

Lifeworks Emergency Procedures

Purpose

The purpose of this procedure is to guide staff in responding effectively during various types of emergencies at this program location.

Procedure

Location: Center for Disability Inclusion- New Hope
7508 N 42nd Ave
New Hope, MN 55428

Date Revised: 3/28/2025

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 client’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 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 Facilities & Transportation Departments at: 651-454-2732**
4. **Call 651-365-3745** to inform the Crisis Communication Team of the crisis

The following emergency situations and responses are found within this document starting on page 5:

- Immediate Evacuations: Fire, Bomb Threat, Gas Leak
- Immediate Assistance Needed: Medical Emergency, Suicide Threat
- Immediate Assistance Needed: Missing/Elopement of person (client)
- Immediate Lockdown: Violent or Other Threatening Situation
- Immediate Safe Areas: Natural Disasters-Blizzards, Tornadoes, or other Severe Weather

Location of Designated Areas & Equipment:

| | |
|---|---|
| <u>Designated External Meeting Area (evacuations) Location(s):</u> | |
| <ul style="list-style-type: none"> • Northeast corner of parking lot | |
| <u>Internal Lockdown Locations:</u> | <u>Designated Internal Safe Areas:</u> |
| <ul style="list-style-type: none"> • Restrooms • Wellness Room | <ul style="list-style-type: none"> • Restrooms • Wellness room |
| <u>Window Breaker Location(s):</u> | |
| <ul style="list-style-type: none"> • copy room (within First Aid Kit) | |
| <u>Fire Extinguishers Location:</u> | <u>Fire Pull Alarm Location(s):</u> |
| <ul style="list-style-type: none"> • In the Hallway next to copy area • Kitchen | <ul style="list-style-type: none"> • N/A |
| <u>Exit Locations:</u> | <u>First Aid Kit Location(s):</u> |
| <ul style="list-style-type: none"> • Primary: Front Door • Secondary: Back Door | <ul style="list-style-type: none"> • Copy Room Area |
| | <u>AED Location:</u> |
| | <ul style="list-style-type: none"> • Left side on wall between hallway and changing Room |

| | |
|--|--|
| Flashlight Location(s): | Copy Room Cabinet |
| Weather Radio Location(s): | Copy Room Cabinet |
| Fuse Box Location(s): | One in Conference room and one in copy room area |
| Analog Phone Location(s): | Copy Room Area |
| Red Emergency Book & Procedures Location: | Online, employee bulletin board has emergency procedures posted & book is in the Copy Room cabinet |
| Crisis Communication Policy | Online & employee bulletin board. |
| Attendance Roster Location(s): | Emergency book/Online |
| Food Storage Location(s): | Refrigerator |
| Designated Emergency Shelter: | |
| Name of Business: | YMCA |
| Address: | 7601 42 nd Ave N, New Hope, MN 55427 |
| Contact Name & | Nina Wolf |
| Phone Number | 763-592-5507 |

Essential Medical Needs: essential medications and treatments are withheld during an emergency and communicated to the appropriate health care professional (Lifeworks health consultant or the clients’ nurse/ doctor/ guardian) for notification and direction. Currently, any clients’ requiring essential services are accompanied by a staff and are responsible to provide any essential care needed. Alert 911 to any life-threatening situations.

Support needed for those with mobility, hearing, visual, and speech impairments: each Lifeworks staff is expected to assist with any person in need of assistance by anyway necessary to remove the person from danger to safety.

Designated Responsible Personnel & Assignments:

| Type: | Primary Personnel Assigned: | Secondary Personnel Assigned: |
|--|---|---|
| Designated Staff in Charge for Program Site: | Team Manager | Team Supervisor or staff in charge that day. |
| Assistance to clients needing support: | Each direct care staff is responsible for the group assigned to them. | All direct care staff/other personnel are required to assist as needed if able. |

| | | |
|--|-----------------|------------|
| Maintaining essential emergency contact lists located in the red emergency book and by phones: | Team Supervisor | Lead staff |
|--|-----------------|------------|

Reporting Requirements: The Team Manager, Supervisor or lead staff in charge is responsible for completing an Emergency Report for any drill or actual emergency within 24 hours.

