



Surviving and Thriving During a Natural Disaster

When Your Joint Commission Standards Mean
the Difference Between Life and Death



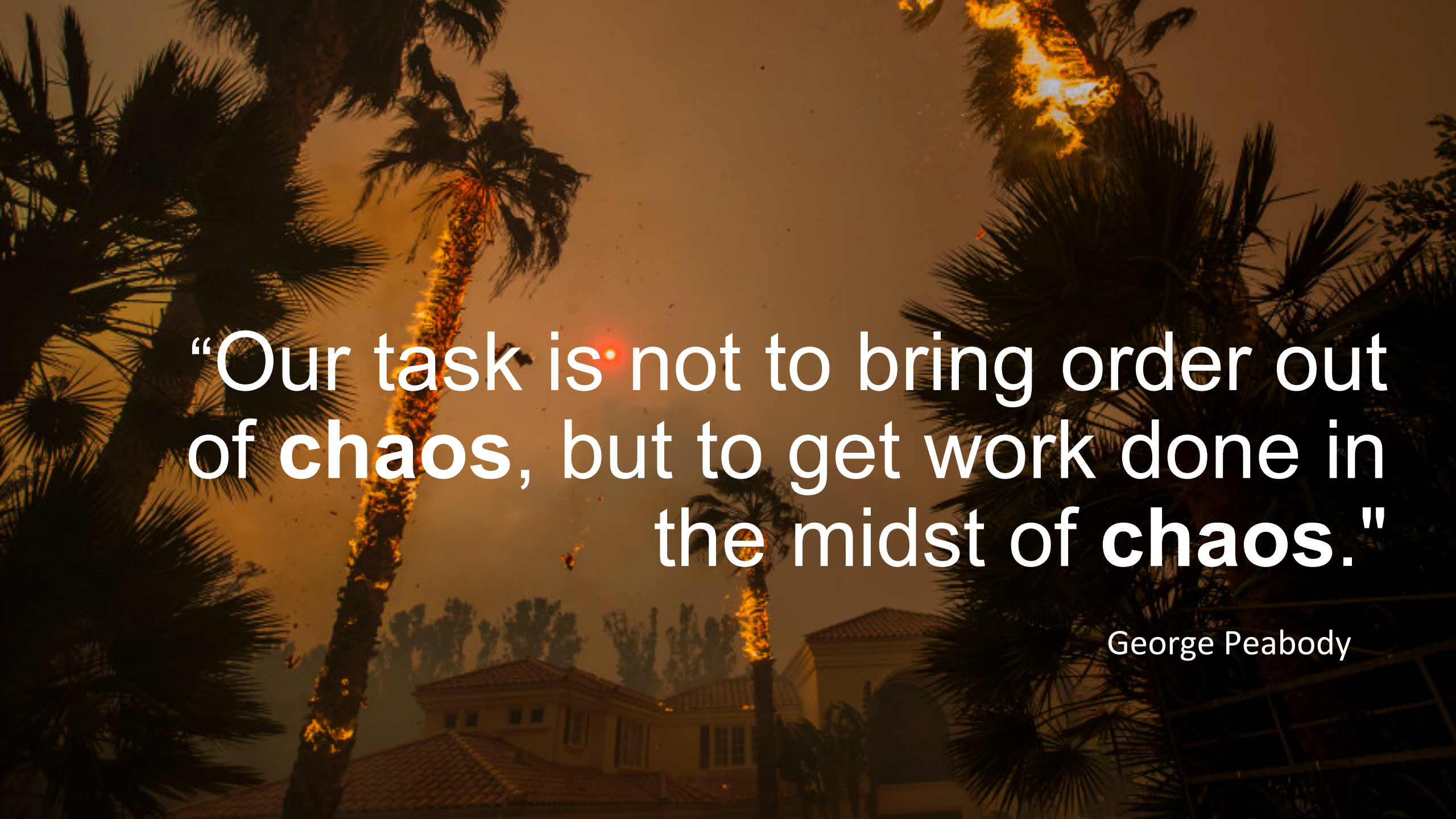
ORO HOUSE

RECOVERY CENTERS

Evan Haines, MA, Co-Founder and CEO

www.OroRecovery.com

This presentation traces the experience of Oro House Recovery Centers during the devastating Woolsey Fire of 2018, and how our Joint Commission Emergency Management Standards meant the difference between keeping our clients safe, *and even our business itself afloat*, and not.

