POLICY AND PROCEDURE ON EMERGENCIES

I. PURPOSE

The purpose of this policy is to provide guidelines on preparing for, reporting, and responding to emergencies to ensure the safety and well-being of persons served.

II. POLICY

The company will be prepared to respond to emergencies as defined in MN Statutes, section 245D.02, 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 *Policy and Procedure on Responding to and Reporting Incidents*.

All staff will be trained on this policy and the safe and appropriate response to and reporting of emergencies.

III. PROCEDURE

Defining emergencies

A. Emergency is defined as any event that affects the ordinary daily operation of the program including, but not limited to:
   1. Fires.
   2. Severe weather.
   3. Natural disasters.
   4. Power failures.
   5. Emergency evacuation or moving to an emergency shelter.
   6. Temporary closure or relocation of the program to another facility or service site for more than 24 hours.
   7. Other events that threaten the immediate health and safety of persons served and that require calling "911."

Preparing for emergencies

A. Staff are trained in basic first aid and, when required in a person's *Support Plan* and/or *Support Plan Addendum*, cardiopulmonary resuscitation (CPR).

B. 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.

Responding to emergencies when service is being provided

A. Staff will call "911" based upon the emergency situation as provided in each individual response procedure as stated below.

B. **Fire**
   1. Staff will respond immediately to all fire and smoke detector alarms or signs of fire by activating the alarms system.
   2. All persons will be evacuated from the building by staff.
   3. "911" will be immediately called from a neighbor's telephone or a cell phone in order to report the fire.
   4. Staff will contain the area of the fire, if feasible, by closing doors. If it is possible to put out the fire with a fire extinguisher, staff will attempt to do so.
   5. Staff will notify the manager or designee.
   6. Persons served and individuals will not reenter until the police or fire department issue instructions that

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the area is safe.

7. If the person's home is not habitable and relocation to a designated safe area such as an emergency shelter is necessary, staff will report to the manager or designee. The manager or designee will communicate with the legal representative, case manager, emergency contact person and other support team members to coordinate emergency shelter if needed.

C. **Severe weather conditions and natural disasters**

1. At the first sign of severe weather, including but not limited to high winds, heavy snow or rain, or extreme temperatures, staff will confirm the location and safety of all persons served.
2. Staff will monitor for current weather conditions.
3. Upon hearing sirens or a take cover warning, staff will notify all persons that they need to seek shelter and will guide all persons to a safe area. -
4. Staff will assist all persons in staying in the safe area until an all clear is issued through the radio or by other means.
5. If injury or damage occurs, staff will notify the manager or designee and follow directions given.
6. If relocation to a designated safe area such as an emergency shelter is necessary, staff will report to the manager or designee. The manager or designee will communicate with the legal representative, case manager, emergency contact person and other support team members to coordinate emergency shelter if needed.

D. **Power failure (electricity outage or gas leak**)

1. During a power failure, staff will ensure the person is safe. -
2. The power company will be contacted by cell phone to determine estimated length of the power outage. If estimated to last less than two hours, the manager or designee will be contacted to determine what actions will be taken. If the power outage is to last more than two hours the manager or designee will communicate with the guardian, case manager, emergency contract person and other support team members to coordinate emergency shelter if needed.
3. If gas is smelled or a gas leak is suspected, staff will evacuate persons to a safe location.
4. The gas company will be immediately notified, and instructions followed.
5. No one will be permitted to use lighters, matches, or any open flame during this time. All electrical and battery-operated appliances and machinery will be turned off until all clear has been provided.
7. The manager or designee will be notified of the gas leak. This call will be made by staff from the safe area using a cell phone or from a neighbor's phone.
8. If relocation to a designated safe area such as an emergency shelter is necessary, staff report to the manager or designee. The manager or designee will communicate with the legal representative, case manager, emergency contact person and other support team members to coordinate emergency shelter if needed.

E. **Emergency evacuation, moving to an emergency shelter, and temporary closure or relocation of the program to another facility or service site for more than 24 hours**

1. If a person must evacuate from their home staff will assist the person in gathering needed items (clothing, medication, hygiene items, etc.).
2. Staff will report to the manager or designee. The manager or designee will communicate with the legal representative, case manager, emergency contact person and other support team members to coordinate emergency shelter if needed.

F. **Other events that threaten the immediate health and safety of persons served and that require calling "911"**

1. Pandemic event: 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.

Reporting emergencies

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A. Staff will immediately notify the manager that an incident or emergency has occurred and follow direction issued to them and will document the incident or emergency on an *Incident and Emergency Report* any related program or health documentation. Each *Incident and Emergency Report* will contain the required information as stated in the *Policy and Procedure on Reviewing Incidents and Emergencies.*

B. If an incident resulted from the emergency situation, the manager will maintain information about and report incidents to the legal representative or designated emergency contact and case manager 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 *Support Plan* and/or *Support Plan Addendum.*

C. 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.

D. 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 *Policy and Procedures on Responding to and Reporting Incidents* and, if needed, the *Policy and Procedure on Death of a Person Served.*

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