

## **POLICY AND PROCEDURE PERTAINING TO EMERGENCY RESPONSE AND REPORTING**

### **PURPOSE**

The purpose of this policy is to provide guidelines and instructions on preparing for, responding to, and reporting emergencies.

### **POLICY**

It is the policy of EON, Inc. to effectively respond to and report all emergencies to ensure the safety of persons receiving services and to promote the continuity of services until emergencies are resolved.

EON, Inc. will be prepared to respond to emergencies as defined in [Sec. 245D.02 MN Statutes](#) , subdivision 8, that occur while providing services, to protect the health and safety of, and minimize risk of harm to the person(s) served. Staff will address all emergencies according to the specific procedure outlined in this policy and act immediately to ensure the safety of persons served. After the situation has been resolved and/or the person(s) involved are no longer in immediate danger, staff will complete the necessary documentation in order to comply with licensing requirements on reporting and to assist in developing preventative measures, if applicable. For incident response procedures, staff will refer to the Incident Response and Reporting Policy and Procedure.

All staff will be trained on this policy and the safe and appropriate response to and reporting of emergencies. Program sites will have contact information of a source of emergency medical care and transportation readily available for quick and easy access. In addition, a list of emergency phone numbers will be posted in a prominent location and emergency contact information for persons served at the facility including each person's representative, physician, advanced practice registered nurse, physician assistant, and dentist will be readily available.

### **PROCEDURE**

- I. Emergency means any event that affects the ordinary daily operation of the program including, but not limited to:
  - A. Fires;
  - B. Severe weather;
  - C. Natural disasters;
  - D. Power failures;
  - E. Emergency evacuation;
  - F. Moving to an emergency shelter; or
  - G. Temporary closure or relocation of the program to another facility or service site for more than 24 hours.
  - H. Other events that threaten the immediate health and safety of a person receiving services that require calling 911.

## II. Preparing for Emergencies

- A. A staff person trained in first aid will be available on site, and when required in a person's *Support Plan (SP)* and/or *Support Plan Addendum (SPA)*, be able to provide cardiopulmonary resuscitation, whenever persons are present, and staff are required to be at the site to provide direct services.
- B. Community residential setting and day services must have first aid kits readily available for use by, and that meet the needs of, persons served. At a minimum, the first aid kit must be equipped with accessible first aid supplies including bandages, sterile compresses, scissors, an ice bag or cold pack, an oral or surface thermometer, mild liquid soap, adhesive tape, and first aid manual.
- C. All community residential settings and day services facilities will have:
  - 1. A floor plan available that identifies the locations of:
    - a. Fire extinguishers and audible or visual alarm systems;
    - b. Exits, primary and secondary evacuation routes, and accessible egress routes, if any; and
    - c. An emergency shelter within the facility.
  - 2. A site plan that identifies:
    - a. Designated assembly points outside the facility;
    - b. Locations of fire hydrants; and
    - c. Routes of fire department access.
  - 3. For community residential settings, with three or more dwelling units, a floor plan that identifies the location of enclosed exit stairs, and an emergency escape plan for each person served.
- D. Quarterly fire and severe weather drills will be conducted and logged throughout the year on various days of the week and times of the day to ensure correct implementation of staff responsibilities for response. The Community Supports Supervisor (CSS) or designee will be responsible for the initiation of the emergency drill and will record the date on the *Fire and Storm log form*.
- E. As part of the *Emergency Response Plan* the following information will be maintained at the site:
  - 1. The log of quarterly fire and storm drills.
  - 2. The readily available *Emergency Response Plan*.
  - 3. Emergency contact information for persons served at the facility including each person's representative, physician, advanced practice registered nurse, physician assistant, and dentist will be readily available.
  - 4. Information on the emergency shelter within the facility and the designated assembly points outside the facility.
  - 5. Program Abuse Prevention Plan
  - 6. Relocation procedures or service suspension when services are interrupted for more than 24 hours.
  - 7. Emergency phone numbers that are posted in a prominent location.
- F. If persons served require the use of adaptive procedures or equipment to assist them with safe evacuation, staff will receive specific instruction on these procedures and equipment.

