



Emergency Response, Reporting and Review Policy

Reviewed: 8/15

I. Policy

Opportunity Services will be prepared to respond to emergencies, meet reporting guidelines and complete a review on emergency incidents. The goal is to protect the health and safety and minimize the risk of harm to persons served and to promote the continuity of services until emergencies are resolved.

“Emergency” means any event that affects the ordinary daily operation of the program including, but not limited to:

- fires, severe weather, natural disasters, power failures or other events that threaten the immediate health and safety of a person receiving services; and
- that require calling 911, emergency evacuation, moving to an emergency shelter or temporary closure or relocation of the program to another facility or service site from more than 24 hours.

All staff will be trained on this policy, the safe and appropriate responses to emergencies and reporting procedures. Program sites will have a written Program Emergency Response Plan that will detail instructions, responsibilities and steps to be taken by staff on behalf of the people served.

II. Response Procedures

I. Safety Procedures

1. **Fires.** Additional information on safety in fires is available at <http://www.ready.gov/fires>. In the event of a fire emergency, staff will take the following actions:
 - i. When a fire is discovered or an alarm is sounding
 1. Yell Fire! Pull the alarm if available.
 2. Immediately evacuate participants to a designated assembly point at least 500 feet from the building.
 3. Notify the fire department by calling 911 from a cell phone or neighbor's telephone phone.
 - a. Follow all directives given by the emergency personnel.
 - b. Give the emergency personnel the address and any pertinent information.
 - i. Description of event, number of people, any injuries
 4. Utilize posted fire exit routes.
 - a. If persons are not in their wheelchairs, if possible staff will place the person in their wheelchair.
 - b. Staff will assist people with evacuation as stated in the CSSP Addendum
 5. Test a closed door before opening by feeling near the top. If the door is hot, use an alternative exit.
 6. Shut any doors if the fire can be contained.
 7. If a room is smoke-filled, keep close to the floor.
 8. Supervisor will conduct a head count of all persons.
 9. Remain Calm and keep everyone together.
 10. Do not re-enter the building until the fire department determines it is safe.
 11. Provide emergency first aid as required until emergency personnel arrive.
 12. Staff will follow any directive given by emergency personnel.
 - ii. How to use a fire extinguisher:
 1. Hold extinguisher upright, pull ring pin
 2. Stand back 10 feet
 3. Aim at base of fire and squeeze lever
 4. Sweep side-to-side
 - iii. Notifications
 1. Once scene is secure, the supervisor (or as delegated) will notify the below persons (as applicable) of the events including of the location the participants will need to be picked up and any known injuries:

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- a. the regional manager of OS
- b. Residential
- c. Case Managers
- d. Guardians

iv. Ongoing

- 1. Safety Drills will be conducted once a month. Fire Drills will be conducted in all licensed facilities on a quarterly basis. The Safety Drills will be documented on the Safety Drill Form. The Safety Drills will be logged on the Monthly Safety Drill log on the server.
 - 2. Staff will monitor fire exits and ensure all doorways and walkways provide for free access.
2. Severe weather and natural disasters. Additional information on safety in severe weather or natural disaster is available online at <http://www.ready.gov/natural-disasters>. In the event of a severe weather emergency, staff will take the following actions:
- i. All work sites and facility will have a designated location that staff and participants will utilize in the event of severe weather.
 - ii. Staff will monitor weather conditions by listening to a local radio station or weather radio for weather warnings and watches.
 - 1. Red Wing – KCUE 105.9 FM (Red Wing)
 - 2. Kasson – KDHL 920 AM (Faribault)
 - 3. Metro – WCCO 830 AM (Mpls/St. Paul)
 - 4. St. Cloud – WJON 1240 AM
 - 5. Rochester – KROC 106.9 FM (Rochester)
- iii. Definitions of warnings and watches:
- 1. Warning: Severe weather is either occurring or is imminent. A warning is the most significant and staff must take immediate action to protect people by seeking immediate shelter.
 - 2. Watch: Severe weather is possible as conditions are favorable for the weather event. Staff should plan and prepare for the possibility of the severe weather. Staff should help people change their plans for travel and outdoor activities.
 - 3. Advisory: Weather conditions may cause inconvenience or difficulty when traveling or being outside. Staff should help people consider changing their plans for travel and outdoor activities or consider that additional time may be required to complete their plans.

