

# Emergency Response, Reporting & Review Policy

## Cedar North

### I. Response Procedures

#### A. Safety procedures

1. **Fires.** Additional information on safety in fires is available online at: <http://www.ready.gov/fires>.  
*In the event of a fire emergency, staff will take the following actions:*

#### Emergency Procedures FIRE:

- 1) Remain calm and Keep everyone together. All recipients and staff will leave the building immediately to a place of safety away from the home. When evacuating outside, the designated meeting place is [**Yvonne Kroll residence which is 1/2 block southeast of the facility**]. Evacuate all people in the immediate area to an area of safety, closing doors against smoke and heat as you leave the location. 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. In the case of fire drills all will meet at Yvonne Kroll's residence ½ a block southeast of the facility.
- 2) If it is safe to do so, call the fire department - 911 and clearly state the address of the home - **605 Cedar Ave., Argyle, MN**. If it is not safe to call the fire department from the home telephone, the nearest accessible telephone, should be utilized to make contact. Provide emergency first aid as required until emergency personnel arrive. Once all recipients have been evacuated from the home to a place of safety, a supervising staff person must always remain with the recipients to ensure their safety and prevent them from attempting to return to the home or wander off and become lost. Once the place of safety has been reached, staff persons must identify all recipients in the group to ensure that each consumers have been evacuated. The recipients must not be left unsupervised under any circumstances.
- 3) Again, if it is feasible and safe to do so, supervising staff members should fight the fire using the fire extinguishers located in the (**Kitchen under the sink and in the dining room cabinet on the west wall**). The fire extinguisher's location is documented on the home floor plan. Fire extinguisher works by pulling the pin out and squeezing the trigger. Sweep the fire at its base. Remember PASS.
- 4) If the fire causes the relocation of recipients from this program for more than 24 hours the supervising staff will report the incident to the consumer's legal guardian, caregiver, county licenser, case manager and other licensed caregiver (ODC) within 24 hours of occurrence or knowledge.
- 5) Do not reenter until the fire department determines it is safe to do so.
- 6) When safe and feasible to do so report incident to the Chief Executive Officer (CEO) and/or Program Director (PD), Program Supervisor (PS).
- 7) If 911 is called or Emergency relocation for more than 24 hours report the incident on the "Emergency Report and Internal review form".

## Emergency Response, Reporting & Review Policy

The five steps above are listed in the order of importance and will be followed explicitly in the event of fire. Always remember step number 1 - The evacuation of all individuals to a place of safety away from the fire is the first and most urgent responsibility in case of fire. Steps 2, 3, and 4 are to be undertaken only if it is safe and feasible to do so, and only by supervising staff persons, never by recipients of the home.

Additionally, once all recipients have been evacuated from the home to a place of safety, a supervising staff person must always remain with the recipients to ensure their safety and prevent them from attempting to return to the home or wander off and become lost. Once the place of safety has been reached, staff persons must identify all recipients to ensure that each recipient has been evacuated. The recipients must not be left unsupervised under any circumstances. In an emergency staff may leave recipient in the care of a neighbor, police officer, fireman etc.

### **Fire Drill practices:**

A minimum of one fire drill per quarter will be held per calendar year. Each fire drill should be thoroughly documented as described in in-service training and specified in the sample fire drill reports. All fire drills will be documented on the Fire Drill Log.

The times of the day and the routes of evacuation from the home should be varied with each drill so that all persons in the home become thoroughly familiarized with all possible means of evacuating the home in an emergency.

All exits and routes of evacuation must be kept free of obstruction. This includes all household equipment, toys, bicycles, snow - basically, anything which will hinder or obstruct rapid and safe evacuation from the building in an emergency.

No combustible materials - gasoline, cardboard boxes, paint, etc. - can be stored in open places in the building. All such materials will be destroyed or stored in metal storage cabinets in specified places in the building.

- 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>. (for example: wind storms, floods, electrical storms, exceedingly cold or hot weather, blizzards and other natural disasters). ***In the event of a severe weather emergency, staff will take the following actions:***

### **Emergency Procedures SEVERE WEATHER and NATURAL DISASTER:**

- 1) Identify all recipients present in the home to ensure all recipients are present and accounted for. Monitor weather conditions and listen to the local television or radio for weather related warning and watches. Follow their directions and the need to change plans and activities. Stay indoors or seek shelter as appropriate to the situation.
- 2) Do not allow anyone to leave the home. Inform people why plans and activities are changing and what is being done to keep them safe.
- 3) During a windstorm of any type, move all recipients away from electrical systems and outlets. A siren will sound for three (3) minutes, at which time all recipients are to seek shelter. No "All

## Emergency Response, Reporting & Review Policy

Clear" will be given as it is confusing to the public. You are asked to keep tuned to your radio for updated messages. When tornado sightings are reported, recipients will go to designate shelter area.