### III. Response Procedures

- A. The use of the following guidelines should insure the most efficient and safest response by staff. There may be modified procedures for specific individuals. Refer to their *SP*, *SPA*, *Individual Abuse Prevention Plan (IAPP)*, or *Self-Management Assessment (SMA)* for specifics.
- B. Staff will call 911 based upon the emergency as written below.
- C. Fire
  1. Always assume that an alarm sounding could be an actual fire.
  2. Staff will respond to all fire and smoke detector alarms or signs of fire by activating the alarm system, if applicable.
  3. Evacuate all persons served from building and go to the outside designated meeting place.
  4. Remain calm and keep everyone together.
  5. Conduct head count. If anyone is unable or unwilling to evacuate, initiate "defend in place". Defend in place means that the person would remain in their room, the door would be closed and wet towels placed against the doorframe on the floor. Direct police/firefighters to person's window as soon as they arrive on the scene.
  6. Staff will call 911 immediately from neighbor's house or cell phone and report the fire. State the address clearly and indicate the location and type of fire if known.
  7. Provide emergency first aid as required until emergency personnel arrive.
  8. If possible, staff will contain the fire by closing doors and if a small fire, attempt to extinguish.
  9. If you cannot locate the source of the fire, or you believe you cannot easily extinguish the fire, immediately shut all doors to seal off areas from fire. The site may have a full sprinkler system.
  10. Test a closed door before opening by feeling near the top. If the door is hot, use an alternative exit.
  11. If a room is smoke-filled, keep close to the floor to breathe more easily.
  12. As soon as police/firefighters arrive, meet them and direct them to the location of any people that may remain in the building. Inform them of any necessary precautions in moving specific people served, if applicable.
  13. Protect persons served from inclement weather as they are evacuated from building - cover with any available coats, blankets, etc., move to the vehicle if possible (turn on the heat and move vehicle away from house), staff will ask for assistance/shelter from neighbors, etc.
  14. Transport all persons served to shelter and/or the hospital for medical attention as needed.
  15. Notify the CSS or designee.
  16. Staff and persons served will not reenter the site until the police or fire department indicate it to be safe.
  17. If the site is not habitable and relocation to a designed safe area is necessary, staff will follow the procedures of the Emergency Evacuation, Emergency Shelter, and Temporary Closure or Relocation of the Program to Another Facility or Service Site for More Than 24 Hours within this policy.

# How to Use a Fire Extinguisher

Remember the Phrase **PASS**

**1. Pull**  
the pin



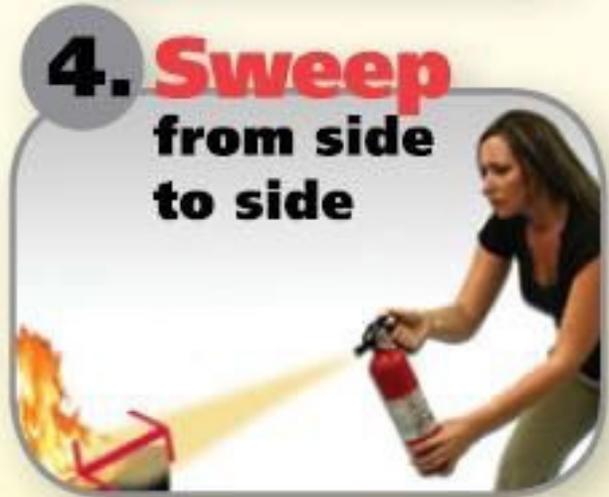
**2. Aim** at  
the base  
of the fire



**3. Squeeze**  
the handle



**4. Sweep**  
from side  
to side



#### D. Severe Weather and Natural Disasters

1. In the event of a severe weather emergency, including but not limited to severe thunderstorm watch or warning, tornado watch or warning, high winds, hail, heavy rain or snow, blizzard watch or warnings, staff will take the following actions:

