

Guide in creating an evacuation plan

1. Determine what facility you will use for this exercise. Medical office or school
2. Refer to Procedure 5-9 and list the following:
 - a. Capacity of facility: Your Answers will vary; the occupancy classification of each building can be determined by the fire marshal and should be clearly marked on the walls of the building.
 - b. Safe places inside and outside facility: Inside examples include under desk or furniture; against walls; away from windows, glass, or objects that might fall; in a closet or basement. Outside examples include away from the building and trees, telephone/power lines, bridges, and overpasses.
 - c. Alternative site for operation: Examples include local hospital, community center, nearby school, or other buildings.
 - d. Services most likely used during an emergency: Your Answers will vary and can include telephone and electricity; for a medical office, emergency triage/evaluation services and prescriptions for medication.
 - e. Location of quarantine housing: For a medical office, this can be determined in conjunction with the local hospital or county/community emergency services. For a school, it may be a separate building with restroom facilities.
 - f. Procedures for closing facility: This will depend on how much time is available before vacating the building. If the office has EMR, take a recent backup copy of patient records, accounts, and files (e.g., on flash drive or external hard drive). If the office is paper based, it will be too time consuming and cumbersome to take records. If time allows, take basic medical equipment that can be easily moved; connect an answering machine with an emergency message; and shut all doors and windows.
3. State emergencies that may require partial or full evacuation. Examples include armed intruder, bomb, chemical spills, dam or levee failure, explosions, fire, gas leaks, industrial accidents, plane crash, terrorism, and so forth. Then draw a diagram of the medical office or school with fire alarms and extinguishers, exits, and escape routes clearly marked (attach). A floor plan of the facility should be drawn to scale showing the location of the above items. Arrows can be used to indicate routes of escape from various locations in the building.
4. Name emergency supplies needed in the facility. blankets, bottled water, gloves, instant hot and cold packs, self-powered or battery-operated radio and flashlights (extra batteries), sturdy shoes as well as clinical supplies (e.g., bandages, splints), and common medications
5. Identify the role of employees involved in evacuating patients and visitors and define expectations. Your Answers will vary; however, each staff person should be named and given a role with clear expectations defined of what they are to do (see examples in Step 14 of Procedure 5-9).
6. State where the command post is and who is in command. The command post could be the local emergency response agency (e.g., county/community emergency office or law enforcement agency) or

an alternative operating site. The commander would be an officer in charge of the local community response agency or for an alternative site the emergency facility charge person.

7. What lines of communication will be used? Depending on the type of emergency, a two-way radio or cellular phone. The emergency broadcasting system on the radio or television would give updated information.

8. Write a script for the telephone answering machine. Example: "If you have a medical emergency, please call 911 or go to the nearest hospital. Due to the emergency at hand (name type of emergency), this site is closed and the operation of **the name of your practice** is now located at (name site). We are accepting emergent appointments only. You may make an emergent appointment by calling (list new telephone number) or coming to (state address). Prescription refills can be processed by calling (list new telephone number) or coming to (list address)."

9. State criteria for calling an end to the emergency and reopening the facility. Your Answers will vary but could include the following criteria. When:

A. access to the facility is not obstructed and parking is available.

B. the facility is safe to return to, or

C. the structural integrity of the facility has been repaired and no hazards exist.

D. utilities are up and running (electricity, gas, water, cable) to supply sanitary conditions, lights, heat, air conditioning, and ventilation. The building may be returned to even if elevator and computer operations are still down.

E. employees are able to report to work (having taken care of their family emergencies).

10. Identify relevant physical, psychological, and emotional issues that may be experienced by persons involved in an emergency situation (affective behavior). In addition to dealing with the catastrophe at hand, the employees will have their own families and loved ones to be concerned about so worry and stress will be experienced by everyone involved.

Keep in mind that hurrying to handle the logistics of evacuation may be physically taxing and the body's "fight or flight" response can add to physical exhaustion. Remaining calm, patient, understanding, and willing to help will ease the tension and go a long way toward soothing nerves.