- 4) If time permits, unplug all electrical appliances in the home.
- 5) When tornado warnings are reported, recipients will go to the basement for shelter if it is feasible to do so. If evacuation to the basement is not warranted or safe, Staff and consumers should stay in the hallways or use the bathrooms (no windows). If needed cushions from the couch and a mattress should be used as protection from flying glass. Keep the radio tuned to a local radio station for emergency messages and directions. Use the hallways or bathrooms.
- 6) **Radio is in the dining room on the shelf on the west wall, flashlight is in each consumer bedroom and in the kitchen in the west cupboard. There is also a radio and batteries and flashlight on Cedar South side in the basement on the cabinet just west of the staffing table area).** Keep the radio tuned to a local radio station for emergency messages and directions.
- 7) Should evacuation be necessary, telephone the police department, the fire department - 911 - and /or the local emergency disaster services for assistance in evacuating. Recipients should be taken to the place recommended by the official in charge.
- 8) Recipients living in the home will not attend **out of town** nonessential community outings if it is -20 degrees (with or without wind chill) or colder.
- 9) If the nonessential community outing is in town and the temperature is -20 degrees (with or without wind chill) or colder staff may use their discretion. Staff are to consider all weather advisories and if unsure contact the facility PD or PS for assistance.
- 10) Recipients living in Marshall County Group Homes, Inc. will attend medical appointments if it is warmer than -20 degrees (with or without wind chill).
- 11) If the temperature is -20 degrees (with or without wind chill) staff will consider the difficulty of rescheduling a medical appointment and its immediate importance to the consumer's health and make the final decision as to whether the consumer should attend the appointment. If unsure staff may contact the RPS or RN/LPN for assistance in making this decision.
- 12) Should a tornado or tornado drill occur record all information regarding the incident on an Emergency Report and Internal Review form.
- 13) If the home has actually experienced a tornado a supervisory staff person will contact the Marshall County Adult Foster Care licenser/case manager/legal guardian within 24 hours of occurrence or knowledge of the information unless the Incident has been reported by another license holder.
- 14) If severe weather or other natural disaster causes the relocation of services for more than 24 hours or if a law enforcement officer was involved, a supervisory staff person will call each consumer's legal representative, Marshall County licenser, case manager and Occupational Development Center (ODC).

## Emergency Response, Reporting & Review Policy

**WARNING:** severe weather is either occurring or is imminent. A warning is the most significant and Staff must take immediate action to protect recipients and staff by seeking immediate shelter.

**WATCH:** severe weather is possible as conditions are favorable for the weather event. Staff should plan and prepare for the possibility of severe weather. Staff should help people change their plans for travel and outdoor activities.

**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.

3. **Power failures.** Additional information on safety during power failures is available online at: <http://www.ready.gov/technological-accidental-hazards>. ***In the event of a power failure emergency, staff will take the following actions:***

### **Emergency Procedures POWER FAILURE:**

- 1) Report power failures to the City of Argyle @ 437-6621 during office hours (8 a.m. to 4:30 p.m. – Monday – Friday) or after hours call the Marshall County Sheriff's Department @ 745-5411. Use emergency supplies: **Radio is in the dining room on the shelf on west wall, flashlight is in each consumer bedroom and in the kitchen in the west cupboard). There is also a radio and batteries and flashlight on Cedar South side in the basement on the table next to the bed.**
- 2) Account for the well-being of all recipients receiving services.
- 3) Inform all recipients why plans and activities are changing and what is being done to keep them safe.
- 4) Should a power outage last for a long period of time keep warm by dressing in layers? Use portable generators if available. If the power outage is becoming long and home is becoming cold in winter call the PD or RPS and or CEO for assistance
- 5) Should evacuation be necessary, telephone the police department, the fire department - 911 - and /or the local emergency disaster services for assistance in evacuating.
- 6) Recipients should be taken to the place recommended by the official in charge.

If evacuation will be for longer than 24 hours, it is necessary to complete the "Emergency Report and Internal Review form". Supervisory staff will call each consumer's legal representative, Marshall County licenser, case manager and ODC, within 24 hours of occurrence to inform them of relocation unless the Incident has been reported by another license holder.

