

BAY AGING Emergency Plan

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EMERGENCY PLAN

Bay Aging

INTRODUCTION:

Bay Aging's Emergency Plan is designed to help staff prepare for severe weather events or other disaster. **The plan will have the full backing of management and the Board of Directors.** It is the organization's goal to have well prepared and informed staff to effectively carry out the emergency plan in their work area, their homes and community.

Please remember that this plan covers BUSINESS equipment and materials. Personal items lost due to disaster events are the responsibility of the owner of those items.

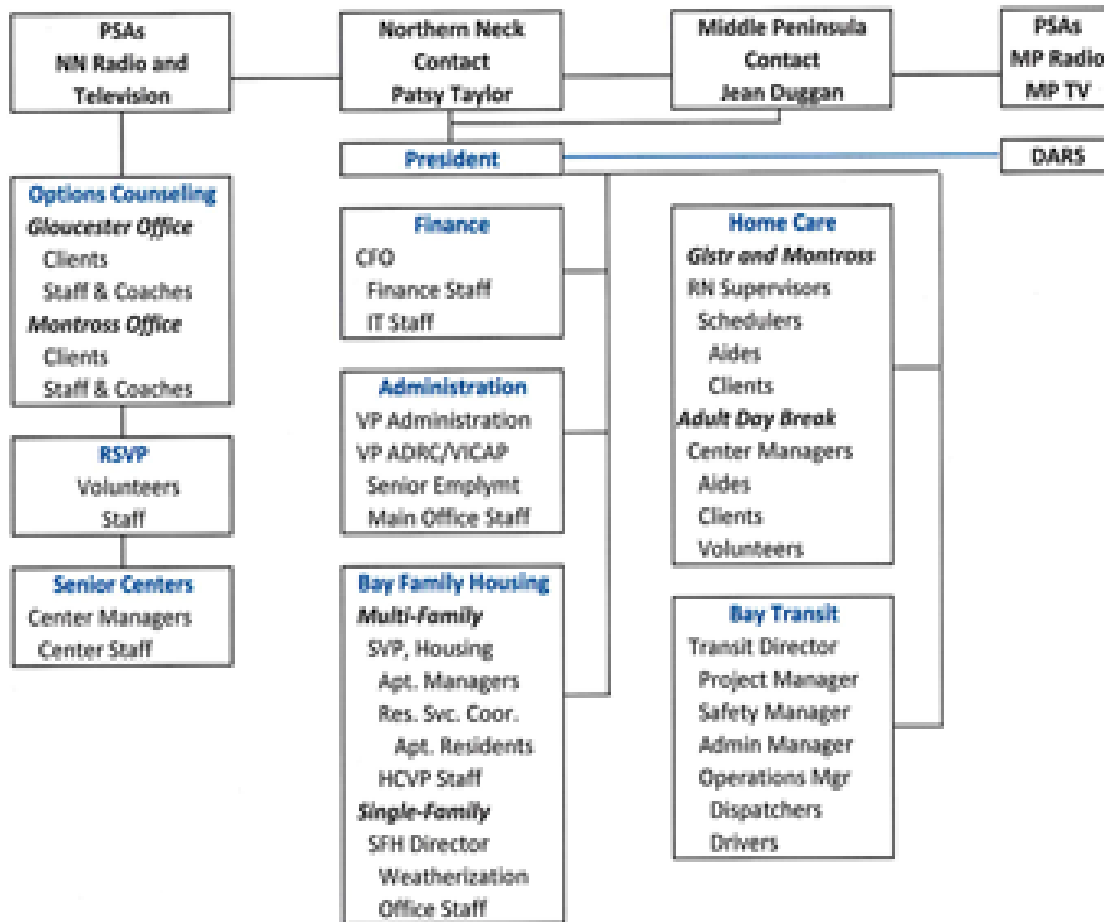
Recent events – local and national – have prompted agencies and businesses to develop and maintain disaster plans. As such, Bay Aging will continue to modify and enhance its plan on an ongoing basis to best meet the needs and respond to critical issues.

DEPARTMENT HEADS: PLEASE DO NOT COMMIT OUR RESOURCES WITHOUT CONSULTING WITH KATHY VESLEY. WE ARE NOT EMERGENCY RESPONDERS AND DO NOT WANT OUR CLIENTS TO THINK WE ARE.

Note that this plan also includes emergency plans for a variety of possible scenarios.

The following information is for your use and protection. Please take this seriously and become familiar with the contents. We all have a responsibility to be prepared and to follow through in case of a disaster.

OPERATIONAL FLOW BY DIVISION



Each department has their emergency plans which are included in this document as part of Bay Aging's overall Emergency Plan.

Revised: January 2015

EMERGENCY PLAN

Bay Aging

Severe Storms: Blizzard/ Hurricane/Ice Storm/Tornado/Tropical Depression/ Other Disaster

Severe storms, including blizzards, hurricanes, ice storms, tornados, tropical depressions, may bring heavy downpours, high wind and hail, which can cause flooding, roof leaks, broken windows, toppled trees and light poles and assorted forms of water damage. Widespread power outages usually accompany these storms. In addition, the Middle Peninsula and Northern Neck communities are especially susceptible to flooding and storm surges. Other “un-natural” disasters have been rare in our country, but are possible.

STAFF DISASTER PREPAREDNESS NUMBERS – Keep this list with you!
CELL PHONES – Keep them fully charged!

Listen to the following **local RADIO STATIONS**

KEEP BATTERIES FOR YOUR RADIO(S)

- WXGM AM 1420 or FM 99.1
- WKEZ FM 94
- WQSF FM 96
- 2WD FM102
- WKWI FM 101.7
- WIGO FM 101
- WNNT FM 107.5
- WRAR FM 105.5
- WTYD FM 92.3 (Williamsburg)
- WBQK FM 107.9 (Williamsburg)

Watch **YOUR LOCAL TELEVISION STATION(S)**

Should evacuations become necessary, warnings and evacuation instructions will be broadcast over the radio and local television stations.

Sheriff departments, assisted by fire and rescue departments, may use mobile loudspeakers to ensure that residents in threatened areas receive evacuation warnings.

See page 45 for a listing of television stations.

MAIN OPERATIONS LOCATION AND ALTERNATIVE LOCATIONS

Main operations site is the Bay Aging office building in Urbanna. Alternative locations are: Port Town Village, 111 Port Town Lane, Urbanna and Daffodil Gardens, 5954 Garden Grove Lane, Gloucester. Lead staff will be notified immediately if Bay Aging operations must move to an alternate location. Alternative locations can accommodate priority operations.

SAFFIR/SIMPSON HURRICANE SCALE – Understand What The Categories Mean

Category 1: Surge – 4 to 5 feet Winds – 74 to 95 mph

No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery and trees. Some coastal flooding and minor pier damage.

Category 2: Surge – 6 to 8 feet Winds – 96 to 110 mph

Some roofing, door and window damage. Considerable damage to vegetation and mobile homes. Flooding damages piers; small craft in unprotected moorings may break loose.

Category 3: Surge – 9 to 12 feet Winds – 111 to 130 mph

Some structural damage to small homes and utility buildings. Mobile homes destroyed. Flooding near the coast destroys smaller structures; larger structures damaged by floating debris. Terrain may be flooded well inland.

Category 4: Surge 13 to 18 feet Winds – 131 to 155 mph

More extensive structural failures; some complete roof failure on small homes. Major erosion of beach areas. Terrain may be flooded well inland.

Category 5: Surge 19+ feet Winds – 156+ mph

Complete roof failure on many homes and industrial buildings. Some complete building failures; small utility buildings blown over or away. Flooding causes major damage to lower floors of all structures near the shoreline. Massive evacuation of residential areas may be required.

Hurricane WATCH: issued when hurricane conditions are forecast for an area within the next 36 hours. A WATCH triggers your emergency disaster plan and begin protecting property and buildings from the storm.

Hurricane WARNING: issued when sustained winds of 74 mph or greater are forecast for an area within the next 24 hours.

Evacuation Routes: Become familiar with your evacuation routes.

Middle Peninsula – residents evacuate using Route 17 NORTH to Route 33W to 64W or as otherwise directed

Northern Neck – residents evacuate using Route 17 to FREDERICKSBURG

Residents should evacuate if:

- advised to leave by officials
- live in a storm surge zone
- live in low-lying or flood zone areas
- live in a manufactured home or recreational vehicle
- require respirator or other electric dependent medical equipment
- medications that require refrigeration

EMERGENCY PLAN

Bay Aging

BEFORE THE STORM

When a severe storm warning is forecast, the lead Emergency Team (Patsy and Jean) will communicate with Kathy, Diana and other senior management as practical.

Emergency Team will be in communication with local emergency management offices to determine appropriate level of response. The Chief Executive Officer will be in communication with Virginia Department for the Aging.

If warranted, begin implementing planning using the Bay Aging Emergency Plan flow chart.

Shelf Stable Meals

Meals on Wheels recipients should already have a supply of shelf stable meals.

