

High-Risk Communication Guide

- **Regulatory Visits:**
 - Administrator or designee call or text RVPO and RNC. RVPO and RNC will communicate with the leadership.
 - Administrator or designee will send notice to surveyalert@extendedcarellc.com indicating the nature of the visit (i.e., Complaint, annual, FIC, OIG, or any legal or regulatory agency), number of surveyor and any other pertinent information.
 - End of day communication during survey will also be send to surveyalert@extendedcarellc.com utilizing the “Survey Report.”
- **Physical Plant Issues**
 - In the event of a:
 - Power outage, fire, flood
 - Loss of heat or air
 - Severe weather
 - Call light system out of service
 - Administrator or designee call or text RVPO as well as VP of Physical Plant Operations
 - Administrator or designee to email criticalalerts@extendedcarellc.com
- **Survey Documents**
 - Administrator and/ or designee is responsible to check EPOC(III.) and Access Indiana (In.)
 - All written materials received by Public Health, or any other regulatory body get scanned and sent to SURVEYDOCUMENTS@EXTENDED CARELLC.COM directly and as soon as you receive. Include the date received stamped or handwritten with your initials in the top corner.
 - Be certain when you are out of the facility whoever is processing the mail and in charge knows this procedure.
 - ECC will maintain a database of all documents received from Public Health.
- **Any Type of Press**
 - All **unsolicited** contact from the press, all staff should be advised to take the name and number of the caller and inform them that a member of our media relations team will be in touch with them.
 - No comments should be made to the press by any member of our staff.
 - Administrator will notify the RVPO who with leadership.

Contact Information:

Regional VP Operations:

- Katie Robertson: 219-238-2525
- Wendy Janulis: 708-846-3356
- Mark Steinberg: 708-878-7657

VP Clinical Operations: Rosy Perez: 219-669-3393

VP Quality Assurance: Sharon David: 989-709-6259

VP Physical Plant Operations: George Giolas 708-548-2159

CEO: Levi Israel: 414-732-5167