



## STAFF RELOCATION & SERVICE REDIRECTION PLAN

Whenever you find it necessary to evacuate your facility due to an emergency, you should communication with your PM/DD. If it appears it will be necessary to close the facility or an extended period of time (several hours/days) due to a power outage, chemical release, fire, earthquake, etc., options on how to handle staff who are on the clock come from the Director’s Office (with consultation from HR).

When notifying management of the closure, be prepared to report: 1) the nature of the emergency; 2) expected closure period and 3) anticipated impact to client load. You may be able to divert staff to other pre-designated DBH facilities instead of placing them on vacation or other leave status. Having a Staff Relocation & Service Redirection Plan will help in quickly reassigning staff to continue the flow of work to continue and allow clients to be seen. Ideally, these relocations should afford adequate space and access to office equipment, so employees may remain productive while on duty. Your plan should also include a means of handling clients currently in the clinic, cancelling or diverting their appointments other facilities and notifying those who were not to be notified of the closure.

NOTE 1: Relocation agreements should be worked out in advance with the “sister clinic(s) you plan to divert staff/clients to.

NOTE 2: Redirect staff to field assignments when appropriate.

NOTE 3: Identify work staff can do without access to computers and other office equipment.

	Describe how clients in the clinic will be handled/transported from the closed clinic.	
	Describe how appointments for prescheduled clients will be handled.	
	Describe how clients will be notified of the clinic closure	
	Describe department staff will be notified of the clinic closure	
	Indicate where you would divert clients to who must be seen.	
	Describe how you would transport clients to another clinic for service.	
	Describe how you will “tag” the clinic and inform clients who were not notified of the closure and are en route.	
	<b>Secondary facility</b>	<b>Staff to be redirected to this facility</b>
		<b>Work which can be done at secondary facility</b>

Use a continuation page if necessary