- Follow the Emergency Report Procedure and Incident Tracking in CRM Procedure for reporting requirements and directions.
- Relocation of services for more than 24 hours requires immediate (within 24 hours) notification to all required clients and a written report within 5 days. This statute applies only to licensed sites, not job sites.

Lock-Up Procedures:

| | |
|--|--|
| Days & Hours of the Facility: | <ul style="list-style-type: none"> • Monday-Friday, except Holidays. • 7:30-3:30 |
| Front Door(s) hours of public access: | <ul style="list-style-type: none"> • 7:30-3:30, Monday-Friday |
| Security Alarm System: | <ul style="list-style-type: none"> • Janitor turns on the security alarm system when leaving M-F. • First staff in the morning disables the alarm M-F. |
| Last person to leave responsibilities (prior to janitor’s arrival): | <ul style="list-style-type: none"> • Coffee Maker warmers are off • Lights are shut off • Blinds drawn |
| <ul style="list-style-type: none"> • Front door and Back door are always locked. • Must have Manager’s approval prior to entering the building during non-working days/hours. You are responsible to disable the security alarm system at entry and reset at departure. Contact IT for training. • Report any stolen or lost Access Cards immediately to IT by emailing D365-IT@lifeworks.org to create a ticket. • Sharing, loaning, or giving an Access Card to another person/employee is prohibited. All Access Cards are assigned & returned to the IT department. | |

Emergency Procedures:

Fire/Evacuation Procedures:

In Case of a Fire:

- Remain Calm & **REACT**:
 1. **R**- Remove those in immediate danger.
 2. **E**- Ensure that the room door is closed.
 3. **A**- Activate the Fire Alarm or paging system (if not already done).
 4. **C**- Call 911 & 651-365-3745 to inform the Crisis Communication Team of the crisis
 5. **T**- Try to extinguish fire is 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 in any way necessary with any persons in the building to evacuate.
- Meet at designated external meeting area.
- The designated staff in charge will bring the clients roster, staff schedule, and staff emergency contact information to the meeting area. With the exception of staff schedule these things should be in the red book.
- The designated staff will take attendance to account for all persons using the clients' roster and staff schedule.
- Do not re-enter the building until authorized by fire department/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: Code Safe Area

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

1. Remain Calm.

2. Assist persons in need of support to a designated interior safe area.
3. Notify 911 if a life-threatening situation occurs
4. Call 651-365-3745 to inform the Crisis Communication Team of the crisis.
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 persons in need of support in the building to designated safe areas.
8. The designated staff in charge will bring the clients roster, staff schedule, and staff emergency contact information to the meeting area. Apart from staff schedule, these things should be in the red book.
9. The designated staff will take attendance to account for all persons using the client's roster 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 clients are at Lifeworks, staff will follow the *Interruption of Lifeworks' Services Due to Dangerous Weather Policy and Procedure*. The Team Manager & Program Supervisor/designated staff in charge will continue to monitor weather conditions based on the local weather forecasts or reported by the Weather Radio Alerts and report to the **Lifeworks Transportation Department at 651-454-2732**.
- If it is not possible to send clients home safely, all staff will remain at Lifeworks to provide care for clients until it is safe for them to return home, and the warning has expired.
- Residences of clients and contracted transportation will be notified accordingly.
- Contracted transportation providers may choose to arrange early pick up of clients. Lifeworks will follow their recommendation for picking up clients.
- There is basic emergency supplies stored in the building that can be utilized during an emergency if necessary.

