

Lifeworks Emergency Procedure review Q2 2023

Anytime there is potential danger, a life threatening situation, emergency evacuations, medical emergencies, emergency lockdowns, or if additional assistance is needed, follow the emergency procedures of the location. If you do not know what those procedures are:

1. **Call 911** say “I want a Crisis Intervention Team Officer”, or Text MN to 741741 for mental health crisis help, or call ****CRISIS (**274747)** for mental health crisis help in metro counties
2. **Poison Control’s number: 1-800-222-1222**
3. **Notify your supervisor**
4. **Call 651-365-3745** to invoke the Lifeworks’ Crisis Communication Plan (LCCP)
5. Call the **Mental Health Crisis Intervention Team Numbers:** if the person’s Support Plan/Support Plan Addendum instructs or if a person threatens suicide. **The 988 Suicide & Crisis Lifeline** (formerly known as the National Suicide Prevention Lifeline): Dial, text, or chat “988” or call toll free 1-800-273-TALK (8255) or website: www.988lifeline.org

There is also a Lifeworks’ employee resource listed as well.

Employee Assistance Program: Hartford at 1-800-964-3577

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.

NATURAL DISASTERS OR SEVERE WEATHER/SAFE AREA PROCEDURES: SAFE AREA

In Case of Severe Weather/Blizzard/Tornado WARNING, the staff first informed of it should:

1. Remain Calm.
2. Assist people served or others needing assistance to a designated interior safe area.
3. Notify 911 if a life threatening situation occurs
4. Call 651-365-3745 to invoke the Crisis Communication Plan.
5. Remain listening to the National Weather Service System for weather alerts and updates.
6. Stay away from doors, windows, outside walls and corners because they attract debris.
7. All staff should assist in any way necessary with any person served or person disabled in the building to designated safe areas.
8. 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
9. If applicable, the designated staff will take attendance to account for all persons using the Data Basic sheets and staff schedule.

If A Watch is issued:

- Be ready to act quickly & take shelter.
- Designated staff in charge should monitor the Weather Radio for an increase in level to warning.
- See Transportation during a Warning section below.

Transportation during a WARNING:

- If inclement weather begins while people served are with Lifeworks' staff the staff in charge will decide if early closure may be necessary based on the local weather forecasts or reported by the Weather Radio Alerts and report to the Lifeworks Transportation Department **at 651-365-3713**.
- If it is not possible to send people served home safely, all staff will remain to provide care for people served until it is safe for them to return home and the warning has expired.
- Residences of people served and contracted transportation will be notified accordingly.

- Contracted transportation providers may choose to arrange early pick up of people served. Lifeworks will follow their recommendation for picking up affected people.

VIOLENT, POSSESSION OF WEAPONS, OR OTHER THREATENING SITUATIONS/LOCKDOWN PROCEDURES:

In the event of a Violent, Possession of Weapons, or Other Threatening Situation, the person who is aware/witnessed should:

1. Remain Calm and remember to use defusing techniques below.
2. Overcome denial and recognize signs of danger and respond.
3. Do not take any threats lightly
4. Delegate staff to let others know where the situation is at.
5. Run, Hide, Fight
 - Run-
 - Assist people served or others needing assistance to immediately evacuate the area. Go to the designated emergency shelter location.
 - Hide-
 - Assist people served or others needing assistance into lockdown in the designated areas where you can hide and or deny the violent person access
 - Fight (Last resort)
 - If your life or the lives of others are at risk, you make the personal decision to try to attack and incapacitate the violent person to survive

Defusing Techniques:

- 2 key elements are ventilation and active listening:
 - Ventilation- essentially involves letting the other person speak, giving them a chance to “ventilate” and discharge their anger. Do not argue, offer advice, or defend oneself or department.
 - Active Listening- after the person has calmed down, let the person know your listening by validating they are upset, verification that you understand what they are saying/feeling, and reflective questioning, allowing the person to ask questions in order to get the person to slow down and consider what they are talking about.
- Avoid an extreme reaction to the anger or threat, remain calm, use relaxation techniques like deep breathing, counting, etc.
- Move slowly and speak in a slow, smoothing tone.

- Shift your focus from trying to placate the customer to trying to defuse the immediate situation.
- Always remember that it is very difficult, if not impossible, to reason with an irrational individual.
- Do not try to be a hero. If it is safe to do so, walk away from the situation and get help; never put your own safety in jeopardy.

Do not take any threats lightly, report any threats or violent incidents to your supervisor and human resources immediately if it does not result in a lockdown. Lifeworks has a No Weapons Policy.

Evacuate:

1. Have an escape route and plan in mind.
2. Leave belongings behind.
3. Prevent individuals from entering an area where the active shooter may be.
4. Do not attempt to move wounded people.
5. Call 911.
6. Go to the designated emergency shelter location.

While in Lockdown:

- Lock and/or barricade all doors where possible with heavy furniture. Cover any windows or openings that have a direct line of sight into a hallway. Shut off lights if possible, try to give the impression that the room is empty.
- Evacuate through another exit (door or window) if it can be done.
- If you cannot evacuate, try to remain quiet, low to the ground, behind furniture when possible.
- Silence cell phones (put on vibrate or silent mode).
- Call 911.
- Do not leave area unless there is an actual fire or as directed by police or designated authority with an "All Clear"

Fight:

If you are unable to evacuate or go into lock down, attempt to distract or incapacitate the violent person/active shooter as a last resort. Throw items, yell, and create noise and movement with the intent of reducing the person's ability to shoot accurately.

- Call 651-365-3745 to invoke the Crisis Communication Plan.
- The designated staff in charge will take attendance to account for all persons present once an evacuation has occurred or a lockdown has ceased.

MISSING, ELOPEMENT or UNAUTHORIZED ABSENCE PROCEDURES:

In the event of a Missing Person, the person who identified the situation should:

1. Remain Calm and keep the surrounding people calm.
2. Identify the “leader” of the situation.
3. Delegate staff to check surrounding areas for 5 minutes and report back to the leader.
4. Contact any known locations the person would go or follow the person’s Support Plan/Support Plan Addendum regarding any elopement history. Ask other people if they have any information regarding the person missing.
5. If person is not found within the 5 minutes, the leader will call 911.
6. Call 911 unless their Support Plan/Support Plan Addendum directs otherwise
7. Call 651-365-3745 to invoke Crisis Communication Plan.
7. Stay in the location last known of the missing person until the person is located or the leader/police provide further direction.

In the event of an Elopement, the person who identified the situation should:

1. Remain Calm.
2. Page & identify the “leader” of the situation.
3. The leader should follow, if possible, the person to ensure they are safe.
4. If the leader is not able to follow or convince the person to return, the leader will call 911 unless the person’s Support Plan/Support Plan Addendum states otherwise.
5. Call 651-365-3745 to invoke the Crisis Communication Plan.
6. Contact any known locations the person would go or follow the person’s Support Plan/Support Plan Addendum regarding any elopement history. Ask other people if they have any information regarding their intended location.

In the event of an Unauthorized Absence:

1. If a person is schedule at a site (job or program) and does not show up, contact the person or residence to find out the reason for the unauthorized absence.
2. If the person’s location is unknown, contact their mode of transportation if applicable.
3. If the person’s location is still unknown, follow the steps for a missing person.

*Remember to review any site-specific emergency procedures if you access Lifeworks facilities.