A dramatic scene of palm trees on fire against a hazy, orange sky, with a house visible in the background. The image has a low-angle perspective, looking up at the palm trees. The trunks of the palm trees are covered in bright orange and yellow flames, which appear to be rising from the base. The fronds of the palm trees are dark and silhouetted against the bright, hazy sky. In the background, a house with a tiled roof and a chimney is visible, partially obscured by the palm trees. The overall atmosphere is one of chaos and destruction.


“Our task is not to bring order out of chaos, but to get work done in the midst of chaos.”

George Peabody



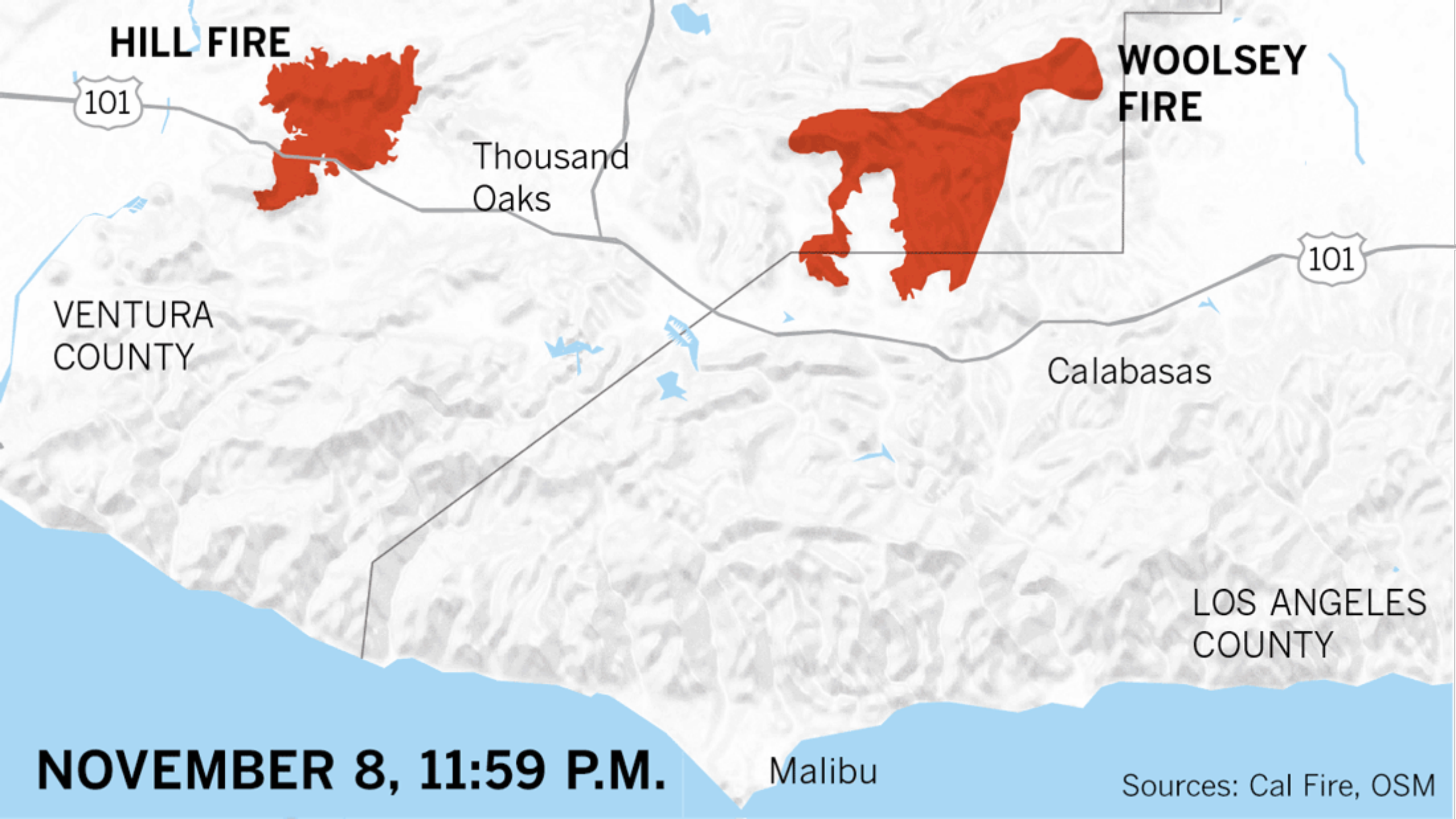
The Woolsey Fire of 2018





The most destructive fire in the history of Ventura and Los Angeles Counties

- Ignited November 8th, 2018
- Burned 96,949 acres of land
- Destroyed 1,643 structures, including over 400 in Malibu
- Prompted the evacuation of more than 295,000 people from 105,000 residences, including a total evacuation of Malibu
- 88% of the federal parkland in the Santa Monica Mountains was burned



