1. **Description of the Threat/Event.** Electric power failures can occur any time and can be caused by many different events, ranging from hardware failure to failures caused by weather related events. Most outages are short term and consequently create only minor inconveniences and problems. Long term outages, those lasting for many hours or longer can be very disruptive. Outages which last days or weeks at a time cause serious problems for people using powered medical equipment at home.

2. **Electric Power, a Mission Critical System.** Extended power outages that affect the customer’s homes can potentially create a sudden heavy demand for emergency service. An extended power outage to the organization’s work facility would severely impact communications, data systems, and critically important operational activities, such as filling oxygen cylinders. Back-up battery systems are quickly depleted, and electric power generators may not be appropriate for powering computers.

3. **Mitigation/Preparedness Activities.**
   - Educate patients to understand that they are to go to the nearest hospital or urgent care center if they require service that the company is not able to provide with the level of timeliness that the patient’s circumstances require.
   - Educate staff about this SOP.
   - Conduct mock emergency drills and evaluate the organization’s performance.
   - Customers needing backup systems have them, as specified by policy.
   - Test back up battery systems for lights, computers, and telephones on an annual basis, at a minimum.
   - Have adequate numbers of flashlights and an adequate supply of batteries.
   - Test the reliability of telephone calls automatically forwarding to the on-call pager.
   - All staff members involved with in-home service delivery have cell phones.
   - During an event if the only system for communication works one-way, there is an agreed upon schedule between personnel in the field and personnel in the office for making contact.
   - Where possible, try to maintain key types of equipment and supplies in locations that would serve to reduce the time required to get to geographic areas that may be reasonably difficult to get to, or which may have a heavy demand for service in an emergency event. This may include
maintain equipment at the homes of service personnel, in the vehicles of personnel, or at other locations. Such locations are:

- Identify where electric power generators may be obtained, if needed. Identify where heavy duty extension cords (16 gauge or larger) may be obtained.
- Make plans regarding what the organization might do if a continued electric failure made it necessary to move operations.
- Prioritize the organizations activities so that resources are focused where most critically needed.
- Prepare a plan for uninterrupted service if the company is forced to suddenly move operations.

4. **Response and Recovery from the Threat/Event**

- Maintain a list of suppliers who would be able to service customers if the organization experienced a failure of critical mission systems that disabled the company.
- If organization’s office/warehouse is damaged shut off utilities to the damaged areas, and notify emergency service if there are injuries. Assess any on-going negative effects.
- Review the demands made for service during the event. Correct needs that are not fully resolved, problems caused by the event, or troubles experienced which need to be addressed.
- Complete reports for incidents, accidents, or safety issues.
- Reconcile administrative and personnel issues, such as payroll, commendations, and discipline.
- Evaluate the organizations performance in dealing with the event.
- Replenish inventory as needed.