If needed, additional meals can be accessed at the following locations:

- ALL active lifestyle centers
- ALL adult day break centers
- ALL regional transit offices
- Montross Bay Aging Office
- Urbanna Bay Aging Office

Each department will follow its established guidelines to ensure that people and property are safe and secure.

Emergency Lead Team will send public service announcements to local radio and television stations on a regular basis or as needed (Patsy/Northern Neck, Jean/Middle Peninsula).

BUILDING, EQUIPMENT AND PROPERTY SECURITY

Security is EVERYONE'S responsibility and teamwork is vital to everyone's safety.

Flooding is a main concern. If evacuation is necessary due to heavy storms ...

- Back-up files and store in a SAFE place.
- Cover equipment with plastic sheeting.
- Turn off all computers, monitors, and printers – UNPLUG from outlets.
- Turn off copiers and fax machines – UNPLUG from outlets.
- Take all equipment off the floor.
- Take all you can off the floor (papers, boxes, etc.)

EMERGENCY PLAN

Bay Aging

AFTER THE STORM

Get your lives together!

KATHY WANTS ALL DEPARTMENT HEADS TO CONTACT HER ASAP.

ALL STAFF MEMBERS are to communicate with their Bay Aging supervisor as soon as they can to let him/her know where they are and how they are doing.

You should have the **STAFF DISASTER PREPAREDNESS NUMBERS** list with you.

As soon as you can, begin assisting Bay Aging staff with damage assessment (if needed) and bringing the offices back to working order.

The **first person to reach a site assumes responsibility** until the assigned supervisor or department head arrives. This is not a time to wait and ponder, but rather one of action and getting things done.

THIS EMERGENCY PLAN DOCUMENT WILL BE PLACED BY THE MAIN ENTRANCE TO EVERY BUILDING AND ALL STAFF NEEDS TO KNOW WHERE THIS DOCUMENT IS LOCATED.

IN ADDITION, ALL DEPARTMENT HEADS/SUPERVISORS WILL KEEP A COPY WITH THEM.

Ensure that buildings are safe to enter. **Should injuries occur in the course of damage assessment and putting the offices back together again, Bay Aging's Workman's Compensation policy MUST be followed.**

Dress safely for clean-up.

Begin taking photographs of damage to buildings. **Make certain your staff people know where the camera is located!**

Following the Bay Aging Emergency Plan flow chart, begin assigning staff responsibilities (depending on those who are able to reach the site) and initiate a system to contact employees and provide them with instructions on when to return to work.

Should it be determined that a **COMMAND CENTER** needs to be activated, access to the following functions will be necessary: copy of this plan, working phone/fax, radio, TV, computer connected to email and internet, server or full system backup, agency and employee phone lists, office supplies, camera.

EMERGENCY PLAN

Bay Aging

Other Things to Address at Your Workplace in Emergency Situations:

1. Who is in charge of the phone system outages?
2. Who is responsible for ensuring voice mail access?
3. Who is responsible for copier repairs and fax machine repairs?
4. Where are your first aid kits located?
5. Do you have alarm systems? Do you know how they work? Who to call for repairs?
6. Where are fire extinguishers located?
7. Where is the building's water shut-off?
8. Do you have smoke detectors and/or sprinkler systems? Do you know how they work? Who to call for repairs/resetting?

PERSONAL/FAMILY EMERGENCY PREPAREDNESS

**FUEL! Is your vehicle's gas tank full? Is your generator's tank full?
Do you have enough fuel to keep your generator going?**

3 Actions You Should Take to Prepare Your Home and Family in Emergencies

1 – Put a Kit Together

- Have at least **3 days of supplies** in an easy-carry kit with additional supplies on hand.
- **Water** – One gallon per person per day.
- **Food** – Nonperishable foods that require no refrigeration, preparation, cooking and little or no water. (energy bars, ready to eat soup, peanut butter, etc.)
- **Medicine** – Place your medication bottles in a ziplock bag, along with a personal medication record, and a first aid kit.
- **Flashlight and Radio** – hand-crank; have extra batteries with you.
- **Cell Phone** – Keep your cell phone charged; don't forget your battery charger.
- **Tools** – Wrench, can opener, screwdriver, hammer, pliers, knife, duct tape, plastic sheeting, garbage bags/ties, eating utensils, pencils, paper.
- **Clothing and Bedding** – A change of clothing for everyone in your family, sturdy shoes, gloves and jacket if necessary; two blankets or one sleeping bag per person.
- **Personal Items** – Copies of important papers, identification cards, insurance policies, birth certificates, passports, etc.; eyeglasses, contact lenses and solutions, hearing aids and extra batteries; an up to date list of all medications (med name, dosage, physician's name and phone number); comfort items such as books and toys if needed.
- **Sanitary Supplies** – You may need toilet paper, towelettes, feminine supplies, personal hygiene items, diapers, Depends, bleach.
- **Money** – Have cash (ATM's and credit cards won't work if power is out).
- **Contact Information** – Carry a current list of family phone numbers and email addresses, including someone out of the area who may be contacted if need be.
- **Pet Supplies** – For each pet include food, water, a collar/leash/cage/carrying case, litter box or plastic bags, ID tags, any medications and vaccination information. Remember to check with your local emergency shelters **BEFORE** you need to evacuate to find out if you can bring your pets – **MOST EMERGENCY SHELTERS WILL ONLY ALLOW SERVICE ANIMALS.**
- **Alternative Sources of Light and Heat** – Candles, small propane tanks and cookers (camping style – Coleman type cookers).
- Tape does not prevent windows from breaking. If you want to cover your windows, use 5/8" marine plywood.
- Plan to bring in all outdoor furniture, decorations, garbage cans and anything else that is not tied down.
- Determine how and where to secure your boat, canoe, kayak, etc.

2 – Make a Plan

Planning ahead will help you have the best possible response to a disaster.

- *Do you live in a “low ground area”, in an area that is prone to flooding, or in an identified “flood plain”?*
 - *Flood insurance is the only way to financially protect your property or business from flood damage. To learn more visit www.floodsmart.gov or call 1.800.427.2419.*
- *Where will you meet your family?*
- *Do you know how and when to shut off utilities such as electricity, water and gas?*
- *Do you know where your fire extinguisher is located and how to use it?*
- *Does a friend or family member know how to contact you?*
- *Do you have any family members with special needs (wheelchair bound, requires oxygen, blind or vision impaired, deaf or hearing impaired, etc.)*
- *Have you included your pets in your emergency plan?*
- *Do you have a list of pet friendly hotels?*
- *Are you familiar with your community’s evacuation routes?*

3 – Be Informed

- The better informed you are, the more effective you will be with your family, neighbors and community.
- Share your knowledge with your family, household and neighbors ... encourage them to be prepared and informed.
- Give blood. Blood is needed all the time, but especially in times of emergency.

IMPORTANT TELEPHONE NUMBERS

Your county’s

office of emergency services _____

non-emergency sheriff’s office _____

Your local radio station _____

Your local Red Cross office _____

Dominion Virginia Power: 1.888.667.3000

Virginia Department of Emergency Management: 1.866.782.3470

Virginia Department of Transportation (road conditions): 511 or 1.800.367.ROAD

FEMA National Flood Insurance Program: 1.800.427.4661

FEMA Disaster Assistance Hotline (after emergency only): 1.800.621.FEMA

911

Call 911 for Extreme Emergencies – Call 911 when you or someone else is in immediate danger, needs immediate medical assistance or sees or experiences a crime.

DO NOT call 911 for non-emergencies or to report a power outage.

211 – Virginia Disaster Recovery

During times of disaster, 2-1-1 VIRGINIA will provide an additional channel of communication for the citizens of Virginia. Working with local and state emergency management and disaster response officials, 2-1-1 VIRGINIA will provide –

- Accurate and up-to-date information on community and regional response.
- Volunteer and donation coordination.
- Crisis intervention and human services coordination.
- Access to disaster support services during the entire recovery process.



*We **LOVE** our pets so make
sure your beloved
companions have a
disaster supply kit too!*

Your kit should include the following items:

- Identification tags on collars
- Medications, immunization records
- First aid kit
- Sturdy leashes, muzzles, harnesses, carriers or cages to transport pets safely
- Carriers should be large enough for the pet to stand comfortably, turn around and lie down
- Include blankets or towels for bedding and warmth
- Current photos of you with your pets in case they get lost
- Food, drinking water, bowls, cat litter/pan and can opener
- Information on feeding schedules, medical conditions, behavior problems
- Name of your veterinarian
- Pet beds and toys—if easily transportable
- Treats



Find out **AHEAD OF TIME** if your local evacuation shelter accepts animals and what type.

Middle Peninsula: 800.693.6109
Northern Neck: 800.493.0238
www.bayaging.org



EMERGENCY PLAN

Bay Aging

Administration

**DEPARTMENT HEAD REPORTS TO KATHY VESLEY – 804.758.1407 (H)
804.339.1552 (C)**

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Sheriff departments, assisted by fire departments, may use mobile loudspeakers to ensure that residents in threatened areas receive evacuation warnings. See page 45 for station listing.