2. Thunderstorm Watch or Warning, Tornado Watch/Warning:

**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.

**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.

**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.

- a. Staff will listen to the radio, TV, and/or weather radio for current weather conditions.
  - b. Ensure storm kit and first aid kit is in designated shelter or is readily accessible.
  - c. Stay at the house until threat of storm has passed.
  - d. Refrain from using the bathtub and use the facility phone only if an emergency.
  - e. Keep away from the windows.
  - f. Time permitting, check outdoors and indoors for any objects which might become missiles if blown about in high winds such as garbage and recycling cans, lawn chairs, rakes, hoes, metal trays, glasses, vases, mirrors, bottles, and sharp objects. Attempt to secure these objects in a safe place such as a garage or shed.
  - g. If outside the house, return to site prior to onset of storm or arrange a ride home or stay in a safe place until storm has passed.
  - h. Upon hearing siren sounds or take cover warnings, inform all persons to seek shelter and instruct or guide all persons to the designated safe area in the facility. Staff will also bring storm and first aid kit, flashlight, a battery-operated radio or TV, pillow to cover your head with, medications, if applicable and time allows.
  - i. If away from the facility and the siren sounds, follow the directions given at the location.
  - j. Staff will assist all persons in staying in the designated shelter until an all clear is issued on the radio, TV, or weather radio, etc.
  - k. After the storm has passed, staff will complete a general survey of the building and grounds while being alert to any loose or down electrical wires.
3. Blizzard
    - a. In the event of a blizzard, staff will listen to the radio, TV, and/or weather radio for current weather conditions.
    - b. Check the food supply and plan accordingly in the case of a prolonged blizzard or blizzard conditions.
    - c. When forecast indicates a possible snowstorm, do not leave the house until threat of storm has passed.
    - d. Ensure storm kit and first aid kit is in designated shelter or is readily accessible.

- e. If outside the house, return to site prior to onset of storm or either arrange a ride home or stay where you are until storm has passed.
  - f. If emergency transportation is required, notify the county sheriff's office.
4. If any of these events result in the need to evacuate or relocate services for more than 24 hours, notify the CSS or designee . Refer to Emergency Evacuation, Emergency Shelter, and Temporary Closure or Relocation of the Program to Another Facility or Service Site for More Than 24 Hours within this policy.

E. Power Failure (electricity outage or gas leak)

1. In the event of a power failure staff will:
  - a. Remain with and account for the well-being of all people served. If persons served are not in the immediate area at the program, staff will locate and instruct or guide them to a common area.
  - b. Locate storm kit, which includes flashlight and battery-operated radio.
  - c. Notify the power company by cell phone or the nearest phone to determine the estimated length of the power outage. Refer to list of emergency numbers posted by the facility telephone.
  - d. If the power outage is to last more than approximately two hours, staff will contact the CSS or designee to determine what actions will be taken.
  - e. During the winter or summer when lack of heat or air conditioning may be a problem, insure to keep warm by wearing additional layers of warm clothing, use blankets, etc. as necessary or to keep cool by wearing light clothing, shorts, place a dampened washcloth on forehead etc. Refrain from opening doors and allowing heat to escape or to keep the setting cool by pulling shades and curtains.
2. If the gas is smelt or a gas leak is suspected:
  - a. Staff will evacuate the premises immediately to the designate meeting place outside. Staff will immediately call the gas company from a cell phone or the nearest phone and follow instructions.
  - b. **NEVER** light a lighter, match, smoke, or any other open flame or switch anything on or off in the presence of this odor.
  - c. Staff will notify the CSS or designee of the gas leak from the designated meeting place using a cell phone or from a neighbor's phone.
  - d. If the program site is not habitable and relocation to a designed safe area is necessary, staff will follow the procedures of the Emergency Evacuation, Emergency Shelter, and Temporary Closure or Relocation of the Program to Another Facility or Service Site for More Than 24 Hours within this policy.

F. Emergency Evacuation, Emergency Shelter, and Temporary Closure or Relocation of the Program to Another Facility or Service Site for More Than 24 Hours.

1. Occasions may arise when alternate living accommodations must be secured for persons served. Such a situation could be the result of a power failure, a malfunction of the heating system during the winter, a fire or tornado. If occupancy of the facility would no longer be safe, staff will follow the procedure listed below:
  - a. Staff will ensure that everyone leaves the building and will assist all person in gathering at the designated assembly point outside the facility.
  - b. Notify the CSS or designee immediately to assist with coordinating and securing alternate living accommodations.

