# Care♥Link

Resources for Older People and Their Families

2026

Disaster Recovery
Plan

# Contents

# Introduction

CareLink's Emergency Response and Disaster Recovery Plan addresses the company's planned response to various man-made or natural emergencies.
The plan is comprised of two parts:

1) **Emergency Response Phase** – Anticipates immediate response activities needed within the first few hours to deal with medical issues, assess building damages, etc.

2) **Disaster Recovery Phase** - The disaster recovery phase comprises Crisis Management and Business Recovery.

   *Crisis Management* occurs after the emergency has been controlled. These activities include damage assessment, identifying homebound clients, and communicating with staff, senior centers, and outside agencies.

   *Business recovery* anticipates restoring company services and operations and provides procedures, priorities, and information needed to begin the restoration efforts.

   Also, procedures should be developed to successfully interface with insurance companies to secure settlement for insured losses.

The plan aims to provide information that will save lives during extraordinary emergencies and hasten the resumption of normal company operations during recovery. An effective organizational emergency response depends on employees who are familiar with company procedures and understand their personal responsibility for emergency preparedness and response.

Three levels of emergency are recognized within the plan:

1) **Level 1** – Small-scale, localized problem contained in a single space. The situation can be easily contained by utilizing existing company resources.

   Describes types of problems occurring during typical day-to-day operations. It does not involve evacuating large numbers of personnel, if any. Major response procedures incorporated in the plan typically would not be activated for a Level 1 event.

2) **Level 2** – A more severe event involving an entire building. The situation affects many people and may involve large-scale evacuation and include the need to access off-premises emergency response resources, such as the fire department or the police department, to control the situation effectively. Major components of the plan could be fully or partially activated, as required.

3) **Level 3** – Disastrous event that causes widespread damage and injuries and overwhelms available resources and personnel, such as a tornado or a strong earthquake. Such disasters pose a significant threat to life and property and

can impact the well-being of large numbers of people. Outside emergency response resources from **both the governmental and private sectors would be used, in addition to fully activating all procedures contained within the plan.**

Depending on the severity of the emergency, response efforts could last hours, days, or even weeks. It is essential for the overall success of the response plan that everyone clearly understands its structure and their responsibilities within it. The Senior Leadership Team reviews and updates the plan annually, and staff is informed accordingly.

## Scope

This plan was designed with simplicity in mind. It is hoped that the basic structure can be easily incorporated by every employee and will provide a measure of confidence concerning the quick and organized activation of limited resources during times of extraordinary events.

This plan provides a "road map" in the event of a disaster. It is not possible to write a plan that covers every detail of every possible scenario. However, it does outline essential functions and responsibilities.

The implementation of the disaster response plan incorporates the following priorities into its course of action:

1) ***Saves Lives***

   *Required Actions* - Manage building evacuations, fire suppression, search and rescue, medical aid, communications, and utility stabilization. Work with emergency services to identify homebound older people who may be stranded.

2) ***Protect Property***

   *Required Actions* – Perform building inspections and establish facility security, shelter, food, and water.

3) ***Restore Services and Operations***

   *Required Actions* – Secure vital records, safeguard research, re-occupy buildings or relocate space, and obtain emergency recovery supplies through mutual aid arrangements.

4) ***Meet Community Needs***

   *Required Actions* – Assist emergency services, homebound clients, senior centers, and other agencies in providing disaster assistance.

   **Note:** It is considered advantageous to allow the media access to limited areas on-premises to control their movements and what they can see.

This document contains **overall organizational and operational** concepts and summarizes key personnel's roles and responsibilities. Additionally, various departments play.

A vital role throughout the development of specific response procedures to ensure that personnel can:

1) Identify and use on-site emergency equipment (Fire alarms, extinguishers, etc.)

2) React safely to specific emergencies (earthquakes, tornadoes, etc.)

3) Quickly evacuate buildings and move to designated gathering areas outside.

4) Identify homebound clients who are stranded and need assistance.

Once developed, this document will be available to all personnel. Staff will be expected to follow appropriate procedures during periodic disaster response drills.

## Plan Overview

The organizational approach in the Emergency Response and Disaster Recovery Plan is centralized, with all areas of the facility reporting to the primary Emergency Operations Center (EOC). Executive-level personnel will then make the decisions necessary to direct the facility through its discovery process.

This plan describes the structure and procedures instituted during an emergency incident. It is supported by additional plans and facility programs related to property and life safety, as part of ongoing risk management.

## Plan Personnel

### Emergency Director
Emergency response and disaster recovery plans should designate an Emergency Director. This individual is responsible for directing emergency response activities within the organization and for supervising and monitoring the activities of the Emergency Coordinators.

The Emergency Director must be known to all individuals in the facility or on the property, as well as to responding public emergency services. The Emergency Director is to coordinate activities with those of the responding public agencies through the Coordinators on site.

### Emergency Coordinators
The emergency response and disaster recovery plan should include the assignment of Emergency Coordinators. These individuals will coordinate emergency response activities and communicate with the Emergency Operations Center. These individuals are also responsible for liaison activities with the EOC on all emergency planning matters, including identifying homebound clients and developing action plans.

The coordinators are responsible for ensuring that all departmental personnel know when a

building alarm system has been activated and that all individuals evacuate quickly to their designated, outside gathering area. The coordinators are also responsible for identifying all persons in need of special assistance during emergency activities and ensuring that specific arrangements are in place to meet the needs of those individuals, such as specified in the Americans with Disabilities Act. The emergency team is listed in Attachment I, with contact information for each.

## Emergency Operations Center (EOC)

The primary Emergency Operations Center is at 700 Riverfront Drive, North Little Rock, AR. Should that location be damaged, the office at 2100 Pike Street, North Little Rock, AR, will serve as the alternate EOC site. Should both locations be damaged, the EOC will be moved to the 2200 Pike Street Office.

The EOC will be staffed with senior management and managers from several key areas. The primary purpose of the EOC is to serve as a single focal point for information management, decision-making, and resource support/allocation throughout the recovery process. The communications link through the EOC will allow a focal point for communications and contact with staff, emergency services, clients, senior centers, families and relatives, news media, and insurance claims adjusters. A critical factor in the team's effectiveness will be the support from outside service providers and utility personnel. Attachment VI lists outside vendors that could be important in a disaster.

## Activation of the Plan

An emergency will be declared whenever there is a threatened or actual condition of disaster or extreme peril that ordinary procedures cannot manage. The plan is activated upon such a declaration in the following sequence:

1) If the emergency occurs during regular business hours, all designated management personnel will report to the EOC immediately.

   a) If the event occurs after regular business hours, key EOC and personnel will be called back to the facility. A list of key management and staff, with appropriate phone numbers, is maintained in the fireproof safe at the Riverfront Office.
   b) If the disaster is so large as to unquestionably impact the organization, all key management and staff are instructed to return to their assigned locations as soon as possible without waiting for a callback.

2) Staff will report to their assigned areas as soon as possible. Upon arrival, assessment surveys of all building damage will be initiated.

3) Staff responsible for buildings will focus on utility line ruptures, structural damage sustained by building(s), and possible release of hazardous materials. As necessary, injured persons will receive immediate assistance. Damage estimates will be communicated to the EOC. Staff may remain in their assigned areas to help facilitate recovery efforts or be redirected to other areas needing additional response attention.

3) Emergency Coordinators should clear all persons out of structures immediately. All persons should move toward the designated Disaster Evacuation Areas.

   Staff responsible for homebound and senior center clients will begin working with emergency services and senior center directors to identify clients who may be stranded and/or injured.

4) All buildings will be evaluated to ascertain the degree of damage that has been sustained. Buildings will be designated as building is unsafe, closed indefinitely – DO NOT ENTER; Limited entry only to designated personnel; Safe to re-enter.

