

# EMERGENCY RESPONSE, REPORTING & REVIEW POLICY



## Policy

It is the policy of Living Well Disability Services to effectively respond to, report, and review all emergencies to ensure the safety of persons receiving services and to promote the continuity of services until emergencies are resolved.

“Emergency” means any event that affects the ordinary daily operation of the program including, but not limited to:

- fires, severe weather, natural disasters, power failures, or other events that threaten the immediate health and safety of a person receiving services; and
- that require calling 911, emergency evacuation, moving to an emergency shelter, or temporary closure or relocation of the program to another facility or service site for more than 24 hours.

## Response Procedures

### A. **Safety procedures**

#### 1. **Fires** Additional information on safety in fires is available online <http://www.ready.gov/fires>.

Staff members will take the following actions following **RACE** when there is a fire in the home:

- **R**emove occupants from the affected area immediately.
- **A**ctivate /pull the fire alarm system to ensure that emergency forces are alerted for assistance.
- **C**onfine the fire to the smallest area or room by closing any doors between the fire and people.
- **E**vacuate everyone in the building to a safe location.

If a person needs physical manual assistance to evacuate, use sheets or blankets to quickly drag a person out of the home (rather than transfer into wheelchair). Test a closed door before opening by feeling near the top. If the door is hot, use an alternative exit. If a room is smoke-filled, keep close to the floor to breathe more easily.

Only use a fire extinguisher if a person's path to safety is blocked by fire. Directions for using a fire extinguisher are located on fire extinguisher. These directions may include **PASS**.

- **P**ull the pin to ready the extinguisher.
- **A**im the extinguisher at the base of the fire.
- **S**queeze the handle until it is fully discharged.
- **S**weep the base of the fire until extinguished. If one extinguisher doesn't control the fire, evacuate and wait for emergency forces.

Use the designated evacuation route as listed on House Evacuation Plan Map in this folder.

When evacuating outside, the designated meeting place is listed on the House Evacuation Plan Map in this folder. Remain calm and keep everyone together. Do not reenter until the fire department determines it is safe to do so.

Call 911 for the fire department and provide them with relevant information such as location, number of people involved, description of what has occurred and what help is needed. For monitored homes, the alarm is sent automatically to the monitoring company, and they call the fire department. Staff must still call 911.

Provide emergency first aid as required until emergency personnel arrive. Call the Program Manager for notification and further directions.

2. **Severe weather and natural disasters.** Additional information on safety in severe weather or natural disasters is available online at: <http://www.ready.gov/natural-disasters>. In the event of a severe weather emergency, staff will take the following actions:

Monitor weather conditions: Listen to local television or radio or a weather-radio for weather warnings and watches. Follow their directions on the need to change plans and activities, stay indoors, or seek shelter.

**SEVERE THUNDERSTORMS/TORNADOES:**

**WARNING:** severe weather is either occurring or is imminent. A warning is the most significant and staff must take immediate action to protect people by seeking immediate shelter. If at this location, the designated safe area is listed on the House Evacuation Plan Map in this folder. Close all doors, take with you a battery operated weather radio, and battery operated light. Stay away from windows. Staff must remain on duty until relieved of responsibility.

**WATCH:** severe weather is possible as conditions are favorable for the weather event. Staff should plan and prepare for the possibility of the severe weather. Staff should help people change their plans for travel and outdoor activities. If people are involved in activities outside of the home, staff should call the house and notify others of their whereabouts.

**ADVISORY:** weather conditions may cause inconvenience or difficulty when traveling or being outside. Staff should help people consider changing their plans for travel and outdoor activities or consider that additional time may be required to complete their plans.

**HEAVY SNOW/SLEET:**

Keep everyone indoors. Sidewalks and emergency routes are to be kept clear of snow and/or ice. Do not transport people unless it is an emergency. Staff on duty must remain on duty until relief arrives.

**FLOOD:**

Keep everyone indoors unless instructed by local officials to evacuate. If instructed to evacuate, follow evacuation procedures. Notify the Program Manager. Do not operate electrical equipment if water is visible.

Account for the well-being of all people receiving services.

3. **Utility failures.** Additional information on safety during utility failures is available online at: <https://www.ready.gov/prepare-for-emergencies>. In the event of a utility failure emergency, staff will take the following actions:

**Power outage in your area:**

1. Attend to emergency medical needs of those that require power operated equipment. (pummel vests, O2 machines etc)
2. Contact the Program Manager.
3. Wait for further instructions from Program Managers and/or local authorities.

