

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Human Resources		HR	512.2
Subject Title	Adopted	Revised	Reviewed
Workplace Safety – Emergency Management	03/15/05	10/25/16	11/30/10; 4/28/10; 2/6/14; 2/17/14; 9/25/15; 4/26/16; 10/25/16

PROCEDURE

Application

This procedure shall apply to The Right Door for Hope, Recovery and Wellness.

1.0 Purpose

The purpose of the Emergency Management Plan is to ensure organizational preparedness in response to emergencies to assure the safety of staff, consumers, and visitors.

2.0 Plan Monitoring and Evaluation

The Chief Financial Officer (CFO) shall be responsible for monitoring the implementation of the Emergency Management Plan on a regular basis and for annually evaluating the plan's overall effectiveness and recommending improvements to the Chief Executive Officer (CEO) as appropriate or needed.

3.0 Site Description and Vulnerability

The Right Door for Hope, Recovery and Wellness is located at 375 Apple Tree Drive, Ionia, MI 48846. This office maintains staff to provide mental health services to the members of Ionia County, and maintains staff to provide administrative support and/or supervision to these services. The office is open Monday through Friday and Saturdays in the Ionia location. The closing schedule is determined by the needs of the consumers. There are satellite offices located at 4771 Storey Road, Belding, MI and 208 W. Bridge Street, Portland, MI.

The Right Door for Hope, Recovery and Wellness operates on a twenty-four (24) hour a day basis by having after-hours crisis calls routed through a contracted

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answering service. The Right Door for Hope, Recovery and Wellness staff person is on-call and available to handle emergencies.

The Ionia building is located off of M-66 approximately one-half mile north of M-21. The Belding site is located off of M-91, approximately one-half mile north of M-44. The Portland site is located off Grand River Avenue, approximately 1 mile north of I-96. Each building may be susceptible to toxic fumes from chemical spills on the highway, bomb threats, biological terrorism, potentially violent people, fire or tornadoes. The Portland site may also be susceptible to floods due to its close proximity to the Grand and Looking Glass rivers. If a disaster were to occur on-site, the primary concerns are injuries to consumers and staff, damage to equipment, and loss of vital records and equipment.

4.0 Emergency Response - Internal

Response to an emergency situation/disaster affecting The Right Door for Hope, Recovery and Wellness is a cooperative effort between the organization and governmental authorities. Notification of an emergency situation/disaster may be received by telephone or radio from local governmental authorities. Such notification should be directed to the attention of the CFO or designee.

This list identifies responsibilities and functions that shall be performed during an emergency situation/disaster. Primary responsibilities are:

- The CFO or his/her designee shall notify staff of the emergency, designate the Emergency Operations Center, coordinate on-site responses and implement protective actions as needed.
- The CFO or designee shall notify local governmental authorities of an on-site emergency situation/disaster.
- During an emergency the IS Director and/or IS Specialist, under the direction of the CFO, shall organize and maintain the Emergency Operations Center with adequate communications capability.

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- The CFO or designee shall determine the need to evacuate the building or seek protective shelter, and shall implement recall procedures for all evacuated and/or sheltered persons.
- If evacuation is necessary, Access staff shall continue to provide essential services. For the purposes of this procedure, “essential services” shall be limited to crisis intervention services. In the event of evacuation of any The Right Door for Hope, Recovery and Wellness offices, pre-assigned staff members are to immediately collect the sign-in/sign-out sheets for purposes of taking roll-call in the designated evacuation areas of each site.
- The Access Manager or designee will instruct the contracted answering service to expect crisis calls through the duration of the evacuation.
- Incoming calls will be forwarded to the contracted answering service by the lead receptionist or designee prior to his/her evacuation.
- The CFO or designee shall assign responsibilities for directing people to designated areas for evacuation and/or shelter. These areas are marked on emergency exit maps posted throughout the facility.
- Staff working with consumers at the time of the evacuation shall assist those consumers during the evacuation process.
- The CFO or designee shall be responsible for accounting for all personnel at the evacuation assembly area(s) or in protective shelters.
- The MIS Director or designee shall ensure that vital records are identified and protected during an emergency.
- The CFO or designee shall implement decisions or directives from the landlord as appropriate.
- When the situation has resolved, the CFO or designee shall complete an Incident Report documenting the emergency situation.

