



# PERSONAL CARE HOME GUIDEBOOK

Guidance for Developing an Emergency Operations  
Plan in Philadelphia



**CITY OF PHILADELPHIA**

**OFFICE OF EMERGENCY MANAGEMENT**



# GUIDEBOOK LAYOUT

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# Personal Care Home Guidebook

## GUIDANCE FOR DEVELOPING AN EMERGENCY OPERATIONS PLAN IN PHILADELPHIA

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### INTRODUCTION

A **personal care home** is defined as a facility that provides care and/or assistance for four or more unrelated individuals with basic needs for daily living such as transportation, cooking, hygiene, etc.

An **emergency operations plan (EOP)** is a detailed document for personal care home staff that identifies response procedures in the event of an emergency, such as plans for evacuation, relocation of residents, roles and responsibilities of staff, and resident emergency contact/medical information.

Pennsylvania Department of Public Welfare (DPW) requires that personal care homes develop and maintain an EOP and submit their EOP to the Philadelphia Office of Emergency Management (OEM) every January.

### HOW TO USE THIS GUIDEBOOK

This guidebook is based on Pennsylvania and City of Philadelphia regulations. It informs personal care home EOP development by:

- Consolidating regulatory requirements from state and local agencies;
- Suggesting how administrators can develop EOPs that meet and exceed regulatory requirements; and
- Providing a self-assessment checklist and EOP submission instructions.

**NOTE:** The Philadelphia Office of Emergency Management does not regulate personal care homes. This guide consolidates relevant requirements from regulating agencies and provides best practices for personal care home administrators to consider when developing an EOP.

## SECTION 1: REGULATIONS

### DEPARTMENT OF PUBLIC WELFARE

The Department of Public Welfare (DPW) is the lead agency providing oversight of all personal care homes in Pennsylvania.

DPW requires all licensed Personal Care Homes to develop and maintain a current EOP. The following table outlines DPW code § 2600.107: Emergency Preparedness which lists the requirements that every Personal Care Home must include in its EOP.

DPW Code	Section	Description
§ 2600.107 Emergency Preparedness	A	<ul style="list-style-type: none"> <li>The director must know how the City will respond to an emergency and have a copy of the City emergency plan available</li> </ul>
	B	<ul style="list-style-type: none"> <li>All personal care homes need an emergency preparedness plan</li> </ul>
	B1, B2, B3	<ul style="list-style-type: none"> <li>The plan should include emergency contact and medical information for each resident and how the home will maintain confidentiality of the information. Contact information for local and state emergency management agencies must also be included</li> </ul>
	B4	<ul style="list-style-type: none"> <li>Emergency transportation must be coordinated for all residents</li> </ul>
	B5	<ul style="list-style-type: none"> <li>The EOP must include the responsibilities and necessary procedures the staff must take to accommodate the specific emergency needs of every resident</li> </ul>
	C	<ul style="list-style-type: none"> <li>The home must have at least a three day supply of nonperishable food and drinking water for the residents</li> </ul>
	D	<ul style="list-style-type: none"> <li>The home must notify OEM of their emergency plan on an annual basis and must maintain documentation that OEM was notified</li> </ul>
	---	<ul style="list-style-type: none"> <li>In the event of a utility outage, staff must be prepared to continue to provide residents with heat, circulating air (fans or air conditioning), water, food, and electricity to support medical devices</li> </ul>

DPW recommends facilities keep a copy of 55 Pa. Code 2600 available on-site. All codes and additional information is available on their website and by phone. DPW contact information is listed below:

Agency	Point of Contact	Phone	Website
PA Dept. of Public Welfare	Main Number	1-800-692-7462	<a href="http://www.dpw.state.pa.us/">http://www.dpw.state.pa.us/</a>
	24/7 Emergency Line	1-877-401-8835	

## LICENSES AND INSPECTIONS

Licenses & Inspections (L&I) is the lead code enforcement agency in Philadelphia. L&I inspectors interpret and apply the City’s building, maintenance, fire, zoning, and safety codes.

