

EMERGENCY PREPAREDNESS

INCLEMENT WEATHER: FIELD STAFF

Severe weather and the resulting power outages, road closures, safety concerns, etc. is a common emergency field staff should be prepared to navigate.

- **ADVANCE PREPARATION:** Review your local weather forecast ahead of time. If a visit is scheduled during potentially adverse weather conditions and can be rescheduled without significantly impacting / delaying patient care, you may adjust the visit as needed. Be sure to notify the Agency of any changes so the Coordination team can update your calendar and inform both the Pharmacy and MD of the rescheduled visit.
- **COMMUNICATION:** If inclement weather hits your area and you do not feel safe travelling, communicate with the Agency and the patient immediately if rescheduling cannot be accommodated or care needs require a visit sooner than can be accommodated.
- **PATIENT COORDINATION:** Ensure you are in communication with patients you have scheduled to advise on potential weather impact & contingency plans. If you cannot reach a client or are unable to provide advisement, let the Agency know via:
 - **MICROSOFT TEAMS:** tag @TeamHelp-CareCoordination(BestTag), or
 - **SUPPORT REQUEST:** Submit a [ticket](#). Select Absence, Illness, or Coverage Need.
- Confirm client availability before travelling during inclement weather. If the client is not available, reachable, or refuses care at the ordered time, ensure the Agency is aware. The Agency will inform the MD and Pharmacy why care was not provided.
- During confirmation calls / communication, ensure client has the medication / supplies necessary to perform care needs; inclement weather often delays shipments and delivery of medication.
- **As needed, reference / utilize:**
 - Emergency Operations Plan ([Policy 7A.2](#))
 - Emergency Preparedness ([Client Handout](#))