

SouthCoast**HEALTH**



**CORPORATE HURRICANE  
EVACUATION PLAN**

**Effective Date**

**Original August 2000**  
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## **HURRICANE EVACUATION PLAN CONTENTS**

- 1. Hurricane Evacuation Policy and Procedure** **Page 3**
- 2. Administrative/Medical Office Check List** **Pages 4-8**
  - A. Hurricane Site Check List and Recovery Plan**
  - B. Hurricane Check List for Phone System**
  - C. Voice Mail Scripts for Main Greeting and Employee Message**
  - D. Evacuation Phone Listing**
- 3. Pay Policy for Office Closure** **Page 9**
- 4. Hurricane Recovery Plan** **Page 10**
- 5. Communication Handouts for Employee** **Pages 11-18**
  - A. Employee Hurricane Evacuation Information Sheet**
  - B. Steps For Hurricane Evacuation Plan for All Employees.**

## SouthCoast Health

# Hurricane Evacuation Policy and Procedure

- Steps:
1. SCH Disaster Officer will communicate with CEMA to determine business course of action: closing early, awaiting information or evacuation.
  2. Administrative office will present recommendation to Board of Managers; decision will be made.
  3. SCH Disaster Officer will call Practice Managers with course of action. Practice Manager begins Practice Checklist.
  4. Practice Manager will download WhatsApp to communicate with management and receive updates.
  5. Practice Manager will meet with physicians to discuss course of action.
  6. Practice Manager will meet with employees to discuss course of action and to provide employee's the communication packet.
  7. Practice Manager completes checklist and faxes to SCH Disaster Officer.
  8. SCH Disaster Officer assembles documentation and reports to Executive Leadership. Executive Leadership will coordinate Team A and the practice managers will coordinate Team B.
    - Team A: practice managers, maintenance staff, designated IT and clinical staff that will be able to evaluate practices and any cleanup necessary in order to reopen for business.
    - Team B: clinical and non-clinical staff that are able to return to work before majority of staff return to assist with the re-establishment of business.
  9. SCH Disaster Officer determines if all processes are complete, and personnel is dismissed.
  10. CEO, CFO, and Executive Leadership stay in communication with CEMA during evacuation and determines appropriate time for Practice Managers and/or employees to return to work.
  11. CEO, CFO and/or Executive Leadership will continually update the SCH Facebook page to inform employees if/when notification of the date to return to work.
  12. Recovery process begins.

# Administrative/Medical Office

## Hurricane Check List

The following items must be taken care of before leaving your building in the event of a Hurricane Warning and/or evacuation. Follow steps that are pertinent to your location.

- Contact Administration** – Administration will coordinate evacuation. Please contact for the latest weather update and closing information.
- Communicate** –
  - Meet with staff on what the protocol will be on leaving and returning to work. Give employees a copy of the communication handout from pages 11-18, identify an alternate individual and provide them with keys to the building. Make sure all staff members have changed their voicemail using the standard message listed on the telephone script page (page 6). Establish Team B that will be available to return at the earliest re-entry to get the practice up and running for patients.
  - Meet with physicians: find out where they are going and review phone numbers with them. Give them a list of important numbers.
- Computer Backup:** Advise staff that documents saved on the C: Drive will be lost and should be copied to the One Drive to ensure backup. Save all essential computer files to the network drive. CIO is responsible for securing backup files for all locations.
- Computer Storage** – Unplug and move all computers, printers, and terminals and place them on something that will keep them off the floor and cover them with plastic. Place laptops and Phreesia pads in Rubbermaid containers.
- Medical Equipment** – Move all equipment to interior rooms and if reasonable place off the floor. Secure by powering down, unplugging, and covering with plastic.
- Phone System-** CIO will ensure phone system is backed up prior to evacuation and will change the main greeting to reflect closure (page 6). An audit will be performed to ensure managers have forwarded phones to answering service.
- Patient Communication** – Offices should forward the phone system to the answering service. The EMR team will coordinate with Privia, and the Surgery and Cardiology departments that will send out a mass communication to patients about office closures.
- Patient Appointments** – Not necessary to contact patients during a mandatory evacuation. An attempt should be made during a non-mandatory evacuation to contact patients.
- Medical Records-** Practices that have paper charts will cover them with plastic and secure them with duct tape. If you have a movable filing system, close and secure, and cover any exposed area.
- Secure Money and Prescription Pads** - All cash should be deposited in the bank and prescription pads and Class II paper must be secured.
- Medication** - Secure all medications and ensure all vaccines & reagents are transferred properly (by CDC guidelines) to a location with a backup generator.
- Personnel Systems** –Director of Human Resources will ensure payroll and timekeeping systems are able to be reached through the Cloud. IT will ensure the H drive is accessible to HR team to process payroll.