ADMINISTRATION PLAN:

1. Depending on severity of the emergency, Administration staff will instruct main office staffers - unplug and get computer equipment and other important perishable items (copier paper, etc) off the floors.
2. Purchase plastic and cover all computer equipment, copier, postage meter, fax, etc.
3. In case of power and phone outage there will be a manual phone in the supply closet.
4. An update will be provided to Kathy on condition of the main office.
5. If phones are working, reception phone will be monitored for messages.
6. Administration staff will be available to help other departments as needed.

Kay Sheldon Cell – 804.512.8591

ksheldon@bayaging.org

Lisa Walker Home – 804.758.3634; Cell – 804.815.1004

lwalker@bayaging.org

Jean Duggan Home – 804.693.2012; Cell – 804.694.9623

jduggan@bayaging.org

EMERGENCY PLAN

Bay Aging

Finance

DEPARTMENT HEAD REPORTS TO KATHY VESLEY – 804.758.1407 (H) 804.339.1552 (C)

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FINANCE PLAN:

Staff contact information:

Diana Giles	804.694.5291	757.869.4755
Mary Davis	804.758.9146	804.695.4766
Bill Smith	804.785.9426	804.832.5803
Catherine Fowle		804.815.9976
Melissa Blake	804.758.0812	804.824.1252
Sue Mayhue	804.758.2708	804.815.0701
Liz Neeley	804.693.0946	
Elizabeth Whitaker		804.815.3462
Chris Mielnik		804.815.2661

1. All reports of damage from ALL DEPARTMENTS i.e. property, building, equipment, vehicles need to be reported as soon as possible to the CFO.
2. All employee injuries occurring during working hours need to be handled as detailed in the Employee handbook.

Finance Department Plan continued on next page

EMERGENCY PLAN

Bay Aging

FINANCE DEPARTMENT PLAN *continued*:

3. All equipment, data files, accounting files, employee files, bank records, etc need to be secured before and after any emergency or disruption of operation. Any additional backups of data should be completed and placed in safe keeping if time allows. Should time allow all computer equipment should be covered and or trash bagged and place on top of a work space.
4. The ability of the Fiscal Department to function at the designated Command Center will rely heavily upon the ability to access the necessary software applications and databases including payroll processing, accounts payable processing, bank account reconciliation, bank deposit processing, Medicaid billing, client billings, Monthly billings to funding sources, etc. Therefore the CFO will be contacting the CIO for system access and data integrity information and updates.
5. Accounts Payable: Ensure all payments are current.
6. Payroll: Timesheet records and current payroll status.
7. Bank Account status: Staff should always attempt to have verified the balance in Main checking account for cash flow purposes. Other accounts to verify include the 202 operating accounts.

Important Vendor information:

GMS 800.933.3501 Customer number 0378

VDA 800.552.3402

804.662.9333

Brett Jackson: 804.662.9329

BH Baird 800.724.2247, Fax: 804.333.3160, tenglish@bhbaire.com

Drew Gallagher 540.834.0399, Fax: 540.710.6801, Drew_Gallagher@cinfin.com

Health Insurance – Nick Coiner – 757.873.0760

Cell 757.897.0926

Fax 757.873.6905

Cherry, Bekaert & Holland – Adam Coleman

Ofc 804.673.5761

Fax 804.673.4290

Department of Rail and Public Transportation – Steve Hennessee

Ofc 804.225.4157

Cell 804.720.3893

EMERGENCY PLAN

Bay Aging

Information Technology

DEPARTMENT HEAD REPORTS TO KATHY VESLEY – 804.758.1407 (H) 804.339.1552 (C)

Listen to the following **local RADIO STATIONS**

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Sheriff departments, assisted by fire departments, may use mobile loudspeakers to ensure that residents in threatened areas receive evacuation warnings. See page 45 for station listing.

INFORMATION TECHNOLOGY PLAN:

Emergency Contacts: Bob Butler 877.834.4377, 540.842.8425 (c), 540.834.0460 (h)
Scott Price 804.832.2188 (c)

Preventative Measures:

Secure equipment:

1. Conduct a room-by-room walk-through to determine what needs to be secured.
2. Attach equipment and cabinets to walls or other stable equipment.
3. Place heavy or breakable objects on low shelves.
4. Turn off all computer and related equipment and unplug from electrical outlets (also, for those with networked computers, unplug the network (cat5) cable).
5. Move workstations away from large windows, if possible.
6. Elevate equipment off the floor to avoid electrical hazards in the event of flooding.
7. Cover equipment with a waterproof material.
8. Take mobile equipment (i.e. laptops) offsite, if possible, to avoid potential loss of all equipment at any office location.

IT Plan continued on next page

Information Technology

INFORMATION TECHNOLOGY PLAN *continued*:

General Disaster Response & Recovery Guidelines:

1. Appropriate steps will be taken to safeguard personnel and minimize damage to any related equipment and/or software.
2. A damage assessment will be conducted and recommendations made for recovery of impacted services.
3. Individuals required to assist in recovery of services will be identified.
4. The agency will be informed as to IT system degradation and restrictions on IT usage and/or availability.
5. The IT Director will develop an overall IT recovery plan and schedule, focusing on the highest priorities of the agency infrastructure, first, as defined by the CEO and CFO.
6. Necessary software and hardware replacement will be coordinated with vendors.
7. IT infrastructure will be restored to pre-disaster functionality.

Additional Resource and Contact Information:

1. Hardware Inventory
2. Software Inventory
3. Vendor Contact Information:
4. ISP's
5. Dell
6. VisitWizard

EMERGENCY PLAN

Bay Aging

Options Counseling, RSVP, Senior Centers and EVCTP Coaches

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OPTIONS COUNSELING, RSVP, SENIOR CENTERS AND EVCTP PLAN:

The Montross office will act as the Command Post for the Northern Neck. In the Event of an emergency, the Care Coordination, RSVP and Active Lifestyle Centers will report to Patsy Taylor. The Emergency Team in the Northern Neck and Middle Peninsula communicate with each local emergency management office and provide updates to all staff. Staff at each location will be responsible for:

1. Reporting to their immediate supervisor.
2. Bay Aging's Emergency team will provide periodic updates to each location when information becomes available.
3. Maintaining a current list of clients and volunteers which should include addresses and phone numbers. Clients will be contacted and made aware of any impending storm, evacuation information, and designated shelters in their area. Staff will remind individuals of supplies that they should have on hand in case of power outages, flooding, etc. Staff will be reminded to keep their current list of Disaster Preparedness Number Directory, client and volunteer rosters with them when leaving their locations.

Options Counseling, RSVP, Senior Centers Plan continues on next page

EMERGENCY PLAN

Bay Aging

Options Counseling, RSVP and Senior Centers

OPTIONS COUNSELING, RSVP, SENIOR CENTERS AND EVCTP PLAN *continued*:

4. If evacuation is necessary staff will assist in taking the necessary steps to secure office equipment, staff vehicles and property at each location.

COACHES:

1. Patsy Taylor will text all Coaches regardless of their home office.
2. Mary Jane may follow-up with texts or phone calls to staff based out of the Gloucester Office.

After the Disaster

1. Once their own situation has been stabilized staff will immediately contact their immediate supervisor to receive directives.
2. Each site will be inspected, by staff for any damage that may have occurred and report damages immediately to their supervisor. At center locations freezers should be checked and if there is a power outage, steps should be taken to find alternative locations or for alternative uses of frozen meal supplies (i.e. Red Cross)
3. Begin making client contacts and offer guidance to those with unmet needs.
4. Contact volunteers. Check on their status and willingness to assist.
5. Maintain an open line of communication with supervisor and staff under their supervision at all times.
6. All staff will be on emergency alert until operations are back to normal

See Disaster Preparedness Telephone Numbers for Staff Phone Numbers – Pages 43-44

EMERGENCY PLAN

Bay Aging

**DEPARTMENT HEAD REPORTS TO KATHY VESLEY – 804.758.1407 (H)
804.339.1552 (C)**

Bay Family Housing – Multi-Family

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Senior Apartments Plan continued on next page

EMERGENCY PLAN

Bay Aging

Multi-Family

BAY AGING SENIOR APARTMENTS EMERGENCY TELEPHONE CONTACTS

(Last updated 01/28/2015)

