

FACILITY NAME	
Policy Name: Communication with Family and Residents	
Policy Date:	Policy Revision:

PURPOSE: To maintain active and effective communications with and inform those in our care about disaster preparedness and implementation of the facility plan.

Policy:

The facility shall provide a quick “Fact Sheet” or informational brochure to the family members and resident or client representatives which highlight the major sections of the emergency plan and policies and procedures deemed appropriate by the facility. We shall provide instructions on how to contact the facility in the event of an emergency on the public website and include the information as part of the facility’s check-in procedures.

Procedure:

1. The admissions department will include an informational fact sheet about the facility EAP at time of admission. This will be reviewed with the family and resident.
2. Resident council will discuss the EAP with residents.
3. During the family council administration will remind families of the plan and answer questions about the plan.
4. A notice of the plan shall be posted at the security desk with the location of the plan so residents or family can review.
5. Common communication systems, such as email, telephone, and social media will be utilized to inform parties of concern about the implementation of the plan.

See attached social media guide.