5) Attachment VII is a Building Checklist.

## Critical Functions / Responsible Units

### Client Services

A list of homebound clients will be generated from the Wellsky client database at the beginning of each month. In WellSky, the report is under Reports > Services > Service Delivery Consumer Listing> Disaster Plan Home-Based Client List. The list will be saved in the Disaster Plan folder on the CL-Shares (X:) drive, and a designated Emergency Coordinator will download it to an external drive they possess. CareLink will use the database to work with emergency services to identify homebound older people who might be injured or stranded.

The EOC will communicate with the emergency services when a local or widespread disaster occurs in their area. The frequency of reporting will depend on the severity of the disaster and the field teams' ability to access telephones, the internet, and other means of communication. Generally, the emergency coordinator and teams will need to know the type of information listed below:

1) The number of older people affected.

2) The number of older people displaced from their homes

3) The specific assistance needed, such as meals, generators, chore service, etc.

4) The status of Senior Center Operations

*Responsible –*  Home Bound Clients–  Director of Home Care
Manager Home Care
Manager Care Coordination

Senior Center Operations – Manager Transportation
Manager Center Operations

Attachment V is a list of client services that may be provided independently of the

disaster response.

## Communication
A single individual will be responsible for communicating with outside agencies and the media.

> *Responsible –* Emergency Director

## Communication Equipment and Support
Re-establishment of equipment and support for telephone, radio, and computer transmittal of information includes internal communications to management, supervisors, and employees, and external linkages to outside agencies.

> *Responsible -* Finance Department

## Computer Operations
An arrangement will be made with a hardware supplier to have replacement hardware available to the facility within a specific timeframe.

Computer software and data backup files should be maintained regularly and stored off-site.

Plans of the current computer network configuration will be maintained in a secure location to assist in rebuilding the network.

The CareLink Information Technology Usage and Controls Policy and HIPAA Policy include specific details regarding computer operations.

> *Responsible* – Finance Department

## Computer Backup and Retention
The Managed IT, vendor, and database administrator ensures that backups are accomplished on network systems to minimize data loss in the event of hardware failure or ransomware attack. Daily backups will be made of pertinent data, databases and/or applications. There is a minimum one-year retention policy for all backed-up data.

> *Responsible –* Finance Department

## Damage Assessment
Examine all buildings and utility systems for structural defects. Report findings to the EOC. Post all buildings with notice of findings and possible closure status.

> *Responsible* –Emergency Director, Emergency Coordinators

## Evacuation
Relocation of persons from dangerous buildings or areas throughout the facility.

> *Responsible* – Emergency Director, Emergency Coordinators

## Food and Shelter
Provide for the basic physical needs of evacuees and disaster response personnel during recovery activities.

   *Responsible*- Emergency Director, Emergency Coordinators

## Fire Response
Containment, control, and incipient-stage fire suppression are conducted while awaiting the arrival of Fire Department personnel and the securing of utility systems.

   *Responsible*- Emergency Director, Emergency Coordinators


## Health Services for Employees
Coordination of medical and psychological personnel and resources to address the needs of casualties and trauma victims.

   *Responsible* – Human Resources Department

## Insurance Coordination
Interact with the insurance adjuster to expedite the recovery process.
   *Responsible* – Human Resources Department, Finance Department

## Law Enforcement, Security, and Traffic
Enforcement of laws and special orders to protect public safety and civil order. Control egress and ingress for facility and coordination with outside law enforcement agencies.

   *Responsible* – Emergency Coordinators

## Personnel and Space Reassignments
Reallocation of workspace, equipment, etc., and the contingent plan or rental of temporary space to meet the company's operation and to resume production.

   *Responsible* – Emergency Coordinators

## Public Information
Provide a reliable source of information for the company population and the external community. Issue bulletins and instruction notices to assist EOC operations. Prepares status reports for the media. All communications with the news media and the public will be solely through designated spokespersons.

   *Responsible* – Emergency Director

## Supply and Procurement
Obtains, orders, receives, stores, distributes, and maintains emergency response equipment required by the EOC and Emergency Coordinators. Also responsible for obtaining replacement equipment for the resumption of normal company operations.

   *Responsible* – Finance Department

### Transportation

Coordinates the allocation of vehicles and related resources to move people, equipment, and essential supplies.

***Responsible*** – Manager, Transportation

### Utilities

Coordinates the continued operation of water, gas, and electric power systems.

***Responsible*** – Finance Department

### Documentation of Recovery Operations

Coordinates the preparation of damage assessment reports to submit to insurers, the state, and FEMA to document expenditures incurred during the emergency.

***Responsible*** – Finance Department

## Emergency Phone Numbers

Attachment I provides CareLink emergency phone numbers and contact information. Attachment II is a list of region-wide emergency contacts. Attachment III is a list of senior centers in the region.

## Emergency Procedures Related to Buildings

All building response activities will be coordinated from a pre-determined location. Communications with the Emergency Operations Center (EOC) will be via handheld radio, cellular phone, or runner.

Additionally, the Emergency Coordinators will be responsible for determining the Building's Disaster Evacuation Areas, which are large, open areas designated as common assembly points safely away from buildings and other potential hazards.

When an emergency occurs at a building site, the Emergency Coordinators will take control of the situation as
necessary. The incident will immediately be communicated to the Emergency Operations Center when possible. This will be done through a phone, radio, or runner.

When reporting the emergency, the individual assigned to make the call should tell the Emergency Director:

***"THIS IS AN EMERGENCY"***

The individual will then state:

1) Their name

2) The building and room location of the emergency

3) The nature of the emergency – fire, chemical spill, etc.

4)      Whether injuries have occurred

5)      Whether outside assistance has been called

6)      Hazards present which may affect responding emergency personnel

7)      A phone number at or adjacent to the scene where they (or the Emergency Coordinator) can be reached

## Building Evacuation

Depending on the circumstances, a building may be partially or totally evacuated. During a partial evacuation, occupants may be asked to relocate to a safer area of the building. Complete evacuation will result in all persons leaving the building and moving to a designated assembly area outside.

Emergency Coordinators will decide to evacuate their building when a fire has been confirmed, the fire alarm system has been activated, and/or there is a strong earthquake.

Emergency Coordinators have determined the best assembly areas near their buildings. They are also responsible for ensuring that everyone understands that ALL occupants must evacuate to the same location for accountability.

The following general guidelines will be followed by Emergency Coordinators for managing an orderly and safe evacuation:

1)      Keep yourself and others calm.

2)      Announce the situation loudly and clearly to all contact people.

3)      Give clear directions – direct persons to the nearest exit or stairwells.

4)      Instruct evacuees to take their personal belongings (if time permits) and to close (but not lock) their office doors.

5)      Assist persons with disabilities. Use a pre-assigned "buddy system".

6)      Assign trained volunteers to quickly check all rooms, corridors, and stairwells to ensure all personnel have left the area.

7)      Account for all evacuees. Key personnel from each group should quickly ascertain that all individuals safely reached the assembly area.

8)      WAIT FOR INSTRUCTIONS. DO NOT RE-ENTER THE BUILDING UNTIL THE EMERGENCY DIRECTOR OR AN EMERGENCY COORDINATOR ANNOUNCES THAT IT IS SAFE TO DO SO.

The safest areas during an emergency are those where self-closing doors protect exit corridors and smoke tower stairwells. Ambulatory disabled individuals are advised to

proceed to them immediately. Rescue personnel are instructed to check all exit corridors and exit stairwells first for any stranded persons.

## Medical Emergencies

Employees sustaining a work-related injury or illness should obtain medical treatment at the designated worker's compensation facility or the nearest Hospital emergency room.