There are no personal care home specific codes that L&I enforces. L&I codes apply to all structures within the City regardless of building use. Below are tables listing the most commonly cited code violations found in residential structures. The full list of applicable codes can be found on L&I’s website: <http://www.phila.gov/li>

Common Fire Code Violations
<ul style="list-style-type: none"> <li>• Carbon monoxide detector missing (R-4 occupancies only)                             <ul style="list-style-type: none"> <li>○ R-4 facilities refer to smaller properties housing 5-15 occupants including staff</li> </ul> </li> </ul>
• Smoke alarm or smoke detector missing
• Failure to obtain/provide annual fire alarm system certification
• Fire extinguisher missing or inspection tag out-of-date
• Manual fire alarm activating device (pull station) missing the “call fire department” sign
• Interior fire door does not self-close
• Fire alarm system is inoperable
• Open electrical junction boxes
• Emergency egress door is inoperable
• Failure to obtain/provide annual fire suppression system certification
• Failure to obtain/provide annual emergency/standby power (generator) certification
• Missing emergency lighting log and/or testing information
• Walls in stairwells (enclosures) are insufficient (1 hour fire walls are required for R Use Group 3+ stories and I Use Group with 2 or more stories)
• Trash, storage, rubbish stored within rated stair enclosure
Common Property Maintenance Code Violations
• Remove exterior storage, garbage, rubbish
• Infestation requires extermination/treatment
• Remove exterior weeds
• Exposed exterior surfaces require maintenance
• Repair or replace defective downspout
• Failure to obtain/renew the required housing license
• Connect downspout to an approved drainage system
• Repair interior wall/floor/ceiling, surfaces must be free from holes and maintained smooth, clean, and tight
• Repair damaged roof
• Roof/wall partially collapsed

Additional information is available via phone or on L&I’s website. L&I contact information:

Agency	Point of Contact	Phone	Website
Licenses & Inspections	General Number	3-1-1	<a href="http://www.phila.gov/li">http://www.phila.gov/li</a>

## PHILADELPHIA FIRE DEPARTMENT

Philadelphia Fire Code regulations are based on L&I codes.

### Fire Code Building Classifications

DPW licensed personal care homes in Philadelphia fall into one of two classifications: R-4 and I-1/I-2. Definitions and regulations for both classifications are detailed in the table below:

Classification	Definition	Fire Prevention Regulations
R-4	<ul style="list-style-type: none"> <li>Smaller property – typically a row home</li> <li>5-15 occupants including staff</li> </ul>	<ul style="list-style-type: none"> <li>Hardwired fire alarm system linked to building electric with battery backup</li> <li>Smoke alarms in each bedroom</li> <li>Sprinkler system<sup>1</sup></li> <li>Carbon monoxide detector within 15ft. of each bedroom</li> </ul>
I-1/I-2	<ul style="list-style-type: none"> <li>Larger, congregate care facility</li> <li>16+ occupants including staff</li> </ul>	<ul style="list-style-type: none"> <li>Hardwired fire alarm system linked to building electric with battery backup</li> <li>Smoke alarms in each bedroom</li> <li>Sprinkler system</li> </ul>

### Fire Safety, Evacuation, and Shelter-in-Place Plans

R-4, I-1, and I-2 facilities are required to develop fire safety, evacuation, and shelter-in-place plans:

Fire Code	Description
<b>F-490.1: Overview</b>	All occupancy groups and buildings that are required to have a fire safety and evacuation plan shall also prepare and maintain a specific plan for sheltering occupants in place (inside the building).
<b>F-409.2: Shelter-in-Place Plan</b>	Shelter-in-place plans shall provide for the safety of building occupants from outdoor contaminants. Building managers shall identify suitable pre-determined rooms or areas with as few windows, vents, and doors as possible. Shelter areas shall contain a water supply for both drinking and toiled facilities. Plans shall require that all doors and windows be shut and all air handling equipment be shut down. To provide necessary protection, sealing windows, doors, and vents with tape is permitted.
<b>F-409.3: Training</b>	A copy of the shelter-in-place plan shall be given to all employees and tenants. Employees required to assist in carrying out the plan shall receive training at least annually. A record of all training shall be maintained at the building.
<b>F-409.5: Drills</b>	A shelter-in-place drill shall be conducted once annually for all occupancies required to have a plan and twice annually for Group E (educational) occupancies.
<b>F-404.2: Plan Storage</b>	A fire safety and evacuation plan (and a shelter-in-place plan) shall be maintained for various facilities including residential care/assisted living facilities with more than five occupants excluding staff.

