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## Emergency Preparedness and Response Policy

**Rule Reference:** 0940-05-38-.0701(j)

**Effective Date:** November 20, 2024

**Revised:** September 18, 2025

**Approved By:** Tonya Reagan

**Purpose:** To establish clear, actionable procedures for all personnel to follow in the event of a medical, environmental, or other emergency, ensuring the safety and well-being of the service recipient and the continuity of care.

**Policy Statement:** Affordable Assist Private Care is committed to ensuring all personnel can respond effectively to, report, and review any emergency that threatens the immediate health or safety of a client. An "emergency" is any event that disrupts the usual operation of services, including medical crises, fires, severe weather, natural disasters, and power failures. All personnel are required to be thoroughly familiar with this policy.

### Emergency Procedures

- **Medical Emergencies (Fall, Stroke, Heart Attack, etc.)** In the event of a sudden medical emergency, the caregiver must take the following immediate actions:
  - **Assess the Scene:** Ensure the area is safe for both you and the client.
    - **Call 911 Immediately:** Provide the dispatcher with the client's location, a clear description of the situation, and the client's condition. Do not hang up until instructed to do so.
    - **Do Not Move the Client:** Unless the client is in immediate danger (e.g., in the path of a fire), do not move them, as this can cause further injury.
    - **Provide Comfort and First Aid:** Stay with the client and provide reassurance. If trained, provide First Aid/CPR as needed until emergency responders arrive.
    - **Notify Family and Agency:** After calling 911, follow the Emergency Notification Protocol below.
    - **Documentation:** The incident should be submitted in writing to the agency within 24 hours.
  - **Fire Emergencies**
    1. If the fire is small and you can do so safely, use a fire extinguisher to suppress it.
    2. Call 911, providing the location and number of people involved.
    3. Evacuate everyone to a safe location, closing doors behind you to slow the spread of smoke.
    4. Stay low to the ground in smoke-filled areas and do not re-enter the building until emergency personnel confirm it is safe.
    5. Provide emergency first aid as needed until emergency responders arrive.
    6. For more information on fire safety, visit: [Ready.gov - Home Fires](#)
  - **Severe Weather and Natural Disasters:**
    1. Stay informed by monitoring local weather broadcasts for warnings and watches.

2. Follow all recommendations from emergency authorities and assist the client in preparing, which may include staying indoors or moving to a designated safe area within the home (e.g., basement, interior room).
3. • For additional information on severe weather and natural disaster safety, visit: [Ready.gov - Severe Weather](#)

- **Power Failures**
  1. Report on the outage to the client's utility company.
  2. Use emergency supplies like flashlights for safety; avoid using candles.
  3. Be mindful of any medical equipment that requires power and follow the client's specific backup plan.
  4. For more information on power failure safety, visit: [Power Outages | Ready.gov](#)

**Emergency Notification Protocol:** In any emergency, notifications must be made in the following priority order:

- Call 911 for any life-threatening medical, fire, or safety situation.
- Notify the Agency Administrator immediately after contacting emergency services (or first, for non-life-threatening events like a power outage).
- Notify the Client's Family/Emergency Contact after the agency has been informed and the immediate crisis is being managed.

### **Client-Specific Emergency Plan**

Each client's home will contain a Client-Specific Emergency Plan in their care plan binder. All personnel must review this plan during their initial visit. This plan will include:

- A list of all emergency contact numbers (911, Poison Control, Agency Administrator, Family Contacts).
- A list of the client's medical conditions, allergies, and medications.
- Designated safe areas within the home for severe weather.
- Primary and secondary evacuation routes from home.
- Location of fire extinguishers and first-aid kits.

**Documentation and Review:** A written incident report must be submitted to the agency within 24 hours of any emergency event. This policy will be reviewed annually and updated as needed. All personnel will be trained in any revisions.