Internal Staff Use Only – Not for Public Distribution

THE MEADOWS – 400 A Meadow Avenue, Colonial Beach, VA 22443		
• Site office (Dianne Wilkins / Mary Wilson - Tuesday, 8:30 AM - 4:30 PM)	804.224.4100	804.224.4174 (fax)
• Service Coordinator – Omentus Kurlison (Monday, 8:30 AM - 4:30 PM)	804.224.4100	804.224.4174 (fax)
• Brent Sisson (contract maintenance)	804.761.3200 (mobile)	
• Ed Knoeller, Title V (non-Bay Aging) maintenance employee (Tuesday, 7:30 AM – 12:00 PM)	804.445.5965 (mobile)	
• Ms. Terry Vogt, helpful resident (apt. 412-B)	804.224.7608	
• Westmoreland Active Lifestyle Center (Monday, Wednesday & Friday, 9:00 AM - 2:30 PM)	804.224.9330	
WINTERS POINT – 310 Winters Point Lane, West Point, VA 23181		
• Site office (Carolyn Lockley – Monday and 1 st & 3 rd Friday, 8:30 AM to 4:30 PM)	804.843.4134	804.843.4157 (fax)
• Service Coordinator - Omentus Kurlison (2 nd , 4 th & 5 th Friday, 8:30 AM - 4:30 PM)	804.843.4134	804.843.4157 (fax)
• Ricky Stevens (contract maintenance – Monday, 7:00 AM to 3:00 PM)	804.758.4604 (home);	804.370.8615 (mobile)
• Melvin Acree, helpful resident (apt. 314-A)	804.843.3437	
• West Point Active Lifestyle Center (Wednesday & Friday, 9:00 AM – 3:00 PM)	804.843.3884	
DAFFODIL GARDENS – 5954 Garden Grove Lane, Gloucester, VA 23061		
• Site office (Jan Stellwagen – Monday & Thursday, 1 st & 3 rd Tuesday, 6:30 AM to 4:30 PM)	804.695.9294	804.695.9793 (fax)
• Service Coordinator - Angie Alley (Wednesday & Friday, 8:30 AM - 4:30 PM)	804.695.9294	804.695.9793 (fax)
• Morris King (contract maintenance) – Monday – Thursday, 9:00 AM – 2:00 PM	804.832.0935	
• John Soderberg, helpful resident (apt. 5945-3)	804.815.0384	
MILL POND VILLAGE – 56 Mill Pond Lane, Montross, VA 22520		
• Site office (Dianne Wilkins / Mary Wilson – Wednesday and 1 st & 3 rd Friday, 8:30 AM to 4:30 PM)	804.493.7600	804.493.7800 (fax)
• Service Coordinator - Omentus Kurlison (Tuesday, 8:30 AM - 4:30 PM)	804.493.7600	804.493.7800 (fax)
• Brent Sisson (contract maintenance)	804.761.3200 (mobile)	
• Ed Knoeller, Title V (non-Bay Aging) maintenance employee (Wednesday, 7:30 AM – 12:00 PM)	804.445.5965 (mobile)	
TARTAN VILLAGE I & II – 112 Shamrock Court, Kilmarnock, VA 22482		
• Site office (Peter Keller - Monday & Tuesday, 8:30 AM - 4:30 PM)	804.435.8884	804.435.1488 (fax)
• Service Coordinator - Omentus Kurlison (Thursday, 8:30 AM - 4:30 PM)	804.435.8884	804.435.1488 (fax)
• Ricky Stevens (contract maintenance – Tuesday, 7:00 AM to 3:00 PM)	804.758.4604 (home);	804.370.8615 (mobile)
• Mary Thompson, helpful resident (apt. 100-D)	804.435.2170	
• Lancaster Active Lifestyle Center (Monday - Friday, 8:30 AM - 4:30 PM)	804.435.6636	
PORT TOWN VILLAGE I & II - 111 Port Town Lane, Urbana, VA 23175		
• Site office (Jan Stellwagen – Wednesday and 2 nd & 4 th Tuesday, 6:30 AM to 4:30 PM)	804.758.2172	804.758.2173 (fax)
• Service Coordinator - Angie Alley (Thursday, 8:30 AM - 4:30 PM)	804.758.2172	804.758.2173 (fax)
• Ricky Stevens (contract maintenance – Wednesday, 7:00 AM to 3:00 PM)	804.758.4604 (home);	804.370.8615 (mobile)
• Sarah Seymore, helpful resident (apt. 151-C)	804.286.9044	
PARKER RUN – 91 Shelby Farm Road, Montross, VA 22520		
• Site office (Dianne Wilkins / Mary Wilson – Monday and 2 nd & 4 th Friday, 8:30 to 4:30 PM)	804.493.0151	804.493.0152 (fax)
• Service Coordinator - Omentus Kurlison (Wednesday, 8:30 AM - 4:30 PM)	804.493.0151	804.493.0152 (fax)
• Brent Sisson (contract maintenance)	804.761.3200 (mobile)	
• Ed Knoeller, helpful resident (apt. 77-C) and Title V (non-Bay Aging) maintenance employee (Monday, 7:30 AM – 12:00 PM)	804.445.5965 (mobile)	
PARKER VIEW – 100 Parker View Court, Williamsburg, VA 23188		
• Site Office (Carolyn Lockley – Tuesday – Thursday & 2 nd , 4 th & 5 th Friday, 8:30 AM-4:30 PM)	757.345.0896 (1 st floor office)	757.345.2367 (fax)
• Service Coordinator - Angie Alley (Monday & Tuesday, 8:30 AM-4:30 PM)	757.345.2394 (3 rd floor office)	757.345.2367 (fax)
• James John - (contract maintenance – Monday - Friday, 7:00 AM to 3:00 PM)	757.532.1966 (mobile)	
• Sam Jones, helpful resident (apt. 314)	757.784.2670	

General apartment-related Bay Aging staff after-hour emergency contact information:

• Joshua Gemerek	Email: jgemerek@bayaging.org	804.338.9772 (mobile)
• Dianne Wilkins	Email: dwilkins@bayaging.org	540.604.1908 (mobile); 804.493.8305 (home)
• Kathy Vesley	Email: kvesley@bayaging.org	804.339.1552 (mobile); 804.758.1407 (home)
• Jan Stellwagen	Email: jstellwagen@bayaging.org	804.832.2809 (mobile); 804.758.4097 (home)
• Peter Keller	Email: pkeller@bayaging.org	804.450.3910 (mobile); 804.443.4867 (home)
• Carolyn Lockley	Email: clockley@bayaging.org	804.370.5057 (mobile); 804.785.2676 (home)
• Mary Wilson	Email: mwilson@bayaging.org	540.834.7987 (mobile)
• Angie Alley	Email: aalley@bayaging.org	804.690.2900 (mobile)
• Omentus Kurlison	Email: okurlison@bayaging.org	757.449.3256 (mobile); 804.925.6275 (home)

Senior Apartments Plan continued on next page

EMERGENCY PLAN

Bay Aging

Multi-Family

MULTI-FAMILY PLAN *continued*:

Top concerns:

1. Safety of clients (residents) and staff.
2. Integrity of facilities and properties.
3. Open channels of communication.
4. Before emergency, make available updated document that reminds residents of shelter locations, food resources and care (or phone number to call to get that information) and emergency contact information related to senior apartments management. Consider having annual fire/emergency drills.
5. After emergency, check on property/residents, staff communication.

Communication component:

1. Cell phones charged; car charges available; automobile gas tank full.
2. Division staff residences are relatively spread out and, currently, all properties have staff living within a 30-minute drive. Inspection of property, if safe and realistic, by staff or maintenance person is important.
3. Consider using a phone “tree”.
4. Senior management should communicate with senior management in other Bay Aging Divisions.
5. Contact insurance company (via CFO).
6. Have compilation of phone numbers for contractors (HVAC, electrical, plumbing, general maintenance, appliance, fire sprinkler and grounds).
7. Notify contractor before major hurricane to get near the top of the service priority list.
8. Encourage residents to establish a phone check (on each other) system...perhaps by fourplex or some other system.
9. Keep Division and Bay Aging emergency plan with you at all times.

Other tasks:

1. Establish a maintenance person back-up. Perhaps maintenance person from another apt. property.
2. Key monitor.
3. Resident orientation (HVAC, water cut-off, appliances, emergency call system, etc.) at move-in and reminder at management inspection time.
4. Bay Aging employee orientation (water cut-off, fire extinguishers, etc.) for those interested and working close to a property.
5. Resident Service Coord. will periodically facilitate resident emergency preparedness programs.
6. Pet and medications management information/guidance.
7. Keep cash on hand (petty cash).
8. Create emergency preparedness kit (batteries, flashlight, radio, etc.) at each office.
9. Encourage residents to leave notice of where they will be during and after the emergency.
10. Coolers with ice in community buildings.
11. Computers should be off the floor in case of flooding, covered in case of leaky ceilings and appropriate back-up (thumb drive, other).
12. All rental offices should have a non-electric powered phone in supply closet.
13. Inspection – dead trees/vegetation; clearing/cleaning gutters, downspouts, ditches, culverts and storm drains.
14. Securing/locking equipment such as roof flashing, shingles, windows and doors.