- Generator Backup**- Maintenance will contact Gas Company to see if gas will be turned off in area, to prevent generators from powering up.
- Vendors**- Contact vendors and put a hold on all deliveries until further notice.
- Remove From Building** - Take any essential information with you for safekeeping. See list pertaining to your office.
- Secure Building** - Close and lock all inner doors and outer doors.
- Complete** – Fax a copy of this page (pages 4-5) and completed Evacuation Phone Listing (pages 7-8) to SCH Disaster Officer to (912) 303-3506.

Completed by: \_\_\_\_\_ Date: \_\_\_\_\_

Location: \_\_\_\_\_

## **Telephone Scripts to Use During Hurricane Evacuation**

### **Main Greeting- *IT will complete***

You have reached SouthCoast Health. Due to the mandatory hurricane evacuation all physician offices will be closed until further notice. If you need immediate medical attention please hang up and dial 911 or go to any one of our local hospital emergency rooms. Please note, as more information becomes available we will update this phone message. Please continue to check back. You may monitor our SouthCoast Health website as well as our Facebook page for information.

### **Employee Voicemail Message- *Staff will complete***

You have reached “name and title” at SouthCoast Health. Due to the mandatory hurricane evacuation this office will be closed until further notice. If you need immediate medical attention please hang up and dial 911 or go to any one of our local hospital emergency rooms. Please do not leave a message, as I will be unable to return calls during this emergency. You may monitor our SouthCoast Health website as well as our Facebook page for information. Thank you.

## **EVACUATION PHONE LISTING**

Office (Circle Location): 310 Peds RH Peds 1326-1 1326-2 R Hill 89 Chatham Center  
Imaging Surgery Rincon Admin Pooler Hinesville  
Allergy ID Eye Care/ PT SC Nephrology

Telephone Number (912) \_\_\_\_\_

Emergency Contact Person/s \_\_\_\_\_  
(Office Manager) \_\_\_\_\_

Current Alarm Code to Building \_\_\_\_\_

Current Door Code to Building \_\_\_\_\_

Who is responsible to secure the building before evacuation and perform the Hurricane  
Check List? \_\_\_\_\_

**Important Phone numbers: please list physicians, practice manager, nurse practitioner  
and any supervisor's name and their phone numbers.**

