

January 17, 2018

Dear family member,

Windsor Hills Nursing & Rehab is committed to protecting the well-being of our residents, staff and visitors every day and in times of Emergencies and disasters. An important aspect of this responsibility is the development and active commitment of facility leadership and staff to an effective Emergency Management Program (EMP) and how we will manage and conduct actions under emergency conditions. We have developed and Emergency Preparedness Plan which has been reviewed and approved by our organization's leadership to meet State and Federal Guidelines.

We have developed a plan that will be reviewed at least annually and updated as necessary based on "lessons learned" during exercises or real events; the evolution of new "best practices"; or changes to local, state and federal regulatory requirements. We recognize that the effectiveness of this plan requires the commitment of facility administrators and staff. The day-to-day provision of services to our residents requires considerable focus and effort, yet we have a duty to prepare for events that may have significant impact to our residents and facility.

The purpose of our Emergency Operation Plan (EOP) is to describe our all-hazards approach to emergency management, and by so doing, support the following incident objectives:

- Maintain a safe and secure environment for residents, staff and visitors;
- Sustain our organization's functional integrity, including our usual service and business functions (continuity of operations); and
- Integrate into the community's emergency response system as necessary.

The scope of this plan extends to any event that disrupts, or has the potential to disrupt, our normal standards of care or business continuity. This includes the impact due to internal incidents, such as a fire, or external incidents, such as an earthquake.

In the event a major disaster or emergency were to occur to the facility/community we would attempt to contact each of you by phone, text and or email. In addition, we will post updates to our website www.windsorhillsnursingcenter.com for further instructions. Please periodically stop by the office and review and update your contact numbers and email so in the event a disaster were to occur we would have accurate information.

I want to thank you for allowing us to care for your loved one.

Sincerely,

Mark S. Johnston, MHA, NFA
Administrator