HILL FIRE

WOOLSEY FIRE

101

Thousand Oaks

VENTURA COUNTY

101

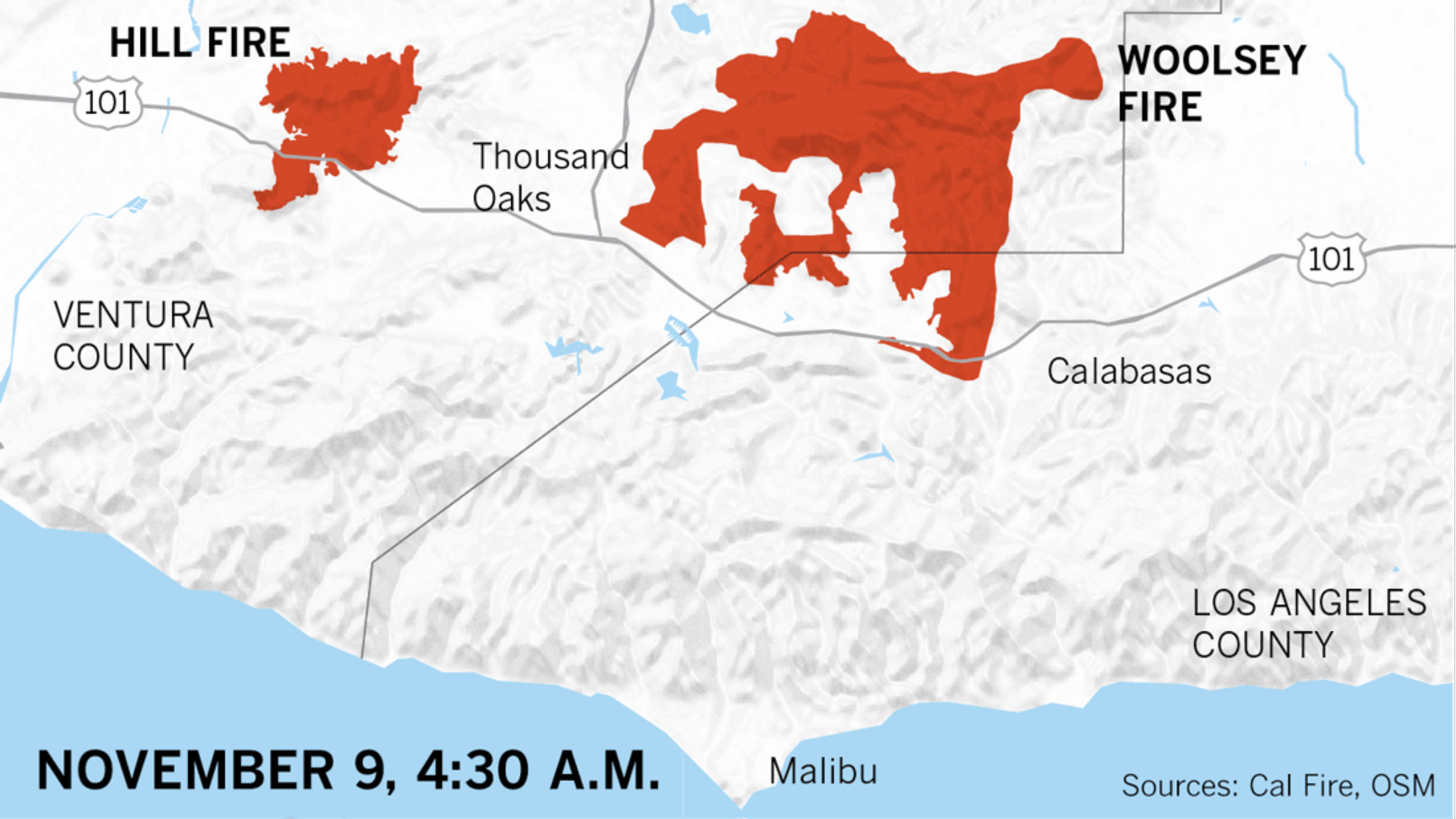
Calabasas

LOS ANGELES COUNTY

NOVEMBER 8, 11:59 P.M.