- c. Staff will refer to the person's *SPA* for predetermined alternative housing, if applicable.
  - d. If access to the program site is permitted, staff will gather and bring necessary items such as program files, personal belongings, change of clothing, toiletries, medications, medical equipment, and medical equipment to sustain life etc. to the alternative housing location.
  - e. Staff will contact local family members, other sites or predetermined alternative housing as written in the *SPA*, if applicable, and move the person served there.
  - f. If for some reason shelter with family or at the other houses is not available, contact staff that live in the community where persons served could be sheltered in small numbers.
  - g. In the event of severe weather, when staff are not comfortable or able to transport the person(s) served, contact the county sheriff's department and they, with the assistance of the local police department, will ensure that staff and person(s) served are moved to one of the above listed areas safely.
- G. Other Events that Threaten the Immediate Health and Safety of Persons Served and that Require Calling 911.
1. Community-Wide Incident: Upon request, staff will cooperate with state and local government disaster planning agencies working to prepare for or react to emergencies presented by a pandemic outbreak. Refer to *Emergency Response Plan*.
  2. Bomb threat
    - a. Upon receiving a bomb threat, staff at the program site should pull the fire alarm, if available.
    - b. Staff will ensure that everyone leaves the building and assembles at the designated assembly point outside the facility.
    - c. Staff will immediately call 911 from a neighbor's telephone or a cell phone.
    - d. Staff and persons will remain outside the building until further instructions are received from the police or fire department.
    - e. If the program site is not habitable and relocation to a designed safe area is necessary, staff will follow the procedures of the Emergency Evacuation, Emergency Shelter, and Temporary Closure or Relocation of the Program to Another Facility or Service Site for More Than 24 Hours within this policy.
  3. Repeated and unwanted or threatening phone calls
    - a. Upon receiving repeated and unwanted or threatening phone calls, staff will hang up the phone immediately or encourage the person served to hang up the phone.
    - b. Staff will lock all doors and windows.
    - c. Staff will monitor the frequency of disruptive phone calls, informing the CSS or designee when the calls continue to a point where the safety of persons served is in question or when the calls are personally threatening or environmentally threatening to a program site or property.
    - d. Staff will call 911 if at any point they feel threatened.
    - e. The CSS or designee will determine when and if the telephone number will be changed due to the harassing or threatening telephone calls.

#### **IV. Reporting Emergencies Procedure**

- A. Staff will immediately notify the CSS or designee that an incident or emergency has occurred and follow direction issued to them.

- B. Staff will complete an *Accident Incident Report* for the emergency as written in the *Reviewing of Incidents and Emergencies Policy and Procedures*.
- C. The CSS or designee will notify safety committee representative, work compensation representative, and Maintenance Manger within 24 hours.
- D. If an incident resulted from the emergency situation:
  - 1. Staff will complete a *General Event Report (GER)* for each person served.
  - 2. The CSS or designee will maintain information about and report incidents to the legal representative or designated emergency contact and case manager, other licensed holders and all concerned others listed on the person's *Emergency Notification* form within 24 hours of an incident occurring while services are being provided, within 24 hours of discovery or receipt of information that an incident occurred, unless the company has reason to know that the incident has already been reported, or as otherwise directed in the person's SP and/or SPA.
- E. When the incident or emergency involves more than person served, the company and staff will not disclose personally identifiable information about any other person served when making the report to each person and/or legal representative and case manager unless the company has the consent of the person and/or legal representative.
- F. If a serious injury or death were to occur as a result of the emergency situation, staff will follow the response and reporting procedures as stated in the *Incidents Response and Reporting Policy and Procedure* and, if needed, the on *Death of a Person Served Policy and Procedure*.

**REFERENCED POLICIES**

Incidents Response and Reporting  
Death of a Person Served

**REFERENCED FORMS**

Emergency Response Plan  
Support Plan (SP)  
Support Plan Addendum (SPA)  
Individual Abuse Prevention Plan (IAPP)  
Self-Management Assessment (SMA)  
Reviewing of Incidents and Emergencies  
General Event Report (GER)  
Health T-Log  
Emergency Notification