### Philadelphia Fire Department contact information:

Agency	Point of Contact	Phone	Website
Philadelphia Fire Dept.	Main Number	215-686-1300	<a href="http://www.phila.gov/FIRE">http://www.phila.gov/FIRE</a>

<sup>1</sup> Only applies to “new” R-4 designated facilities due to code change in 2004. Administrators should check the personal care home’s Certificate of Occupancy.

## PHILADELPHIA DEPARTMENT OF PUBLIC HEALTH

The Philadelphia Department of Public Health (PDPH) ensures personal care home compliance with the City’s Property Maintenance Code § 6-501 Section 1.

PDPH takes several steps to ensure the safety of all personal care home residents during excessive heat warnings. The table below outlines these steps:

Action Taken	
<p><b>An excessive heat warning is declared when weather or heat conditions pose a threat to life or property.</b> Excessive heat warnings are issued by the National Weather Service when an excessive heat event is expected within a 36 hour timeframe. PDPH Environmental Health Services will:</p>	
<b>Step 1</b>	<p>PDPH will notify personal care homes via fax of the excessive heat warning using contact information collected during annual inspections.</p> <p>Excessive heat warnings are also announced through local media and available alert systems such as ReadyPhiladelphia.</p>
<b>Step 2</b>	<p>Individual PDPH Sanitarians will physically inspect all personal care homes to ensure compliance with City Property Maintenance Code § 6-501 Section 1, specifically focusing on cooling.</p> <p>When an excessive heat warning is declared, personal care home administrators must ensure that the interior of each habitable room in the facility is at 81°F or lower. Administrators must supply mechanical air cooling to maintain interior temperature. This includes:</p> <ul style="list-style-type: none"> <li>• Air conditioning throughout facility;</li> <li>• Air conditioning in common areas used for cooling; or</li> <li>• Open windows if fans are in use.</li> </ul>

**Additional information is available via phone or on PDPH’s website. PDPH contact information:**

Agency	Point of Contact	Phone	Website
Philadelphia Dept. of Public Health	General Number	3-1-1	<a href="http://www.phila.gov/health">http://www.phila.gov/health</a>



## SECTION 2: EOP PLANNING AND BEST PRACTICES

This section documents what to include in an EOP, and best practices for these planning considerations. The best practices documented in this section are linked to the local and state regulations from the previous sections.

### BEST PRACTICES

Best Practices are methods, techniques, or general guidelines that have proven to achieve superior results when compared to other methods. These practices have been developed based on reviews of previous incidents. This section focuses on the following three EOP planning areas:

- **Staff communication and coordination**
- **Shelter-in-place**
- **Evacuation**

### STAFF COMMUNICATION AND COORDINATION

Personal care homes must identify the duties and responsibilities of staff during evacuation, transportation, and at the emergency location. The table below documents best practices to ensure efficient communication and coordination with staff during an emergency.

