

**DEPARTMENT OF DEVELOPMENTAL SERVICES
OFFICE OF QUALITY MANAGEMENT
LICENSURE AND CERTIFICATION
PROTOCOL IN THE EVENT OF A DISASTER IN A HOME,
WORK/DAY, OR SITE-BASED RESPITE SERVICE**

Appendix T
Revised 2021

Purpose:

The purpose of the protocol is to define the role of the Office of Quality Enhancement (OQE) in the event of a disaster (e.g., fire, flood) in a home, work/day, or site-based respite service that necessitates the evacuation and temporary relocation of individuals and staff.

Protocol:

A. COMMUNICATION

1. Area Director calls Regional Director of Quality Enhancement upon being notified about the disaster by the provider. If the disaster occurs after work hours, the Area Director calls the QE Director on the next workday. (This procedure complements other standard Departmental notification requirements).
2. After notification by the Area Director, the Regional QE Director immediately calls the Director of Licensure and Certification and/or Assistant Commissioner for Quality Management.
3. If the Assistant Commissioner for Quality Management or Director of Licensure and Certification is notified of the disaster first, he/she immediately (or on the next workday, if the notification is after work hours) calls the Regional QE Director. The Regional QE Director will immediately call the Area Director.

B. ROLE OF THE OFFICE OF QUALITY ENHANCEMENT

1. The provider determines the extent of the damage and the estimated length of time that individuals/staff are to be relocated.
2. The Regional QE Office conducts a review of the temporary location if the duration of the stay is estimated or turns out to exceed 7 days.
3. OQE conducts a site review of the place of relocation. The purpose of the review is to determine if the place of relocation is meeting individuals' basic needs as outlined below:
 - a. adequate provision of meals/ food;
 - b. adequate bedding (if applicable);
 - c. provision of emergency medication and/or medical treatment for health conditions (e.g., diabetes, epilepsy, heart condition);
 - d. adequate bathroom facilities; and
 - e. ability of individuals/staff to evacuate the temporary location.
4. OQE conducts a Pre-Occupancy Review of the home, work/day, or site-based respite service prior to return to the location.

If major repairs are required at the individuals' home or day support, a Pre-Occupancy review must be conducted prior to individuals and staff returning to the home, work/day or site-based respite service. The extent of the review is determined by the extent of damage. The review needs to include at a minimum:

- a. physical site review of the repairs and construction (using same procedures involved in the standard Site Feasibility and Pre-placement Assessments); and
 - b. verification that written search plan, safety plan, emergency fact sheets, and documentation of medications are in place, if this information was destroyed.
 - c. OQE needs to re-issue an Approval to re-occupy the location.
5. While no formal follow-up will be conducted if individuals and staff are relocated for less than 7 days, QE is available for technical assistance to the provider and Area Director.
6. If a temporary relocation is required for an extended period of time, a more thorough review (full site review of the temporary location) would be conducted following the initial relocation review. The extent of the review is determined by the duration of the stay.