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## **ChrisMannDivine (CMD) Business Continuity & Emergency Response Plan**

**Effective Date:** 2/26/2025

**Reviewed & Approved By:** Christina Akoi

### **Purpose**

To establish a structured approach for maintaining service continuity and ensuring the safety of individuals during disasters or other emergencies. This plan complies with the **Ready.gov** guidelines and **ODP requirements**, addressing emergency response, contingency operational procedures, and business continuity planning.

### **Scope**

This policy applies to all CMD employees, contractors, and individuals receiving services, ensuring the continued operation of services and protection of individuals during **emergencies, natural disasters, public health crises, or other disruptive events**.

### **Business Continuity Plan (BCP)**

CMD's **Business Continuity Plan** ensures that essential services continue with minimal disruption during emergencies, allowing individuals to maintain a **reasonably similar level of independence and care**.

#### **Key Elements of CMD's BCP:**

##### **1. Continuity of Service Provision:**

- CMD ensures that all individuals continue receiving in-home and community support services, adjusting staffing and resources as needed.
- Backup **staffing assignments** are in place to cover for absences or unavailability of primary caregivers.
- Remote support and alternative service locations are pre-identified to maintain care delivery.

##### **2. Administrative Function Continuity:**

- CMD's operations, including **billing, scheduling, and compliance reporting**, will transition to remote access if office operations are disrupted.
- The **WellSky EMR system** ensures secure and uninterrupted access to all records and service documentation.

### 3. Essential Resource & Supply Management:

- CMD maintains emergency **medical supplies, food, water, and personal protective equipment (PPE)** to support individuals in the event of a supply chain disruption.
- Agreements with vendors ensure priority resupply of essential materials during crises.

### 4. Technology & Data Protection:

- CMD's data storage and electronic systems have **cloud-based backups** to prevent data loss.
- Staff have remote access to essential operational tools, ensuring continued workflow.

## Emergency Response Plan (ERP)

CMD's **Emergency Response Plan** prioritizes individual safety, protection of staff, and effective communication strategies.

### Key Elements of CMD's ERP:

#### 1. Emergency Procedures & Risk Mitigation:

- CMD follows an **all-hazards approach** to emergency preparedness, including protocols for:
  - Natural disasters (hurricanes, floods, fires, extreme weather events)
  - Public health emergencies (pandemics, disease outbreaks)
  - Security threats or violence
- Evacuation routes and shelter-in-place plans are **documented and tested annually**.

#### 2. Safety & Protection of Individuals:

- Each individual's **emergency support plan** is reviewed regularly to ensure they have access to required medications, adaptive equipment, and necessary support.
- Emergency **contact lists** for each individual, family, and medical provider are updated and readily available.

### 3. **Communication Plan:**

- CMD maintains **multiple channels** of communication (phone, email, text, emergency notification system) to reach individuals, families, and stakeholders during emergencies.
- A **designated emergency response team** coordinates and disseminates information as needed.

### 4. **Training & Drills:**

- Staff undergo **annual emergency preparedness training**, including:
  - Incident response simulations
  - First-aid and CPR certification
  - Fire safety and evacuation drills
- Regular **drills and table-top exercises** ensure staff readiness for various emergency scenarios.

### 5. **Plan Review & Updates:**

- The **Business Continuity and Emergency Response Plan** is reviewed and updated **annually**.
- Any lessons learned from **real events or drills** are incorporated into policy revisions.

## **Non-Compliance & Corrective Action**

- Failure to follow emergency preparedness procedures will result in **corrective action and staff retraining**.
- Any **gaps or deficiencies** identified in emergency response execution will be **reviewed and revised** promptly.

## **Conclusion**

CMD is committed to ensuring the **continuity of services and safety of individuals** under its care during emergencies. Through proactive planning, ongoing training, and structured response mechanisms, CMD meets all regulatory requirements and remains prepared for unexpected events.

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