4.1 Emergency Warning/Communications

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The Lead Receptionist at each site shall be responsible for performing the emergency warning and communications functions. Primary responsibilities are:

- Notifying consumers of cancelled appointments, if necessary.
- Establishing a message control system together with Information Systems staff for logging messages received by and dispatched from the Emergency Operations Center.
- Receiving and disseminating information about an emergency situation/disaster that has occurred or is imminent.
- Activating the on-site warning and/or instructional system if necessary.

4.2 Emergency Assessment

The CFO or his/her designee shall be responsible for performing the emergency assessment function. Primary responsibilities are:

- Collecting and compiling information on the emergency situation/disaster.
- Maintaining a written record of all events that occur including actions taken, decisions made and by whom, personnel involved, costs incurred, etc.
- Displaying information in the Emergency Operations Center.
- Assisting with the preparation of other reports as necessary, including an after-action report.
- Documentation shall be reviewed by the Health and Safety Committee and/or Leadership, as appropriate.

4.3 Emergency Maintenance

The CFO or designee is responsible for coordinating the emergency maintenance function. Primary responsibilities are:

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- Controlling site systems (i.e., start-up and shut-down).
- Coordinating operation of utility systems at the site, and, if necessary, ensuring that all doors and windows are closed and that the ventilation system is turned off.
- Coordinating emergency repair/power services as necessary.
- Erecting barricades and other traffic/access control devices as necessary.
- Assisting security personnel with the movement of vehicles and people at the emergency site.
- Coordinating debris clearance and site clean up as necessary.
- Assisting with damage inspection and site re-entry recommendations.

5.0 Specific Emergency Situations - Internal

The following sections outline procedures for dealing with specific emergency situations.

5.1 Fire Response

If a staff member encounters a fire on site, he/she will follow the RACE procedure:

- **Rescue** – Assist any consumers/visitors in immediate danger in evacuating the area.
- **Alarm** – Pull the nearest fire alarm and notify the receptionist to sound the overhead alarm and contact 9-1-1. The receptionist is to provide the 9-1-1 dispatcher with his/her name, phone number, and location of the fire (if available).
- **Confine** – Close doors and windows to slow the spread of smoke and flames.
- **Extinguish** – Extinguish the fire if it is small and he/she knows how to operate a fire extinguisher.

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- If the decision is made to extinguish the fire, staff will use the PASS procedure
 - **Pull** – Hold the extinguisher firmly upright. Pull the pin on the handle.
 - **Aim** – Aim the extinguisher nozzle at the base of the fire. Stand six to eight feet from the fire – no closer.
 - **Squeeze** – Squeeze the handle to release the Squeeze extinguishing agent.
 - **Sweep** – Sweep slowly in a side-to-side motion and move forward as flame subsides.
- **IF THE FIRST ATTEMPT DOES NOT EXTINGUISH THE FIRE, ALL CONSUMERS, VISITORS AND STAFF MUST BE EVACUATED.**
- Upon hearing the fire alarm, all staff are to immediately assist consumers and visitors to the nearest exit.
- In the event of evacuation, pre-assigned staff members are to immediately collect the sign-in/sign-out sheets for purposes of taking roll-call in the designated evacuation areas.
- Staff, consumers, and visitors are to proceed to the gathering area designated for each site:
 - Ionia – southeast corner of the parking lot or in front of the building gathering on Apple Tree Drive, whichever is closer.
 - Belding – northwest corner of the parking lot
 - Portland – parking lot on the east side of Water Street.
- When emergency personnel deem it safe to re-enter the building, the CFO, or designee, shall give the all-clear signal.

If evacuation from the building is not possible due to smoke or fire, staff are to remain calm and consider the following:

- Close the room door.
- Stuff cloths, towels or other materials (preferably damp) under the door to stop smoke.

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- Open a window.
- Exit through the window, if possible. If not, mark the window to notify emergency personnel that someone is in the building.
- Stay close to the floor to reduce smoke inhalation.
- Make noise so others are aware that someone is in the room.