Name: \_\_\_\_\_

Cell \_\_\_\_\_ Alternate # \_\_\_\_\_

Evacuating to: \_\_\_\_\_

Name: \_\_\_\_\_

Cell \_\_\_\_\_ Alternate # \_\_\_\_\_

Evacuating to: \_\_\_\_\_

Name: \_\_\_\_\_

Cell \_\_\_\_\_ Alternate # \_\_\_\_\_

Evacuating to: \_\_\_\_\_

Name: \_\_\_\_\_

Cell \_\_\_\_\_ Alternate # \_\_\_\_\_

Evacuating to: \_\_\_\_\_

Name: \_\_\_\_\_

Cell \_\_\_\_\_ Alternate # \_\_\_\_\_

Evacuating to: \_\_\_\_\_

Name: \_\_\_\_\_

Cell \_\_\_\_\_ Alternate # \_\_\_\_\_

Evacuating to: \_\_\_\_\_

Name: \_\_\_\_\_

Cell \_\_\_\_\_ Alternate # \_\_\_\_\_

Evacuating to: \_\_\_\_\_

Name: \_\_\_\_\_

Cell \_\_\_\_\_ Alternate # \_\_\_\_\_

Evacuating to: \_\_\_\_\_



## **PAY POLICY FOR UNANTICIPATED OFFICE CLOSING**

SouthCoast Health will, in compliance with the Fair Labor Standards Act of 1938, pay all exempt \* employees for absences resulting from inclement weather if they have worked during any of the workweeks in which the absences occur. If no work is completed in a workweek, exempt employees may use time from their emergency disaster pay bank, vacation, or sick time.

SCH will pay all essential non-exempt employees for the early closing due to inclement weather because of a mandatory evacuation, other mandated closing by the National Weather Service for the areas in which we operate, or a discretionary decision made by management\*\*. Non-essential, non-exempt, full-time employees will be allowed to take hours from their emergency disaster pay, vacation, and/or sick time bank.

*\*Exempt – employees exempt from overtime requirements (usually salaried employees)*

*Non-exempt – employees not exempt from overtime requirements (usually hourly employees)*

***Essential Employees**-employee designated as required to work when the office is closed, usually, in operations that must provide continued services around the clock (i.e. maintenance staff, designated triage nurse(s), managers, designated IT staff).*

***Non-Essential Employees**-employees who are not required to work when an office is closed.*

**\*\*Must be approved by CEO**

## **Hurricane Recovery Plan**

1. Disaster Officer or assigned individual will determine and request the number of re-entry passes from CEMA post evacuation.
2. Disaster Officer or alternate individual will contact Georgia Power for re-establishing power to offices. Main Campus will take priority.

Manager or alternate individual please follow the steps below after it is safe to return to the city.

SouthCoast Health disaster team members will post messages via SouthCoast Health website and Facebook page to keep employees informed of vital information in case of a disaster or emergency evacuation.

- Before the meeting, if possible, survey your site. Check for power, water damage, and telephone service and computer access.
- You will be directed at the meeting on the recovery steps if a disaster occurred.

# COMMUNICATIONS HANDOUT FOR EMPLOYEES

## Employee Hurricane Evacuation Information Sheet

It is your responsibility as an employee to know when and where to report back to work after a hurricane. SCH has provided these documents to give you the information needed to keep you well informed.

1. SouthCoast Health disaster team members will post messages via SouthCoast Health website and Facebook page to keep employees informed of vital information in case of a disaster or emergency evacuation.

i) From any computer with internet access go to the SouthCoast website for information or click on the Facebook icon to see vital information the SCH team has posted regarding evacuation, closing/opening of locations, etc.

ii) You do not need a Facebook login to access this page. However, without an account, you cannot post a message. You will only be able to read messages.

2. Change your work extension voicemail message to say the following:

### Employee Voicemail Message:

You have reached “name and title” at SouthCoast Health. Due to the mandatory hurricane evacuation this office will be closed until further notice. If you need immediate medical attention, please hang up and dial 911 or go to any one of our local hospital emergency rooms. Please do not leave a message, as I will be unable to return calls during this emergency. You may monitor our SouthCoast Health website as well as our Facebook page for information. Thank you.

### Important Numbers

Practice Manager \_\_\_\_\_

Asst. Manager \_\_\_\_\_

## **STEPS FOR HURRICANE EVACUATION PLAN FOR ALL EMPLOYEES**

**\*\*It is your responsibility as an employee to know when to report back to work after a disaster. You must contact your manager or supervisor if you are not able to report to work on the “return to work” date as instructed on the SCH website or Facebook page.**

- Who?** The CEO, CFO, and Board of Managers, under advisement from CEMA, will determine the business’ course of action, and will notify your Practice Manager of the steps to take.
- What?** In the event of a hurricane, the employees’ safety is our first concern. Our second concern is the protection of our business needs. Your Practice Manager will instruct you how to secure your location. This process will require each employee’s full cooperation to handle the situation quickly and effectively.
- When?** As soon as your Practice Manager is advised of the course of action to be taken, you will be notified.
- Why?** In the event that a hurricane is headed to Savannah, it is necessary to take certain precautions for business and at home. Following your Practice Manager’s directions will help reduce the risk of damage to your office.
- How?** In the event of mandatory evacuation, for company and report to work updates: Log onto the SouthCoast website for information or click on the Facebook icon to find vital information regarding evacuation, closing/opening and/or return to work, etc.

