

SAMPLE EMERGENCY TRIAGE PLAN

In light of the recent coronavirus (COVID-19) pandemic, <AGENCY NAME> is implementing this emergency triage plan effective <DATE>.

<AGENCY NAME> will immediately conduct a review of all current consumers and determine their acuity level/level of critical need:

- Tier 1- High acuity/no informal supports/can't be left alone
- Tier 2 - Slightly less acuity/minimal informal supports/could be left alone and still be safe
- Tier 3 - May have informal supports and can be left alone (waiver clients)
- Tier 4 - Has us for assistance, but has alternative care if necessary/is safe to be alone

This breakdown will be documented _____ and in the agency's software system _____.

The next step is to contact clients, and/or their emergency contact/POA, one by one to let them know that *"we are in very close contact with state and local officials, monitoring the COVID-19 situation throughout every day. Our priority is to ensure that we are protecting the health and welfare of our clients, caregivers, and internal teammates.*

We have plans in place for the office staff to work remotely, if necessary, so the office will never be officially closed. Someone will always be available if you need to speak."