

Emergency Response

Anytime there is potential danger, a life-threatening situation, emergency evacuations, medical emergencies, emergency lockdowns, or if additional assistance is needed:

1. **Call 911** State the emergency and follow the guidance given by the 911 operator. For a mental health crisis, 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.

Then, as appropriate, call:

- a. **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): Call, text, or chat **988** or call toll free 1-800-273-TALK (8255) or visit the website:
www.988lifeline.org

There is also a Lifeworks’ employee resource listed as well.
Employee Assistance Program: Hartford at 1-800-964-3577

- b. **Poison Control’s number: 1-800-222-1222**

As soon as possible after making initial appropriate calls:

2. **Notify your supervisor**
3. **Call 651-365-3745** to invoke the Lifeworks’ Crisis Communication Plan (LCCP)

The following emergency situations and responses are found within this document:

- Immediate Evacuations: Fire, Bomb Threat, Gas Leak
- Immediate Assistance Needed: Medical Emergency, Suicide Threat
- Immediate Lockdown: Violent or Other Threatening Situation
- Immediate Safe Areas: Natural Disasters-Blizzards, Tornadoes, or other Severe Weather

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
- All staff should assist in any way necessary any person in the building to evacuate.
- Meet at designated external meeting location (North side of building at tree, behind Visitor parking sign).
- The designated staff in charge will bring the day's sign in and there will always be someone from HR to access the emergency contacts for each employee.
- The designated staff in charge is responsible to clear and check all areas to ensure everyone is out of the building, and to take attendance of the staff at the designated external meeting location.
- 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 needing assistance to a designated interior safe area.
3. Notify 911 if a life threatening situation occurs
4. Call 651-365-3745 to invoke LCCP if necessary.
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. The designated staff in charge will bring the day's sign in and there will always be someone from HR to access the emergency contacts for each employee.
8. The designated staff is responsible to clear and check all areas to ensure everyone is in a safe part of the building.
9. The designated staff will take attendance to account for all persons.

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.
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- If it is not possible to send people home safely, all staff will remain at Lifeworks until it is safe and the warning has expired.
 - There is snacks and water in the café available to people during an emergency if necessary.

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 call and alert where the situation is at. If it's in the front entrance, the individuals in the workspace connected will be the delegated staff to alert the building or assist in defusing.
5. Run, Hide, Fight
 - Run-
 - Assist others needing assistance to immediately evacuate the area. Go to the designated emergency shelter location.
 - Hide-
 - Assist 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:
 - Vent- essentially involves letting the other person speak, giving them a chance to "vent" 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: Target.

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. Page & identify the "leader" of the situation.
3. Delegate staff to check the building and surrounding areas for 5 minutes and report back to the leader.
4. Contact any known locations the person would go if the person has a history 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 the person is not found within the 5 minutes, the leader will call 911.
6. Call 651 365-3745 to invoke the LCCP.
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 LCCP.
6. Contact any known locations the person would go if the person has a history 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.

***Review location specific emergency procedures for locations you visit.**