

Emergency Operations Plan (EOP)

What is EOP and Why is it Important?

Shaker Place Rehabilitation and Nursing Center has created an Emergency Operations Plan (EOP). The EOP is a large manual with dozens of policies and procedures outlining specific actions that are to be taken in the event of an emergency. The Executive Director or his designee has the authority to activate the EOP based on conditions that may impair the delivery of facility services.

The purpose of the Emergency Operations Plan is to:

- Maintain a safe and secure environment for residents, staff and visitors
- Improve the capacity to detect, respond and mitigate negative outcomes
- Restore essential services as quickly as possible



All-Hazards Approach

Shaker Place Rehabilitation and Nursing Center uses an “all-hazards” approach for emergency planning and response. This includes:

- Risk assessment that addresses an array of hazards
- Resident’s unique needs and vulnerabilities
- Collaboration with local, state and federal response partners
- Coordination with other health facilities
- Continuity of operation for response and recovery

Communications During an Emergency

In the case of an emergency, Shaker Place Rehabilitation and Nursing Center will utilize internal and external communications.

Internal communications include:

- Overhead paging system
- Hand-held radios / walkie talkies
- Cell phones with texting
- Point Click Care / Point of Care
- Message board

External Communications include:

- Land lines
- Cell phones with texting
- Hand-held radios
- Dispatch radios
- Internet



Shaker Place Rehabilitation and Nursing Center works closely with the Albany County Sheriff’s Department. Our facility also maintains contracts with vendors for such services as medical supplies, food supplies, laundry, transportation, etc.

Notifying Family / Guardians: In the event of an emergency, family members and/or their representatives will be notified as soon as possible and briefed on the emergency, the facility status and the condition of their loved ones. If time and conditions do not allow us to communicate with resident’s families immediately, we may utilize the NYS Ombudsman Office, the Department of Health (state and/or local), American Red Cross and/or other methods as available to provide information on the facility / resident’s status.

In the event of a full or partial facility evacuation, Shaker Place Rehabilitation and Nursing Center has agreements with other health care providers where we can utilize those sites as evacuation shelters.

Families and loved ones can also call the facility at 518-213-8700 at any time to find out more information.