



## EMERGENCY INSTRUCTIONS

In the event hospice care and services are disrupted due to natural disaster or emergencies beyond our control, this information to you about emergency procedures and appropriate actions. It is important to stay tuned to local radio and TV stations for weather updates. It is recommended that you have a battery operated radio available.

### **Inclement Weather That Prevents Safe Travel:**

1. If a visit to your home has been scheduled, you will be notified of cancellation.
2. If you need assistance, Pikes Peak Hospice provides access to a Registered Nurse 24 hours a day, 7 days a week. The Pikes Peak Hospice & Palliative Care phone number is (719) 663-3400.

### **Flood/Flood Warning:**

1. Move the patient to the highest location in the home.
2. Call 911 if major flooding is imminent or has occurred.

### **Tornado/Severe Storm:**

1. Move the patient into a basement, hallway, bathroom or walk-in closet on the first floor, if possible, or away from glass or windows.
2. Close doors and windows.
3. If your home is damaged, call 911.

### **Fire:**

1. We recommend that you install smoke detectors in kitchens, bedrooms and any area that is at risk for fire to occur.
2. Remove the patient from immediate danger.
3. Call 911.
4. Confine the fire as best you can by closing doors and windows.
5. Extinguish or Exit...if the fire is small enough, use an extinguisher to put it out. If it is out of control, exit the home immediately with the patient and anyone else in the home, and wait for the fire department.

**Fire Extinguisher** – We recommend that you have fire extinguishers in the home, especially in the kitchen or areas that could be the site of fires.



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### **Electrical Outages**

1. Keep a supply of flashlights, candles and matches where they are easily accessible.
2. Report outages to your utility department. (If you use Colorado Springs Utilities the number is (719) 448-4800).
3. If you require power-operated medical equipment, we suggest the following:
  - a. Oxygen/respiratory therapy users and other electrical medical equipment users – follow instructions given to you by the supplier. There should be back-up provisions provided by your supplier.
  - b. If further assistance is needed, call Hospice at (719) 633-3400.

### **Water and Sewer Problems**

1. See Flood/Flood Warning on previous page.
2. If provided enough warning, fill available containers with water for cooking, drinking, and bathing.
3. Notify your water utility company. If your utility company is Colorado Springs Utilities the number is (719) 448-4800.

### **Telephone Outages**

1. Arrange for a friend, neighbor or other family member to check on you periodically.

**Need more information or help? Call 633-3400 24 hours a day, 7 days a week to get live help. Thank you for letting us help care for you and your loved ones.**