iv. Tornado

- 1. In the event of a tornado the Civil Defense will sound the siren to notify the town.
- 2. When staff has been alerted to a tornado watch, staff will monitor the weather radio.
- 3. Should a tornado be sighted in the area, all participants will be moved to the designated storm shelter (the restrooms/basement/inner hall) and squat with their hands covering their heads. The weather radio will continue to be monitored until the all clear is given.
- 4. Participants WILL NOT be dismissed if there has been a tornado in the area until the all clear is given.
- 5. If a tornado warning is give while participants are being transported, the participants should be taken to the nearest shelter. If there is no time to seek shelter, participants and staff should leave the vehicle and lay down flat in the road ditch, if possible, away from highline wires and trees and cover their heads.

v. Severe Weather/Natural Disaster/Civil Emergency

- 1. Each site has an Emergency Action Plan. The staff will follow the protocols set forth in the Emergency Action Plan.
- 2. Site Supervisor, Regional Management, or designated staff person in charge will determine if and when Agency will close or make arrangement for an early dismissal. The following will be taken into consideration:
 - Driving conditions
 - Vulnerabilities of person served
 - Other community closings
 - Unique considerations per site
 - Work obligations
- 3. If weather/conditions are too severe to safely transport, parents, guardians or residential supervisors will be notified. The weather radio station will be monitored for public announcements. Participants will remain either at job sites or agency site until it is safe to transport.

3. **Utility Emergency.** Additional information on safety during power failures is available online at: <http://www.ready.gov/technological-accidental-hazards>. In the event of a utility emergency, staff will take the following actions:
 - i. Power Failure:
 1. Check breaker box. Please check emergency response plan for location of breaker box. Check to see if any breakers have blown. Switch any that have shut off.
 2. If power still off call local electric company, (the number is on attached list) to see if there is an outage and notify them of power failure.
 3. Use emergency supplies (flashlights, battery-operated radio) which are located in a designated marked location at each facility.
 4. Account for the well-being of each person
 5. Inform people of why plans and activities have changed and what staff are doing to keep them safe.
 6. If unable to provide safe environment with power off, close facility.
 - ii. Water Main Break:
 1. Turn off water; please check emergency response plan for location of water main shut off valve.
 2. Notify emergency plumber; please check emergency number list for number.
 3. Account for the well-being of each person
 4. Inform people of why plans and activities have changed and what staff are doing to keep them safe.
 5. If unable to provide safe environment, close facility.
 - iii. Smell Natural Gas:
 1. Evacuate building according to Fire Drill procedure.
 2. Do not use electrical appliances, electrical switches, turn lights on/off, electric wheelchairs, or facility phone. Disengage electric wheelchairs and push them out of building.
 3. Call 911 from outside of facility using a cell phone or neighboring business phone.
4. **Emergency shelter.** Additional information on emergency shelter is available online at: <http://www.ready.gov/shelter>. Some emergencies will be best met by seeking safety in an emergency shelter. Depending upon the emergency you may need to shelter in place or shelter outside the disaster area.
 - i. In the event that staff are not able to safely transport participants to their homes in the event of a disaster, staff would transport consumers in the agency vans to the closest emergency shelter from the facility. If possible, staff will notify residential providers and families to request they meet staff at the emergency shelter.
 - ii. Staff will explain to participants what is occurring, why the move is necessary and what is being done to ensure safety.
 - iii. Staff would follow the directive provided by emergency personnel to locate the closest emergency shelter.
 - iv. If time allows, staff would contact the residential providers and families to meet the staff at the emergency shelter with a 24-hour supply of medications and medical supplies. If time allows, staff will move to the emergency shelter with medical information and emergency contacts names and information.
 - v. At the emergency shelter, staff will notify personnel of any special needs required to use the emergency shelter.
 - vi. Staff will remain calm and keep everyone informed of why events are occurring.
 - vii. Potential reasons for use of an emergency shelter may include: severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services.
5. **Emergency evacuation.** Additional information on emergency evacuation is available on-line at: <http://www.ready.gov/evacuating-yourself-and-your-family>. Some emergencies will be best met by leaving the program site or the community and seeking safety in an emergency shelter. Often the emergency evacuation will be directed by the police, fire or other emergency personnel who will direct people where to seek safety.
 - i. In the event that staff are not able to safely transport participants to their homes in the event of a disaster, staff would evacuate the participants in agency vans according to emergency personnel directives. If possible, staff will notify residential providers and families to request they meet staff at the emergency shelter or evacuation location.
 - ii. The supervisor will account for the well-being of all people receiving services.
 - iii. Staff will inform people of why they are leaving the program and what is being done to keep them safe.