The injured person is responsible for reporting the injury directly to a supervisor. This individual will take the information from the injured person and provide the claim information to the Human Resources Department, which will then notify the Workers' Compensation carrier. Injured faculty and staff are still required to advise their supervisor of their work-related injury and keep them apprised of their status.

Supervisors should follow company guidelines for assisting injured employees who require medical attention. If the injury incapacitates the person, the supervisor is responsible for reporting it to Human Resources, which will arrange assistance.

The emergency plan should include provisions for the following:

1) Immediate notification of the Human Resources Department.

2) Care for life-threatening conditions and the typical types of injuries that occur for this organization. This includes protecting the patient from further injury and complications.

Fire hazards to note include:

1) Obstructed aisles, corridors, evacuation routes, and exit doors. Keep such areas free of storage items.

2) Use extension cords, ungrounded plugs, and multiple outlet adapters for small appliances.

3) Improper storage of equipment, supplies, materials, products, etc.

4) Improper storage or handling of chemicals and flammable liquids.

5) Obstruction of extinguishers, alarm pull boxes, and ceiling sprinklers.

Emergency response team members should be familiar with the location and operation of fire extinguishers and fire alarm pull stations. Immediately report unsafe fire conditions to the Emergency Coordinator for prompt assistance.

## Fire Response Procedures

Even in a small fire, the building should be evacuated, and the fire should be reported. Evacuation of all buildings should be conducted in accordance with established procedures. Fire extinguishers should be used only by trained personnel. Never enter a smoke-filled room, a room containing a fire without a backup person, or a room if the top half of the door is warm

to the touch.

Alert people in the immediate area to begin evacuation. Assist those with disabilities in evacuating the building. Close doors to confine the fire. Activate the nearest fire alarm pull station if one exists. The audible and/or visual alarms in the building will activate simultaneously.

Call the fire department for an immediate response (911). Call the Emergency Coordinator to initiate a response.

Move to the designated assembly area, away from and upwind of the building. Have persons knowledgeable about the incident and location assist emergency personnel.

# Natural Hazards

### Earthquakes

Earthquakes occur without warning, so emergency preparedness must account for the varying number of personnel available to respond to an event. This is especially important since off-duty personnel may be unable to travel to the facility after an earthquake. In addition, people in the facility during the quake may be concerned about family members and may attempt to return home.

Earthquakes and aftershocks may trigger secondary events, including fires, landslides, liquefaction, flooding, and the release or spread of hazardous materials. Dam failures are also likely to occur following major earthquakes.

### Minor Earthquakes

When strong shaking is felt, get under a desk, table, door arch, or stairwell. If none are available, move against an interior wall and cover your head with your arms. Remain under cover until the ground movement subsides. Stay away from large windows, shelving systems, and tall room partitions. After the shaking has stopped, survey your immediate area for trapped or injured persons and inform the Emergency Coordinator.

If minor damage has occurred in your area, inform the Emergency Coordinator. Remain at your stations and await further instructions from key personnel.

### Major Earthquake

If severe building damage has been sustained, evacuate the building immediately. Use the stairs, not the elevators. Assist anyone having difficulty in quickly evacuating the building. Trained individuals should provide CPR and first aid to seriously injured people. Move to your designated regional assembly area and await instructions from emergency response personnel. Status reports will be issued through the Emergency Operations Center (EOC).

Where possible, and if further injury will not occur, persons should be moved outside for triage. Minor injuries will be treated at regional first-aid stations after the incident.

Food, water, and first-aid supplies will be distributed by emergency personnel as part of the companywide response program. Personnel designated to provide emergency response services for the facility will report to their pre-arranged area to await instructions from the

EOC. Information on missing persons and/or ruptured utilities must be reported to the EOC by the Emergency Coordinator.

**Tornadoes**
An emergency condition should be declared if the National Weather Service issues a tornado warning or the lookout spots a funnel cloud. All individuals and employees in the facility and on the property should be moved to a basement area or to rooms within the building.

An immediate search-and-rescue operation should commence as soon as the tornado passes. A systematic search should begin in the area of greatest damage, either bottom-up or top-down. An accounting of students, faculty, staff, and other individuals in the facility should be started to determine if anyone is missing.

Great care should be taken to avoid personal injury:

1) Be alert for energized electrical equipment, including wiring, fixtures, or other equipment.

2) Watch for open or unprotected floor openings, including shafts, holes, or missing windows.

3) Where there is a potential for further collapse of a ceiling, wall, or the building, evacuate and stay clear of the potential collapse zone – <u>a minimum of twice the distance of the height of the wall</u>.

Regular tornado preparedness drills should be part of your company's emergency preparedness plan.

**Flooding**
Flooding occurs when water overflows the natural or artificial confines of a stream or other body of water or accumulates by drainage over low-lying areas. Flooding may happen suddenly, as when a release of impounded water causes flash floods, or slowly, as bodies of water swell and spill over their banks.

The following precautions should be taken:

1) Equipment, supplies, and vehicles should be moved to another facility outside the flood zone or a higher elevation.

   It is strongly recommended that computer network servers and other electronic data processing equipment <u>are not installed in below-</u>grade areas.

2) Equipment that must be shut down should be identified and prioritized so there is no delay when making decisions.

3) Electrical power should be disconnected from buildings and equipment in imminent danger of flooding.

**NOTE:**  Emergency power supplies should be provided for sump pumps.

4) Sandbags should be placed at vulnerable openings in the building and around critical yard equipment that cannot be moved.

5) Assemble supplies for the emergency response team, including portable lights, lumber and nails, tape for windows, roofing paper, sandbags, tarpaulins, power and manual tools, chainsaws, shovels, and axes.

6) Inspect all fire protection equipment to ensure it is in service.

Extreme caution should be taken if power lines are down. The area should be roped off to prevent people from coming into contact with energized power lines. The local electric company should be notified.

Care should be taken if there is a possibility of leaking natural gas from a pipeline, propane from storage tanks or vehicles, or gasoline from storage tanks or vehicles. Potential ignition sources should be controlled if flammable or combustible liquids are present.

## Bomb Threats

Many industries and businesses have been the subject of bomb threats, although explosive devices are rarely found. A key point is that a facility's operational function or purpose does not materially affect its susceptibility to bombs or bomb threats. Any person or group with a real or imagined grievance can take it upon themselves to address it by harassing or even destroying your facility.

If a bomb threat is received, the chain of command must be established. The emergency director should be assigned as the person in charge. The police and fire departments should be notified. Based on the available information, the credibility of the threat must be assessed, and the person in charge must decide:

1) Whether the building should or should not be evacuated;

2) The scope of any evacuation – full or partial, and

3) The duration of any evacuation.

The current policy of most law enforcement and fire protection agencies forbids police or fire officials from making any decision concerning evacuation or non-evacuation in bomb threat cases. If an explosive device is discovered, however, police and/or fire officials can order evacuation and other steps necessary to protect the public. Therefore, complete information on the bomb threat must be obtained to make the required evacuation decision.

If a bomb threat is received by telephone, a bomb threat report should be completed as soon as possible while the information is still fresh in mind. If the threat is received by mail or another means, steps should be taken to protect the letter, note, or other evidence.

A sample bomb threat checklist is provided in Attachment IV.

If the emergency director or manager in charge determines that a search should be conducted, then it should be performed by individuals professionally trained in bomb search, identification, disarmament, removal, and disposal. **Radios should not be used, as there is a remote possibility that radio waves could cause the device to explode.**

## Utility Failure

### Precautions

1) *Gas Leaks* – Evacuate the area immediately. Do not use spark-producing devices.

