



Accreditation Program: Behavioral Health Care  
Emergency Management

### Standard EM.01.01.01

The organization engages in planning activities prior to developing its Emergency Management Plan.

#### Rationale for EM.01.01.01

An emergency in a behavioral health care organization can suddenly and significantly affect its ability to provide services. Therefore, the organization needs to engage in planning activities that prepare it to form its Emergency Management Plan. These activities include considering likely emergencies and identifying risks when developing strategies for emergency preparedness. During these activities, the organization will consider hazards such as adverse weather conditions, power outages, fire, or flooding that could affect the organization's location.

#### Elements of Performance for EM.01.01.01

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| 1. | The organization's leaders, including the leaders of each program and service, participate in planning activities prior to developing an Emergency Management Plan.   | <b>A</b> |
| 2. | The organization identifies potential emergencies that could affect demand for its services or its ability to provide those services. (See also IC.01.06.01, EP 4)<br>Note: Some organizations refer to this process of identifying potential emergencies as a hazard vulnerability analysis (HVA). Organizations have flexibility in creating either a single HVA that accurately reflects all locations where individuals are served by the organization, or multiple HVAs for the different locations where individuals are served. Some remote sites may be significantly different from the main site (for example, in terms of hazards and population served); in such situations, a separate HVA is appropriate. | <b>A</b> |
| 3. | The organization prioritizes the potential emergencies it has identified.<br>Note: An organization may choose to consult with a public health department for information on priority risks in the community or region that could potentially impact the individuals served.   | <b>A</b> |
| 4. | The organization determines what its role will be, if any, in the community response plan.<br>Note: A community response plan is the response plan of the organization's city, county, region, or state, whichever plan is activated by community leadership.   | <b>A</b> |
| 5. | The organization uses its prioritized emergencies as a basis for defining mitigation activities (that is, activities designed to reduce the risk of and potential damage from an emergency).<br>Note: Mitigation, preparedness, response, and recovery are the four phases of emergency management. They occur over time: Mitigation and preparedness generally occur before an emergency, and response and recovery occur during and after an emergency.   | <b>A</b> |
| 6. | The organization uses its prioritized emergencies as a basis for defining the preparedness activities that will organize and mobilize essential resources. (See also IM.01.01.03, EPs 1-4)  | <b>A</b> |

KEY: **A** indicates scoring category A; **C** indicates scoring category C; **2** indicates situational decision rules apply; **3** indicates direct impact requirements apply; **M** indicates Measure of Success if needed; **D** indicates that documentation is required

**Standard EM.02.01.01**

The organization has an Emergency Management Plan.


Note: The organization's Emergency Management Plan (EMP) is designed to coordinate its communications, resources and assets, safety and security, staff responsibilities, utilities, and clinical and support activities during an emergency (refer to Standards EM.02.02.01, EM.02.02.03, EM.02.02.05, EM.02.02.07, and EM.02.02.11). Although emergencies have many causes, the effects on these areas of the organization and the required response effort may be similar. This "all hazards" approach supports a general response capability that is sufficiently nimble to address a range of emergencies of different duration, scale, and cause. For this reason, the Plan's response procedures address the prioritized emergencies but are also adaptable to other emergencies that the organization may experience.

**Rationale for EM.02.01.01**

A successful response effort relies on a comprehensive and flexible Emergency Management Plan that guides decision making regarding how the behavioral health care organization will respond to emergencies, including plans to continue care, treatment, or services or to close in specified circumstances. The plan also supports decision-making at the onset of an emergency and as an emergency evolves. While the Emergency Management Plan can be designed in a variety of ways, it must address response procedures that are adaptable in supporting key areas that could be affected by different types of emergencies.

**Elements of Performance for EM.02.01.01**

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| 1. | The organization's leaders participate in the development of the Emergency Management Plan.   | <b>A</b> |
| 2. | <p><b>D</b> The organization has a written Emergency Management Plan that describes the response procedures to follow when emergencies occur. (See also EM.02.02.11, EP 1; EM.03.01.03, EP 5)</p> <p>Note 1: The response procedures address the prioritized emergencies but can also be adapted to other emergencies that the organization may experience. Response procedures could include the following:</p> <ul style="list-style-type: none"> <li>- Maintaining or expanding services</li> <li>- Conserving resources</li> <li>- Curtailing services</li> <li>- Supplementing resources from outside the local community</li> <li>- Closing the organization to new individuals for service</li> <li>- Staged evacuation</li> <li>- Total evacuation</li> </ul> <p>Note 2: Organizations that do not provide 24-hour care may plan to close in response to an emergency; their activities may be focused on notification and communication to individuals served and strategies for resuming service following the emergency.</p> | <b>A</b> |
| 4. | <b>D</b> The organization has a written Emergency Management Plan that describes the recovery strategies, actions, and individual responsibilities necessary to restore the organization's care, treatment, or services after an emergency.   | <b>A</b> |

