

Lifeworks Emergency Procedures

Purpose

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

Procedure

Location: Lifeworks Main Office
6636 Cedar Ave S, Suite 250
Richfield, MN 55423

Date Revised: 5/22/2025

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 the Property Manager:** 952-457-0234
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 Lockdown: Violent or Other Threatening Situation
- Immediate Safe Areas: Natural Disasters-Blizzards, Tornados, or other Severe Weather

Location of Designated Areas & Equipment:

<u>Designated External Meeting Area (evacuations) Location(s):</u>	
North side of building at the tree behind the Visitor parking sign	
<u>Internal Lockdown Locations:</u>	<u>Designated Internal Safe Areas:</u>
<ul style="list-style-type: none"> • HR office • Restrooms • Any room where there is a door and no windows (Wellness Rooms) 	<ul style="list-style-type: none"> • Restrooms • Offices without windows • HR office • Any room where there is a door and no windows (Wellness Rooms)
<u>Window Breaker Location(s):</u>	
<ul style="list-style-type: none"> • Located behind front desk on white shelf where First Aid Kit is 	
<u>Fire Extinguisher Location:</u>	<u>Fire Pull Alarm Location(s):</u>
<ul style="list-style-type: none"> • Small print/copy area 	<ul style="list-style-type: none"> • N/A, notify via phone intercom system or verbally
<u>Exit Locations:</u>	<u>First Aid Kit Location(s):</u>

<ul style="list-style-type: none"> • 1 Primary: Front Entrance • 2 Secondary: Free address desks • 3 Back: Fiscal/Finance area 	<ul style="list-style-type: none"> • Mail/Copy Room Area in unlocked labeled locker • Behind Front desk on white shelf
AED Location:	
<ul style="list-style-type: none"> • On the wall between wellness rooms 	
Flashlight Location(s):	Behind Front desk on white shelf where the First Aid Kit is
Weather Radio Location(s):	Behind Front Desk on white shelf where the First Aid Kit is
Fuse Box Location(s):	Between Wellness Room doors
Red Emergency Book & Procedures Location:	Online, employee bulletin board has emergency procedures posted & emergency book is behind front desk on white shelf.
Crisis Communication Policy	Online & employee bulletin board (mail/copy area) & red book
Attendance Roster Location(s):	Sign In/Out sheet at Front Desk
Food Storage Location(s):	Café
Designated Emergency Shelter:	
Name of Business:	Target
Address:	6445 Richfield Pkwy, Richfield, MN 55423
Phone Number	612-252-0473

Essential Medical Needs: Alert 911 to any life threatening situations.

Support needed for those with mobility, hearing, visual, and

Speech impairments: staff is expected to assist with any person in need of assistance by anyway necessary to remove the person from danger to safety. Always make sure to ask, if applicable, prior to assisting.

Designated Responsible Personnel & Assignments:

Type:	Primary Personnel Assigned:	Secondary Personnel Assigned:
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Designated Staff in Charge for Main Office site:	Customer Service Support Team/Front Desk	Designated staff in charge that day.
Emergency contact information is in Paylocity for each employee:	HR and Managers have access to direct reports	HR Personnel

Reporting Requirements: the designated staff in charge is responsible for completing an Emergency Report for any drill or actual emergency within 24 hours.

- Follow the Emergency Report Procedure for reporting requirements and directions.

Lock-Up Procedures:

Days & Hours of the Office Building:	<ul style="list-style-type: none"> • 6a-6p, Monday-Friday, except Holidays. • 8a-12p Saturday
Suite entrance hours of public access:	<ul style="list-style-type: none"> • 8:00-4:30p Monday-Friday
Security Alarm System:	N/A
Designated staff responsibilities before leaving:	<ul style="list-style-type: none"> • Coffee Maker warmers are off • Lights are shut off • TVs are shut off • Blinds drawn
<ul style="list-style-type: none"> • All doors are locked at all times. • Access Card is required when entering Lifeworks Main Office Suite. • After building hours, staff will need 4-digit access code to enter building. • 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 (North side of building at tree, behind Visitor parking sign)
- The designated staff in charge will bring the day's sign in/attendance sheet 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 to account for all persons at the designated external meeting area.
- 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:

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 day's sign in and there will always be someone from HR to access emergency contacts for each employee.
9. The designated staff is responsible to clear and check all areas to ensure everyone is in a safe part of the building.
10. 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.
- 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.

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.
3. Designated staff in charge will yell and evacuate immediately.
4. Designated staff in charge will contact the property manager of Lifeworks' situation.

5. All visitors and staff **must evacuate immediately** and gather at the designated external meeting location: North side of building at tree, behind Visitor parking sign. Staff should assist persons needing support, if applicable.
6. The designated staff in charge is responsible to clear and check all areas to ensure everyone is out of the suite, and will bring the day's sign in and take attendance at the designated external meeting area
7. The designated staff will place signs from the emergency book on doors to notify individuals to not enter the building.
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
9. After all persons have been evacuated, no one should enter or re-enter the building for any purpose.
10. The designated staff in charge will send an emergency e-mail notification to all staff to keep staff from entering the building.
11. Staff should not smoke or start vehicles close to the building.
12. 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.

Electrical Power Outage:

- Remain Calm and in place. Await instructions from the Supervisor/Manager or designated staff in charge.
- Staff in charge will contact the property manager 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 day's sign in and there will always be someone from HR to access emergency contacts for each employee.
- The designated staff will take attendance to account for all persons.

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 Property Manager and inform the Crisis Communication Team if necessary.
- The designated staff in charge will bring the day's sign in and there will always be someone from HR to access 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 will take attendance to account for all persons at the designated external meeting area.

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.
3. All other staff should move people away from the area to another location or part of the building to ensure their safety and protect the privacy of the person.
4. Whenever possible, a Lifeworks' staff person will accompany the person to the hospital and remain there until family arrives.

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 Property Manager 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 difficultly 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, if applicable.
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 day's sign in and there will always be someone from HR to access the emergency contacts for each employee.
6. 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 to account for all persons.

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 call and alert where the situation is at. If the situation is in the front entrance area, persons in the workspace connected will be the delegated staff to alert the building or assist in defusing.
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, soothing 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 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 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.

Resources

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

Internal Investigation and Review Procedure

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

MN Statute 245D

CARF

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