2) *Ventilation* – If smoke or a burning odor is present, evacuate the area.

3) *Plumbing/Flooding* – If personal safety allows, disconnect electrical devices and evacuate the area.

4) *Electrical* – Call the Emergency Coordinator.

### Major Utility Failure

1) Notify your supervisor and the Emergency Coordinator.

2) Remain calm.

3) Follow the directions of the Emergency Coordinator.

## Considerations for People with Disabilities

Emergency Coordinators should be aware of persons with disabilities and ensure that all such persons are successfully evacuated during an emergency. Appropriate evacuation procedures should be pre-arranged between the disabled individuals and the people assigned to assist them.

**Note**:  Individuals with an unobservable disability may or may not self-identify before an emergency. Such disabilities may include arthritis, a cardiac condition, chronic back problems, asthma, a learning disability, etc. These persons may need additional help during emergencies. Request that all persons requiring special assistance notify appropriate personnel to meet their needs.

Departments must inform Human Resources how many self-identified persons with disabilities are in each building and where they typically spend most of their working time. This information will be part of the larger plan to help emergency response personnel quickly ensure that all such individuals are being assisted. Specific recommendations are listed below.

### *Visually Impaired Persons*
Tell the person the nature of the emergency and offer your arm for guidance. This is the preferred method when serving as a "sighted guide" and leading a visually impaired person out of the building.

As you walk, tell the person where you are and where the obstacles are. When you reach safety, orient the person to the location and ask if further assistance is needed.

### *Hearing Impaired Persons*
If building (s) are equipped with audible fire alarms, they should be activated during an emergency. However, persons with impaired hearing may not receive the audible signal. Use an alternative warning system. Several methods can be used, including writing a note to tell the person the situation, the nearest evacuation route, and where to meet outside (sample script: "FIRE! Go out the rear door on your right. NOW. Meet outside on the front lawn").

-or-

Turn the light switch on and off to get their attention, then indicate, through gestures or writing, what is happening and what to do. **Do not use this technique with the light switch if you smell natural gas or suspect an explosive condition in the area.**

### *Persons Using Crutches, Canes, or Walkers*
In evacuations, these individuals should be treated as if they were injured. Carrying options include a two-person, lock-arm position or having the individual sit on a sturdy chair (preferably with arms) that is lifted and moved.

### *People Who Use Wheelchairs (Non-ambulatory)*
Most non-ambulatory persons can exit safely without assistance if they are on the ground floor. If you are assisting a non-ambulatory person, be aware that some people have limited mobility, and lifting them may be dangerous to their well-being. Some individuals have very little upper trunk and neck strength.

Frequently, non-ambulatory persons have respiratory complications. Remove them from smoke and vapors immediately. Some people who use wheelchairs may have electrical respirators. They should receive priority assistance, as their breathing may be seriously affected.

**NOTE:** The needs and preferences of non-ambulatory persons vary. Always consult with the person as to their preferences regarding:

1) Ways of being moved.

2) The number of people necessary for assistance. A relay team will be needed if carrying more than three flights.

3) Whether to extend or move extremities when lifting because of pain, braces, etc.

4) Whether a seat cushion or pad should be brought along.

5) Being carried forward or backward on stairs.

6) Aftercare, if removed from the wheelchair.

Remember to check the intended route for obstruction before transporting the individual. Delegate others to bring the wheelchair. When the wheelchair is left behind, remove it from the stairwell and place it so it does not obstruct others' egress. Reunite the person with their wheelchair as soon as it is safe.

Attachment III includes guidelines for assisting people with disabilities in an emergency.

# Disaster Recovery Plans

### Crisis Management Activities
Emergency Coordinators should use the documentation forms in Attachment VI to summarize building damage. The primary responsibility is to safely assess damage across all operational and functional areas and report the status to the Emergency Operations Center emergency director. This assessment activity will continue during the incident to maintain the information flow on facility status.

The secondary responsibility is to work with security/safety to stabilize the facility to the maximum extent possible. This will range from prioritizing immediate work, such as sealing building envelopes and waterproofing sensitive electronic equipment or materials.

The final responsibility is to serve as the liaison with external restoration/salvage contractors and to report the facility's restoration status.

### Business Recovery Activities
This section outlines critical issues to include in business recovery efforts for key operations. A list of contact information for vendors and providers that might be needed after a disaster is Attachment VI.

# Attachments

**Attachment I  CareLink Emergency Team Phone Numbers & Position Duties**

| Name | Position | Work Phone | Cell Phone |
|---|---|---|---|
| Luke Mattingly | President & CEO | 501-688-7483 | 501-472-0281 |
| Randi Metcalf | Chief Officer of Operations | 501-688-7469 | 501-580-7813 |
| Becky Cummings | Chief Financial Officer | 501-688-7489 | 501-258-1803 |
| Michelle Gilbert | Vice President of Development | 501-688-7475 | 870-260-5632 |
| Todd Price | Director Outreach | 501-688-7445 | 501-278-1662 |
| Jerri Huggs | Director of Home Care | 501-688-7414 | 501-529-2145 |
| Lori Green | Program Administrator | 501-688-7422 | 501-317-7113 |
| Melissa Sweeney | Manager Care Coordination | 501-688-7484 | 501-607-0437 |
| Mack McAnally | Manager Transportation | 501-688-0621 | 501-690-0397 |

## CareLink Position Duties

| Duties | Name | Email |
|---|---|---|
| Emergency Director | Luke Mattingly | lmattingly@carelink.org |
| Emergency Coordinators | Todd Price | Tprice@carelink.org |
|  | Randi Metcalf | Rmetcalf@carelink.org |
|  | Michell Gilbert | Mgilbert@carelink.org |
|  | Lori Green | Lgreen@carelink.org |
|  |  |  |

## Other CareLink Contact Information

| | | |
|---|---|---|
| CareLink Main Telephone | 501-372-5300 | |
| Toll-Free Telephone | 1-800-482-6359 | |
| Web Site | www.carelink.org | |
| Email Contact | info@carelink.org | |
| Riverfront Office | 700 West Riverfront Drive | North Little Rock, AR  72114 |
| Home Care Office | 2200 Pike Avenue | North Little Rock, AR  72114 |
| Pike Avenue Office | 2100 Pike Avenue | North Little Rock, AR  72114 |
| CareLink | P.O. Box 5988 | North Little Rock, AR  72119 |