EMERGENCY PLAN

Bay Aging

Bay Family Housing – Single Family

DEPARTMENT HEAD REPORTS TO KATHY VESLEY – 804.758.1407 (H) 804.339.1552 (C)

Listen to the following local RADIO STATIONS

KEEP BATTERIES FOR YOUR RADIO(S)

- WXGM AM 1420 or FM 99.1
- WKEZ FM 94
- WQSF FM 96
- 2WD FM102
- WKWI FM 101.7
- WIGO FM 101
- WNNT FM 107.5
- WRAR FM 105.5
- WTYD FM 92.3 (Williamsburg)
- WBQK FM 107.9 (Williamsburg)

Watch YOUR LOCAL TELEVISION STATION(S)

Should evacuations become necessary, warnings and evacuation instructions will be broadcast over the radio and local television stations.

Sheriff departments, assisted by fire departments, may use mobile loudspeakers to ensure that residents in threatened areas receive evacuation warnings. See page 45 for station listing.

BAY FAMILY HOUSING PLAN:

1. BFH staff will report their health and personal property condition to Joshua Gemerek at 804.338.9772 (C) or Pat Frere 804.436.4935 (C).
2. Joshua Gemerek and Pat Frere report the division's vitality to Kathy Vesley upon hearing from staff.
3. The current list of BFH projects will be divided by contractor and will be assigned among BFH staff to call and check on potential damage. *Robin, Pat*
4. If there is no damage to a project, then no further action will be taken.
5. If there is damage to a project, Bay Family Housing will work with emergency preparedness and other concerned parties to help facilitate restoration.
6. Bay Family Housing will access disaster resources for clients.
7. Bay Family Housing will assist other Bay Aging and Bay Transit staff as needed.

EMERGENCY PLAN

Bay Aging

Bay Transit

**DEPARTMENT HEAD REPORTS TO KATHY VESLEY – 804.758.1407 (H)
804.339.1552 (C)**

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KEEP BATTERIES FOR YOUR RADIO(S)

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Watch **YOUR LOCAL TELEVISION STATION(S)**

Should evacuations become necessary, warnings and evacuation instructions will be broadcast over the radio and local television stations.

Sheriff departments, assisted by fire departments, may use mobile loudspeakers to ensure that residents in threatened areas receive evacuation warnings. See page 45 for station listing.

BAY TRANSIT PLAN:

Before the Emergency:

1. Division Managers and Regional Supervisors will guide their staff to take perishable items and records off the floor.
2. Cover all electronic equipment securely with heavy plastic.
3. Have all buses moved to secure **PREDETERMINED** location.

After the Emergency:

1. Staff will notify their division manager to let them know they are safe.
2. When staff reports back to work they will inspect vehicles and office locations for damage.
3. All staff must be prepared to assist with emergency services delivery of food, clothing, medical supplies, etc. to local residents in need.
4. Staff notifies their supervisor of local roads that are not navigable due to damage/debris.
5. Transportation will be initiated on a limited basis as directed.

Bay Transit continued next page

EMERGENCY PLAN

Bay Aging

Bay Transit

BAY TRANSIT - EMERGENCY CONTACT NUMBERS

Gloucester/West Point Region				
NAME	TITLE	OFFICE #	WORK CELL #	HOME #'s
- Larry Kight, Project Mgr. /Regional Supervisor		(804) 693-6977		(804) 832-9746
- Ebony Quick, Dispatcher		(804) 693-6977		(804) 832-5226 C. (757) 849-9132
New Kent/Charles City Region				
NAME	TITLE	OFFICE #	WORK CELL #	HOME #'s
- Faye Patterson, Regional Supervisor		(804) 966-8743		(804) 366-6265
- Katharn Cotman, Dispatcher		(804) 966-8743		(804) 304-2347
Warsaw/Northern Neck Region				
NAME	TITLE	OFFICE #	WORK CELL #	HOME #'s
- Pat Sanders, Operations Manager		(804) 250-2019 (ext. 114)	(804) 339-1519	(804) 333-3196
- Debra Howell, Dispatcher		(804) 250-2019		(804) 384-6497
Administration				
NAME	TITLE	OFFICE #	WORK CELL #	HOME #'s
- Tom Clarke, Safety Manager		(804) 250-2019 (ext. 103)	(804) 238-4082	C. (804) 461-8366
- Ken Pollock, Transit Director		(804) 250-2019 (ext. 102)	(804) 384-2235	H. (804) 443-2926
- David Fols, Chief Mechanic		(804) 250-2019 (ext. 117)		C. (804) 445-3592
- Diana Gilles, Chief Financial Officer		(804) 758-2386 (ext. 42)		H. (804) 694-5291 C. (757) 869-4755
- Kathy Vesley, President		(804) 758-2386 (ext. 27)	(804) 339-1552	H. (804) 758-1407

Created: 3/9/12
Updated: 3/26/14

EMERGENCY PLAN

Bay Aging

Home Care and Adult Day Care Centers

**DEPARTMENT HEAD REPORTS TO KATHY VESLEY – 804.758.1407 (H)
804.339.1552 (C)**

Listen to the following **local RADIO STATIONS**

KEEP BATTERIES FOR YOUR RADIO(S)

- WXGM AM 1420 or FM 99.1
- WKEZ FM 94
- WQSF FM 96
- 2WD FM102
- WKWI FM 101.7
- WIGO FM 101
- WNNT FM 107.5
- WRAR FM 105.5
- WTYD FM 92.3 (Williamsburg)
- WBQK FM 107.9 (Williamsburg)

Watch YOUR LOCAL TELEVISION STATION(S)

Should evacuations become necessary, warnings and evacuation instructions will be broadcast over the radio and local television stations.

Sheriff departments, assisted by fire departments, may use mobile loudspeakers to ensure that residents in threatened areas receive evacuation warnings. See page 45 for station listing.

HOME CARE AND ADULT DAY BREAK CENTERS PLAN:

The Urbanna office will act as the Command Post for the organization. In the event of an emergency, the Adult Day Break Directors and the RN Supervisors will report to Tiffany Robins. The Emergency Team in the Northern Neck and Middle Peninsula will communicate and Tiffany Robins will provide periodic updates to the Adult Day Break Directors and RN Supervisors as information becomes available.

Home Care and Adult Day Break Centers Plan continued on next page

EMERGENCY PLAN

Bay Aging

For Emergency/Disaster Preparedness, RN Supervisors and Adult Day Break Directors will ensure:

1. That their assigned staff is notified as needed of changes/updates to the emergency plan and that staff know to report to their immediate supervisor.
2. That they maintain a current list of clients and staff which should include addresses and phone numbers. Clients will be contacted and made aware of any impending storm, evacuation information, and designated shelters in their area. Staff will be reminded to keep their current list of Disaster Preparedness Numbers and client/caregiver contact information with them when leaving their locations.
3. If evacuation is necessary, staff will assist in taking the necessary steps to secure office equipment, staff vehicles and property at each office location and at each Adult Day Break Center location.

After the Emergency/Disaster:

1. Once their personal situation has been stabilized, staff will immediately contact their immediate supervisor to receive directives.
2. Each site will be inspected by staff for any damage that may have occurred and report damages immediately to their supervisor. Freezers should be checked at all locations and if there is a power outage, steps should be taken to find alternative locations or for alternative uses of frozen meal supplies (i.e. Red Cross).
3. Begin making client contacts and offer guidance to those with unmet needs.
4. Contact volunteers. Check on their status and willingness to assist.
5. Maintain an open line of communication between the supervisor and the staff under their supervision at all times.
6. All staff will be on emergency alert until operations are back to normal.

Adult Day Break Centers:

1. Tiffany Robins will text or email any updates to the emergency plan.
2. The Adult Day Break Center Directors will communicate information with their assigned staff, clients and caregivers as it becomes available.
3. Ensure that you have emergency supplies available to include bottled water, shelf stable food, batteries, etc. in the event that clients must remain at the site until they can be safely transported.
4. Maintain a current list of clients, caregivers and/or emergency contacts which include addresses and phone numbers.
5. Adult Day Break Center staff will assist in taking the necessary steps to secure office equipment and property at each location – perishables off the floor and equipment and furniture covered with heavy plastic.

Home Care and Adult Day Break Centers Plan continued on next page

EMERGENCY PLAN

Bay Aging

Home Care:

1. Tiffany Robins will text or email any updates to the emergency plan.
2. Caregivers and clients will be contacted and made aware of any impending storm, evacuation information, and designated shelters in their area.
3. Home Care aides are instructed to remind homebound clients to have on hand AND HELP THEM OBTAIN supplies they should have in the event of power outages, flooding, etc.
4. Homebound clients will be checked on regularly by either the aide or the Nurse in charge in the event their aides cannot get to them due to flooding, etc.

EMERGENCY PLAN

Bay Aging

Other Possible Scenarios

Probability #1

Power Failure. Low impact (1-8 hours). Will affect employees and telecommunications. No relocation necessary unless heating/cooling/lighting/safety concerns affect the workplace environment dramatically.

Telecommunications Failure. Low impact (1-8 hours). Will affect employees. Notify cable/communications company(s). No relocation necessary.

Appropriate staff can work onsite to serve walk in clients without internet/phone capabilities with limitations, using written forms and hard copy files.