**Below are several local radio stations that communicate important updates regarding inclement weather in the Savannah and Hilton Head area. Listen to the Dick Broadcasting Radio Stations:**

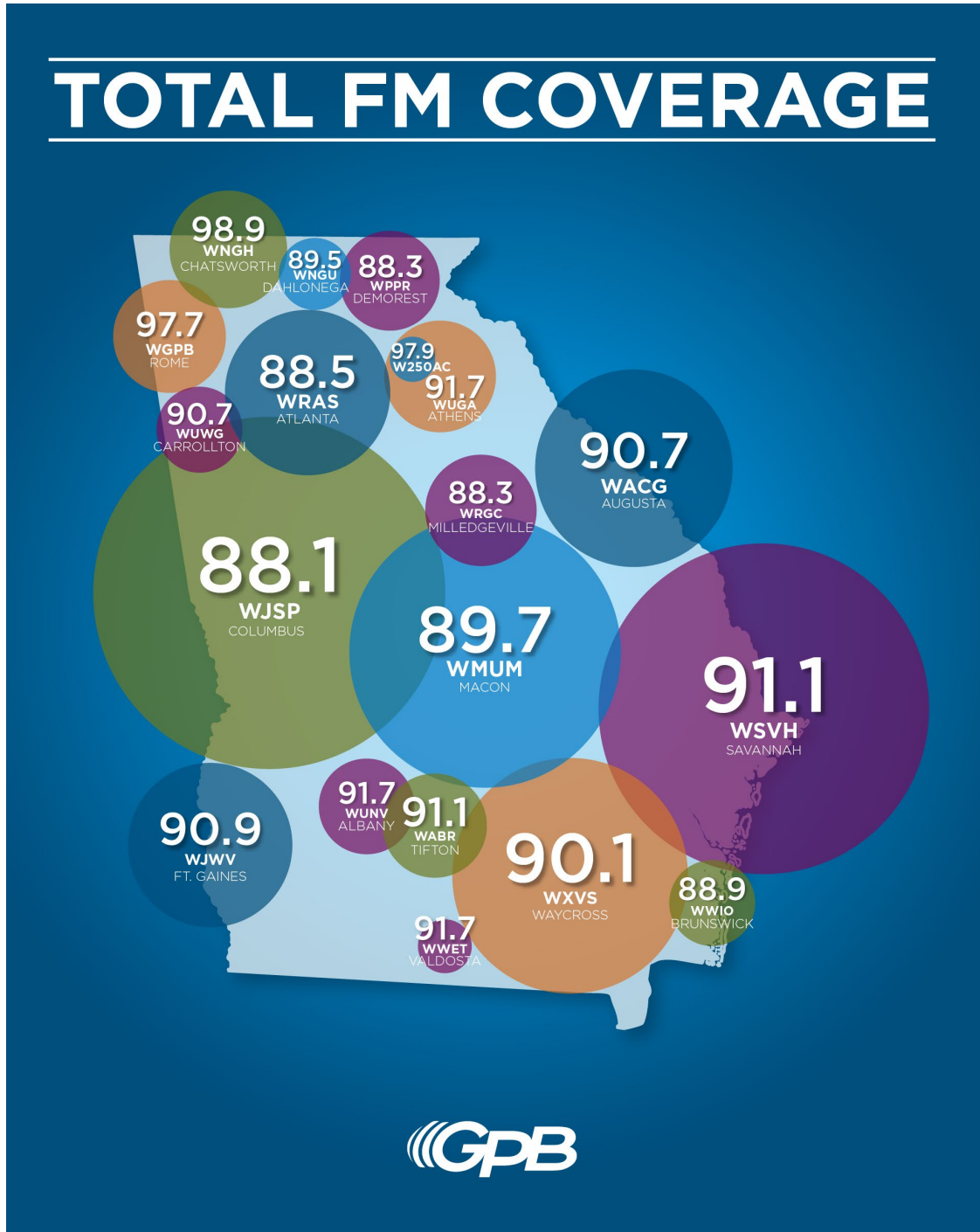
Hot FM 98.3  
G100 FM 100.1  
Rock FM 106.1  
Bob FM 106.9  
Rewind FM 107.9  
GA Public Radio FM 91.1  
SC Public Radio FM 89.9