**Attachment II          Region-Wide Emergency Contact List**

| Entity | Contact Person | Title | Address | City | St | Zip | Phone |
|---|---|---|---|---|---|---|---|
| AR Dept. of Emergency Services | A.J Gary | Director | 9501 Camp Joseph T. Robinson | Little Rock | AR | 72199-9600 | 501-683-6700 Additional 501-683-6705 |
| AR Dept. of Health Services | Joe Martin | Director | 4815 W. Markham Slot 36 | Little Rock | AR | 72205 | 501-671-1452 |
| ADH Center for Health Protection | Connie Melton | Director | 4815 West Markham Street, Slot - 42 | Little Rock | AR | 72205 | 501-661-2243 |
| ADH Preparedness & Response Branch | Joe Martin | Director | 4815 West Markham Street, Slot - 61 | Little Rock | AR | 72205 | 501-671-1452 |
| AR Division of Aging, Adult, & Behavioral Health Services | Jay Hill | Director | P.O. Box 1437, Slot W241 | Little Rock | AR | 72203 | 800-482-8049 |
| County of Faulkner | Allen Dodson | County Judge | 801 Locust Street | Conway | AR | 72034 | 501-450-4900 |
|  | Tim Ryals | Sheriff | 801 Locust Street | Conway | AR | 72034 | 501-450-4914 |
|  | Keith Hillman | Director | 801 Locust Street | Conway | AR | 72034 | 501-450-4935 |
| County of Lonoke | Doug Erwin | County Judge | 301 N. Center Street, Suite | Lonoke | AR | 72086 | 501-676-6403 501-676-3038 |
|  | John Staley | Sheriff | 440 Dee Lane | Lonoke | AR | 72086 | 501-676-3001 |
| County of Monroe | P.K.Norman | County Judge | 717 N. 11th Street P.O. Box 222 | Clarendon | AR | 72029 | 870-747-3921 |
|  | Michael K. Neal | Sheriff | 200 S. Main Street | Clarendon | AR | 72029 | 870-747-3811 |
|  | P.K. Norman | Disaster Coord | 717 N. 11th Street P.O. Box 222 | Clarendon | AR | 72029 | 870-747-3921 |
| County of Prairie | Lawrence Holloway | County Judge | 605 Highway 38 | Des Arc | AR | 72040 | 870-256-3741 |
|  | Rick Parson | Sheriff | 200 Courthouse Square, Suite 101 | Des Arc | AR | 72040 | 870-256-4137 |
|  | Don Harvey | Fire Chief | 107 S. 3rd Street P.O. Box 389 | Des Arc | AR | 72040 | 870-256-4545 |
| County of Pulaski | Barry Hyde | County Judge | 201 South Broadway, | Little Rock | AR | 72201 | 501-340-8305 |
|  | Eric Higgins | Sheriff | 2900 S. Woodrow | Little Rock | AR | 72204 | 501-340-6930 |
|  | Andy Traffanstedt | Emergency Management | 3200 Brown Street | Little Rock | AR | 72204 | 501-340-6911 |
| County of Saline | Matthew Brumley | County Judge | 200 N. Main St., Room 117 | Benton | AR | 72015 | 501-303-5600 |
|  | Rodney Wright | Sheriff | 735 S. Neeley | Benton | AR | 72015 | 501-315-3784 501-303-5609 24 hr. # |
|  | Jerry Cohen | Emergency Management | 102 S. Main, Level B | Benton | AR | 72015 | 501-303-5649 |

