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| Emergency Communication PlanDocument Margins = .5'' top/bottom/left/right; .3'' header/footerFont = 18pt Arial BoldAll other font = 12pt Arial Column 1 width = 3''  Column 2 width = 2'' | **Last Revision:** | September 2020 |
| **Last Reviewed:** | September 2020 |
| **Applies to the following THA Group of Companies:** | * Island Health Care * Island Hospice * Independent Life at home * RightHealth® * THA Services |
| **Included in the following THA Manuals:** | [Policy & Procedure Manual]  [Section #] |

### PURPOSE

In the event of an emergency crisis, it is imperative for THA Group to communicate consistent, concise, correct and timely information with its’ employees, service providers, patients, volunteers, communities, and others that may be affected by the emergency. This policy will define the internal and external communications that will be required before, during and after an emergency. THA Group will also use alternative methods of communication when the standard communication methods are disrupted and/or are unavailable.

### POLICY

Communication will take place upon first notification of a risk for an emergency crisis and will continue through the crisis and into the recovery of a crisis.

Communication tools may include the following: phone, text, hand-outs, app, call-in line, phone tree, email, company website, company social media, etc. Determination on what method used will be based on availability and most effective means of communication based on assessment from leadership. It may also include the use of multiple sources of communication to ensure it is received by the largest targeted audience.

The Communication Plan includes acquiring and maintaining the following information: Names and contact information for the staff, entities providing services under agreement, patients’ physicians and volunteers.

### PROCEDURE

1. Leadership will take the following steps to aide in effective communication when an emergency crisis arises:
   1. Make recommendations regarding appropriate messaging and tactics
   2. Communicate and coordinate with local and regional officials, as needed
   3. Determine appropriate communication tools (email, phone, text, app, social media, company website, etc.)
   4. Determine audience for communication (internal and external)
   5. Determine frequency of communication
   6. Control and correct misinformation and rumors
   7. Assess impact to operations and implement emergency procedures, as necessary
   8. Be available to answer questions and ease concerns
   9. Evaluate effectiveness of communication and amend as necessary
2. Leadership and/or assigned designee will:
   1. Share all the facts of an emerging situation
   2. Monitor local and regional information and provide regular updates
   3. Assess the current risk level and anticipated risk
   4. Coordinate and implement any necessary actions to mitigate risk