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| 5. | The Emergency Management Plan describes the processes for initiating and terminating the organization's response and recovery phases of the emergency, including under what circumstances these phases are activated.<br>Note: Mitigation, preparedness, response, and recovery are the four phases of emergency management. They occur over time: Mitigation and preparedness generally occur before an emergency, and response and recovery occur during and after an emergency. | A   |
| 6. | The Emergency Management Plan identifies the staff member(s) responsible for activating the response and recovery phases of the emergency response.  | A   |
| 8. | If the organization experiences an actual emergency, the organization implements its response procedures.  |  A |



**Standard EM.02.02.01**





As part of its Emergency Management Plan, the organization prepares for how it will communicate during emergencies.

**Rationale for EM.02.02.01**

The behavioral health care organization maintains reliable communication capabilities for the purpose of communicating response efforts to staff, individuals served, and external organizations. The organization establishes backup communication processes and technologies (for example, cell phones, text messages, landlines, bulletin boards, fax machines, Amateur Radio, television and radio newscasts) to communicate essential information if primary communication systems fail.

**Elements of Performance for EM.02.02.01**

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| 1.  | The Emergency Management Plan describes how staff will be notified when emergency response procedures have been initiated.  | A   |
| 3.  | For organizations that participate in the community's response plan, the Emergency Management Plan describes how the organization will notify external authorities that emergency response measures have been initiated.  | A   |
| 14. | The organization establishes backup communication processes or technologies for use in the event that internal or external systems fail during an emergency.<br>Note: Examples of such processes or technologies may include use of text messaging, reverse 911 systems, announcements on local radio or television, Web site updates, signage where care, treatment, or services are provided, or informational wallet cards or brochures. | A   |
| 15. | For opioid treatment programs: The program maintains a 24-hour telephone answering capability to respond to facility emergencies.   | A   |
| 16. |  For opioid treatment programs: A roster of patients and a log of medication dosages are accessible to the staff person on call for verification purposes.   |  A |
| 17. | The organization implements the components of its Emergency Management Plan that require advance preparation to support communications during an emergency.<br>Note: Some components of the Emergency Management Plan are not implemented unless an emergency is imminent. Other components, however, can and should be implemented in advance so that the organization is as prepared as possible.   | A   |

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### Standard EM.02.02.03

As part of its Emergency Management Plan, the organization prepares for how it will manage resources and assets during emergencies.

Note: Assets include space, equipment, transportation, and other types of nonconsumables; financial assets are not addressed at this standard.

#### Rationale for EM.02.02.03

The behavioral health care organization that continues to provide care, treatment, or services during emergencies needs to determine how resources and assets (that is, supplies, equipment, and facilities) will be managed internally and, when necessary, solicited and acquired from external sources. The organization should also recognize the risk that some resources may not be available from planned sources, particularly in emergencies of long duration or broad geographic scope, and that contingency plans will be necessary for critical supplies. This situation may occur when multiple organizations are vying for a limited supply from the same vendor.

#### Elements of Performance for EM.02.02.03

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| 1.  | For organizations that plan to provide service during an emergency: The Emergency Management Plan describes how the organization will obtain and replenish medications and related supplies that will be required in response to an emergency.<br>Note: This element of performance applies only to organizations that plan to administer medications.   | <b>A</b> |
| 3.  | For organizations that plan to provide service during an emergency: The Emergency Management Plan describes how the organization will obtain and replenish nonmedical supplies (for example, batteries, soap, towels) that will be required in response to an emergency.   | <b>A</b> |
| 11. | For organizations that plan to provide service during an emergency: The Emergency Management Plan provides processes for managing space.   | <b>A</b> |
| 12. | For organizations that plan to provide service during an emergency: The organization implements the components of its Emergency Management Plan that require advance preparation to provide for resources and assets during an emergency. (See also EM.02.02.11, EP 1)<br>Note: Some components of the Emergency Management Plan are not implemented unless an emergency is imminent. Other components, however, can and should be implemented in advance so that the organization is as prepared as possible. | <b>A</b> |

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**Standard EM.02.02.05**

As part of its Emergency Management Plan, the organization prepares for how it will manage security and safety during an emergency.

**Rationale for EM.02.02.05**

The behavioral health care organization has a responsibility to protect individuals it serves if an emergency occurs while they are on site.