| Faulkner County Towns | | | | | | | |
|---|---|---|---|---|---|---|---|
| Town of Conway | Bart Castleberry | Mayor | 1201 Oak Street | Conway | AR | 72032 | 501-450-6110 |
| | Chris Harris | Police Chief | 1105 Prairie Street | Conway | AR | 72032 | 501-450-6120 |
| | Mike Winter | Fire Chief | 1404 Caldwell Street | Conway | AR | 72032 | 501-450-6143 |
| Town of Damascus | Terry Jones | Mayor | P.O. Box 309 #5 S. Broadway | Damascus | AR | 72039 | 501-335-7321 |
| | Will Basore | Police Chief | P.O. Box 309 17319 Hway | Damascus | AR | 72039 | 501-335-7321 |
| | Dan Mahan | Fire Chief | P.O. Box 309 271 Oak Tree Road | Damascus | AR | 72039 | 501-335-7321 |
| Town of Enola | Shane Ralston | Mayor | 232 Hwy 107 N | Enola | AR | 72047 | 501-849-2391 |
| Town of Greenbrier | Sammy Hartwick | Mayor | P.O. Box 415 11 Wilson Farm Road | Greenbrier | AR | 72058 | 501-679-2422 |
| | Gene Earnhart | Police Chief | 11 Wilson Farm Road | Greenbrier | AR | 72058 | 501-679-3105 |
| | Josh Woods | Fire Chief | #6 North Broadview | Greenbrier | AR | 72058 | 501-679-2345 |
| Town of Guy | Terry Williams | Mayor | P.O. Box 12 | Guy | AR | 72061 | 501-679-4585 |
| | Christopher Humphrey | Police chief | 405 Hwy. 25N | Guy | AR | 72061 | 501-679-4585 |
| Town of Holland | Benjamin Damron | Mayor | 18 Lodge Drive | Holland | AR | 72173 | 501-250-7586 |
| Town of Mayflower | Zach Jeffery | Mayor | P.O.Box 69 | Mayflower | AR | 72106 | 501-470-9866 |
| | Lee Wood | Police Chief | P.O. Box 69 | Mayflower | AR | 72106 | 501-470-1000 |
| Town of Mt. Vernon | Jonathon Hawkins | Mayor | P. O. Box 126 | Mt. Vernon | AR | 72111 | 501-849-2323 |
| Town of Quitman | Todd Henry | Mayor | P.O. Box 141 #5 2nd Street | Quitman | AR | 72131 | 501-589-3512 |
| | Charlie Shaw | Police Chief | P.O. Box 141 | Quitman | AR | 72131 | 501-589-3512 |
| Town of Twin Groves | Theodore Brown, Jr | Mayor | 10 Twin Groves Lane | Damascus | AR | 72039 | 501-335-7733 |
| Town of Vilonia | Preston Scroggin | Mayor | P.O. Box 188 18 | Vilonia | AR | 72173 | 501-796-2534 |
| | Brad McNew | Police Chief | P.O. Box 188 | Vilonia | AR | 72173 | 501-796-8170 |
| Town of Wooster | Terry Robinson | Mayor | P.O. Box 43 7 Reed Road | Wooster | AR | 72181 | 501-679-7504 |
| Lonoke County Towns | | | | | | | |
| Town of Allport | Kenneth Raynor | Mayor | P.O. Box 58 | Allport | AR | 72072 | 501-275-3580 |
| Town of Austin | Bernadette Chamberlain | Mayor | 3181 Hwy 367 N | Austin | AR | 72007 | 501-941-2648 |
| | Glen Cook | Police Chief | 3181 Hwy 367 N | Austin | AR | 72007 | 501-843-7856 |
| | David Teague | Fire Chief | 3181 Hwy 367 N | Austin | AR | 72007 | 501-786-0498 |
| Town of Cabot | Ken Kincade | Mayor | P.O. Box 1113 101 N. 2nd | Cabot | AR | 72023 | 501-843-3566 |
| | Scott Steely | Police Chief | P.O. Box 1113 101 N. 2nd | Cabot | AR | 72023 | 501-843-6526 |
| | Chad Moore | Fire Chief | P.O. Box 1113 114 | Cabot | AR | 72023 | 501-843-7671 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Town of Carlisle | Jon Platcan | Mayor | P.O. Box 49 | Carlisle | AR | 72024 | 870-552-9420 |
| | Eric Frank | Police Chief | P.O. Box 49 | Carlisle | AR | 72024 | 870-552-3431 |
| | Leo Orton | Fire Chief | P.O. Box 49 | Carlisle | AR | 72024 | 870-552-3431 |
| Town of Coy | Ralph Jones | Mayor | P.O. Box 41 | Coy | AR | 72037 | 501-275-3802 |
| Town of England | Butch House | Mayor | P.O. Box 249 101 | England | AR | 72046 | 501-842-3911 |
| | Richard Friend | Police Chief | P.O. Box 249 110 | England | AR | 72046 | 501-842-2311 |
| | Mike Busick | Fire Chief | P.O. Box 249 101 N. | England | AR | 72046 | 501-842-3911 |
| Town of Humnoke | Carla Sue King | Mayor | P.O. Box 161 94 4th | Humnoke | AR | 72072 | 501-275-3696 |
| | Pat Fulmer | Fire Chief | P.O. Box 161 57 Jackson Street | Humnoke | AR | 72072 | 501-275-3696 |
| Town of Keo | Stephanie White | Mayor | P. O. Box 35 226 Main | Keo | AR | 72083 | 501-842-0100 501-285-5051 |
| Town of Lonoke | Wayne McGee | Mayor | P.O. Box 665 107 W. Second | Lonoke | AR | 72086 | 501-676-6123 |
| | Keith Graham | Police Chief | 203 W. Front Street | Lonoke | AR | 72086 | 501-676-6953 |
| | Justin Whittenburg | Fire Chief | 219 E. Front Street | Lonoke | AR | 72086 | 501-676-4380 |
| Town of Ward | Charles Gastineau | Mayor | P.O. Box 237 405 Hickory Street | Ward | AR | 72176 | 501-843-2226 501-743-2501 |
| | Steve Benton | Police Chief | P.O. Box 237 405 Hickory Street | Ward | AR | 72176 | 501-843-6351 |
| | Tony Reaves | Fire Chief | P.O. Box 237 | Ward | AR | 72176 | 501-286-6106 |
| **Monroe County Towns** | | | | | | | |
| Town of Brinkley | Billy Hankins | Mayor | 233 W. Cedar | Brinkley | AR | 72021 | 870-734-1033 |
| | Ed Randle | Police Chief | 233 W. Cedar | Brinkley | AR | 72021 | 870-734-3434 |
| | Chad Crawford | Fire Chief | 804 N. Main | Brinkley | AR | 72021 | 870-734-2532 |
| Town of Clarendon | Diane Cunningham | Mayor | 270 Madison | Clarendon | AR | 72029 | 870-747-1172 |
| | Nolan Woodall | Police chief | 270 Madison | Clarendon | AR | 72029 | 870-747-3417 |
| | Greg James | Fire Chief | 270 Madison | Clarendon | AR | 72029 | 870-747-3456 |
| Town of Fargo | Dr. Tim Mahoney | Mayor | P. O. Box 272 | Brinkley | AR | 72021 | 701-241-1310 |
| Town of Holly Grove | Willie Stokes | Mayor | P. O. Box 430 | Holly Grove | AR | 72069 | 870-462-3422 |
| | Kristy Greene | Police Chief | P.O. Box 430 154 W Herd E Stone St | Holly Grove | AR | 72069 | 870-462-3422 |
| Town of Roe | Nick Self | Mayor Office | P. O. Box 158 | Roe | AR | 72134 | 870-260-7601 |
| **Prairie County Towns** | | | | | | | |
| Town of Biscoe | Grant Hinson | Mayor | P. O. Box 187 274 W. Sportsman Dr. | Biscoe | AR | 72017 | 870-998-2389 |
| Town of Des Arc | Roger Scott | Mayor | P. O. Box 389 107 S. 3rd | Des Arc | AR | 72040 | 870-256-4316 |
| | Dewayne Mayher | Police Chief | P.O. Box 389 107 S. 3rd | Des Arc | AR | 72040 | 870-256-3011 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | Don Harvey | Fire Chief | P.O. Box 389 | Des Arc | AR | 72040 | 870-256-4545 |
| Town of DeValls Bluff | Darlene Connor | Mayor | P. O. Box 297 977 E. | DeValls Bluff | AR | 72041 | 870-998-2577 |
| | Jeremy Murphy | Police chief | P.O. Box 297 977 E. | DeValls Bluff | AR | 72041 | 870-998-2578 |
| | Glenn Gladish | Fire Chief | P.O. Box 297 977 E. | DeValls Bluff | AR | 72041 | 870-998-2301 |
| Town of Hazen | David Hardke | Mayor | P. O. Box 564 | Hazen | AR | 72064 | 870-255-4521 |
| Town of Ulm | Dennis Doepel | Mayor | P. O. Box 157 | Ulm | AR | 72170 | 870-241-3791 |
| **Pulaski County Towns** | | | | | | | |
| Town of Alexander | Crystal Herrmann | Mayor | P. O. Box 610 15605 | Alexander | AR | 72002 | 501-455-2585 Ext 104 |
| | Timothy Preator | Police Chief | P. O. Box 261 | Alexander | AR | 72002 | 501-455-4593 |
| | Ryan McCormick | Fire Chief | P. O. Box 610 15416 S. | Alexander | AR | 72002 | 501-455-2585 |
| Town of Cammack Village | Cody Kees | Mayor | 2710 N. McKinley | Cammack Village | AR | 72207 | 501-663-4593 |
| | CJ Davidson | Police Chief | 2710 N. McKinley | Cammack Village | AR | 72207 | 501-663-4593 |
| | Contracted with LR Fire Dept. | Fire Dept. | 2710 N. McKinley | Cammack Village | AR | 72207 | 501-663-4593 |
| Town of Jacksonville | Jeff Elmore | Mayor | P.O. Box 126 #1 Municipal Drive | Jacksonville | AR | 72076 | 501-982-3146 |
| | Brett Hibbs | Police Chief | P.O. Box 126 1400 Marshall Road | Jacksonville | AR | 72076 | 501-982-3191 |
| | Alan Laughy | Fire Chief | P.O. Box 126 900 Redmond Road | Jacksonville | AR | 72076 | 501-985-1252 |
| | Alan Laughy or Dewan Laws | Disaster Coord | P.O. Box 126 900 Redmond Road | Jacksonville | AR | 72076 | 501-985-1252 |
| Town of Little Rock | Frank Scott Jr. | Mayor | 500 W. Markham Room 203 | Little Rock | AR | 72201 | 501-371-4510 |
| | Heath Helton | Police Chief | 615 W. Markham | Little Rock | AR | 72201 | 501-371-4621 |
| | Michael Doan | Fire Chief | 624 Chester | Little Rock | AR | 72201 | 501-918-3700 |
| Town of Maumelle | Caleb Norris | Mayor | 550 Edgewood Drive, Ste.590 | Maumelle | AR | 72113 | 501-851-2500 |
| | Cory Pickard | Police Chief | 2002 Murphy Drive | Maumelle | AR | 72113 | 501-851-1337 |
| | Beau Buford | Fire Chief | 2000 Murphy Drive | Maumelle | AR | 72113 | 501-851-1337 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Town of North Little Rock | Terry Hartwick | Mayor | P.O. Box 5757<br>300 Main Street | North Little Rock | AR | 72119 | 501-975-8601 |
| | Patrick Thessing | Police Chief | P.O. Box 5757<br>1 Justice Center Dr | North Little Rock | AR | 72119 | 501-771-7102 |
| | Gerald Tucker | Fire Chief Office | 723 N. Maple | North Little Rock | AR | 72114 | 501-340-5387<br>501-340-5385 |
| NLR Emergency Services | Kim Francisco | Emergency Srvs Director | 1206 N Sycamore | North Little Rock | AR | 72114 | 501-340-5365 |
| Town of Sherwood | Mary Jo Heye-Townsell | Mayor | P.O. Box 6256<br>2199 E. Kiehl Avenue | Sherwood | AR | 72124 | 501-835-6620 |
| | Jeff Hagar | Police Chief | 2201 Kiehl Avenue<br>P.O. Box 6256 | Sherwood | AR | 72124 | 501-835-1583 |
| | John Sawyer | Fire Chief | 400 Lantrip Road | Sherwood | AR | 72124 | 501-835-0342 |
| Town of Wrightsville | Derrick Rainey | Mayor | P.O. Box 237<br>13024 Hwy 365 South | Wrightsville | AR | 72183 | 501-897-4547 |
| **Saline County Towns** | | | | | | | |
| Town of Bauxite | Eddie Jones | Mayor | PO Box 303<br>6055 Stanley Circle | Bauxite | AR | 72011 | 501-557-5936 |
| | Aaron Washington | Police Chief | 6055 Stanley Circle | Bauxite | AR | 72011 | 501-557-5184 |
| | John Davis | Fire Chief | 6055 Stanley Circle | Bauxite | AR | 72011 | 501-557-5936 |
| Town of Benton | Tom Farmer | Mayor | P.O. Box 607<br>114 S. East Street | Benton | AR | 72018 | 501-315-6008 |
| | Scotty Hodges | Police Chief | P.O. Box 607<br>114 S. East Street, Suite 100 | Benton | AR | 72018 | 501-776-5983 |
| | Russ Evans | Fire Chief | PO Box707<br>220 S Main | Benton | AR | 72018 | 501-776-5960 |
| Town of Bryant | Chris Treat | Mayor | 210 S.W. 3rd | Bryant | AR | 72022 | 501-943-0999 |
| | Carl Minden | Police Chief | 312 Roya Lane | Bryant | AR | 72022 | 501-943-0372 |
| | Brandon Futch | Fire Chief | 312 Royal Lane | Bryant | AR | 72022 | 501-943-0390 |
| Town of Haskell | Clyde Crookham, Jr. | Mayor | 2520 Highway 229 | Haskell | AR | 72015 | 501-317-7400 |
| | Eddie Packett | Police Chief | 2520 Highway 229 | Haskell | AR | 72015 | 501-778-4916 |
| | Brian Cotton | Fire Chief | 121 Cardinal Drive | Haskell | AR | 72015 | 501-776-2667 |
| Town of Shannon Hills | Mike Kemp | Mayor | 10401 High Road East | Shannon Hills | AR | 72103 | 501-455-2003 |
| | Allen Spears | Police Chief | 10401 High Road East | Shannon Hills | AR | 72103 | 501-455-3125 |
| | Tommy Meyers | Fire Chief | 10401 High Road East | Shannon Hills | AR | 72103 | 501-455-3530 |
| Town of Traskwood | Kimberly Schane | Mayor | P.O. Box 36<br>305 Locust Street | Traskwood | AR | 72167 | 501-249-4744 |
| | Kevin Cooper | Police Chief | P.O. Box 36 | Traskwood | AR | 72167 | 501-574-8956 |