Malibu

Sources: Cal Fire, OSM



HILL FIRE

WOOLSEY FIRE

Thousand Oaks

VENTURA COUNTY

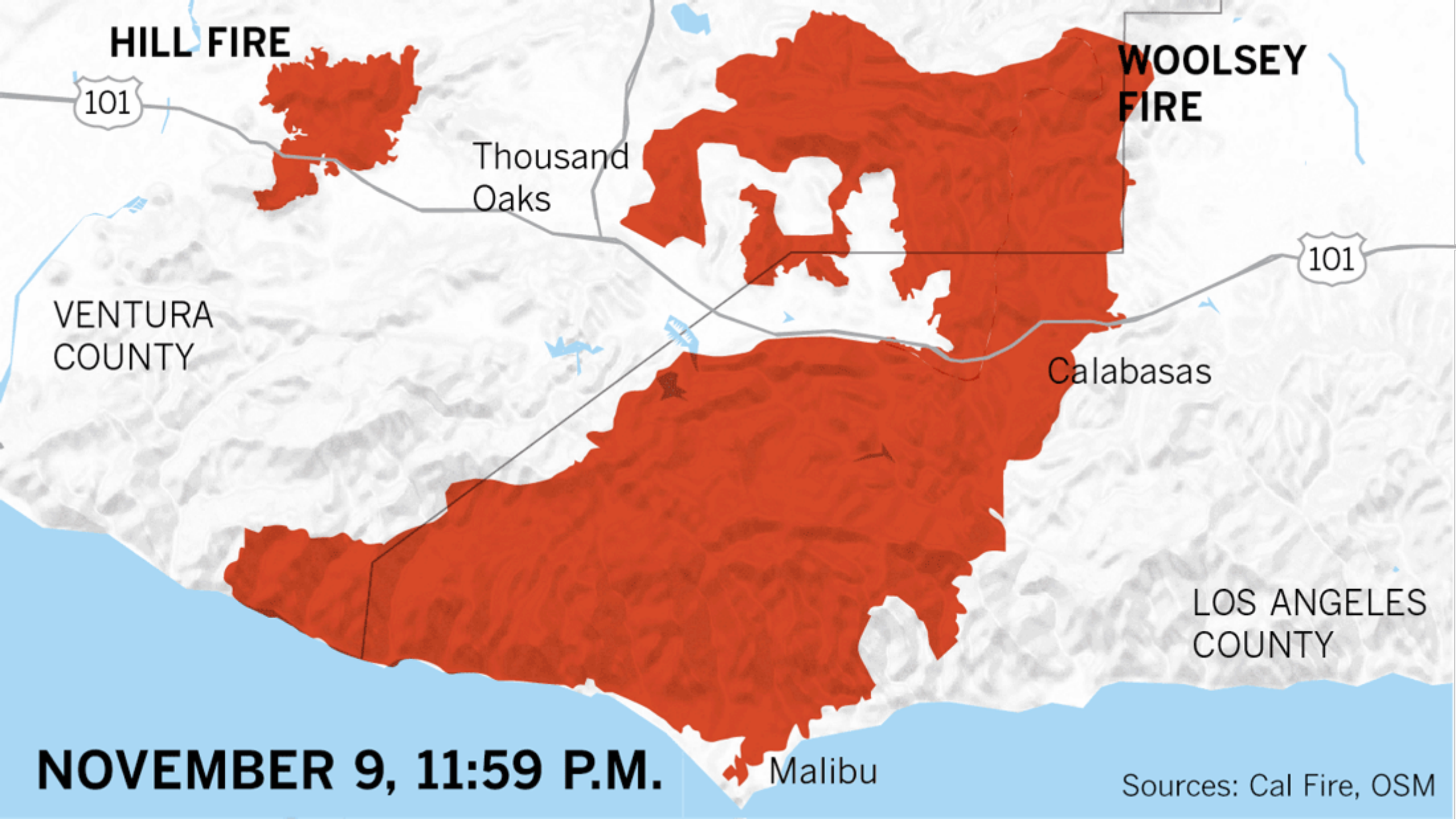
Calabasas

LOS ANGELES COUNTY

NOVEMBER 9, 4:30 A.M.

Malibu

Sources: Cal Fire, OSM



HILL FIRE

**WOOLSEY
FIRE**

Thousand
Oaks

VENTURA
COUNTY

Calabasas

LOS ANGELES
COUNTY

Malibu

NOVEMBER 9, 11:59 P.M.

Sources: Cal Fire, OSM

The Evacuation





Santa
Maria

*San Rafael
Wilderness*

*Chumash
Wilderness*

*Dick Smith
Wilderness*

Sespe Wilderness

Palmdale

Santa
Barbara

Santa
Clarita

*Sheep Mountain
Wilderness*

Oxnard

Thousand
Oaks

LOS ANGELES

Ontario

Corona

Torrance

Long Beach

Mission
Viejo



STARBUCKS COFFEE





The Day....

- By 7am, we made the call to evacuate our clients
- The official, unprecedented mandatory evacuation for all of Malibu wasn't until 10:13am
- Other treatment centers waited until the official evacuation, where we heard reports that they had clients sitting out on the side of the road waiting to be picked up
- Whereas we had all the additional lead time, we found alternative accommodations in time, while other centers were left with no other option than hotels in neighboring cities
- Not one of our clients left against treatment advice

Our Joint Commission Emergency Management Standards



Identifying Issues

Oro House leaders meet at least annually to discuss the areas where they are at risk for hazards. They use their analysis of vulnerability to determine the hierarchy of areas that should be addressed and develop an Emergency Management Plan based on these areas.

- At least annually, the leadership meets to discuss and identify potential emergencies both internally and externally. To identify external hazards, an annual HVA (hazard vulnerability assessment) is conducted – an HVA is done for each site that is in a significantly different geographical area. Internal hazards will be assessed based on incident reports from the following year and health and safety walk through results found in the Quality Assurance report.
- Once potential emergencies are identified, they will be prioritized based on the likelihood and level of catastrophe they could produce. The emergencies highest on the list will be the ones most trained on and have the most drills conducted. Efforts will be made to make us less vulnerable and ready to handle any emergencies we are at a high risk for.

Creating Corrective Action Plans

Oro House creates and maintains a plan to manage emergencies around the facility. This document is titled the Emergency Management and Recovery Plan.