Probability #2

Water/Sewer Leak. Low-medium impact (1day-5 days). Will affect employees, possible work interruption. Notify building management immediately. If required, internally relocate staff to work stations out of affected area (may necessitate shared work areas); assure working order of equipment and connectivity of data ports. Assess damages, notify insurance company, repair/replace furniture/fixtures. Many employees have the ability to work from home over the Internet, using their personal computers.

Probability #3

Fire. Medium impact (2 days-4 weeks). Will affect employees, visitors, building, telecommunications, possible work interruption. Call 911, evacuate building and notify building management. Possible relocation. Confirm that employees and visitors on site have left the building. Secure medical treatment for any injuries. After incident, notify insurance company, assess damage, clean-up and repair/replace furniture/fixtures if possible. If relocation is necessary, secure a temporary location, contact all providers to restart service at new location, arrange for furniture to be delivered to new location (if not already furnished), and communicate to all employees who are to report to work, when and where.

Hazard Materials Release. Low impact (1 day-5 days). Will affect employees, and visitors, possible work interruption. Evacuate building, send employees home, assess any injuries and obtain medical help if needed. Notify employees of time period to stay away from office and when to return to work.

Possible Scenarios continued on next page

EMERGENCY PLAN

Bay Aging

Other Possible Scenarios

Probability #4

Personal Assault Threat. Low impact. Will affect employees and visitors. Call 911 if assault has occurred. If a threat has occurred anywhere in the building, the office will be locked-down. Continue coordination with police.

Bomb Threat. Low impact. Will affect employees and visitors. Call 911, evacuate building. Employees will gather away from the building at a safe distance.

Protests. Low impact. Will affect employees & visitors. Call 911, lockdown office. Employees may need to work from home.

Probability #5

Explosion and/or structural collapse. High impact (2 weeks-1 year). Will affect employees, visitors, building, work interruption. Call 911, evacuate building. Account for all employees and visitors, assess any injuries and obtain medical help if needed. After incident, notify insurance company, relocate, assess damage, clean up and repair/replace furniture/fixtures if possible. Secure long term temporary location, contact all providers to restart service at new location, arrange for furniture to be delivered to new location (if not already furnished), communicate to all employees who is to report to work, when and where.

Probability #6

Flood. Moderate-high impact (1 month-1 year). Will affect employees, visitors, building, work interruption. Call 911, evacuate building. Account for all employees and visitors, assess any injuries and obtain medical help if needed. After incident, relocate, assess damage, clean-up and repair/replace furniture/fixtures if possible. Secure long term temporary location, contact all providers to restart service at new location, arrange for furniture to be delivered to new location (if not already furnished), communicate to all employees who is to report to work, when and where.

Probability #7

Wind Damage. Low-medium impact (1 day-2 weeks). Will affect employees, building, possible work interruption. Notify 911, evacuate building as required to safe locations, assess any injuries and obtain medical assistance as needed. Possible relocation, clean up, repair/replace furniture/fixtures. If required, internally relocate staff to work stations out of affected area (may necessitate shared work areas). Assess damage, notify insurance company, repair/replace furniture/fixtures.

DEPARTMENT HEAD REPORTS TO KATHY VESLEY – 804.758.1407 (H) 804.339.1552 (C)

What to do in case of a Tornado

All Personnel:

1. **DO NOT PANIC.** Remain calm and listen to instructions. Do not attempt to salvage anything since the time delay can result in injury.
2. Go directly to an enclosed, windowless area in the center of the building – away from glass and on the lowest floor possible.
3. Crouch down and cover your head.
4. Interior stairwells are usually good places to take shelter, and if not crowded, allow you to get to a lower level quickly.
5. Stay off the elevators as you could be trapped in them if the power is lost.

Supervisor or LEAD Person:

1. Notify and supervise evacuation of all employees.
2. Check ALL rooms including restrooms.
3. Be sure that employees with disabilities are assisted in evacuation.
4. Make list of all persons evacuated to refuge area.
5. Keep passageways clear.
6. Secure medical attention as needed.

What to do in case of an Earthquake

All Personnel:

1. **DO NOT PANIC.** Remain calm and listen to instructions. Do not attempt to salvage anything since the time delay can result in injury.
2. Drop down onto your hands and knees **BEFORE** the earthquake knocks you down. This position protects you from falling but also allows you to move if necessary.
3. Cover your head and neck – preferably your entire body if possible – under a sturdy table or desk.
4. If there is no shelter nearby, only then should you get down near an interior wall or next to low lying furniture that won't fall on you, and cover your head and neck with your arms and hands.
5. Hold on to your shelter or your head and neck until the shaking stops.
6. Be prepared to move with your shelter if the shaking shifts it around.

What to do in case of an Earthquake continued on next page ...

EMERGENCY PLAN

Bay Aging

**DEPARTMENT HEAD REPORTS TO KATHY VESLEY – 804.758.1407 (H)
804.339.1552 (C)**

What to do in case of an Earthquake *(continued)*

Supervisor or LEAD Person:

7. Notify and supervise evacuation of all employees.
8. Check ALL rooms including restrooms.
9. Be sure that employees with disabilities are assisted in evacuation.
10. Make list of all persons evacuated to refuge area.
11. Keep passageways clear.
12. Secure medical attention as needed.

What to do in case of a Fire

Discovering Party:

1. Activate the nearest manual alarm pull box or make an immediate announcement using the buildings public address system.
2. Call 911.
3. Close all doors leading to fire. Isolate area and prevent spread of smoke.

All Personnel:

1. **DO NOT PANIC.** Remain calm and listen to instructions. Do not attempt to salvage anything since the time delay can result in injury.
2. **DO NOT OPEN HOT DOORS.** Before opening any door, touch it near the top to see if it is hot.
3. **DO NOT BREAK WINDOWS.** Oxygen feeds fire.
4. Evacuate as instructed.
5. Follow your LEAD person's instructions.
6. Do not assist firefighters unless asked to do so. Don't be a spectator. Move away from the problem area and to the assembly area.
7. Report to your supervisor or LEAD person for a head count.
8. Do not leave the safe area or return to the building until instructed.

What to do in case of a Fire continued on next page

EMERGENCY PLAN

Bay Aging

**DEPARTMENT HEAD REPORTS TO KATHY VESLEY – 804.758.1407 (H)
804.339.1552 (C)**

What to do in case of a Fire *(continued)*

Supervisor or LEAD Person:

13. Notify and supervise evacuation of all employees.
14. Check ALL rooms including restrooms.
15. Be sure that handicapped employees are assisted in evacuation.
16. Make list of all persons evacuated to refuge area.
17. Keep passageways clear.
18. Secure medical attention as needed.

Small Fires:

1. If small, put out the fire using a fire extinguisher in that area, but only if it is safe to do so and if you are trained to do so.
2. **DO NOT RISK EMPLOYEE SAFETY WITH FUTILE ATTEMPTS TO PUT OUT A FIRE.**

Fire Extinguisher Locations

Department heads are responsible for the safety of all their staff and visitors in their building and are to instruct their staff on the location(s) and use of fire extinguishers.

What to do in case of an Explosion

Falling aircraft, chemical accidents or leaking gas could all be the cause of life-endangering explosions on or near the premises. Staff is to alert their department head if there is a threat of explosion. Department head will activate a plan.

- Follow instructions to take cover under sturdy furniture or leave the building if told to do so.
- Stay away from windows and glass.
- Don't light matches.
- Wait for "all clear" instructions.

In case of explosion in the building:

- Follow instructions to leave the building.
- To avoid toxic fumes, move crosswind, **NEVER** up or down-wind.
- Do not take time to gather personal belongings.
- Help administer first aid, if trained.
- Sound fire alarm and call fire department, if necessary.
- **DO NOT** go back into the building until given permission.

EMERGENCY PLAN

Bay Aging

**DEPARTMENT HEAD REPORTS TO KATHY VESLEY – 804.758.1407 (H)
804.339.1552 (C)**

What to do in case of a Bomb Threat

Discovering Party:

1. If you receive a bomb threat, you ask and record the answers to the following questions:
 - a. When is the bomb going to explode?
 - b. Where is the bomb right now?
 - c. What does it look like and what kind of bomb is it?
 - d. What will cause it to explode?
 - e. Why did you place the bomb?
 - f. What is your name and address?
2. Notify the Emergency Response Coordinator of the threat. They will call the police.

All Personnel:

1. As instructed by your supervisor or LEAD person, evacuate building.
2. Clear immediate area of the building.
3. Do not leave the area or return to the building until instructed to do so. Do not touch suspected bomb or unfamiliar objects. Do not operate any electronic device, such as a two-way radio or cellular phone.

Supervisor or LEAD Person:

1. Take head count of employees.
2. Check with employees to see if any suspicious persons have been in the immediate area during the day.
3. In conjunction with the police, direct a search of the building. If a suspicious object has been located or if evacuation is necessary order all personnel to evacuate. Be sure to check ALL rooms including restrooms.

