



Emergency Operations Planning at the Brattleboro Retreat: **A Fact Sheet for Clients, Families of Patients, and Representatives**

The Brattleboro Retreat maintains an Emergency Operations Plan (EOP) that is designed to assure an appropriate, effective response to a variety of emergency situations that could affect the safety of patients, staff, visitors, the environment of the Brattleboro Retreat, and/or adversely impact the hospital's ability to provide healthcare services to the community. The program is also designed to assure compliance with applicable state and national codes, laws, and regulations.

Our EOP has been prepared in accordance with requirements and recommendations from The Joint Commission (TJC), the Centers for Medicare and Medicaid Services (CMS), and the National Incident Management System (NIMS). Our EOP was developed using an "All Hazards" approach to support a level of preparedness sufficient to address a wide range of potential emergencies.

It is the goal of this plan to sustain the hospital's essential services for a period of 96 hours with only limited external support. When this goal cannot be achieved, plans for the evacuation, discharge, or transfer of patients to appropriate facilities are implemented if additional assistance can't be provided by external partners. This plan is updated annually with specific response measures put in place by conducting and reviewing the Brattleboro Retreat and local Hazard and Vulnerability Assessment.

The Brattleboro Retreat utilizes multiple platforms for maintaining communications with all staff, the families of our patients, and visitors during a disaster or critical incident. These include phone, pager, text, email, overhead paging/public address, fax, public web page (brattlebororetreat.org), intranet page (iConnect), Twitter ([@BrattleRetreat](https://twitter.com/BrattleRetreat)), Facebook (facebook.com/BrattleboroRetreat), Health Alert Network (State of Vermont), local media, and ALERTUS.

In the event of a disaster, we request that you call the hospital's "Emergency Disaster Update" phone line at **802-258-4321**, which will provide ongoing updates as they become available from the Public Information Officer.

If you have any additional questions in reference to patient care or disaster response measures, please call our Patient Advocacy and Consumer Affairs Department at extension 6118.