- Annually, the facility's leaders will meet to review and discuss their Emergency Management and Recovery Plan. The first step to its development will be to conduct a Hazardous Vulnerability Assessment (HVA) annually to determine external threats and then to bring in the review internally. This will help us prioritize our emergency management and recovery efforts.
- The Emergency Management and Recovery plan will cover all identified hazards that could affect service to our clients identified in either the annual HVA or in the Quality Assurance report.
- The Emergency Management and Recovery Plan will cover both what to do in the event of an emergency as well as the recovery process for resuming services or for assisting clients to continue receiving necessary services elsewhere.

- The Emergency Management and Recovery plan will serve to identify potential issues which will drive mitigating efforts as well as outline a plan for certain emergencies that pose a likelier threat to the facility.
- In the event that the program can no longer safely and effectively carry out services to clients, the clients will be referred out to other agencies. The facility will manage the transfer of clients to ensure they remain as safe as possible.

Communication

In the event of an emergency, all staff will be notified of the situation. Depending on the staff's involvement with program procedures and client care, they will be notified via phone or email. The notifying of staff will be to ensure that any changes in their employment status or in the nature of their work that must be altered to accommodate for the situation.

- Staff onsite during the emergency will be required to contact their supervisor and/or leadership immediately (if they contact their supervisor, depending on the severity of the emergency, they will contact leadership immediately for further instructions if it falls outside of their scope).
- If the emergency will cause a change or disruption in services or location, an email to all staff will be sent out to inform them of all necessary changes being made pertinent to their position.
- Any staff who are expected to work within a reasonable time of the event will be called or texted to inform them of immediate changes to their position.
- Any emergency which requires external notifications (sentinel event, infectious disease outbreak, etc) will be handled and/or delegated by the leadership as they see appropriate.

- In the event of an emergency, internal communication systems will be used along with personal cell phones and emails to ensure that the communication is received by all pertinent parties.
- All staff are required and expected to have their cell phones on them and functional at all times during an emergency while on shift for ease of communication.

Resources and Assets

Depending on the type and severity of an emergency situation, leadership will assess the situation and determine if services will be able to be maintained during the recovery period.

- Once an emergency is identified, leadership will review the situation and the state of the facility, staff, clients and environment and determine if services will be able to continue, if services need to and can resume in an alternative location or if the clients will need to be referred out to another facility.
- Services provided will continue if the client's needs can continue to be met including, but not limited to:
 - Medication management
 - Obtaining, securing and properly monitoring the medication process.
 - Food services
 - Obtaining, storing and serving meals as part of the program's services to the clients in a sanitary and healthy way.
 - Maintaining a safe environment for clients and staff
 - Obtaining and keeping a supply of medical and non-medical supplies such as first aid supplies, batteries, office supplies, hygiene products etc.
 - Managing any construction or debris that may hinder staff or client care and safety.

- If the above cannot be met at the facility then services there will cease until it is brought up to code and services are able to resume in a safe and effective way.
- Per the Emergency Management and Recovery Plan, supplies will be kept on hand and resources for evacuation locations and referral programs will be available.

Safety Plan

*Client and staff safety are always the first priority of Oro House,
and any approach to an emergency situation will be reviewed in a
manner to ensure that this is maintained.*

- Review of the emergency situation will include evaluating the facility's structure and any external issues that would affect the day to day lives of the clients and the staff on duty.
- Emergency drills that encompass issues found in the HVA will be executed regularly to ensure that in the event of said emergency, staff and clients will know how to evacuate and/or respond in the quickest and safest manner.
- Emergency supplies will be checked regularly and noted in the Health and Safety section of the Quality Assurance report and any supplies found to be low or expired will be replaced/replenished to ensure enough supplies are available in the event of an emergency.

Management of Staff

The Emergency Management and Recovery plan includes the roles and responsibilities of staff during an emergency.

