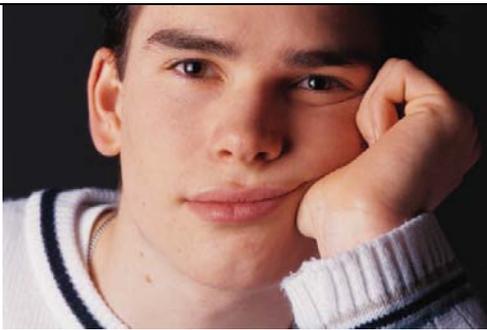
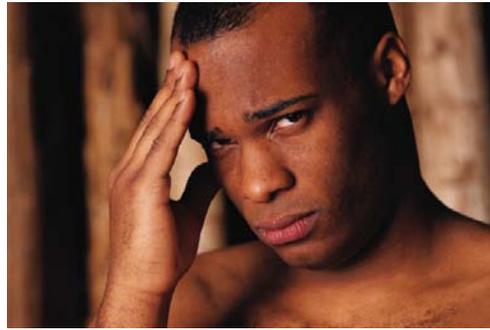


Missouri Emergency Preparedness Planning Kit for Small Agencies and Residential Providers



This tool kit is not a comprehensive All-Hazards Plan. However, it is a valuable resource to assist small residential providers in planning for evacuation, shelter-in-place, pandemic and continuity planning. For an all-hazards planning template, refer to the Missouri All-Hazards Facility Planning Guide at <http://dmh.mo.gov/diroffice/disaster/AllHazardsFacilityPlanningGuide.htm>.

You may wish to review the Pandemic Continuity Work Aids 2009 that will assist you in developing a continuity plan at <http://dmh.mo.gov/diroffice/disaster/disaster.htm>. Look under Plans and Competencies.

Missouri has adapted the State of Georgia Emergency Preparedness Planning Kit. A few changes have been made to tailor the document to Missouri's needs and resources. We are extremely grateful for the development of this document and to the following:

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Comments and suggestions are welcome and should be directed to Kathleen Hoza Lysak, kathleen.lysak@clarityhealthcare.com, phone: 678-264-8144.

Emergency Preparedness Planning Kit for Small Residential Providers

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This kit is part of Missouri's planning tools for emergencies. It was designed for small organizations with only a limited number of employees. By filling out the worksheets in this kit, you can create a plan for how you will deal with different types of emergencies. Worksheets are included to help you develop your:

- Evacuation Plan
- Shelter-in-Place Plan
- Continuity of Operations Plan
- Pandemic Flu Plan

(More information regarding these plans is available in the General Description of Concepts section beginning on page 19.)

The box on the next page shows how you can decide which plan or plans you need to use in each type of emergency.

In an emergency, it is important to know who is responsible for what and to be able to communicate with others. You can plan this for your own facility, but you should also know how your community handles these things. The Community Response Partners Worksheet will help you to do this.

You should also encourage your employees to develop Personal or Family Emergency Plans. They will be better able to help you meet your responsibilities to your residents during an emergency if they know that their family will be okay. This is more likely to occur if they have planned for their families' needs in advance.

Resident information should be kept in a safe, confidential place at the residential site and at another location. Designated employees should know how to access the information for emergency purposes.

Determining Your Emergency Response Action

1) Is your facility safe?

Yes

No ⇒ Use Evacuation Plan

2) What is happening? (Local officials may instruct you differently based on the circumstances in any particular event.)

Flood Fire Wildfire	⇒ Use Evacuation Plan
Tornado	⇒ Use Shelter-in-Place Plan (for weather, shelter down*)
Winter storm	⇒ Use Continuity of Operations Plan
Chemical Release	⇒ Use Shelter-in-Place Plan (for chemicals, shelter up**)
Contagious disease Flu pandemic	⇒ Use Pandemic Flu Plan
Earthquake	⇒ Drop, Cover and Hold until shaking stops. Then use Evacuation Plan.

3) Do you have utilities?

Yes

No ⇒ Use Continuity of Operations Plan

4) Can your staff get to work?

Yes

No ⇒ Use Continuity of Operations Plan

Shelter in Place – See Excel Worksheets attached

* Shelter Down – in a basement or other safe area from tornados

** Shelter Up – interior area of home, above-ground area without windows, i.e. for chemical spills if advised to shelter-in-place by emergency officials.

1) **Facility Information Form**—Fill out the form and make four copies. The Community Response Partners form tells you who you should give them to.