**Attachment III Senior Centers in Central Arkansas**

| Senior Center | County | Address | Phone |
|---|---|---|---|
| Dunbar Senior Center | Pulaski | 1001 West 16th Street, Little Rock, AR 72202 | 501-374-4817 |
| East Little Rock Senior Center | Pulaski | 2500 East 6th Street, Little Rock, AR 72202 | 501-375-9132 |
| Jacksonville Senior Wellness & Activity Center | Pulaski | 100 Victory Circle, Jacksonville, AR 72076 | 501-982-7531 |
| Patrick Henry Hays Meal Center | Pulaski | 401 West Pershing, North Little Rock, AR 72114 | 501-975-4297 |
| Southwest LR Senior Center | Pulaski | 6401 Baseline Road, Little Rock, AR 72209 | 501-918-3995 |
| Maumelle Center on the Lake | Pulaski | 2 Club Manor Cove, Maumelle, AR 72113 | 501-851-4344 |
| LifeQuest of Arkansas | Pulaski | 600 Pleasant Valley Dr, Little Rock, AR 72227 | 501-225-6073 |
| West Central Community Center | Pulaski | 8616 Colonel Glenn Rd, Little Rock, AR 72204 | 501-379-1890 |
| Park Hill Presbyterian Church Meal Center | Pulaski | 3250 North JFK Blvd North Little Rock, AR 72116 | 501-753-9533 |
| The Ola & John Hawks Senior Wellness & Activity Center | Faulkner | 705 E. Siebenmorgan Road, Conway, AR 72032 | 501-327-2895 |
| Greenbrier Senior Center | Faulkner | 21 N. Broadview, Greenbrier, AR 72058 | 501-679-3103 |
| Mayflower Senior Center | Faulkner | #1 Ashmore, Mayflower, AR 72106 | 501-470-3350 |
| Twin Groves Senior Center | Faulkner | 10 Twin Groves Lane, Twin Groves, AR 72039 | 501-335-7733 |
| Vilonia Senior Center | Faulkner | #10 Bise Street, Vilonia, AR 72173 | 501-796-4680 |
| The Peak Center | Lonoke | 506 N. Grant Street, Cabot 72023 | 501-843-2196 |
| Carlisle Senior Center | Lonoke | 405 East Main Street, Carlisle, AR 72024 | 870-552-7429 |
| England Senior Center | Lonoke | 100 East Taylor St, England, AR | 501-842-3591 |
| Betty Fort Senior Center | Lonoke | 1 Newberry Drive, Lonoke, AR 72086 | 501-676-6971 |
| Brinkley Senior Center | Monroe | 705 West 6th Street, Brinkley, AR 72021 | 870-734-1236 |
| Clarendon Senior Center | Monroe | 553 North 7th Street, Clarendon, AR 72029 | 870-747-5610 |
| Des Arc Senior Center | Prairie | 1103 Main Street, Des Arc, AR 72040 | 870-256-3751 |
|  |  |  |  |
| Bryant Senior Wellness & Activity Center | Saline | 6401 Boone Road  Bryant, AR 72022 | 501-943-0056 |
| Benton Senior Wellness & Activity Center | Saline | 1800 Citizens Drive, Benton, AR 72015 | 501-776-0255 |

## Attachment IV Sample Bomb Threat Checklist – Person Receiving Threat

| | |
|---|---|
| **Time Reported:** (am/pm) | **Date Reported:** |
| **Exact Words of Caller:** | |
| **Questions to Ask:** | |
| 1) When is the bomb going to explode: | |
| 2) Where is the bomb? | |
| 3) What kind of bomb is it? | |
| 4) What does it look like? | |
| 5) Why was the bomb placed? | |
| 6) Where are you calling from? | |

| **Description of Caller's Voice:** | | | | |
|---|---|---|---|---|
| **Male** | **Female** | **Young** | **Middle-Aged** | **Old** |
| Accent: | | Manner: | | |
| Background Noise: | | | | |
| Did the Voice Sound Familiar? | | | | |
| If so, who did it sound like? | | | | |
| Did the caller sound familiar with the facility? | | | | |
| In what way? | | | | |
| Other voice characteristics: | | | | |
| Time caller hung up: (am/pm): | | | | |
| Other remarks: | | | | |
| Name, Address, Telephone of Call Recipient: | | | | |

**Attachment V Client Services Possibly Provided Independently of the Disaster**

CareLink staff responsible for delivering services to older adults in disaster situations have found that older victims need certain services and are not typically available through any means other than the aging network resources. These core services include legal assistance and advocacy. These independent but interrelated services should all be in place to maximize the potential for successful recovery.

In addition to the core services, an agency may be called on to address other essential needs contingent upon the nature and amount of damage sustained and other available disaster relief services.

An aging agency may need to initiate or expand programming to assist older victims. The most likely services needing particular emphasis are Homemaker, Chore, Handyman, Transportation, Meals, and Relocation Assistance. A more detailed description of the services identified above follows.