- As part of the emergency management and recovery plan, the individuals responsible for certain aspects will be noted.
- Annually, or as needed, when the plan is revised, the individuals who are in charge will also be evaluated. In the event of a staff change, the plan will be updated and a training session will be documented in the emergency management binder.
- All staff will have access to the Emergency Management binder which will contain all pertinent contact information for them, however their supervisor should always be contacted immediately in the event of an emergency.

- The Emergency Management and Recovery plan will have the names/positions of the staff who are responsible for including, but not limited to, the following:
 - First aid supply checks
 - Infection Control
 - Health and Safety
- Continual mitigation efforts will take place and be documented in the monthly Quality Assurance report.

Client Management

As always, client care and safety are a top priority during any situation. Managing clients throughout the event of an emergency is practiced by staff and driven by our Emergency Management and Recovery plan to ensure continuity of care and client safety.

- Throughout the year, emergency drills are conducted by both staff and clients (when appropriate).
- Most drills are unannounced. This will assist in times of emergency as most emergency situations arise without notice.
- Evacuation procedures will be practiced to ensure that proper head counts and materials needed for clients are able to be evacuated efficiently as possible. Any gaps in trainings or materials needed to ensure client safety found during these drills will be noted in the drill report form and steps taken to close these gaps and address these issues will be reported.

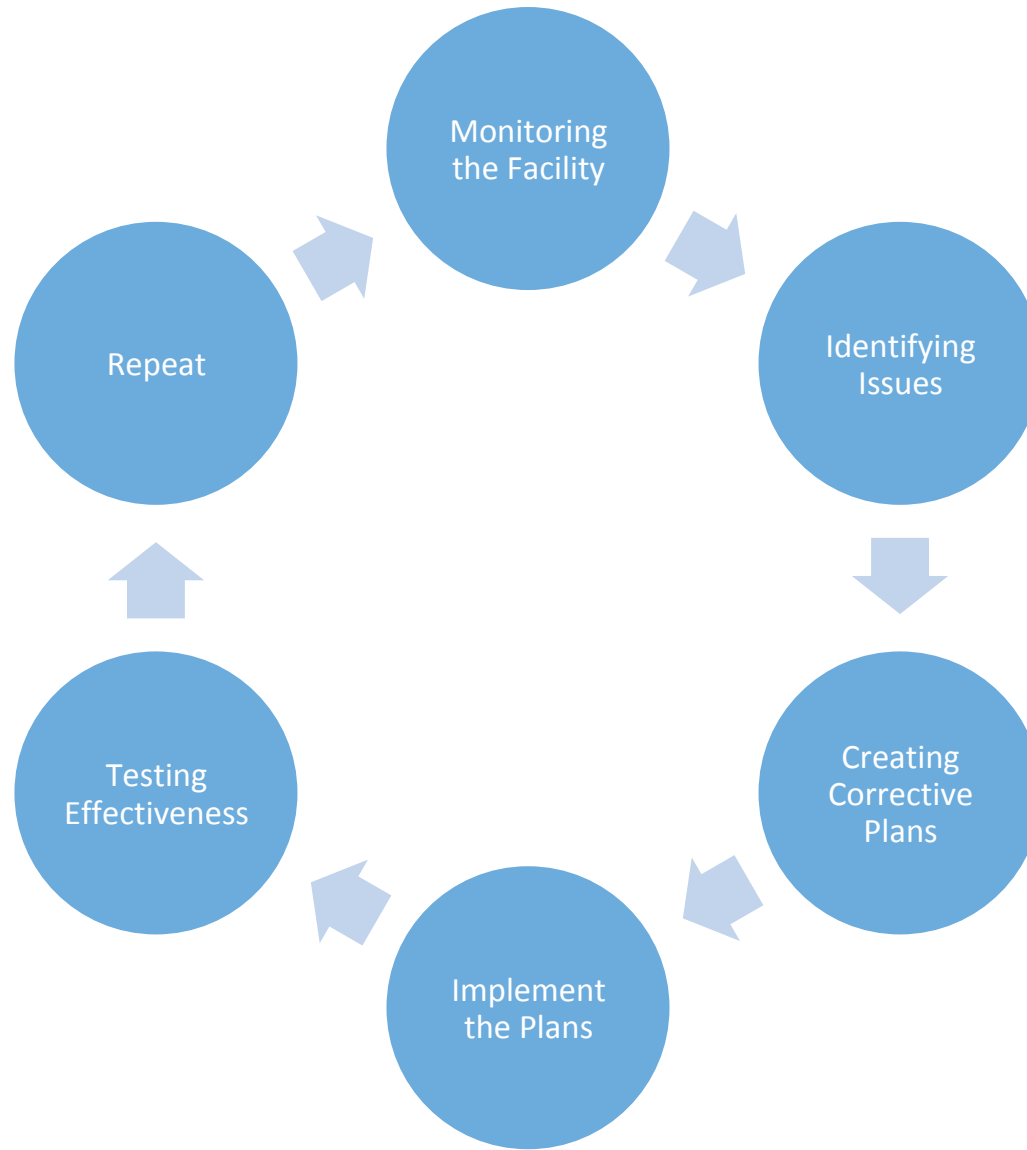
- Any services expected to be provided by the facility will remain intact as much as possible. In the event that the situation prevents us from providing these services, referral agencies will be available to staff to help facilitate the transfer of the clients to a program that continue services.
- Evaluation of program capabilities will be continually monitored during these times to ensure care can continue to be provided to clients.