5.2 Emergency Medical

Upon recognition of a medical emergency, staff shall activate the emergency response system.

- The first staff member to discover the emergency shall call for help, and initiate CPR/First Aid, as appropriate.
- The second staff member shall contact 911.
- A third staff member, if available, shall retrieve the AED from the reception area.
- When the individual is stabilized and/or EMS arrives on the scene, staff shall notify the appropriate parties identified by the emergency contact information in the personnel file (if the individual is a staff member) or in the medical record (if the individual is a consumer).
- One of the responding staff members shall complete an Incident Report documenting the details of the emergency.

In the event of a disaster, the Medical Services Nurse(s) or designee is responsible for performing the emergency medical function. Primary responsibilities are:

- Ensuring that emergency medical care is provided to injured persons, as necessary.
- Collecting and compiling health/medical disaster information for the Emergency Assessment Coordinator.

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- Coordinating off-site ambulance calling and pick-up, medical assistance, etc.

5.3 Hostage Emergency Procedure

If staff or consumers are forcibly detained or threatened with harm, the CFO or designee shall:

- 5.3.1 Report the location, persons involved, degree of immediate danger and any other pertinent information.
- 5.3.2 Assess the situation and notify 911 for police intervention.
- 5.3.3 Evacuate as many persons from the area as possible, maintaining a calm and orderly evacuation.
- 5.3.4 Cooperate with other authorities to provide important information.
 - 5.4.1 Provide facility information to authorities including exits, utilities, phones and maps.
 - 5.4.2 If a complete evacuation is necessary, fire evacuation procedures shall be followed and re-entry shall occur only after authorization by the CFO or designee.
- 5.3.5 When the situation is resolved, the CFO or designee shall complete an Incident Report form documenting the situation.

5.4 Bomb Threat Procedures

- 5.4.1 The person who receives the bomb threat will obtain and record as many details as possible about the caller and the alleged bomb and its location using the Bomb Threat Checklist (located on the intranet).
- 5.4.2 The staff person will immediately notify the Access Department, and 1 staff person in the Access Department will take the lead.
- 5.4.3 The Access staff person will immediately contact Central Dispatch for assistance and further direction (e.g. whether or not to

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evacuate the building).The Access staff person will direct clerical support based on the direction and announce to evacuate the building if that is warranted. The Access staff person will notify the CEO of the situation.

- 5.4.4 If the threat is received via letter, the letter shall be preserved for police investigation. To preserve fingerprints, the letter shall not be handled after it is opened.
- 5.4.5 When the situation has been resolved, the Access staff person shall complete an Incident Report documenting the situation.

5.5 Hazardous Materials Procedures

The CFO or designee shall be notified immediately of any hazardous material or chemical spills in the immediate area of the facility. The CFO shall contact the proper authorities as appropriate and shall follow recommendations for evacuation or closing of the agency or shutting off the heating, air conditioning or ventilation systems as appropriate. The CFO or designee shall complete an Incident Report documenting the situation when it has been resolved.

5.6 Biological Threats

5.6.1 When opening mail, staff shall be alert for the following common features of threat letters:

- No return address
- Excessive postage
- Handwritten or poorly typed address
- Misspelling of common words
- Restrictive markings such as “Confidential,” “Personal,” etc.
- Excessive weight and/or feel of a powdery substance

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5.6.2 If staff receive a suspicious package or letter, or are inadvertently exposed to a powder from such a letter or package, staff should set the letter down gently. The exposed staff person should move to an area that shall minimize exposure to others but try to remain in the same area.

5.6.3 Other staff not in the immediate vicinity of the letter or package when opened shall leave the area.

5.6.4 Another staff person shall contact the CFO or designee. The CFO shall call 911 and order the shut down of the building's ventilation system.

5.6.5 All staff in the building shall remain until instructed to leave by the proper authorities.

5.6.6. When the situation has been resolved, the CFO or designee will complete an Incident Report documenting the situation.

5.7 Severe Weather Procedure

5.7.1 Upon notification of approaching severe weather, staff shall contact the CFO or designee.

5.7.2 The CFO or designee shall assess the situation and shall notify the Lead Receptionist to use the agency intercom system to instruct staff and consumers to "Take Cover" due to severe weather.