Georgia's Public Broadcast Systems and Georgia Public Television (GPTV) are under the Georgia Public Telecommunications Commission and will be collaborating with GEMA and other state agencies to broadcast taped and live interviews and provide "real-time" information to the rapidly changing events of a hurricane threat.

Some information could be transmitted on television but the PSPR network will be a more likely resource for evacuees because they will be able to have access as they travel. The PSPR stations are:

Albany 91.7FM WUNV	Athens 91.7/97.9FM WUGA
Augusta 90.7FM WACG	Brunswick 88.9FM WWIO
Carrollton 90.7FM WUWG	Chatsworth 98.9FM WNGH
Columbus 88.1FM WJSP	Demorest 88.3FM WPPR
Dahlonega 89.5FM WNGU	Atlanta 88.5FM WRAS
Fort Gaines 90.9FM WJWV	Macon 89.7FM WMUM
Rome 97.7FM WGPB	Savannah 91.1FM WSVH
Tifton 91.1FM WABR	Valdosta 91.7FM WWET
Waycross 90.1FM WXVS	

Radio Listening Areas:



# HURRICANE SURVIVAL CHECKLIST

## BEFORE THE STORM:

- ❑ Listen to a local radio or television station for official announcements from your local Emergency Broadcast Office.
- ❑ Know your risk – Is your home in an area that floods easily? The following areas require special attention: mobile homes, recreational vehicles, family members with special medical or physical needs, pets, and boats.
- ❑ Know the strength of the hurricane
  - Category One 74-95 mph sustained winds
  - Category Two 96-110 mph sustained winds
  - Category Three 111-129 mph sustained winds
  - Category Four 130-156 mph sustained winds
  - Category Five above 157 mph sustained winds
- ❑ Know where you will seek shelter and have a backup plan. If you have pets, will your shelter accept them if evacuation is required?
  - Friend's house, if located away from risk area
  - Hotel or motel located inland
  - Emergency public shelter operated by the Red Cross
- ❑ Prepare a hurricane evacuation kit (See page 18 for helpful list).
- ❑ Secure pets or arrange for safe shelter as required.
- ❑ When evacuating, allow plenty of time to reach your shelter destination. Be patient and drive safely.

## DURING THE STORM

- ❑ Remain indoors during a hurricane. Blowing debris can injure or kill. Travel is extremely dangerous. Stay inside until local authorities have announced your area is safe.
- ❑ Stay away from the windows. Avoid using electrical appliances. If you do evacuate, seek refuge in an interior, windowless area.

AFTER THE STORM:

- ❑ Expect the worst.
- ❑ Be careful of:
  - Downed power lines
  - Weakened structures
  - Dangerous animals
  - Gas leaks
- ❑ Don't drink the water. Eat only foods you are sure are safe.
- ❑ Be extra careful when handling:
  - Power tools
  - Gas lanterns
  - Generators
  - Matches
- ❑ Don't use candles for lighting.
- ❑ If your home is damaged, call your insurance company to file a claim.
- ❑ Ask your insurance company for financial help.
- ❑ Listen to local radio stations for official disaster relief information and instructions.