Emergency Management Plan Effectiveness

Although having an Emergency Management and Recovery Plan is necessary, ensuring the effectiveness of this plan is also imperative. No less than annually, the Emergency Management and Recovery Plan will be used for drills to ensure that it can effectively and accurately address certain emergency situations.

- Throughout the year, emergency drills are conducted by both staff and clients (when appropriate).
- These drills will consist of physically walking through certain procedures with staff and clients to ensure their understanding and application of the expected approach to emergencies.
- Staff and client participation as well as the plans regarding these situations will be evaluated during the process to illuminate areas where retraining or improvements could be made.

- All outcomes and actions required will be documented in the drill report form. Any modifications made will be done so as soon as possible, and a debriefing of the drill takes place immediately in the event updates are required to ensure that all staff are aware of changes to be made to the policies.
- Any modifications made will include informing staff of them and another drill at an unspecified time to ensure their understanding of how and why such modifications were made.
- All drills, trainings and modifications will be documented.



Monitoring the Facility

- Identifying high risk areas within an annual Hazard Vulnerability Assessment

Identifying Issues

- Taking steps to mitigate issues with high likelihood events with drills and supplies (ex. fire, earthquake, etc). Addressing the areas that need improving (ex. getting more staff drivers or larger cars)

Creating Corrective Plans

- Seeking out problem areas that can be improved (ex. if during a fire drill you realize you don't have enough transportation for all clients) and taking actions to train staff and inform clients of emergency procedures – staff trainings and information delivered to them at hire and participating in drills.

Implementing the Plans

- Implementing corrective actions (this could be setting up agreements with other facilities to take your clients if there's an emergency evacuation, setting up an agreement with a local hotel, improving evacuation routes etc.) and testing their effectiveness when appropriate.

Testing Effectiveness

- Seeking out problem areas that can be improved (ex. if during a fire drill you realize you don't have enough transportation for all clients)



Repeat



The Future of Fire – California's Case

- The past decade has seen half of the state's 10 largest wildfires and seven of its 10 most destructive fires.
- According to a new study, since 1972, California's annual burned area has increased more than 500%, a trend clearly attributable to the warming climate.
- "Each degree of warming causes way more fire than the previous degree of warming did. And that's a really big deal" – Park Williams, climate scientist at Columbia University and an author of the paper this info comes from.
- Every additional increment in heat in the environment speeds up evaporation, dries out soil, and parches trees and vegetation, turning them into ready fuel for a blaze.
- This is happening all across the western states, and seems to be the 'new normal.'







RESERVED
PARKING

















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