**Water line/sewer failure:**

1. Notify utility company immediately. Advise them of the severity and the location of the problem.
2. Contact the Program Manager.
3. Use extreme caution if any electrical appliances/outlets are near the water. If the source of water is known and you are confident you can stop it safely, (i.e., unclog the drain, turn off water), do so cautiously.
4. If directed to evacuate, follow the emergency evacuation procedures for the house or directions from Program Manager.

**Natural gas outage, CO<sub>2</sub> detector alarm, and/or leak:**

1. Notify utility company immediately. Advise them of the problem.
2. If a suspected natural gas leak, evacuate the area immediately following emergency evacuation procedures, and then contact the utility company.

Wait for further instructions and account for the well-being of all people receiving services at all times.

Report power failures to the power company at the phone number listed on the Emergency Numbers in this folder.

Use emergency supplies (flashlights, battery-operated radio) which are located on the House Evacuation Plan Map.

4. **Emergency shelter.** Additional information on emergency shelter is available online at: <http://www.ready.gov/shelter> . Some emergencies will be best met by seeking safety in an emergency shelter. Depending on the emergency you may need to shelter in place or shelter outside the disaster area.

Follow directions of local emergency personnel to locate the closest emergency shelter.

If time allows, move to the emergency shelter with a 24-hour supply of medications and medical supplies, medical books/information, and emergency contact names and information.

At the emergency shelter, notify personnel of any special needs required to use the emergency shelter.

Remain calm and keep everyone informed of why events are occurring.

Use of an emergency shelter may include: severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services.

Notify the Program Manager who will consult with Regional Director about use of alternative emergency shelter.

5. **Emergency evacuation.** Additional information on emergency evacuation is available online at: <http://www.ready.gov/evacuating-yourself-and-your-family> . Some emergencies will be best met by leaving a program site or the community and seeking safety in an emergency shelter. Often the emergency evacuation will be directed by police, fire, or other emergency personnel who will direct people where to seek safety.

Account for the well-being of all people receiving services.

Inform people why they are leaving the program and what is being done to keep them safe.

Follow directions received from administrative staff, police, fire, and other emergency personnel.

If time allows, evacuate with medication and medical supplies, medical and programs books/information, clothing, grooming supplies, other necessary personal items, and emergency contact names and information.

Emergency evacuation may include: severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services.

6. **Temporary closure or relocation.** Some emergencies will be best met by temporarily closing or relocating a program site for more than 24 hours. This decision will be directed by program administrative staff.

Inform people why the program is closing and relocating to keep them safe. Formal notification to the person receiving services, legal representatives, and case managers will be completed by program administrative staff.

Follow directions received from program administrative staff, police, fire, and other emergency personnel.

If time allows, remove from the program medication and medical supplies, medical and programs books/information, clothing, grooming supplies, consumer funds, other necessary program and personal items, and emergency contact names and information.

Closure or relocation may include: severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services.

7. **Media Relations**

During an emergency, our priority is the safety of those living in the home. News media crews may be dispatched to emergency or disaster scenes and members of the media may approach employees or those living in the home. It is Living Well Disability Services' policy that all contact with the news media be conducted through BEEHIVE Strategic Communications. Therefore, employees will not speak directly to the media. Take the person's name and number and report it directly to one of the representatives below. They will contact the consulting Communications organization.

Additional Contacts:

Tom Gillespie, President/ CEO	612.270.3718 cell	651.242.5114 work
Rod Carlson, Chief Operating Officer	612.418.9556 cell	651.242.5118 work
Pete Koehn, Chief Financial Officer	651.209.7281 cell	651.242.5113 work

**B. Additional safety procedures for facilities**

1. First Aid and CPR
  - a. Training
    - 1) A staff person trained in first aid will be available on site whenever a person receiving services is present and staff are required to provide direct service.
    - 2) A staff person trained in cardiopulmonary resuscitation (CPR) will be available on site when required in a person's coordinated service and support plan or coordinated services and support plan addendum whenever a person receiving services is present and staff are required to be at the site providing direct service.

