



EMERGENCY CLOSURES & INCLEMENT WEATHER

Don't be left in the cold...Check Daily for Unplanned Closures

Emergency Preparedness Plan Highlights:

- * Power outages—
Evacuate if power is not restored within 24 hours. Follow internal protocol for loss of heat/AC. (*First, communicate w/supervisor*)
- * Remember that any evacuations must be reported to DDA Southern Regional Office. (*DDA SMRO's Emergency Contact On-Call number is (410) 905-4985. This number can accept voice calls and text messages.*)
- * Snow/ice removal—staff should follow internal protocols.
- * Community based staff must keep contact information for those on your caseloads readily available to make emergency calls.
- * Keep emergency kits and numbers updated and available.

Notice of Closing:

People supported & Employees follow notification from EPIC for weather closings/delays. **Notifications will be made by 5:30 AM.**

EPIC's mobile services are spread over various jurisdictions. Isolated areas could experience interrupted services. The support team affected by isolated areas must contact the person supported and communicate any disruptions of service.

- ⇒ Constant Contact (pre-registered)
- ⇒ our [Website](#)
- ⇒ check EPIC's [Facebook page](#)



Residential, Personal Supports, and Employment Programs operate differently than Day Programs and should do the following:

Residential homes are open 24 hours 7 days a week and staff should report according to [schedule](#).

Employees under Employment & Personal Support programs must follow guidance from your supervisor. People supported that have jobs [must follow their jobs' closing procedures](#).

What to do if you use MetroAccess!

MetroAccess' Inclement Weather Policy ([MetroAccess Customer Guide](#))

During severe weather, icy or hazardous road conditions, Metro Access might not transport riders from their homes or pick-up site, but instead focus on safely returning all riders.

Service changes due to inclement weather will be announced on local TV, radio, and their Website, www.wmata.com/metroaccess.

First Step: Contact MetroAccess to determine their operating status.

Second Step: Cancel reservations for the morning and afternoon run if EPIC is closed.

Third Step: For [late openings and/or early departures, you must call MetroAccess at least 2 hrs ahead or cancel the reservation](#).

Fourth Step: **Do not send individuals supported by EPIC to the day programs or Admin. office when EPIC is closed or has a delayed opening.** [If MetroAccess](#)

[arrives to your home, remind them that EPIC is closed.](#)

**** Important ****

In the event that EPIC is open and MetroAccess is not transporting, EPIC is responsible for the transport. Pending conditions, EPIC residential staff may need to transport individuals to their assigned locations.

Additionally, Employment staff may need to transport people supported to their employment sites.

**Inclement Weather or Unplanned Events Can Happen...
a Quick Guide for What to Do**