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 Team Manager or Program Supervisor or staff in charge.
3. The program supervisor or staff in charge is responsible to clear and check to ensure everyone is out of the building, and to take attendance at the emergency shelter or external designated meeting area.
4. **All clients, visitors and staff, must evacuate immediately.**
5. Staff should assist persons needing support.
6. The designated staff in charge will bring the clients roster, staff schedule, and staff emergency contact information to the meeting area. With the exception of staff schedule, these things should be in the red book.
7. The designated staff will take attendance to account for all persons using the clients' roster and staff schedule.
8. From the emergency shelter or external designated meeting area, the designated staff in charge will call 911 and 651-365-3745 to inform the Crisis Communication Team of the crisis and contact the Facilities Department who will notify the property manager of the emergency.
9. The program supervisor or staff in charge will take attendance to account for all persons.
10. **After all persons have been evacuated, no one should enter or re-enter the building for any purpose.**
11. The program supervisor or staff in charge will send an emergency e-mail notification to all staff to keep staff from entering the building.
12. The program supervisor or staff in charge will notify the Transportation Department of the emergency.
13. **Staff should not smoke or start vehicles close to the building.**
14. Facilities staff will keep the team manager, program supervisor or staff in charge at the evacuation site informed.
15. Staff will be informed by the team manager, program supervisor or staff in charge when it is safe to re-enter the building or go home.
16. If services for the day are to be suspended, the Transportation Department will assist program staff with making arrangements for clients' transportation.

Electrical Power Outage:

- Remain Calm and in place. Await instructions from the Supervisor/Manager or staff in charge.
- Staff in charge will call Lifeworks Facilities Department for guidance and inform the Crisis Communication Team if necessary.
- If evacuation is necessary, notify persons in the building & use flashlights to assist with safety.
- Assist persons in need of support to the designated external meeting area.

- The designated staff in charge will bring the clients roster, staff schedule, and staff emergency contact information to the meeting area. With the exception of the staff schedule, these things should be in the red book.
- The designated staff will take attendance to account for all persons using the clients' roster and staff schedule.

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

- Remain Calm.
- If full evacuation is necessary, notify persons in the building & assist all persons in need of support to the designated external meeting area.
- Designated staff in charge must call the Facilities Department and inform the Crisis Communication Team if necessary.
- The designated staff in charge will bring the clients roster, staff schedule, and staff emergency contact information to the meeting area. With the exception of the staff schedule, these things should be in the red book.
- The designated staff will take attendance to account for all persons using the clients' roster and staff schedule.

Network Problem:

- Designated staff in charge must call the IT Service Desk by **calling 651-365-3786** or create a ticket by emailing D365-IT@lifeworks.org from a remote device with cellular service and inform the Crisis Communication Team if necessary.

Medical Emergency Procedures:

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

1. Remain Calm & do not move the person in distress unless necessary.
2. Delegate Staff to:
 - Call 911 if a life-threatening situation occurs
 - Call 651-365-3745 to inform the Crisis Communication Team if necessary.
 - If suicide threat, contact the Mental Health Crisis Intervention Team for assistance first if appropriate (dial, text, or chat 988), see suicide threat section below.
 - One 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 person or EMS. There is an AED located onsite to use in a medical emergency.
 - One staff will wait for the police and ambulance to arrive at the front entrance and direct them to the emergency. Locate client's medical profile and any protocols, DNI/DNR orders if applicable.
3. All other staff should assist persons away from the area to another location or part of the room to ensure their safety and protect the privacy of the person.

4. Whenever possible, a Lifeworks staff will accompany the client to the hospital and remain there until the guardian, family or residential staff arrives.
5. Lifeworks will act as the authorized representative in a medical emergency if a client's legal representative cannot be reached or is delayed in arriving, or they do not have a legal representative and they are unable to decide or communicate for themselves.

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

1. Remain calm and do not leave the person alone.
2. Follow Medical Emergency procedure & notify 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 & ensure procedure is followed.
 - If the threat of harm is imminent to others, call 911 immediately & 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.

