

## **EMERGENCY PROCEDURES:**

### **FIRE/EVACUATION PROCEDURES:**

#### **In Case of a Fire:**

- Remain Calm & **REACT**:
- **R**- Remove those in immediate danger.
- **E**- Ensure that the room door is closed.
- **A**- Activate the Fire Alarm or paging system (if not already done).
- **C**- Call 911 & 651-365-3745 to invoke LCCP.
- **T**- Try to extinguish fire if safe to do so, use PASS:
  - **P**- Pull the Pin in the handle.
  - **A**- Aim the nozzle at the base of the fire.
  - **S**- Squeeze the lever (trigger) slowly.
  - **S**- Sweep from side to side.
- All staff should assist to evacuate in any way necessary with any person served in the building.
- Meet at designated emergency meeting area.
- If applicable, staff in charge will bring the day's data basic sheets, persons served roster, staff schedule.
- There will always be someone from HR to access the emergency contacts for each employee.
- If applicable, staff in charge will take attendance to account for all persons using the Data Basic sheets and staff schedule.
- After all persons have been evacuated, do not re-enter the building until authorized by fire/police/designee.

#### **Unable to Evacuate:**

- Call 911 giving your location.
- Close door & place a towel or another type of cloth/object under the door to assist in preventing smoke from entering.
- If smoke enters room, stay low as heat and gases tend to rise.

#### **If you are on Fire:**

**STOP** where you are, **DROP** to the floor or ground and **ROLL** your body to smother the fire.

### **UTILITY FAILURE PROCEDURES:**

#### **If Natural Gas Leak or a Ventilation Odor is Suspected or Present, the staff who discovered it should:**

1. Remain Calm & do not turn on switches or electrical equipment including telephones, if there is a suspected gas leak.
2. Notify the designated staff in charge, if applicable.
3. If applicable, staff in charge will inform Department Managers and Facilities of the need to evacuate.

4. Facilities will inform the emergency shelter and the property manager of Lifeworks' situation.
5. All visitors and staff **must evacuate immediately** and gather at the emergency shelter.
6. If applicable, the staff in charge will bring the day's data basic sheets, persons served roster, staff schedule, and there will always be someone from HR to access the emergency contacts for each employee
7. From the emergency shelter or external meeting area, the designated staff in charge will call 911 and 651-365-3745 to invoke the Crisis Communication Plan.
8. The staff in charge will take attendance to account for all persons, if applicable.
9. After all persons have been evacuated, no one should enter or re-enter the building for any purpose.
10. The staff in charge will send an emergency e-mail notification to keep staff from entering the building.
11. The staff in charge will notify the Transportation Department of the emergency situation.
12. Staff should not smoke or start vehicles close to the building.
13. Staff will be informed by the program supervisor or designated staff in charge when it is safe to re-enter the building, or go home.
15. If services for the day are to be suspended, or services will be continued at a temporary shelter, the Transportation Department will assist program staff with making arrangements for people's transportation.

### **Electrical Power Outage:**

- Remain Calm and in place. Await instructions from the designated staff in charge.
- Designated staff in charge should invoke the Crisis Communication Plan if necessary.
- If evacuation is necessary use flashlights to assist with safety.
- Assist people served or others needing assistance to the designated external meeting area.
- The staff in charge will bring the day's data basic sheets, persons served roster, staff schedule, and staff emergency contact information to the meeting area.

### **Facility Problem (roof, plumbing, loss of water, loss of Heat or A/C etc.):**

- Remain Calm.
- If full evacuation is necessary, assist people served or others needing assistance to the designated external meeting area.
- Designated staff in charge must call and invoke the Crisis Communication Plan if necessary.
- If applicable, the staff in charge will bring the day's data basic sheets, persons served roster, staff schedule, and there will always be someone from HR to access the emergency contacts for each employee

- If applicable, the staff in charge will take attendance to account for all persons using the Data Basic sheets and staff schedule

### **Network Problem:**

- Designated staff in charge must call the IT Service Desk by calling **651-365-3786** or open a Fresh Service Incident ticket from a remote device with cellular service and invoke the Crisis Communication Plan if necessary.

## **MEDICAL EMERGENCIES PROCEDURES:**

### **In the event of a Medical Emergency, the person who discovered the emergency should:**

1. Remain Calm & do not move the victim unless absolutely necessary.
2. Delegate Staff to:
  - Call 911 if a life threatening situation occurs
  - Call 651-365-3745 to invoke Lifeworks Crisis Communication Plan if necessary.
  - If suicide threat, contact the Mental Health Crisis Intervention Team for assistance (dial, text or chat 988) first if appropriate, see suicide threat section below.
  - Staff will attend to the person and provide assistance; trained staff will provide first aid & CPR as needed or directed by the 911 dispatcher until relieved by another staff or EMS.
  - If possible, staff will wait for the police and ambulance to arrive at the front entrance and direct them to the emergency. Locate person's medical profile and any protocols, DNI/DNR orders if applicable.
3. Staff should assist people served away from the area to another location or part of the room to ensure their safety and protect the privacy of the person served.
4. Whenever possible, a Lifeworks staff person will accompany the person to the hospital and remain there until the guardian, family or residential staff arrives.
5. If a person's legal representative or emergency contact is unable to be reached, the senior vice president of services, or her designee, is the authorized representative to act in a medical emergency.
6. Call 651-365-3745 to invoke Crisis Communication Plan.

### **If a person threatens Suicide, the person who identified the situation should:**

1. Remain calm and not leave the person alone.
2. Follow Medical Emergency procedure & page immediately, also:
  - Contact the Mental Health Crisis Intervention Team for assistance (dial, text or chat 988) unless the threat of harm is imminent to self, call 911 immediately & page procedure is followed.
  - If the threat of harm is imminent to others, call 911 immediately & page if necessary and follow the Violent or Other Threatening Situations Emergency Procedure.
  - Listen to the person; do not act shocked, judgmental or debate. Accept their feelings as they are, be understanding, remind them help is available and things will get better.

- Ask direct questions like “Are you thinking of hurting yourself?”, “What are you thinking of doing?”, “Do you have a plan?” etc.
- Remember that suicide is a permanent solution to a temporary problem; suicide is about stopping the pain and not about death.

**If a drug overdose is discovered or suspected, the person who discovered the emergency should:**

1. If the person is unconscious, having convulsions, or is not breathing, follow the Medical Emergencies Procedure above immediately.
2. If the person who took the drug is not having symptoms, do not wait to see if symptoms develop; call the poison control center **1-800-222-1222** immediately.
3. Answer the poison control center’s questions and follow their recommendations.

\*Remember to review Lifeworks site specific emergency procedures if you access those facilities