_\_\_\_  
 Pager: \_\_\_\_\_

**Please list all children / dependents:**

<u>NAME</u>	<u>AGE</u>	<u>DATE OF BIRTH</u>	<u>SCHOOL/DAYCARE</u>
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Pick-Up Directions: \_\_\_\_\_  
\_\_\_\_\_

School bus arrives home/when and where: \_\_\_\_\_  
\_\_\_\_\_

Special Health Needs/Allergies/Medications/Physician: \_\_\_\_\_  
\_\_\_\_\_

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Primary Care Physician / Phone: \_\_\_\_\_

Pharmacy Name / Phone: \_\_\_\_\_

Please list all pets:

<u>NAME</u>	<u>TYPE</u>	<u>FEEDING SCHEDULE</u>	<u>SPECIAL NEEDS</u>
_____	_____	_____	_____
_____	_____	_____	_____

Veterinary/Animal Hospital / Phone: \_\_\_\_\_

OTHER PERTINENT INFORMATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## **XI. Instructions for Reporting to Work**

Because all of you are essential in a disaster situation, the following guidelines have been developed to provide instructions for reporting to work in the event of an emergency.

### **Guidelines:**

During a declared emergency, St. Luke's employees should make every reasonable effort to report to work, either on their own or after being notified by their supervisor or designee. All employees are expected to take their hospital identification badges home with them.

Upon arrival to the hospital, employees will be allowed entry through the Southeast entrance (near Administration) then asked to report to the Labor Pool Office, which would be located in Baldy Room 3, (unless circumstances have necessitated an alternate location).

Employees are asked to use their best judgment in determining the safest route to get to work.

If there has been a declared emergency, with phone disruption, please report to the hospital in person. We may attempt to utilize public communication systems to alert hospital staff of the need for the emergency call-in.

Due to the special nature of our business, we will be fully operational during emergencies. All employees are essential to our operations, and consequently will be expected to make every reasonable effort to report to work in a timely manner unless otherwise directed.

## **XII. Additional Resources**

St. Luke's public Web site accessible on the Internet [www.stlukesonline.org](http://www.stlukesonline.org)

Employee Assistance Program (EAP) 1-888-267-8126

American Red Cross [www.redcross.org](http://www.redcross.org)

Centers for Disease Control (CDC) [www.cdc.gov](http://www.cdc.gov)

Public Health Emergency Preparedness and Response [www.bt.cdc.gov](http://www.bt.cdc.gov)

Federal Emergency Management Agency (FEMA) [www.fema.gov](http://www.fema.gov)

e-medicine Web Site [www.emedicine.com](http://www.emedicine.com)

Journal of the American Medical Association [www.pubs.ama-assn.org](http://www.pubs.ama-assn.org)

The Department of Homeland Security [www.ready.gov/](http://www.ready.gov/)

The Humane Society [www.hsus.org](http://www.hsus.org)

Reference:

American Red Cross and the Federal Emergency Management Agency (March 1992)

"Caring is Preparing" by Inova Health Care System

Idaho Power

Intermountain Gas