2) **Community Response Partners Form**—Fill out the form so that you have the contact information handy for the organizations you may need to contact in an emergency. The form also has a space for specific contacts to help with your planning. See below for instructions regarding how to get some of your local contacts.

Local Emergency Management Agency

To find your local emergency management agency, go to www.sema.dps.mo.gov

- Click on EMD List
- Click on County
- Click on the city or town where you are located
- Click on your county—if your city or town is not listed.

Local Public Health Office

To find your local public health office, you can go to www.dhss.mo.gov/LPHA/LPHAs.html, or contact the Coordinator of the Office of Disaster Readiness for the Department of Mental Health at Jenny.Wiley@dmh.mo.gov or 573/751-4730

Local chapter of the American Red Cross

To find your local Red Cross chapter, go to www.redcross.org

- In the top center of the page, enter your zip code
- Click on Find

3) **Emergency ID Tags**—Create emergency ID tags to use for your residents if you need to evacuate. The tags should include their name and any access and functional needs that would be important for shelter staff or volunteers to know about them, such as their medications, how best to communicate with them, etc.

There is a template that you can use in this kit. The template is designed so you can print the name tags on a computer and insert them into plastic name tag holders. Or you can hand write them onto the template. Or you can make your own. The important thing is that information is easily available so that others helping out in an emergency know how to best care for your residents.

4) **WORKSHEETS** – (These documents are enclosed on the CD in a separate folder.)

Evacuation Plan Worksheet—Fill out worksheet. Review it with your staff to be sure they understand it and know what they are supposed to do. Provide a copy of it to:

- Your staff
- Your local response partners

Shelter-in-Place Plan Worksheet— Fill out the worksheet and review it with your staff to be sure they understand it and know what they are supposed to do. Provide a copy of it to:

- Your staff
- Your local response partners

Emergency Contacts of Residents Worksheet—Use the information on your Evacuation Plan Worksheet to fill out this worksheet. Give a copy of this worksheet to the emergency contact or guardian of each resident. Include a copy in the information you give to the emergency contacts/guardians of new residents.

Emergency Contacts of Staff Worksheet—Use the information on your Evacuation Plan Worksheet to fill out this worksheet. Give a copy of your current staff members to the emergency contacts. Include a copy in the information you give to the emergency contacts of new staff.

Continuity of Operations Plan Worksheet—Fill out worksheet and review with your staff to be sure they understand it and know what they are supposed to do. Provide a copy to all staff.

Continuity of Operations Plan – Pandemic Worksheet—Fill out worksheet and review with your staff to be sure they understand it and know what they are supposed to do. Provide a copy to all staff.

NOTE: Whenever you update or make changes to any of these plans, be sure to explain the changes to your staff and make sure they know what they are supposed to do under the new plan. Give a copy of the new plan to your community partners.

5) Planning Kit Evaluation--This planning kit is a work-in-progress. It will be improved by your experiences in using it. We would appreciate your feedback. Please return the form or contact us at:

Jenny Wiley, Coordinator
Office of Disaster Readiness
Department of Mental Health
P.O. Box 687
Jefferson City, MO 65102
Phone: 573/751-4730
Toll Free: 800/364-9687
jenny.wiley@dmh.mo.gov

Facility Information

Emergency Preparedness Planning Kit for Small Residential Providers
Facility Information

Name of Provider	
Address	
Primary Contact:	
Name	
Telephone	
Cell Phone	
Email	
Other	
Backup Contact:	
Name	
Telephone	
Cell Phone	
Email	
Other	
Number of residents:	

Type of care/services provided:
Description of individuals with access and functional needs-- (non-HIPAA-related information only)

Provide copies of this form to the local emergency management agency, local public health agency, local public safety and fire officials, American Red Cross, utility companies, etc.

Community Response Partners

Emergency Preparedness Planning Kit for Small Residential Providers

Community Response Partners

Local Emergency Management Agency

See instructions for how to identify your local emergency management agency. Fill in the information in the table:

Once you know who your emergency management agency is, give them a copy of your Facility Information Worksheet to make sure they know who you are, what kind of facility you operate, and what type of residents you serve.

- Ask what types of hazards are identified in your community's Hazard Vulnerability Analysis. These are the hazards you should plan for.
- Find out whether they have materials or resources to help you plan.
- Ask about your community's Incident Command System* and how you fit into it.
- Ask the emergency management agency about integrated sheltering operations.

