



How We Respond to Disasters

Our comprehensive approach to disasters ensures dialysis patients receive the life-sustaining care they need and our employees are safe and supported.

Our Disaster Response Team

- Our Disaster Response Team (DRT) maintains relationships with key local, regional and national entities — Emergency Operation Centers (EOCs), federal, state and local governments, first responders, volunteer organizations, utilities and businesses, so when a disaster strikes, we ensure that critical needs for fuel, water, transportation and other services are prioritized for patients receiving dialysis treatment.
- We routinely conduct mock disaster trainings to ensure all parties are aware of protocols and understand their roles and responsibilities so that disaster operations run as smoothly as possible.
- Once the DRT has been mobilized, daily update calls with representatives from departments across the company help ensure staff are empowered to take care of our patients quickly and effectively.
- Mobilizing local Command Centers in response to a disaster is the backbone of our DRT operations. We bring in leadership from outside the impacted area to run the Command Centers, enabling local leadership to focus on clinic operations. Command Center staff works logistics including accounting for all patients and employees, and arranging for the distribution of food, personal generators and other necessary supplies. Our Renal Therapies Group Distribution Centers are used to stage supplies for shipping and/or distribution to the clinics.



We Support Our Patients

- Ahead of a significant storm, we provide patients with emergency packets including a three-day renal diet, a care transition report, a list of labs and medications and our patient emergency phone number.
- Patients can contact our 24-hour toll-free Patient Emergency Line at any time at 1-800-626-1297.
- Our local teams and our Care Navigation Unit staff contact each of our patients directly to ensure their safety and continuity of care.
- Ahead of a known disaster, such as a hurricane, our clinics extend hours and add extra shifts to provide dialysis treatment ahead of the storm. We also prepare clinics in impacted regions for an influx of transient patients.
- Our doors are open to any patient, regardless of where they usually get their dialysis treatment.
- After the disaster, we work to locate patients and make home visits where needed.
- If necessary, we will repair or replace dialysis machines and equipment, process lab work from across the country, ship medicines and supplies to where they are needed most and provide vascular care to patients to ensure they maintain their vascular access for dialysis.

We Support Our Employees

- **Housing and transportation:** We bring in RVs and campers to provide housing for our employees and/or arrange for temporary housing or vehicles for them.
- **Supplies:** From bottled water to baby formula, diapers, food, clothes, toiletries and pet food, home supplies and repair items, Command Centers are stocked and open from dawn to dusk for employees in need. Command Center staff also help bring needed fuel and generators for our clinics and our employees' vehicles and homes.
- **Childcare stipends:** We assess family and pet care needs of each employee and provide stipends to support their care.
- **Employee support:** Our PTO Hardship Fund allows employees to donate available vacation hours to those affected by the disaster, and our FMCNA CARES Fund provides financial assistance up to \$2,500 to impacted employees and their families — employees can donate to the fund as well.
- **Salary continuance plans:** We assess the disaster and provide necessary salary continuance for employees in impacted areas.
- **Employee volunteers:** Our staff volunteer to work in impacted areas to provide supplemental staffing and support local patient needs.

We Do Whatever it Takes to Care for Our Patients and Employees



After Hurricanes Irma and Maria we had 89 patients who evacuated from St. Thomas to Puerto Rico to South Florida. We partnered with the Centers for Medicare & Medicaid Services to open a newly constructed clinic in a matter of days for these patients — a process that typically takes 90 days.



After flooding ravaged Houston during Hurricane Harvey, we partnered with a Duck Boat (amphibious vehicle) company in Mobile, Alabama to transport flood-stranded patients to clinics for life-sustaining dialysis treatments.



After Hurricane Harvey, we established and funded a special program with Amazon to provide eligible employees — who lost household essentials — with replacement items.

7K
PATIENTS

We were able to provide life-sustaining treatments to more than 7,000 displaced patients after Hurricane Katrina, including more than 1,000 non-Fresenius Kidney Care patients.