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- iv. Staff will follow the directions received from administrative staff, police, fire and other emergency personnel.
 - v. If time allows, staff would contact the residential providers and families to meet the staff at the emergency shelter with a 24-hour supply of medications, medical supplies, clothing, grooming supplies, or other necessary personal items. If time allows, staff will move to the emergency shelter with medical information and emergency contacts names and information.
 - vi. Potential reasons for emergency evacuation may include: severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services.
6. **Temporary closure or relocation.** Some emergencies will be best met by temporarily closing or relocating a program site for more than 24 hours. This decision will be directed by the program administrative staff.
- i. If the program is closing or relocating temporarily for more than 24 hours, the participants will be notified of why the program is closing and relocating to keep them safe. Formal notifications to the person receiving services, legal representative, and case managers will be completed by the site supervisor and/or regional manager.
 - ii. Staff will follow directions received from administrative staff, police, fire and other emergency personnel.
 - iii. Evacuate the premises if staff and consumers are in the facility. Each site will have a designated area prearranged for all staff and consumers to meet at.
 - iv. Staff will call the appropriate authorities if there is an emergency situation.
 - v. Staff must make sure that all consumers are accounted for at all times. If additional staff is needed to ensure the safety of the consumers, call management immediately.
 - vi. Site Supervisor will notify by phone at least one management staff. Site Supervisor will notify the rest of management team by e-mail.
 - vii. Site Supervisor/management person will work with local law enforcement to secure the property.
 - viii. Management staff and site supervisor will make arrangement for alternative service location.
 - 1. Options to consider:
 - a. Additional community work
 - b. Community leisure activities
 - c. Utilize other Opportunity Services sites
 - d. Contacting case managers for any assistance or ideas
 - e. Contacting other licensed care providers to notify them of the need to coordinate temporary alternative services
 - f. Contacting applicable licensing personnel to request assistance in obtaining licensing variances or the immediate need to license other property.
 - ix. If time allows, staff will remove from the program medication and medical supplies, medical and program books/information, other necessary program and personnel supplies/items and emergency contact names and information.
 - x. Potential reasons for closure or relocation may include: severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services.

7. **Other emergencies:**

i. **Bomb Threat:**

Person receiving call, keep caller on the line and get as much information listed below as possible:

1. Location of bomb—if possible, specific area within the building.
2. When is it set to go off?
3. Has it been placed in the open? Is it disguised? Is it concealed?
4. What kind of bomb and what size?
5. How did the bomb get into the building?
6. Why was it put there?
7. Identification of the caller.

If the above seems to be legitimate proceed with the following:

1. Follow fire drill procedures to evacuate the building. Notify other occupants of the building.
2. Call 911
3. Supervisor will make a visual check of respective area and report any information to emergency personnel.
4. Staff will follow all directive give by emergency personnel
5. Procedure for Fire Emergency will be followed.

ii. **Bomb in facility**

If an actual bomb is discovered

1. DO NOT remove or move bomb.
2. Alert and clear immediate area. Evacuate building following the fire drill procedures.
3. Call 911.
4. Keep everyone away from building until Fire Department and/or Sheriff Department have determined that it is safe to return.
5. Procedure for Fire Emergency will be followed.

iii. **Elevator emergency**

1. Utilize the phone in the elevator to call building; there is a list of numbers in the elevator.
2. Call elevator company, the number is on the list of numbers in the elevator.
3. All staff should become familiar with the manual operation of the elevator.
4. Staff are strongly encouraged not to use the elevator, if all possible, in alone in the building.

iv. **Potentially threatening**

A potentially threatening or a threatening situation is when a disgruntled person commits an act with the intent to cause fear in another or immediate bodily harm or death **OR** intentionally inflicts or attempts to inflict bodily harm of death.