Your local Emergency Management Agency:	
Address	
Email:	
Phone:	
Fax:	
Director:	
Hazards considered most likely in your community's Hazard Vulnerability Analysis/Emergency Operations Plan:	

Local Public Safety Officials

In small communities, the emergency management agency and the fire department may be the same.

- If your area does not have 911 services, make sure you have written down the correct emergency contact numbers for your police and fire departments.
- Prominently display all emergency numbers.
- Make sure your local public safety officials know who you are, what kind of facility you operate, and what type of residents you serve by filling out the Facility Information Worksheet and giving it to them.

Your Fire Department:	
Address	
Email:	
Phone:	
Fax:	
Chief:	

Your Police Department:	
Address	
Email:	
Phone:	
Fax:	
Chief:	

*See General Description of Concepts Section

Emergency Preparedness Planning Kit for Small Residential Providers

Community Response Partners

Local Public Health Agency (LPHA)

Fill in the information in the table for your local health department.

Give them a copy of your Facility Information Worksheet to make sure they know who you are, what kind of facility you operate, and what type of residents you serve.

- Ask if the local public health agency in your area will set up medical needs sheltering, if needed, or if there will be integrated sheltering operations.
- Ask if they have locations already established for shelters.
- Shelter managers will expect your staff to stay and care for your residents.
- Find out whether they have materials or resources to help you plan.
- Identify other agencies/businesses with which you may have a plan for sheltering.
- Have a written memo or understanding for sheltering with other residential agencies, local motels, etc.
- Congregate sheltering should be a last resort when your agency's other sheltering plans have failed.**

Your County Health Agency:	
Address	
Email:	
Phone:	
Fax:	
Shelter Coordinator:	

Memos of Understanding with:	
Address	
Email:	
Phone:	
Fax:	
Emergency Coordinator:	
Planned locations of Shelters:	
(Put these on your Evacuation Plan Worksheet.)	

Even though shelter locations are pre-planned, a disaster situation could cause those locations to be moved. Always listen to your local radio/emergency management officials to find out the actual locations used during a disaster. You may also call 211 to find shelter locations (from a cell phone: (800) 427-4626) or on the internet at www.211.missouri.org

*See General Description of Concepts Section

Emergency Preparedness Planning Kit for Small Residential Providers

Community Response Partners

American Red Cross, Local Chapter

See instructions for how to identify the local chapter of the American Red Cross (ARC). Fill in the information in the table:

Once you have identified your local Red Cross chapter, give them a copy of your Facility Information Worksheet to make sure they know who you are, what kind of facility you operate, and what type of residents you serve.

- Ask where shelters* will be set up in a disaster so that you can plan how you will get your residents and staff to the shelter if you need to evacuate.
- Plan for your staff to stay to support residents at the shelter.

The local chapter of the American Red Cross:	
Address	
Email:	
Phone:	
Fax:	
Director:	
Possible locations of shelters:	
(Put these on your Evacuation Plan Worksheet.)	

Power, Water and Gas Companies:

If you have residents that are dependent on support equipment using local utilities, you should ask that you be put on the list for priority restoration of service.

- Make sure your local utilities know what kind of facility you operate, and what type of residents you serve.
- Fill out the information worksheet about your facility and give it to your utility companies.

Power Company:	
Address	
Email:	
Phone:	
Fax:	
Contact:	

*See General Description of Concepts Section

Emergency Preparedness Planning Kit for Small Residential Providers
Community Response Partners

Water Company:	
Address	
Email:	
Phone:	
Fax:	
Contact:	

Gas or Propane Company:	
Address	
Email:	
Phone:	
Fax:	
Contact:	

Emergency Preparedness Planning Kit for Small Residential Providers

Community Response Partners

Volunteers

Are there organizations that provide volunteers to help you with your residents? It may be a faith-based organization that provides recreational activities, transportation, psychosocial support services, or other types of help.

- Discuss with these organizations how they could help you for different types of disasters (e.g., if you need to evacuate).
- Write how they will help you in the block to the right and on the worksheet for the Plan they will be a part of (e.g., Evacuation Plan).
- Give them a copy of all plans in which they are included.