Hazardous Materials

If contamination occurs:

- Remove clothing and shoes from exposed individual. Store clothing in plastic or metal containers for proper disposal.
- If chemical could be activated by water, **do not use water**. Follow special decontamination procedures.
- If chemical cannot be activated by water, wash entire body thoroughly and flush eyes well, if exposed.
- Contact your Supervisor.
- Seek medical care immediately.

EMERGENCY PLAN

Bay Aging

**DEPARTMENT HEAD REPORTS TO KATHY VESLEY – 804.758.1407 (H)
804.339.1552 (C)**

What to do in case of Civil Disorder

Civil disorder is a breach of the public order that could result in a riot or mob action directed against the company. One of the objectives of the mob is to disrupt daily work routine.

Discovering Party:

- Remain calm. Remain in your respective work areas and performing your duties.
- Avoid unnecessary inquiries that will tie up communication systems.
- If participants enter your area, be courteous and do not provoke an incident. Do not argue or begin a debate with a participant.
- Do not become a spectator. Leave or avoid the area to prevent injury or possible arrest.
- Lock all doors and close all blinds.
- Avoid all window areas.

Supervisor or LEAD Person:

- Consult with police to coordinate necessary action for protection of building and personnel.
- Lock all doors leading into building.
- Carefully screen all persons entering and leaving the building.
- Keep employees within the building, unless otherwise instructed by officials.

EMERGENCY PLAN

Bay Aging

First Aid at a Glance

AILMENT	SIGNS AND SYMPTOMS	FIRST AID
Poison	Symptoms vary greatly. Aids to determine whether poison was swallowed: a. Information from victim or observer b. Presence of poison container c. Condition of victim (sudden onset of pain or illness) d. Burns around lips e. Breath order f. Pupils	First aid for conscious victim: 1. Seek medical assistance by calling the poison control center or emergency number 2. If victim is conscious and not having convulsions, dilute the poison by having the victim drink a glass of water or milk Discontinue if it makes victim nauseated 3. Save the label or container of the suspected poison First aid for unconscious victim: 1. Maintain an open airway 2. Call poison control or emergency number 3. Administer artificial respiration and CPR, if indicated 4. Save the container of any suspected poison 5. Do not give fluids 6. Do not induce vomiting. If the victim is vomiting, position him on his side so that the material drains out of the mouth
Shock	1. Skin pale or bluish, cold to touch and possibly moist and clammy 2. Victim weak 3. Rapid pulse (over 100) 4. Rate of breathing usually increase, may be shallow or deep and irregular	Keep victim lying down. Cover only enough to keep from losing body heat. Obtain medical help as soon as possible.
Fractures and Dislocations	1. Pain and tenderness 2. May have difficulty moving injured part 3. Obvious deformities, swelling and discoloration	Keep broken bone ends and adjacent joints from moving and give care for shock. Do not move unless absolutely necessary.
Burns	Skin is: 1. Red – 1 st degree 2. Blistered – 2 nd degree 3. Charred – 3 rd degree	Pain of first-degree and of a small second-degree burn can be relieved by excluding air. Wrap burn in loose dry dressing. Do not remove.
Heart Attack	Two principal symptoms: 1. Acute pain in chest, upper abdomen or down left arm and shoulder 2. Extreme shortness of breath	Call for medical help. If not breathing, give artificial respiration. Give prescribed medication, if any. Do not give liquids to unconscious victim.
Unconscious	Unresponsive	1. Call for medical help 2. If breathing stops, give artificial respiration or CPR as needed 3. Never give an unconscious person food or liquids
Choking	Inability to cough, breath or speak	If airway is obstructed, administer abdominal thrusts to remove object. ALWAYS seek medical help as soon as possible, even though relief is obtained

EMERGENCY PLAN

Bay Aging

Fire Prevention

Fire Extinguishers:

Where potential for fire is especially high, such as supply rooms and kitchen area, install the correct fire department recommended/approved fire extinguishers.

Paper:

Do not accumulate large quantities of discarded files or other paper trash in you office or storage area.

Solvents:

Do not store large quantities of any flammable solvent, or other combustible fluids. Limit yourself to a short-term supply and store it in a safe and cool location.

Electrical Appliances:

Keep electrical appliances in good repair. Report unsafe conditions to the building manager.

Office Furnishings:

When furnishing the office, consider the fire potential of materials used in large amounts, like overstuffed chairs and couches or anything else that could become combustible.

Smoke Alarms and Sprinkler Systems:

Install equipment as advised and specified by your local fire department.

EMERGENCY PLAN

Bay Aging

Evacuation

The following procedures are to be followed **IMMEDIATELY** whenever alarms are sounded or when you are notified by your Supervisor or your building's LEAD person. Your supervisor or your building's LEAD person needs your full and immediate attention. **DO NOT EVACUATE** unless directed by a person in authority.

- Walk directly to the exit designated for the area you are in at the time the "signal" is given.
- **DO NOT** collect personal belongings before exiting. You will be advised when it is safe to return to the building to collect purses, packages, etc.
- **Walk. DO NOT RUN.** Do not use elevators unless directed to do so.
- Proceed down the stairway as quickly as possible, but in an orderly manner. Do not rush or shove past others on stairway.
- If using stairwells, people in wheelchairs or using crutches should be carried. Wheelchairs or crutches should not be taken into the stairwell.
- **DO NOT TALK** during the exiting period in order to allow your Supervisor or LEAD person to issue and receive instructions.
- **Comply with instructions immediately and completely.**
- Upon reaching the street level, clear the exit way IMMEDIATELY. Move to a preplanned safe area.
- Stay in vicinity designated by your Supervisor or the LEAD person, who will let you know when it is safe to return to the building.
- Remain calm. Do not panic.

Emergency Evacuation Sequence

- Alarm
- Listen for your instructions
- Follow directions of your Supervisor or the LEAD person
- Proceed to designated area

EMERGENCY PLAN

Bay Aging

SHELTER INFORMATION

County Disaster Contact Information

Charles City - <http://co.charles-city.va.us>
County Administrator/ Emergency Services Number 804-652-4701

Essex Co. - www.essex-virginia.org
Emergency Services - 804-443-5108 or 804-443-4519

Gloucester – www.co.gloucester.va.us
Emergency Services -804-693-1390

James City - www.jccgov.com/EOC/index.html
Emergency Services – 757-875-2424

K & Q – www.kingandqueenco.net/html/Govt/emserv.html
Emergency Services - 804-785-4420

King William – www.kingwilliamcounty.us
Emergency Services – 804-769-3011

Lancaster - <http://lancova.com>
Emergency Services – 804-462-5129

Mathews - www.co.mathews.va.us
Emergency Services 804-725-7172

Middlesex – www.co.middlesex.va.us
Emergency Services – 804-758-4715

New Kent - <http://nkfr.net/community/community-updates/detail/2011-hurricane-preparedness>
Emergency Services – 804-966-9500

Northumberland - www.co.northumberland.va.us/
Emergency Services – 804-580-7666 – Sheriff's office (non-emergency #) 804-580-5221

Richmond Co. - www.co.richmond.va.us/
Emergency Services – 804- 333-5089

Westmoreland Co - www.westmoreland-county.org/index.php?p=govt
Emergency Services -804-493-0130

EMERGENCY PLAN

Bay Aging

YOUR PERSONAL MEDICATION RECORD *(from SeniorNavigator)*

Name: _____ Male Female

911 Address: _____
House # & Street Name Town County

Social Security #: _____ - _____ - _____ Date of Birth: _____
Month Day Year

Emergency Contacts:

1) Name: _____ Home Phone: (____) ____ - ____

911 Address: _____
House # & Street Name Town/County State

Work Phone: (____) ____ - ____ Cell Phone: (____) ____ - ____

2) Name: _____ Home Phone: (____) ____ - ____

911 Address: _____
House # & Street Name Town/County State

Work Phone: (____) ____ - ____ Cell Phone: (____) ____ - ____

Primary Care Physician: _____ Phone: (____) ____ - ____

Specialist: _____ Phone: (____) ____ - ____

Medications: Include over the counter meds and herbals:

Medication Name: Dosage: Frequency:

Blood Type: _____

Recent Surgeries: Date:

Religion: _____ Church: _____

Pastor: _____ Phone: (____) ____ - ____

Living Will on file at: _____

Are you an organ donor? YES NO

(continued on next page)

EMERGENCY PLAN

Bay Aging

YOUR PERSONAL MEDICATION RECORD

Medical Conditions: Place a ✓ by all that apply.

No Known Medical Conditions

Abnormal EKG

Adrenal Insufficiency

Alzheimer's Disease/Dementia

Angina

Anemia

Asthma

Bleeding Disorder

Cancer – Type:

Cataracts

Coronary Bypass Graft

Defibrillator

Diabetes

Dialysis

Glaucoma

Hearing Impaired

Heart Attack

Heart Valve Prosthesis

High Blood Pressure

High Cholesterol

Low Blood Sugar

Lymphomas

Pacemaker

Renal Failure

Seizure Disorder

Stroke

Thyroid Disorder

Vision Impaired

Other: _____

Allergies: Place a ✓ by all that apply.

