

**CENTRAL CARE POLICY
PROTOCOLS IN EMERGENCY SITUATIONS (MECHANICAL BREAKDOWNS,
STAFF SHORTAGES)**

SUBJECT:	PROTOCOLS IN EMERGENCY SITUATIONS (MECHANICAL BREAKDOWNS, STAFF SHORTAGES)
ANNUAL REVIEW MONTH:	June
RESPONSIBLE FOR REVIEW:	Director of Central Care
LAST REVISION DATE:	August 2010

POLICY: Central Care staff makes every attempt to provide qualified staff at all times in a consumer's own home; however, in the event of an emergency situation such as a mechanical breakdown (air-conditioning, heat malfunction, structural, etc.) or a shortage of qualified staff, the following procedure may occur:

PROCEDURE:

Central Care staff will follow the below-mentioned protocol in the event of an emergency situation:

1. STAFF SHORTAGES:

- Staff will alert Team Leader, Service Director or Central Care Director of the emergency.
- Team Leader will attempt to resolve emergency with present staff and/or resources.
- When all options have been explored, team leader may schedule staff overtime or move (temporarily) consumers to other residential homes under Central Care maintaining the consumer to staff ratio recommended by PCH.

2. MECHANICAL BREAKDOWNS:

- Consumers may be moved to another home/motel/CSH if the mechanical breakdown is severe enough and/or until the landlord repairs the breakdown.
- The **phone** system will be serviced by phone company as needed. Any failure of system or part of system will be

reported immediately. Staff assigned to answer phones will be instructed in proper operations of phone system.

- The building **electrical system** will be maintained and repaired by landlord as needed. Any power failure will be reported to designated company (Georgia Power, Tri-County EMC, etc.) for resolution.
- The **WATER** supply will be provided by City or County Water Department. Any problems or failures will be reported to that department.
- Any failure of the **GAS** system will be reported to the designated company for resolution.
- Any failure of the **HEATING/AIR system** will be reported to the landlord for repair. Air filters will be changed by House Managers at least monthly.

PROCEDURE FOR DOCUMENTATION/REPORTING:

- Central Care will provide a safe and comfortable environment as possible during the above-described situations.
- Family Members/Guardians will be notified in a timely manner of any pertinent information concerning their family member.
- Appropriate incident reports will be completed and kept on file.

APPROVED: _____ **TITLE:** Central Care Director **DATE:** _____
George Harris, LCSW