Community Partner:	
Address	
Email:	
Phone:	
Fax:	
Contact:	
How they will help in an emergency:	
Community Partner:	
Address	
Email:	
Phone:	
Fax:	
Contact:	
How they will help in an emergency:	
Community Partner:	
Address	
Email:	
Phone:	
Fax:	
Contact:	
How they will help in an emergency:	

*See General Description of Concepts Section

Resident Identification Tags

Emergency Preparedness Planning Kit for Small Residential Providers

Resident Identification Tags

Emergency Identification Tags—create emergency ID tags for each of your residents in case of a need to evacuate. The tags should include name and any access and functional needs that would be important for shelter staff or responders to know about them, such as; medications, how best to communicate with them, etc.

Use the following template or create your own. This template is designed to either be handwritten or printed on a computer, and are sized to fit in plastic nametag holders. It is important that this information be easily available so that emergency responders can provide the best care for your residents. Plan to update these ID tags on a regular basis.

First Name	Last Name

Name of Facility _____
Facility Address _____
Phone Numbers _____
Birth Date _____ Blood Type _____
Health Insurance Name and Acct. No. _____

Medications _____

fold line

Disability/Conditions: _____

Physicians: _____

Allergies _____
Assistance Needed _____
Equipment/Communication Needs _____
Immunization Dates _____
Emergency Contacts _____

First Name	Last Name

Name of Facility _____
Facility Address _____
Phone Numbers _____
Birth Date _____ Blood Type _____
Health Insurance Name and Acct. No. _____

Medications _____

fold line

Disability/Conditions: _____

Physicians: _____

Allergies _____
Assistance Needed _____
Equipment/Communication Needs _____
Immunization Dates _____
Emergency Contacts _____

First Name	Last Name

Name of Facility _____
Facility Address _____
Phone Numbers _____
Birth Date _____ Blood Type _____
Health Insurance Name and Acct. No. _____

Medications _____

fold line

Disability/Conditions: _____

Physicians: _____

Allergies _____
Assistance Needed _____
Equipment/Communication Needs _____
Immunization Dates _____
Emergency Contacts _____

First Name	Last Name

Name of Facility _____
Facility Address _____
Phone Numbers _____
Birth Date _____ Blood Type _____
Health Insurance Name and Acct. No. _____

Medications _____

fold line

First Name	Last Name

Name of Facility _____
Facility Address _____
Phone Numbers _____
Birth Date _____ Blood Type _____
Health Insurance Name and Acct. No. _____

Medications _____

fold line

First Name	Last Name

Name of Facility _____
Facility Address _____
Phone Numbers _____
Birth Date _____ Blood Type _____
Health Insurance Name and Acct. No. _____

Medications _____

fold line

First Name	Last Name

Name of Facility _____
Facility Address _____
Phone Numbers _____
Birth Date _____ Blood Type _____
Health Insurance Name and Acct. No. _____

Medications _____

fold line

Disability/Conditions: _____

Physicians: _____

Allergies _____
Assistance Needed _____
Equipment/Communication Needs _____
Immunization Dates _____
Emergency Contacts _____

Disability/Conditions: _____

Physicians: _____

Allergies _____
Assistance Needed _____
Equipment/Communication Needs _____
Immunization Dates _____
Emergency Contacts _____

Disability/Conditions: _____

Physicians: _____

Allergies _____
Assistance Needed _____
Equipment/Communication Needs _____
Immunization Dates _____
Emergency Contacts _____

Disability/Conditions: _____

Physicians: _____

Allergies _____
Assistance Needed _____
Equipment/Communication Needs _____
Immunization Dates _____
Emergency Contacts _____

General Description of Concepts

HAZARDS

Hazards are something potentially dangerous or harmful, often the root cause of an unwanted outcome that poses a threat to life, health, property or environment. An all-hazards approach to planning does not focus on specific hazards, but concentrates on a solid framework that ensures the agency will be better prepared for all disasters, natural or man-made.

INCIDENT COMMAND SYSTEM

The Incident Command System, or ICS, is a system used throughout the country for managing the response to emergencies. ICS creates a temporary organizational structure that can be as large or as small as is needed for the type and size of the event, and includes all of the responding organizations. It is used from the time an incident occurs until the requirement for management of emergency operations no longer exists.

You should be familiar with the Incident Command System. Online courses are available free of charge on the website of the Federal Emergency Management Agency (FEMA) www.fema.gov. If you are not already familiar with the Incident Command System, you may wish to take ICS 100, An Introduction to the Incident Command System.