5.7.3 Staff shall immediately escort any consumers or visitors in their vicinity to the nearest "Safe Area" as posted throughout the building, closing windows and doors along the way.

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- Safe Area is defined as:
 - Belding: Staff Bathrooms
 - Portland: Bathrooms and Hallway
 - Ionia: Main Hallway, Bathrooms, Staff Bathrooms, any of the small meeting rooms in the main lobby hallway and the ABA rooms.

5.7.4 The Lead Receptionist shall gather sign-in sheets, appointment books/lists or other items to identify staff, consumers and visitors in the building.

5.7.5 The CFO or designee shall lock the main entrance doors to prevent unauthorized entry.

5.7.6 An Emergency Supplies Box shall be stored in the Receptionist Area and shall include a flashlight and battery operated Radio. The Lead Receptionist shall gather the Emergency Supply Box, sign-in sheets, appointment books/lists or other items to identify staff, consumers and visitors in the building.

5.7.7 Staff, consumers and visitors shall remain in the designated area until the CFO or designee gives the "All Clear" signal.

5.7.8 In the event of a blizzard, ice storm, or snow storm, the CEO, CFO or designee shall assess the safety of driving conditions. The CEO, or designee shall assess the need for agency closure.

5.7.9 When it is determined that conditions of the road are hazardous, the CFO or designee shall advise staff to use agency and personal vehicles at their own discretion.

5.8 Dealing with Difficult Persons

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- 5.8.1 When a person's behavior becomes difficult/threatening, staff shall make every attempt to use skills and practice values of CPI: Nonviolent Crisis Intervention; Care, Welfare, Safety, and Security. Staff shall follow the CPI: Verbal Escalation Continuum for appropriate responses to a person who is acting out.

CPI: Verbal Escalation Continuum

Acting Out Person	Staff
Questioning (information seeking, challenging)	Give rational responses, stick to the topic, ignore challenges, set limits
Refusal (non-compliance, slight loss or rationalization)	Set limits
Release (emotional outburst, loss of rationalization)	Let them vent, remove audience or acting out person
Intimidation (non-verbally or verbally threatening)	Seek assistance, take threats seriously
Tension reduction (drop in energy of acting out person)	Re-establish therapeutic rapport, use CPI: COPING process

- 5.8.2 When a person begins to act out in the intimidation stage of the CPI: Verbal Escalation Continuum, staff will seek assistance and shall telephone 911 or use the "hold-up" alarm when deemed appropriate for safety and security.
- 5.8.3 When a consumer comes into the facility by law enforcement personnel or other referral agents, the individuals providing the transportation for this person should remain with the person and CPI: Verbal Escalation Continuum will be followed.

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5.8.4 The Right Door for Hope, Recovery and Wellness staff performing services outside of The Right Door for Hope, Recovery and Wellness building shall ensure their own safety by being familiar with surroundings, not entering facilities or homes where a dangerous situation presents itself, and seeking assistance from law enforcement officials when necessary to assure personal safety of self and others.

5.8.5 The involved staff person(s) shall document occurrences involving acting out person on an Incident Report. The direct supervisor of involved staff will use CPI: COPING process with all staff members involved in incident within 2 business days.

5.9 **Lockdown Evacuation**

Access will determine if a situation warrants a lockdown at The Right Door for Hope, Recovery and Wellness. Access shall report to Central Dispatch the situation at hand and the severity if lockdown is ordered. Access will also contact the CEO/Designee to inform of the situation.

If an **external evacuation** occurs, the code, ***“Evacuate the building”*** shall be announced overhead. Access shall be on the premises directing Staff.

If Police are present during evacuation, Access shall follow their recommendations.

If the offending person has a weapon, the staff members that are involved shall announce the lockdown. 911 shall be called immediately. Access shall direct thereafter. If this is at a satellite office, the staff shall call the main office to inform, access shall direct thereafter.

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In Ionia and Belding, the panic button can be used in the receptionist area.