It is the staff's responsibility to communicate with the Emergency Director and the Emergency Coordinators when a local or widespread disaster occurs in their area. The frequency of reporting will depend upon the severity of the disaster and the ability of the field teams to access telephones, the internet, and other means of communication. Generally, the Emergency Director and Coordinators will need to know, for example:

Legal Services
Legal assistance is a core service for disaster victims, as identified in the introduction to services. This results from the problems that arise from insurance settlements, bureaucratic decisions, appeals on grant applications, SBA loan applications, title opinions on property, and, particularly in the emergency phase, protection from persons who take advantage of the victim's vulnerability.
Steps should be taken to ensure that legal services will be available immediately when a disaster occurs, whether through a legal services contractor already under contract or through cooperation with the bar association. (Young lawyers' sections of many bar associations are willing to assist disaster centers; however, attorneys working at a disaster center should take no cases that would be fee-producing.)
An attorney will be able to make local officials aware of situations that will necessitate possible changes in laws and regulations to facilitate immediate needs for disaster victims. An example of this would be acquiring special permission from the Zoning Commission to place temporary mobile homes on property where damage to the victims' homes is sufficient to make those homes uninhabitable, and zoning laws do not allow the placement of these temporary units.
Ongoing assistance can be provided by an attorney employed in an elderly legal assistance program. This person will be able to assist the victims with counseling regarding problems arising during the long-term recovery efforts. The advocates in continual contact with victims will refer to the attorney unique issues, such as insurance settlements and contracts. Contracts on rebuilding, repairs, purchasing new homes, and debris removal are entered into. The attorney should be able to assist in grant

applications and the various appeals that arise from the denial of such applications. Some settlements are drawn out over long periods when there is a disagreement whether damage being claimed was a result of storm damage. The attorney must work with victims and insurance companies to facilitate equitable settlements as soon as possible.

Advocacy
Advocacy is a core service that facilitates delivering services to the elderly victims of disasters. The Care Coordinators will serve as Disaster Advocates and are the most visible representatives of the agency in any disaster relief program.
Advocates are needed to help seniors become aware of services provided by disaster relief agencies and those offered by the agency. These individuals will interview victims, assess needs, and determine the best resources for meeting these needs. The advocate will assist the senior through rebuilding and returning to normalcy through minor cleanup, major reconstruction, or relocation.
Advocates should be able to relate well to people with problems, be good listeners, and be aware of the shock
reaction these clients may be experiencing and should make themselves aware of the unique problems these disaster victims face.
Disaster advocates will be available to assist the victims at the Federal Disaster Assistance Centers. It would be beneficial for the advocates to spend some time with the personnel of agencies represented and share information concerning services available, brochures, etc.

Homemaker/Chore Services
Immediately after a disaster and for some time, various individuals require help restoring their homes to order. For some individuals, this service can be provided through homemaker/chore services furnished through the agency.
In the initial stages of disaster recovery, many volunteer organizations provide competent and cost-free assistance in debris removal, home repair, and cleanup services. However, too often, after the initial shock of a natural disaster, people are not prepared to address those problems or are mistrustful of individuals they do not know. Therefore, arrangements for these services need to be available at a later date when victims are in the process of restoring order to their damaged homes.
When volunteer groups are unavailable or do not have adequate personnel to serve all the people who are immediately ready for chore services, then the agency should be prepared to have chore service workers available. Volunteer organizations appropriately go to affected areas where the most significant damage has been sustained and victims in areas with less overall damage can often not take advantage of volunteer assistance. In communities where a disaster of a slightly smaller magnitude has occurred, it becomes imperative that aging agencies be able to fill this gap with appropriate chore and homemaker assistance.
Handyman Services
Volunteer groups often provide extensive immediate handyperson services. However, the need for homemaker/chore services may exist long after the emergency phase, when volunteer services are not available.
Handyman services are necessary for such assistance as repairing broken windows, fixing furnaces, water heaters, repairing steps and porches, making minor roof repairs

in floods, pumping and cleaning out basements, disinfecting, and general cleaning.

Transportation
During any disaster, older adults are often faced with an immediate and long-range need for transportation services. The agency should recognize the limitations of access to various forms of transportation (i.e., boats during floods); however, with appropriate planning, available vehicle usage can be maximized. Transportation should be made available to all citizens during the emergency phase, with the needs of older people receiving priority.

There may be a variety of requests that involve some need for transportation. Damage to nursing homes or senior citizens' housing complexes could necessitate supplying transportation to relocate residents. There may be a need to assist in removing victims and their belongings from hazardous locations. Disaster victims may need transportation for medical services, disaster centers, nutrition sites, shopping assistance, escort services, and many other possible destinations.

Staff arranging for transportation should be aware that in the early stages of a disaster, many elderly will not want to leave their homes for needed services. They are afraid their homes will be broken into and further lose their possessions. At this point, transportation may be necessary to bring the services to older adults in their homes, such as home-delivered meals instead of congregate meals.

**Attachment VI Building Damage Assessment Checklist**

| Building | |
|---|---|
| **Provided To** | |
| **Completed By:** | |

| Item | Damage | | | | |
|---|---|---|---|---|---|
| **Check those items that apply to your building.** | No Damage | Damaged, but Usable | Damaged, but can be Repaired Quickly | Major Damage | Estimated Time to Repair |
| Building Structure | | | | | |
| Building Interior | | | | | |
| Furniture | | | | | |
| Lighting | | | | | |
| Power Supply | | | | | |
| HVAC System | | | | | |
| Telecommunications | | | | | |
| Computer Hardware | | | | | |
| Disk Drives | | | | | |
| Printers | | | | | |

**Attachment VII Pandemic Protocol & Signage**

CareLink's mission is to connect older people and their families with resources to meet the opportunities and challenges of aging. This includes during times of state and national crisis, including pandemics, as we have experienced with COVID-19. CareLink will follow the most up-to-date Centers for Disease Control and Prevention (CDC) https://www.cdc.gov/coronavirus/2019-ncov/whats-new-all.html and The Administration of Community Living (ACL) https://acl.gov/ guidelines.

# NOTICE

*Please <u>do not enter </u>if you have a cough or fever.*

- **Maintain a minimum six-foot distance from other people.**

- **Sneeze or cough into your elbow.**

- **Do not shake hands or engage in any unnecessary physical contact.**

**Posted Pursuant to State of Arkansas Executive Department Proclamation EO 20-13(3)f.**

# BEFORE ENTERING THE BUILDING READ AND ANSWER THESE QUESTIONS.

*Your temperature will be logged next to you name is dispatch.*

## COVID-19: Screening Checklist – for Visitors and Staff

On March 13, 2020, CMS and CDC updated guidance on restricting all SNF visitors and non-essential healthcare personnel, except for certain compassionate care situations. **ALL individuals** (staff, other health care workers, family, visitors, government officials, etc.) entering the building must be asked the following questions:

1. **Has this individual washed their hands or used alcohol-based hand rub (ABHR) on entry?**

   ☐ Yes　　　☐ No – please ask them to do so

2. **Ask the individual if they have any of the following respiratory symptoms?**

   | | |
   |---|---|
   | ☐ Cough | **OR** at least **TWO** of these symptoms |
   | ☐ Shortness of breath | ☐ Fever　　　　　　　　　　☐ Chills |
   | | ☐ Repeated shaking with chills　☐ Muscle pain |
   | | ☐ Headache　　　　　　　　☐ Sore throat |
   | | ☐ New loss of test or smell　　☐ Vomiting |
   | | ☐ Diarrhea |

   - If YES to any, restrict them from entering the building.
   - If NO to all, proceed to **question #3 for staff** and **question #4 for all others**.

3. **For Staff & Health Care Providers (HCP)** (e.g. agency staff, regional or corporate staff, health care workers such as hospice, EMS, dialysis technicians that provide care to residents):

   **3A. Check temperature and document results**　☐ Fever present?

   - If YES, restrict from entering the building.
   - If NO, proceed to step 3B.

   **3B. Ask if they have worked in facilities or locations with recognized COVID-19 cases?**

   ☐ If YES, ask if they worked with a person(s) with confirmed COVID-19?

   - If YES, require them to wear PPE including mask, gloves, gown before any contact with residents & proceed to step 4.
   - If NO, proceed to step 4.

4. **Allow entry to building and remind the individual to:**

   ☐ Wash their hands or use ABHR throughout their time in the building.
   ☐ Not shake hands with, touch or hug individuals during their visit.