ACCESS AND FUNCTIONAL NEEDS (Formerly referred to as Special Needs)

A new “Guidance for Planning for Integration of Functional Needs Support Services (FNSS) in General Population Shelters” has been issued by the Federal Emergency Management Agency and the Department of Justice. Populations that may need FNSS in shelters include: Children and adults with physical, sensory, mental health, and cognitive and/or intellectual disabilities affecting their ability to function independently without assistance. Others who may benefit from FNSS include women in late stages of pregnancy, elders and people needing bariatric equipment.

The intent of this planning guide is to ensure that individuals are not turned away from general population shelters and inappropriately placed in other environments (e.g., special needs shelters, institutions, nursing homes, and hotels and motels disconnected from other support services.)

EVACUATION PLAN

The evacuation plan should allow for leaving your facility suddenly, both residents and staff, as well as leaving when there is more notice, such as in most flood incidents.

Evacuation planning should include the designation of more than one alternate site where staff and residents could stay until allowed back into your agency’s residence. It should also include information and maps for possible available routes that evacuees may take. In catastrophic disasters, some routes may be unavailable. Always listen to the radio/TV for updated information from emergency management regarding available routes.

EMERGENCY SHELTERS

During a disaster, the Department of Social Services, the Red Cross and/or the local emergency management agencies are responsible for running the shelters.

Persons with access and functional needs should have access to general population shelters. You should also have your own agency sheltering plans. Learn about the plans for shelters in your community. These shelters may be referred to as integrated shelters. If you utilize your own sheltering plans, your agency should still stay in contact with other community resources including Red Cross, Social Services, etc., to determine what other support services are available to assist you.

SHELTER-IN-PLACE

You may be instructed to shelter in place if it is safer to stay indoors than to move to another location. This may occur if a chemical or other hazardous substance has been released into the air. Sheltering-in-place means going to a small, interior room, with no or few windows. It does not mean sealing off your entire facility. The Red Cross provides the following guidelines for sheltering in place:

- 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.
- Get your disaster 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.
- It is ideal to have a hard-wired telephone in the room you select. 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.
- 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.

CONTINUITY OF OPERATIONS PLANNING (COOP)

The purpose of Continuity of Operations Planning is to ensure that you can continue to function even when emergency incidents directly affect your facilities, your staff, or your community. Examples of the types of incidents that your COOP should cover include:

- a loss of electrical power for hours, days, or weeks
- an accident or chemical spill that, while it doesn't affect your facility, blocks the transportation routes that your employees use to get to work
- a flood or tornado that results in the loss of your facility for weeks or months
- an infectious disease outbreak (such as a pandemic) that results in high levels of absenteeism among staff

PANDEMIC INFLUENZA

A pandemic is a worldwide outbreak of a disease. A flu pandemic occurs when a new flu virus “emerges” in humans, causes serious illness, and then spreads easily from person to person worldwide.

Pandemics are different from seasonal outbreaks or “epidemics” of the flu.

- *Seasonal outbreaks* are caused by subtypes of flu viruses that already exist among people.
- *Pandemic outbreaks* are caused by new subtypes or by subtypes that have never circulated among people, or that have not circulated among people for a long time.

Flu Pandemics during the 20th Century

During the 20th century, the emergence of new flu virus subtypes caused three pandemics:

- In 1918-19, the "**Spanish flu**," caused the highest number of known flu deaths. More than 500,000 people died in the United States.
- In 1957-58, "**Asian flu**," caused about 70,000 deaths in the United States. First identified in China in late February 1957, the Asian flu spread to the United States by June 1957.
- In 1968-69, "**Hong Kong flu**," caused about 34,000 deaths in the United States. First detected in Hong Kong in early 1968 and spread to the United States later that year.
- In 2009-10, H1N1 caused about 12,000 deaths in the United States. According to the CDC 11,000 of these deaths (90%) are people under the age of 65.

Both the Asian flu and the Hong Kong flu pandemics were caused by new viruses created when a human flu virus and a bird flu virus combined.

The most recent pandemic was caused by a new virus, the H1N1 flu that began in Mexico in the Spring of 2009. The H1N1 flu spread internationally within a matter of weeks. Most people recovered from this flu but there were groups that were targeted for the vaccination first due to their high susceptibility to the virus: pregnant women, people who live with or care for children under the age of six months, healthcare and emergency medical services personnel, persons between the ages of six months and 24 years, people ages 25-64 who are at higher risk for novel H1N1 because of chronic health conditions or compromised immune systems (e.g., asthma, diabetes, neurological disorders).