If an **internal Lockdown** is determined, the code, “**Lockdown**” shall be announced overhead. The above instructions shall be used **UNLESS** a weapon is involved. If the offending person has a weapon, the staff members that are involved shall announce the lockdown. 911 shall be called immediately. Access shall direct thereafter. If this is at a satellite office, the staff shall call main office to inform after 911 is called, access shall direct thereafter.

Each building and area shall follow their plan:

Belding – Any persons in the lobby shall report to outer offices, close door, lock door and position themselves underneath the furniture. Any persons in the PIT area #1, PIT area #2 or office #3, should go to PIT area #1, if possible, positioning themselves under furniture. Office #3 occupants may need to stay in Room #3 to avoid door window to lobby. Any persons in an office with a lock shall remain in office areas. If lock down situation occurs but not an imminent threat, all parties in Belding office should locate in PIT #1 and notify Access.

Portland – Staff need to go to the back office – (Prescriber’s Office) and lock the door. Staff need to stay as far away from windows as possible within the office. Hide underneath furniture.

Safe Places for Lockdown in Ionia –

Nurses offices in Medication Services Hallway

Bathrooms with locks

The pit area - any inside office. The Pit is a locked area.

Therapy hall – any inside office. Therapy hall is between two locked doors.

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Staff present shall take steps to keep Consumers and themselves safe at all times.

6.0 County-Wide Emergency Preparedness

The Right Door for Hope, Recovery and Wellness, under specific direction of its CEO or designee, shall participate in the county-wide emergency preparedness by supporting the Ionia County Emergency Operation Plan. The Right Door for Hope, Recovery and Wellness is a part of Annex J, Human Services Annex. The purpose of the Emergency Operation Plan and The Right Door for Hope, Recovery and Wellness’s role is:

- To organize, coordinate, and direct all emergency responses of mental health for Ionia County.
- To provide education and consultation regarding the mental health aspects of a disaster.
- To relieve additional stress in the event of a disaster and to forestall or diminish any future emotional difficulties as a result of a disaster.
- To focus on marked changes in family and community life which may follow in the wake of a disaster.

6.1 Concept of Operations: Command and Control

The Director of Ionia County Department of Social Services represents and coordinates the Human Services Annex (Annex J) and his/her operational location shall be at the Emergency Operations Center (EOC). When the County Emergency Services Coordinator activates the County Emergency Operations Plan (EOP), The Right Door for Hope, Recovery and Wellness CEO or designee shall report to the EOC and to the Human Services Annex.

6.2 Ongoing Operations/Continuity Plan

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Coordination and collaboration shall be ongoing with other agencies and services throughout the county in an effort to identify and provide services for the emotional needs of the county population.

The Right Door for Hope, Recovery and Wellness owns and/or operates vehicles during the normal course of business, some of which can accommodate wheelchairs. These vehicles shall be available for use as emergency transportation.

Services shall be provided through a triage system giving special attention to high-risk groups such as children, the elderly and disadvantaged. Mental Health professionals may be assigned to emergency rooms, morgues and other places where victims would likely congregate in the first stage of a disaster, and later, workers may be assigned to preplanned stations and shelters.

Should a facility be deemed unsafe for continued operations, the CEO or designee will notify staff, consumers, and the community at large of alternate locations of operations. This may include the use of another The Right Door for Hope, Recovery and Wellness facility, mobile based services, alternate community space and telecommuting options for staff.

6.3 Communications

There shall be telephone communication from the Emergency Operations Center (located at Central Dispatch) to the field. Agency pagers and cell phones and email may also be utilized.

6.4 Plan preparation and Updating Responsibility

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The CEO or designee shall be responsible for the preparation, implementation, and update of the mental health portion of the Human Services Annex for the County plan, plan execution, and maintenance.

The CEO or designee shall participate in county-wide emergency preparedness drills and trainings.

During a disaster, direct mental health services shall be provided as needed and coordinated throughout the Human Services Annex.

Following the disaster, The Right Door for Hope, Recovery and Wellness, in coordination with other organizations, shall continue to focus on the special needs created by the crisis by providing outreach services as well as individual and group counseling.

Robert S. Lathers, Chief Executive Officer	Date		