**Elements of Performance for EM.02.02.05**

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| 1.  | The Emergency Management Plan describes how internal security and safety will be provided during an emergency.<br>Note: It is recognized that individuals may be served in a variety of settings, including wilderness camps and other locations where the organization has limited control over the environment. In such situations, the organization takes steps to mitigate risks in selecting the site or collaborating with the site's staff to support security and safety should an emergency occur. Educating staff and individuals served about emergency procedures further supports security and safety at these sites. | <b>A</b> |
| 10. | The organization implements the components of its Emergency Management Plan that require advance preparation to support internal security and safety during an emergency.<br>Note: Some components of the Emergency Management Plan are not implemented unless an emergency is imminent. Other components, however, can and should be implemented in advance so that the organization is as prepared as possible.  | <b>A</b> |

**Standard EM.02.02.07**

As part of its Emergency Management Plan, the organization prepares for how it will manage staff during an emergency.

**Rationale for EM.02.02.07**

In order to provide safe and effective care, treatment, or services, staff roles are well defined in advance. Staff roles and responsibilities may be documented in the Emergency Management Plan through a variety of formats (for example, job action sheets, checklists, flowcharts).

**Elements of Performance for EM.02.02.07**

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| 2.  | The Emergency Management Plan describes the following: The roles and responsibilities of staff during an emergency.   | <b>A</b> |
| 3.  | The Emergency Management Plan describes the following: The process for assigning staff to all essential staff functions.  | <b>A</b> |
| 4.  | The Emergency Management Plan identifies the staff member(s) to whom staff report in emergencies.   | <b>A</b> |
| 10. | The organization implements the components of its Emergency Management Plan that require advance preparation to manage staff during an emergency.<br>Note: Some components of the Emergency Management Plan are not implemented unless an emergency is imminent. Other components, however, can and should be implemented in advance so that the organization is as prepared as possible. | <b>A</b> |

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### Standard EM.02.02.11

As part of its Emergency Management Plan, the organization prepares for how it will manage individuals it serves in the event of an emergency.

#### Elements of Performance for EM.02.02.11

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| 1.  | The Emergency Management Plan describes how the organization will manage its activities related to care, treatment, or services. (See also EM.02.01.01, EP 2; EM.02.02.03, EP 12)<br>Note: Activities related to care, treatment, or services might include scheduling, modifying, or discontinuing services; controlling information about individuals served; sharing information about individuals served with their family or guardian, as appropriate; making referrals; transporting individuals served; and providing security. | <b>A</b> |
| 3.  | The Emergency Management Plan describes how the organization will evacuate its occupied space.   | <b>A</b> |
| 11. | The organization implements the components of its Emergency Management Plan that require advance preparation to manage the individuals it serves in the event of an emergency.<br>Note: Some components of the Emergency Management Plan are not implemented unless an emergency is imminent. Other components, however, can and should be implemented in advance so that the organization is as prepared as possible.   | <b>A</b> |

### Standard EM.03.01.03

The organization evaluates the effectiveness of its Emergency Management Plan.

#### Elements of Performance for EM.03.01.03

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| 1.           | As an emergency response exercise, the organization activates its Emergency Management Plan once a year at each site included in the plan for non-24-hour settings; 24-hour settings are required to activate the plan twice each year.<br>Note 1: If the organization activates its Emergency Management Plan in response to one or more actual emergencies, these emergencies can serve in place of emergency response exercises.<br>Note 2: Tabletop sessions, though useful, are not acceptable substitutes for these exercises. | <b>A</b> |
| 5.           | Emergency response exercises incorporate likely disaster scenarios that allow the organization to evaluate its handling of individuals served, communications, resources and assets, internal security, and staff. (See also EM.02.01.01, EP 2)  | <b>A</b> |
| 13.          | Representatives from administrative, support, and clinical services participate in the evaluation of all emergency response exercises and all responses to actual emergencies.   | <b>A</b> |
| 14. <b>D</b> | The evaluation of all emergency response exercises and all responses to actual emergencies includes the identification of deficiencies and opportunities for improvement. This evaluation is documented.   | <b>A</b> |
| 16.          | The organization modifies its Emergency Management Plan based on its evaluation of emergency response exercises and responses to actual emergencies.<br>Note: When modifications requiring substantive resources cannot be accomplished by the next emergency response exercise, interim measures are put in place until final modifications can be made.  | <b>A</b> |

17. Subsequent emergency response exercises reflect modifications and interim measures as described in the modified Emergency Management Plan.

**A**

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