Relevant Regulation	Translation
<p><b>DPW code § 2600.107 Section B5:</b> Duties and responsibilities of staff persons during evacuation, transportation and at the emergency location. These duties and responsibilities shall be specific to each resident’s emergency needs.</p>	<p><b>The EOP must identify the specific roles of staff members during an emergency from start to finish.</b></p>
Essential Considerations	Best Practices: Staff Coordination
<p>All staff members are responsible for residents throughout all phases of the emergency including providing care at the secondary location.</p> <p>Coordinated staff response requires:</p> <ul style="list-style-type: none"> <li>• Familiarity with facility EOP</li> <li>• Availability during an emergency</li> <li>• Current contact information and mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>• Train all staff and practice the EOP                             <ul style="list-style-type: none"> <li>○ Make sure all staff are comfortable with their roles</li> </ul> </li> <li>• Encourage staff preparedness at home                             <ul style="list-style-type: none"> <li>○ Develop household emergency plans</li> </ul> </li> <li>• Establish primary and secondary methods for recalling staff in an emergency</li> <li>• Create a staff contact list                             <ul style="list-style-type: none"> <li>○ Home/cell phone &amp; e-mail list</li> </ul> </li> <li>• Identify official methods of communication between staff                             <ul style="list-style-type: none"> <li>○ Phone, e-mail, text, etc.</li> </ul> </li> </ul>

## SHELTER-IN-PLACE

Sheltering-in-place may be necessary due to an incident occurring nearby the personal care home. Personal care homes should consider proximity to industrial sites and major transportation corridors, as a hazardous material can be spilled anywhere at any time. Personal care homes are responsible for a shelter-in-place plan for residents and staff including **sufficient supplies for at least three days**. The following table lists shelter-in-place regulations, essential considerations, and supplies to have on hand:

Relevant Regulation(s)	Translation
<p><b>DPW code § 2600.107 Section C</b> The home shall maintain at least a three-day supply of nonperishable food and drinking water for the residents.</p> <p><b>Fire Code F-404.2</b> Shelter-in-place plans shall provide for the safety of building occupants from outdoor contaminants.</p>	<p><b>Personal care homes are responsible for a shelter-in-place plan for residents and staff which has at least a three-day supply of food and water for all residents.</b></p>
Essential Considerations	Best Practice: Sample Shelter-In-Place Kit
<p>When sheltering-in-place:</p> <ul style="list-style-type: none"> <li>• Make sure adequate supplies are available for residents and staff</li> <li>• Know how to shut down the HVAC system and close all vents</li> <li>• Be prepared to tape plastic sheeting over vents, windows and doors to prevent contaminated air from entering</li> <li>• Stay inside and choose a room with few or no windows</li> <li>• Close, lock, and seal all windows and doors.</li> </ul>	<ul style="list-style-type: none"> <li>• Food (non-perishable, no refrigeration needed)                             <ul style="list-style-type: none"> <li>○ Soups, cereals, canned foods</li> </ul> </li> <li>• Water (1 gallon per person, per day)</li> <li>• Eating utensils</li> <li>• Flashlights</li> <li>• Batteries</li> <li>• AM/FM radio (battery operated)</li> <li>• Charged, pre-paid cell phone</li> <li>• Laundry and hygiene supplies</li> <li>• Client information                             <ul style="list-style-type: none"> <li>○ Emergency contacts</li> <li>○ Medication information</li> </ul> </li> <li>• Staffing plan with multiple shifts</li> <li>• Family considerations</li> </ul>

### Examples

Below are some examples where sheltering in place may be necessary:

- Hazardous material incident
- Power outage
- Severe weather (e.g. snowstorms)
- Law enforcement activity (e.g. Boston Marathon Bombing police search)

## EVACUATION

Personal care homes must create an evacuation plan for residents and staff. There are two types of evacuations that should be planned for: local relocation of residents and staff to another facility and evacuation from the City. Below are tables documenting relevant regulations, considerations and best practices for identifying a backup site and for emergency transportation.