No Known Allergies

Aspirin

Codeine

Environmental

Latex

Lidocaine

Penicillin

Sulfa

X-Ray Dyes

Other: _____

Medical Insurance:

Medical Insurance Company: _____

Policy #: _____

Other Medical Insurance: _____

Policy #: _____

Medicaid #: _____

Medicare #: _____

Other information about you that would be helpful for others to know in an emergency:

EMERGENCY PLAN

Bay Aging

NOTES:

EMERGENCY PLAN

Bay Aging

Staff Disaster Preparedness Numbers Directory – 1

Disaster Preparedness Numbers
Numbers to only be used in case of an emergency
1. 27. 2015

Name		Home Number	Personal Cell / Beeper	Work Cell
Allen, Pam	Interim Senior Ctr. Mgr.	(804) 642-2849	(804) 815-2040	
Alley, Angie	Apt. Service Coord.		(804) 690-2900	
Basye, Chantag	Home Care Floater	(804) 580-7072	(804) 761-1254	
Beck, Jennifer	Assist Dir. CLP	(804) 333-0344	(804) 761-5592	Same
Blake, Melissa	Finance	(804) 758-0812	(804) 824-1252	
Blake, Phonecia	EVCTP-Coach		(757) 218-3427	
Bromley, Tameka	EVCTP-Coach		(804) 436-7656	Same
Brooks, Gail	Home care		(804)238-4119	
Burse, Janice	Bay Family Housing		(804) 832-5429	
Butler, Robert	IT	(877) 834-4377 (540) 834-0460	(804) 564-7779	(540) 842-8425
Carter, Emmalyn	EVCTP- Coach		(804) 761-3950	Same
Clark, Diane	Home Care	(804) 758-3658	(804)832-3019	
Clarke, Tom	BT Safety Manager		(804) 461-8366	(804)238-4082
Cobb, Lauren	EVCTP- Coach		(804) 516-6309	Same
Dame, Karen	Bay Family Housing	(804) 693-7260	(804) 815-7536	
Davis, Mary	Finance	(804) 758-9146	(804) 695-4766	
Dixon, Lenia	Home Care Floater	(804) 472-3130	(804) 761-4503	
Duggan, Jean	Administration	(804) 693-2012	(804) 694-9623	
Eades, Cathey	EVCTP		(804) 824-4558	
Ferrara, Bonnie	RN Supervisor	(804) 472-9220	(804) 787-0857	(804) 366-8338
Ferrara, Ron	EVCTP Assist. Scheduling Coord.	(804) 472-9220	(804) 467-4961	Same
Fols, David	BT Mechanic	(804)333-1854	(804) 445-3592	
Fowle, Catharine	202 Fiscal Assist.		(804) 815-9976	
Frere, Pat	Bay Family Housing	(804) 436-4935	(804) 436-4935	(804)-436-4935
Gaskins, Marguerite	Home Care Floater		(540) 273-8547	
Gemerek, Joshua	Bay Family Housing		(804) 338-9772	Same
Giles, Diana	Finance	(804) 694-5291	(757) 869-4755	Same
Harris, Antonio	Weatherization		(804) 832-5027	(804) 815-8576
Holden, LaNorsha	EVCTP Coach		(804) 296-6041	Same
Horner, Julie	Admin.	(804) 758-2868	(804) 317-7671	
Jones, Lisa	Director ADB Glou		(757) 897-6391	
Jessie, Judy	Msx ALC/ RSVP	(804) 776-6448	(804) 824-4533	
Jones, Robin	Bay Family Housing	(804) 758-4004	(804) 370-6633	
Keller, Pete	Senior Apartments	(804) 443-4867	(804) 450-3910	Same
Kelly, Dee	Home Care Scheduler		(804) 370-8385	
Kipper, Mary Janc	Option Counselor		(757) 509-1852	(804) 339-2376
Kight, Larry	Bay Transit – Glou		(804)832-9746	Same
Kohel, Cody	HCVP Housing Assist		(804) 832-9746	Same
Korlison, Omentus	Apt. Service Coord.	(804) 925-6275	(757) 449-3256	
Kramer, Jill	EVCTP Coach		(757) 274-2226	Same
Lee, Louis	Bay Family Housing	(804) 462-5201		(804) 824-4970
Lewis, Susie	RN Supervisor		(804) 224-0352	(804) 466-0747

EMERGENCY PLAN

Bay Aging

Staff Disaster Preparedness Numbers Directory – 2

Lockley, Carolyn	Senior Apts.	(804) 785-2676	(804) 370-5057	Same
Martin, Kenisha	Home Care Floater		(757) 274-6583	
Matthews, Laura	Mathews ALC		(804)-436-2537	
Mayhue, Sue	Finance	(804) 758-2708	(804) 815-0701	
Messick, Michelle	EVCTP Coach		(540) 287-3126	Same
Mielnik, Christine	Finance		(804) 815-2661	
Miller, Tammy	Essex ADB Director		(804) 238-6220	
Neeley, Elizabeth	Finance	(804) 693-0946		
Newman, Katherine	BT Mobility Mgt.		(804)445-5422	Same
Paige, Pauline	Home Care	(804) 693-5344	(804) 695-6007	
Patterson, Faye	BT New Kent		(804) 366-6265	
Pollock, Ken	Bay Transit	(804) 443-2926	(804) 384-2235)	Same
Powers, Kari	EVCTP Coach		(804) 761-3950	Same
Price, Scott	IT Technician		(804) 832-2188	
Randall, Anne	Administration	804-824-9310	(804) 815-4408	
Riley, Brian	IT	(804) 435-3720	(804) 436-2252	
Robins, Tiffany	Home Care- ADB - .Coordinated care	(804) 436-6191	(804) 337-6169	Same
Rogers, Ken	RSVP		(804) 815-8973	
Sanders, Patricia	Bay Transit	(804) 333-3196	(804) 339-1519	Same
Sawyer, Dawne	I & A/ Options Coun. Assist.	(804) 642-3689	(757) 329-2597	
Sawyer, Kristin	EVCTP Coach		(757)218-3427	Same
Schmitt, Kathy	Options Coun.	(804) 435-3799	(804) 339-2112	
Sheldon, Kay	Admin.		(804) 512-8591	
Smith, Bill	Finance/Apt.	(804) 785-9426	(804) 832-5803	
Stellwagen, Jan	Senior Apartments	(804) 758-4097	(804) 832-2809	
Peterson-Stephens, Jackie	EVCTP Coach		(540) 786-0979	Same
Taylor, Patsy	CLP Montross	(804) 224-0969	(804) 450-3485	(804) 339-2756
Taylor, Sandi	EVCTP Schedule Coordinator		(540) 903-9276	Same
Thurston, Lynette	EVCTP	(804) 776-7825	(804)296-2052	
Thurston, Ozena	Senior RN Supervisor	(804) 776-7825	(804) 296-8033	(804) 339-2290
Turner, Carol	Ombudsman / Peninsula	(757) 645-4696		
Vassar, Bobby	Administration		(202) 262-7819	Same
Vesley, Kathy	CEO Administration	(804) 758-1407		(804) 339-1552
Walker, Lisa	VICAP /Ombudsman	(804) 758-3634	(804) 815-1004	Same
Whitaker, Elizabeth	Finance BT		(804) 815-3462	
Wilkins, Dianne	Senior Apartments	(804) 493-8305	(540) 604-1908	
Wise, Princess	BT Dispatcher	(804) 761-1981	same	
Wilson, Yvonne	Intake Specialist	(804) 224-9135	(804) 450-9135	

EMERGENCY PLAN

Bay Aging

Please note: If you have any questions about being open/closed ~ Please call your supervisor.

County	Television Stations	Radio		Web site	Facebook	Twitter
		AM Stations	FM Stations			
Charles City	Richmond 6 - 8 - 12	WRVA - 1140	K-95 103.7 94			
Essex			WRAR 105.5			
Gloucester			WXGM 99.1			
King & Queen	Richmond 6 - 8 - 12		WRAR 105.5	Call 769-3011 for broadcast message of closings		
King William	Richmond 12					
Lancaster	Richmond 6 - 8		WKWI 101.7			
Mathews			WXGM 99.1			
Middlesex	Richmond 12		WXGM 99.1 WKWI 101.7			
New Kent	Richmond 6 - 8 - 12				New Kent County	nkcounty
Northumberland			WRAR 105.5 WKWI 101.7			
Richmond			WRAR 105.5 WNNT 107.7			
Williamsburg, City	Norfolk 3 - 10 - 13	WMBG 740 WDCT 1310	92.9 97.3 94.1	williamsburgva.gov Emergency Preparedness Page	City of Williamsburg	williamsburggov
Westmoreland	Richmond 6 - 8 - 12		WRAR 105.5			

James City County Radio Stations: WTYD 92.3 and WBQK 107.9

EMERGENCY PLAN

Bay Aging

FIRE DRILL LOG			
DATE	LOCATION	NOTES	SUPERVISOR SIGNATURE