- 3) CPR training must include in-person instruction, hands-on practice, and an observed skill assessment under the direct supervision of a CPR instructor.
- b. First aid kits
  - 1) First aid kits must be readily available for use by staff and must meet the needs of the persons receiving services. First aid kits are located as indicated on the house evacuation plan map.
  - 2) First aid kits must include accessible first aid supplies including bandages, sterile compresses, scissors, an ice bag or cold pack, an oral or surface thermometer, mild liquid soap, adhesive tape, and a first aid manual.
2. Emergency equipment (<http://www.ready.gov/build-a-kit>)  
A flashlight and portable radio that can be used in the event of a power failure must be at our program. They are located as indicated on the House Evacuation Plan Map.
3. Emergency contacts
  - a. A list of emergency telephone numbers is posted at the home. 911 can be used at any time in an emergency situation.
  - b. The names and telephone numbers of each person's representative, physician, and dentist must be readily available.
4. Written emergency response plan  
An emergency response plan must be readily available to staff and persons receiving services. The plan must include:
  - a. Procedures for emergency evacuation and emergency sheltering, including:
    - 1) How to report a fire or other emergency.
    - 2) Procedures to notify, relocate, and evacuate occupants, including use of adaptive procedures or equipment to assist with the safe evacuation of persons with physical or sensory disabilities.
    - 3) Instructions on closing off the fire area, using fire extinguishers, and activating and responding to alarm systems.
  - b. Floor plan that identifies:
    - 1) Location of fire extinguishers.
    - 2) Location of audible or visual alarm systems, including but not limited to manual fire alarm boxes, smoke detectors, fire alarm enunciators and controls, and sprinkler systems
    - 3) Location of exits, primary and secondary evacuation routes, and accessible egress routes, if any.
    - 4) Location of emergency shelter within the facility.
  - c. Site plan that identifies:
    - 1) Designated assembly points outside the facility.
    - 2) Locations of fire hydrants.
    - 3) Routes of fire department access.
  - d. Responsibilities each staff person must assume in case of emergency.
  - e. Procedures for conducting quarterly drills each year and recording the date of each drill in the file of emergency plans.
    - ICF and hybrid licensed homes are required to complete one fire drill quarterly per shift. This information is located in the fire drill book.
    - All Waiver (245D only) licensed homes will complete quarterly fire drills.
    - All homes are required to complete quarterly emergency drills (natural disasters, storm, floods, bomb threat, etc.).
  - f. Procedures for relocation or service suspension when services are interrupted for more than 24 hours.

- g. Floor plan that identifies the location of an enclosed exit stairs (only applies to a community residential setting with three or more dwelling units).
- h. Emergency escape plan for each person.

#### Reporting Procedures

Emergency reports will be completed using the program's emergency report and review form as soon possible after the occurrence, but no later than 24 hours after the emergency occurred or the program became aware of the occurrence. The written report will include:

- A. It is not necessary to identify all persons affected by or involved in the emergency unless the emergency resulted in an incident to a person or persons.
- B. The date, time, and location of the emergency.
- C. A description of the emergency.
- D. A description of the response to the emergency and whether a person's coordinated service and support plan addendum or program policies and procedures were implemented as applicable.
- E. The name of the staff person or persons who responded to the emergency.
- F. The results of the review of the emergency (see below).

#### Review Procedures

This program will complete a review of all emergencies- Emergency Report and Internal Review Form [10- Emergency Report and Internal Review Form.docx](#)

- A. The review will be completed using the program's emergency report and review form by Program Manager.
- B. The review will be completed within 7 working days of the emergency.
- C. The review will ensure that the written report provides a written summary of the emergency.
- D. The review will identify trends or patterns, if any, and determine if corrective action is needed.
- E. When corrective action is needed, a staff person will be assigned to take the corrective action within a specified time period.

#### Record Keeping Procedures

- A. The review of an emergency will be documented on the emergency reporting form and will include identifying trends or patterns and corrective action if needed.
- B. Emergency reports will be maintained at Northland attention Operations Coordinator.

Legal Authority: Minn. Stat. §§§ [245D.11](#), subd. 2; [245D.02](#), subd. 8; [245D.22](#), subd 4-7.

NOTE: Websites from the Federal Emergency Management Agency (FEMA) are included as a resource for additional information. Another useful website is the Minnesota Department of Public Safety, Homeland Security and Emergency Management Division (<https://dps.mn.gov/divisions/hsem/planning-preparedness/Pages/default.aspx>)