Use caution, remain calm and proceed as follows:

1. Get a person of authority or someone else to assist you in determining what this person wants.
2. Try to get the person calm.
3. In a discreet way get them to move with you and someone else to a less risky area if possible (away from participants). Do not box yourself in; ensure you leave an escape route.
 - Open area
 - Outside
4. If they don't seem to be calming down or you feel the situation is getting out of control, you or someone else should call 911. Make an excuse so you can get to the phone.
5. Get yourself in a safe place and get others as safe as possible.
 - Remain calm
 - Leave building if possible
 - Hide
 - Distract person if necessary to get safe
 - Keep everyone away from danger until police have determined it is safe.
6. Diffuse the situation until police arrive.
7. Procedure for Law Enforcement will be followed.

8. Additional Emergency Procedures for facilities:

9. First Aid and CPR

i. Training

1. A staff person trained in first aid will be available on site whenever a person receiving services is present and staff are required to provide direct services.
2. A staff person trained in cardiopulmonary resuscitation (CPR) will be available on site when required in a person's coordinated services and support plan or coordinated services and support plan addendum whenever a person receiving services is present and staff are required to be providing direct service.
3. CPR training must be include in-person instruction, hands-on practice and an observed skill assessment under the direct supervision on a CPR instructor.

ii. First aid kits

1. First aid kits must be readily available for use by staff and must meet the needs of the persons received services. First aid kits are located at each site in the posted area.
2. First aid kits must include accessible first aid supplies including bandages, sterile compress, scissors, an ice bag or cold pack, an oral or surface thermometer, mild liquid soap, adhesive and a first aid manual.

10. Emergency equipments (<http://www.ready.gov/build-a-kit>)

A flashlight and portable radio that can be used in the event of a power failure must be at each facility. This item will be located in the posted location.

11. Emergency Contacts

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- i. A list of emergency phone numbers is posted in a predominate location at each site, next to a non-coin operated telephone that must be readily available at all times. The mental health crisis intervention team number must be posted, when available.
 1. 911 is listed as the emergency number
 - ii. The names and telephone numbers of each person's representative, physician, and dentist must be readily available.
12. Written emergency response plan
- An emergency response plan must be readily available to staff and persons receiving services. The emergency response plan is located in the office bulletin board. The plan must include:
- i. Procedures for emergency evacuation and emergency sheltering, including:
 1. How to report a fire or other emergency
 2. Procedures to notify, relocate, and evacuate occupants, including use of adaptive procedures or equipment to assist with the safe evacuation of persons with physical or sensory disabilities, and
 3. Instructions on closing off the fire area, using fire extinguishers and activating and responding to alarm systems.
 - ii. Floor plan that identifies:
 1. Location of fire extinguishers
 2. Location of audible or visual alarm systems, including be not limited to manual fire alarm boxes, smoke detectors, fire alarm enunciators and controls and sprinkler systems
 3. Location of exits, primary and secondary evacuation routes, and assessable egress routes if any
 4. Location of emergency shelter within facility
 - iii. Site plan that identifies:
 1. Designated assembly points outside the facility
 2. Location of fire hydrants
 3. Routes of fire department access
 - iv. Responsibilities each staff person must assume in case of an emergency.
 - v. Procedures for conducting quarterly drills each year and recording the date of each drill on the Safety Drill Log
 - vi. Procedures for relocation or service suspension when services are interrupted for more than 24 hours.
 - vii. Emergency escape plan for each person

II. Reporting Procedures

Emergency reports will be completed using the program's emergency report and review form as soon as possible after the occurrence, but no later than 24 hours after the emergency occurred or the program became aware of the occurrence. The written report shall include:

1. It is not necessary to identify all persons affected by or involved in the emergency unless the emergency results in an incident to the person or persons
2. The date, time, and location of the emergency
3. A description of the emergency
4. A description of the response to the emergency and whether a person's coordinated services and support plan addendum or program policies and procedures were implemented as applicable
5. The name of the staff person or persons who responded to the emergency
6. The results of the review of the emergency (see section IV)

III. Review Procedures

This program will complete a review of all emergencies.

1. The review will be completed using the emergency report and review form by the Manager of Compliance
2. The review will be completed within 15 days of the emergency.
3. The review will ensure that the written report provides a written summary of the emergency.
4. The review will identify trends or pattern, if any, and determine if corrective action is needed.
5. When corrective action is needed, a staff person will be assigned to take the corrective action within a specified time period.

IV. Record keeping

1. The review of an emergency will be documented on the emergency reporting form and will include identifying trends or patterns and corrective action if needed.
2. Emergency reports will be maintained at the corporate office in Minneapolis.

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