Relevant Regulation(s)	Translation
<p><b>DPW code § 2600.132</b> Residents shall be able to evacuate the entire building to a public thoroughfare, or to a fire-safe area designated in writing within the past year by a fire safety expert within the period of time specified in writing within the past year by a fire safety expert.</p> <p><b>DPW code § 2600.107 Section B4</b> Means of transportation in the event that relocation is required.</p> <p><b>Fire Code F-404.2</b> A fire safety and evacuation plan (and a shelter-in-place plan) shall be maintained for various facilities including residential care/assisted living facilities with more than five occupants excluding staff.</p>	<p><b>Personal care homes with more than 5 residents must include an evacuation plan in the EOP.</b></p> <p><b>If the building is evacuated, the facility needs a plan to transport all residents and staff.</b></p>
Essential Considerations	Best Practices: Evacuation and Transportation
<p>All alternate facilities where residents evacuate must meet DPW requirements. When planning for an evacuation site, consider:</p> <ul style="list-style-type: none"> <li>• Location availability                             <ul style="list-style-type: none"> <li>○ Formal agreement with alternate sites</li> </ul> </li> <li>• Distance from the personal care home</li> <li>• Building type</li> <li>• Available space</li> <li>• Transportation arrangements</li> <li>• Patient care and staffing requirements</li> <li>• Communication issues                             <ul style="list-style-type: none"> <li>○ Notifying emergency contacts of relocation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Establish a rally point for staff and residents</li> <li>• Develop agreements with facilities both within and outside of the neighborhood</li> <li>• Ensure that transportation for residents is available:                             <ul style="list-style-type: none"> <li>○ If a vehicle is available, designate primary and backup drivers</li> <li>○ Contract with a transportation company that can ensure 24/7 coverage</li> <li>○ Ensure availability of staff to assist with moving residents</li> </ul> </li> <li>• Develop resident “go bags”                             <ul style="list-style-type: none"> <li>○ Basic materials for residents to take in case of an emergency</li> </ul> </li> <li>• Keep current list of client and staff information in a secure, accessible location near emergency supplies</li> </ul>

### Examples

Below are some examples where evacuation may be necessary:

- Fire
- Flooding
- Severe weather (i.e. hurricanes)

## SECTION 3: EOP SUBMISSION

EOPs should be updated annually and include procedures and considerations for:

- Sheltering in-place
- Evacuations, including backup sites
- Emergency transportation
- Staff responsibilities
- All hazards (fire, flooding, snow, gas leak, power outage, etc.)
- Resident emergency contacts and medical information

## EOP SELF-ASSESSMENT CHECKLIST

Below is a checklist intended to help guide EOP development based on the information in this guidebook.

Emergency Operation Plan Checklist	
<b>Initial Assessment</b>	
<input type="checkbox"/>	Have you determined an emergency command structure designating who is in charge of short-term decisions in the event of an emergency?
<input type="checkbox"/>	Have you determined which functions are critical in times of emergency?
<input type="checkbox"/>	Do you understand what your insurance policy does and does not cover?
<input type="checkbox"/>	Does your plan include a list of records your insurance company will want to see after an emergency?
<input type="checkbox"/>	Does your plan take into consideration a variety of disasters?
<b>Shelter-In-Place</b>	
<input type="checkbox"/>	Have you assembled a shelter-in place kit complete with three days' worth of supplies?
<input type="checkbox"/>	Do you have adequate staffing for multiple shifts?
<b>Evacuation</b>	
<input type="checkbox"/>	Do you have client medical information and emergency contact available in a secure location?
<input type="checkbox"/>	Designate a primary and secondary assembly location?
<input type="checkbox"/>	Have you identified alternate operating facilities capable of supporting your essential functions and operations?
<input type="checkbox"/>	Have you identified emergency transportation for your residents? Is it available 24/7?
<input type="checkbox"/>	Have you assembled a go-bag for your residents?
<b>Communication &amp; Coordination</b>	
<input type="checkbox"/>	Does the plan identify specific responsibilities for staff in an emergency?
<input type="checkbox"/>	What are the primary and secondary ways of recalling staff in an emergency?
<input type="checkbox"/>	Does your plan identify alternate methods for communication in the event of an emergency?
<input type="checkbox"/>	Do you know where to find emergency information?
<input type="checkbox"/>	Is there a list of up-to-date contact information for staff, volunteers, and residents in the plan?
<input type="checkbox"/>	How will emergency staff travel to work during an emergency?
<input type="checkbox"/>	Have you discussed personal and family preparedness with your staff and provided training?
<input type="checkbox"/>	Is there a system in place for training personnel on how to implement the emergency plan?
<input type="checkbox"/>	Is there a training and exercise program to test the emergency plan?
<input type="checkbox"/>	Is there a schedule for annual review and revision of the emergency plan?
<input type="checkbox"/>	Have you submitted your plan to OEM?