Preparing for the Next Pandemic

Preparing for a pandemic involves identifying strategies to reduce the number of people who get sick, taking care of the people who get sick, and minimizing the effect on the functioning of your community. Doctors and hospitals will struggle to take care of the large numbers of people who get sick. Because a lot of workers will get sick, it will be difficult to retain all of the necessary services in your community. That is why an important part of the government’s plan for a pandemic is to take steps to keep people from getting sick in the first place.

Why Drugs May Not Be The Answer

- *A vaccine probably will not be available in the early stages of a pandemic.*

Once a potential pandemic strain of flu virus is identified, it takes several months before a vaccine will be widely available.

- *Antibiotics don't work against viruses*

There are two types of germs - bacteria and viruses. Antibiotics can only kill bacteria - they don't kill the viruses which cause colds and flu. But if a person is already ill with a cold or flu, they may also become ill with an infection caused by bacteria - when this happens a doctor may prescribe antibiotics to treat the bacterial infection.

- *Antiviral medications will be in short supply, and may not work if the virus becomes resistant.*

Four different flu antiviral medications are approved by the U.S. Food and Drug Administration (FDA) for the treatment and/or prevention of flu. However, sometimes flu virus strains can become resistant to one or more of these drugs, and the drugs may not always work.

Our most important weapons in a pandemic will be steps to make sure that as few people as possible are exposed to the flu virus. These steps will include:

- Voluntary isolation of the sick - This is the only thing recommended for all pandemics. People who are sick with a contagious disease should always stay home and away from other people. But because of the lack of sick benefits or just a desire to “tough it out”, a lot of people go to work when they are sick. In a pandemic, we will have to create strong community-based pressure for persons to stay at home when sick.
- Voluntary quarantine of exposed individuals - What this means is that all members of a household should stay home when **any** member of the household has the flu. People with the flu are contagious before they have symptoms. Family members of those who are sick could infect classmates or co-workers before they themselves get sick.
- Good hygiene practices - Washing hands often, keeping hand sanitizer in appropriate places, maintaining distance between ourselves and others, sneezing into our sleeve instead of hand or tissue.
- Social distancing – It may mean doing things like:
 - Canceling public gatherings, (for example, closing theatres or canceling sporting events),
 - Increasing the space between people by changing work schedules to reduce the number of people in a work space, and
 - Decreasing the number of times people are together (having teleconferences instead of face-to-face meetings, letting people work from home, praying at home or watching services on television instead of going to church.).

CONTINUITY OF OPERATIONS PLANNING FOR A PANDEMIC

Planning how you can continue to function during a pandemic is different from planning for other types of events because a pandemic will last much longer than a typical disaster. Each wave of a pandemic is expected to last 8 – 12 weeks. Essential services in your community may be disrupted for that long.

In a serious pandemic, social distancing measures will mean that normal community support systems may be disrupted as well. The stress of dealing with the disruptions, and the illness or death of family members may make some residents symptoms worse.

More information on how a pandemic will affect your community can be found in the section on Pandemic Influenza planning.

Planning Kit Evaluation

Emergency Preparedness Planning Kit for Small Residential Providers

Planning Kit Evaluation

Name of kit being evaluated _____

Feel free to attach additional pages if more space is required.

1. How easy was the Planning Kit to use?

- Very easy
- Somewhat easy
- Neither easy nor difficult
- Somewhat difficult
- Quite difficult

Please describe the features that made it easy or difficult to use the kit.

2. How complete was the planning kit?

- Very complete
- Mostly complete, but a few minor issues were not covered well
- A good start, but significant issues still need fleshing out
- Significant issues not addressed at all

Please list issues or topics that you feel should have been covered that were not.

Please describe the areas that could be improved.

3. Were there areas in which the model presented in the kit did not work well in your community?

- Yes No If yes, please describe.

If you are willing to be contacted for further discussion on your comments, please complete the following:

Name _____

Organization _____

Email address _____

Phone number _____

Please return your completed evaluation to:
Jenny Wiley, Coordinator, Office of Disaster Readiness
Dept. of Mental Health
P.O. Box 687
Jefferson City, MO 65102
Jenny.wiley@dmh.mo.gov
Fax: 573/751-7815

WORKSHEETS

- **Continuity of Operations Plan**
- **Continuity of Operations Plan-Pandemic**
- **Emergency Contacts of Residents**
- **Emergency Contacts of Staff**
- **Evacuation Plan**
- **Shelter-In-Place Plan**