**HELPFUL TELEPHONE NUMBERS:**

**Area Wide:** American Red Cross – Disaster Services 651-5300/ 651-5310  
Emergency Help-Police, Fire, Medical 911  
Georgia Emergency Management Agency 800-879-4362  
Federal Emergency Management Agency 800-621-3362  
(hearing impaired) 800-427-5593

**Chatham County:**

Candler Hospital-Emergency Room 819-6037  
St Joseph's Hospital-Emergency Room 819-2419  
Memorial Health Univ. Medical Center –E.R. 350-8113  
Pediatric 350-7337  
Chatham County Emergency Management 201-4500  
( hearing impaired) 201-4519  
Toll free number 855-880-2362  
Georgia Power (repairs/outages) 888-891-0938  
  
AGL (natural gas) (if you smell gas) 877-427-4321  
Savannah City Water Dept. 651-6565 or 311  
Public Works (Water Dept.) Chatham County 652-6840



**South Carolina-Beaufort County:**

South Carolina Emergency Management	803-737-8500
Hilton Head Hospital-Emergency Room	843-681-6122
Beaufort Memorial-Emergency Room	843-522-5101
Coastal Carolina Hospital	843-784-8000
Palmetto Electric (repairs/outages)	866-445-5551
Scana (natural gas) (if you smell gas)	800-251-7234
Beaufort-Jasper Water Dept.	843-987-9200
South Carolina Live Stock	803-788-2260

**South Carolina Radio Stations:**

The following radio and television stations are key participants in the Emergency Alert System and S.C. Public Radio. They broadcast emergency information throughout the state, as do numerous other radio and television stations.

<b>Charleston</b>	<b>Aiken/Augusta</b>	<b>SC Public Radio</b>
WJWF 96.9 FM	WBBQ 104.3 FM	WLTR 91.3 FM (Columbia)
WEZL 103.5 FM	WLUB 105.7 FM	WSCI 89.3 FM (Charleston)
<b>Grand Strand</b>	<b>Columbia</b>	WRJA 88.1 FM (Sumter/Columbia)
WYAV 104.1 FM	WCOS 97.5 FM	WNSC 88.9 FM (Rock Hill)
WLFF 106.5 FM	WTCB 106.7 FM	WJWJ 89.9 FM (Beaufort/Hilton Head)
<b>Florence</b>	<b>York</b>	WEPR 90.1 FM (Greenville/Spartanburg)
WJMX 103.3 FM	WRHI 1340 AM	WHMC 90.1 FM (Conway/Myrtle Beach)
WYNN 106.3 FM	WRHM 107.1 FM	WLJK 89.1 FM (Aiken)
<b>Upstate</b>	WNSC 88.9 FM	
WFBC 93.7 FM		
WESC 92.5 FM		

## HURRICANE EVACUATION KIT

When you decide to seek refuge during a hurricane evacuation, you must take provisions with you. The following suggested items would make your temporary stay more comfortable:

- Foods (canned goods and nonperishable foods) that do not need cooking
- Drinking water in non-breakable container (1 gallon per person per day, up to 3 days)
- Special dietary food if required
- Prescription medications & specific medical information
- Identification, valuable papers, insurance cards & policies, & photos in a waterproof container
- Personal hygiene items: soap, deodorant, shampoo, toothbrush, toothpaste, aspirin, antacid, diapers, washcloth, towel, etc.
- Utensils: manual can opener, disposable plates, cups, forks, knives, spoons, napkins
- Personal aids: eyeglasses, hearing aids, prosthetic devices
- Books, magazines, cards, toys & games, to entertain kids
- Infant care items: formula, food and disposable diapers
- Pet care items: food, collars, leashes, carrier, tags, medications, vaccination papers & picture of pet in case you become separated
- Battery operated radio with extra batteries
- Flashlight with extra batteries or lantern with extra oil
- Whistle to signal for help
- First aid kit: antiseptic solution, gauze bandages, adhesive tape, sterile pads, band aids, scissors, non-prescription medications and ointments
- Sleeping bag, blanket, sheets, pillows
- Change of clothing; rainwear
- Cash for fuel and food

**Remember: pets, alcoholic beverages & weapons are prohibited in public emergency shelters.**