## EOP COLLECTION

OEM collects EOPs to share with other agencies and keep on file in the event of an emergency. OEM mailing address: **Office of Emergency Management**  
**240 Spring Garden St.**  
**Lower Level**  
**Philadelphia, PA 19123**

## IMPORTANT AGENCY CONTACTS

This table contains contact information to inquire about training and other resources:

Agency	Point of Contact	Phone	Website
PA Dept. of Public Welfare	Main Number	1-800-692-7462	<a href="http://www.dpw.state.pa.us/">http://www.dpw.state.pa.us/</a>
	24/7 Emergency Line	1-877-401-8835	
Dept. of Public Health	General Number	3-1-1	<a href="http://www.phila.gov/health">http://www.phila.gov/health</a>
Licenses & Inspections	General Number	3-1-1	<a href="http://www.phila.gov/li">http://www.phila.gov/li</a>
Philadelphia Fire Dept.	Main Number	215-686-1300	<a href="http://www.phila.gov/FIRE">http://www.phila.gov/FIRE</a>

## TRAINING RESOURCES

This table contains training resources available from various agencies referenced in this guidebook:

Agency	Available Resources
Department of Public Welfare	<ul style="list-style-type: none"> <li>• DPW-approved trainings for credit:               <ul style="list-style-type: none"> <li>○ Topics relevant to operation, care, diagnosis, behavior management, fire safety, etc. of PCH residents</li> </ul> </li> <li>• Administrator training available twice yearly through Temple University &amp; Northampton Community College</li> <li>• Additional DPW-approved training can be found on the DPW website</li> </ul>
Licenses & Inspections	<ul style="list-style-type: none"> <li>• Classes on permits &amp; zoning               <ul style="list-style-type: none"> <li>○ Information available on L&amp;I website</li> </ul> </li> </ul>
Philadelphia Department of Public Health	<ul style="list-style-type: none"> <li>• Preparedness/Ready training</li> </ul>
Philadelphia Fire Department	<ul style="list-style-type: none"> <li>• Fire prevention training</li> </ul>
Office of Emergency Management	<ul style="list-style-type: none"> <li>• Annual Personal Care Home Conference</li> <li>• Emergency preparedness workshops</li> <li>• Continuity of Operations training</li> </ul>

## INFORMATION SOURCES

Listed below are several ways to stay current on local emergencies/disasters:

Information Type	Source
Local Media	Local AM Radio (KYW 1060 AM)
	Local television news stations (i.e. ABC 6, NBC 10, etc.)

	Call 3-1-1 or go to <a href="http://www.phila.gov/311/">http://www.phila.gov/311/</a>
<b>OEM Resources</b>	Website: <a href="http://www.phila.gov/ready">www.phila.gov/ready</a>
	ReadyPhiladelphia: Emergency alerts sent to e-mail or cell phone <a href="http://www.phila.gov/ready">http://www.phila.gov/ready</a>
<b>OEM Social Media (@PhilaOEM)</b>	Twitter: <a href="https://twitter.com/PhilaOEM">https://twitter.com/PhilaOEM</a>
	Facebook: <a href="https://www.facebook.com/PhilaOEM">https://www.facebook.com/PhilaOEM</a>
	Blog: <a href="http://philaoem.blogspot.com/">http://philaoem.blogspot.com/</a>
	LinkedIn: <a href="http://www.linkedin.com/in/philaoem">http://www.linkedin.com/in/philaoem</a>
	Google Plus: <a href="https://plus.google.com/112362592229136871061/posts">https://plus.google.com/112362592229136871061/posts</a>
	YouTube: <a href="http://www.youtube.com/user/PhilaOEM">http://www.youtube.com/user/PhilaOEM</a>