

## SECTION FOR LONG TERM CARE REGULATION

Protocol during a disaster that results in loss of a necessary service (electricity, water, gas, phone, etc.)

**\*\*\*\*\*THIS PROTOCOL IS NOT TO BE USED TO SELF REPORT INCIDENTS NORMALLY REPORTED TO THE ELDERLY ABUSE AND NEGLECT HOTLINE\*\*\*\*\***

### SLCR Responsibilities

Each regional office has designated a cellular phone number for facilities to call in case of a loss of necessary power. This phone number will be answered twenty-four hours a day, seven days a week. SLCR *encourages facilities to contact the regional office main phone number during normal business hours as survey staff carry the cell phone and may be conducting a survey or inspection during working hours and may not answer immediately.* The regional office phone numbers are:

Region	Main Office Phone Number	Emergency Cell Phone Number
Region 1 (Springfield)	417-895-6435	417-425-8780
Region 2 (Poplar Bluff)	573-840-9580	573-778-6495
Region 3 (Kansas City)	816-889-2818	816-719-0089
Region 4 (Cameron)	816-632-6541	816-632-9371
Region 5 (Macon)	660-385-5763	660-621-2326
Region 6 (Jefferson City)	573-751-2270	573-619-3338
Region 7 (St. Louis)	314-340-7360	314-623-2852

Facilities should contact the regional office designated phone number if they experience any loss in necessary service. Regional office staff may be required to initiate contact with facilities in a known affected area if the facilities do not contact SLCR.

The designated regional office person will be responsible for communicating with facilities that have reported loss in necessary service. The designated regional office person shall have contact each facility who has a loss in necessary service **but still has residents in the facility** a minimum of two times per day. Any facility that has evacuated residents shall be instructed to contact the regional office prior to moving residents back in.

### Facility Responsibilities

Facilities should call their local emergency operation center in order to obtain the necessary resources to either stay at the facility or to evacuate, if appropriate. Facilities should also call the regional office designated phone number to keep SLCR informed of their status. If, for some reason, the facility cannot contact SLCR staff through the regional office phone number, they should contact the hotline.