Biohazard Accidents Procedures:

In the event of a Biohazard Accident, the person who witnessed or discovered the biohazard accident should:

1. Remain Calm
2. Remove all persons from the affected area.
3. Block off the area of the biohazard accident to prevent anyone from coming into contact.
4. Refer to the Yellow Health and Safety book under Infection Controls, Cleaning Procedures.
5. Designated staff in charge will call the Facilities Department and inform the Crisis Communication Team if necessary

Bomb Threat Procedures:

In the event of a Bomb Threat, the person who received the call should:

1. Remain Calm, be courteous, listen, do not interrupt the caller, and keep the caller talking, pretend difficulty hearing, if caller seems agreeable to further conversation, ask questions (see below), and remember defusing techniques (listed in violent or other threatening situations).
2. Delegate staff to notify & evacuate immediately. Assist persons in need of support to the designated external meeting area.
3. Delegate staff to call 911.
4. Call 651 365-3745 to inform the Crisis Communication Team of the crisis
5. The designated staff in charge will bring the clients roster, staff schedule, and staff emergency contact information to the meeting area. With the exception of the staff schedule, these things should be in the red book.
6. The designated staff will take attendance to account for all persons using the clients' roster and staff schedule.

Questions to ask of Caller if caller seems agreeable to further conversation:

- When will it go off (hour, time remaining)?
- Where is it located (building, area)?
- What kind of bomb, what does it look like?
- What kind of package?
- What will cause it to explode?
- How do you know so much about the bomb?
- Where are you now, where are you calling from?
- What is your name and address?

Document the Caller to assist in Identifying:

- Is the caller male or female, young or old?
- How was their voice (speed, tone, characteristics, accent, etc.)?
- Is there any background noise?
- Did the caller appear familiar with the building by the description of the bomb location?

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/witnesses should:

1. Remain Calm and remember to use defusing techniques below.
2. Overcome denial, recognize signs of danger, and respond.
3. Do not take any threats lightly.
4. Delegate staff to page where the situation is at.
5. Run, Hide, Fight
 - Run-
 - Assist all persons in need of support to immediately evacuate the area. Go to the designated emergency shelter location.
 - Hide-
 - Assist all persons in need of support 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:

- Two key elements are ventilation and active listening:
 - Vent- 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 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 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 Team Manager 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 inform the Crisis Communication Team of the crisis.
- 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. Notify & 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 or client would go if the person or client has a history or follow the client’s Support Plan/Support Plan Addendum regarding any elopement history. Ask other people if they have any information regarding the person or client missing.
5. If the client or person is not found within the 5 minutes, the leader will call 911.
6. Call 651-365-3745 to inform the Crisis Communication Team of the crisis.

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. Notify & identify the “leader” of the situation.
3. The leader should follow, if possible, the client to ensure they are safe.
4. If the leader is not able to follow or convince the client to return, the leader will call 911 unless the client’s Support Plan/Support Plan Addendum states otherwise.
5. Call 651-365-3745 to inform the Crisis Communication Team.
6. Contact any known locations the client would go if the client has a history or follow the client’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 client is scheduled at a site (job or program) and does not show up, contact the client or residence to find out the reason for the unauthorized absence.
2. If the client’s location is unknown, contact their mode of transportation if applicable.
3. If the client’s location is still unknown, follow the steps for a missing person.

Resources

245D Intensive Incident Procedure

245D Intensive Incident Policy

Emergency Preparedness Plan Process

Emergency Report/Drill Log Policy and Procedure

Emergency Report/Drill Form

CARF folder in I: Drive

Emergency Book

Crisis Communication Policy

Reviewing Incident Reports Procedure

Internal Investigation and Review Procedure

Interruption of Lifeworks’ Services Due to Dangerous Weather Policy and Procedure

MN Statute 245D

CARF

| | | | |
|-----------------------|----------------|----------------------|-----------|
| Version No | 1.0 | Status | |
| Author | Sara Holeman | Revision Date | 3/28/2025 |
| Approver/Owner | Julie Windisch | Approval Date | 4/8/2025 |