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 Response, Reporting & Review Policy

emergency shelter. Depending on the emergency you may need to shelter in place or shelter outside the disaster area. ***In the event of a fire emergency, staff will take the following actions:***

### **Emergency Procedures EMERGENCY SHELTER:**

- 1) Follow directions of local emergency personnel to locate the closest emergency shelter (usually Marshall County Court House, local churches, or Argyle School).
- 2) If time allows, move to the emergency shelter with a 24-hour supply of medications and medical supplies/equipment, MAR book, and emergency contact names and information (take the Mint Green Medical Appointment Book).
- 3) At the emergency shelter, notify personnel of any special needs required to use the emergency shelter.
- 4) Remain calm and keep everyone informed of why events are occurring.
- 5) 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.
- 6) If use of an emergency shelter is for more than 24 hours complete an "Emergency Report and Internal Review form". Supervisory staff will call each consumer's legal representative, Marshall County licenser, case manager and ODC, within 24 hours of occurrence to inform them of relocation unless the Incident has been reported by another license holder.

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. ***In the event of a fire emergency, staff will take the following actions:***

### **Emergency Procedures EMERGENCY EVACUATION**

- 1) Account for the well-being of all people receiving services.
- 2) Inform people why they are leaving the program and what is being done to keep them safe.
- 3) Follow directions received from administrative staff, police, fire, and other emergency personnel.
- 4) If time allows, evacuate with medications and medical supplies/equipment, MAR, (Mint green Medical Appointment book) and programs books, clothing, grooming supplies, other necessary personal items, and emergency contact names and information.
- 5) Emergency evacuation may include severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services.

## Emergency Response, Reporting & Review Policy

- 6) If use of an emergency evacuation for more than 24 hours completes an “Emergency Report and Internal Review form”. Supervisory staff will call each consumer's legal representative, Marshall County licensor, case manager and ODC within 24 hours of occurrence to inform them of relocation unless the Incident has been reported by another license holder.

**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. ***In the event of a fire emergency, staff will take the following actions:***

### **Emergency Procedures: TEMPORARY CLOSURE OR RELOCATION:**

- 1) 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 administrative staff.
- 2) Follow directions received from administrative staff, police, fire, and other emergency personnel.
- 3) If time allows, remove from the program medications and medical supplies/equipment, consumer appointment book, MAR and programs books, Mint Green Medical Appointment book, clothing, grooming supplies, consumer funds, other necessary program and personal items, and emergency contact names and information.
- 4) 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.
- 5) If relocation is for more than 24 hours complete an “Emergency Report and Internal Review form”. Supervisory staff will call each consumer's legal representative, Marshall County licensor, case manager and ODC within 24 hours of occurrence to inform them of relocation unless the Incident has been reported by another license holder.

**7. Bomb Threat.** In the event a bomb threat has been called into this home or the Marshall County Group Homes, Inc., or a suspicious article is discovered at this home, ***staff will take the following actions:***

### **Emergency Procedures: BOMB THREATS:**

- 1) Each supervising staff member present will aid the recipients in leaving the building immediately through the nearest exit or window. The recipients and staff should gather at **Yvonne's home**. A supervising staff member will check to see that each recipient is there and will stay with the recipient at all times. The recipients must not be left unsupervised under any circumstances.
- 2) All cell phones, pagers, two-way radios will be turned off immediately – as the waves from these items can set off a bomb.
- 3) If it is safe and feasible to do, call 911 if this evacuation is not a result of a 911 call. The nearest accessible home phone should be used to make this contact.

## Emergency Response, Reporting & Review Policy

- 4) If the bomb threat is the result of a phone call do the following:
  - a. Keep caller on the line if possible and do not hang up phone.
  - b. Get the attention of a co-worker - have the co-worker call 911 on another phone.
  - c. Attempt to obtain information about where the bomb is located, time it will go off, etc.
  - d. Listen for identifiable background noises such as church bells, train, cars, distinguishing voices, etc.
- 5) Only after Marshall County Law Enforcement has given their approval for staff and recipients to return to the home may it be entered. If this is not possible, available homes will be located.
- 6) The Administrator should be called as soon as possible.
- 7) If the bomb threat causes the relocation of services for more than 24 hours, a supervising staff person will report, as any incident involving a law enforcement agency, to the recipient's legal representative, Marshall County Licensor, case manager and ODC within 24 hours of the occurrence or 24 hours of receipt of knowledge of the information unless the incident has been reported by another license holder.
- 8) If the bomb threat is real contact the Marshall County Foster Care Licensor (218) 745-5124.

### 8. MISSING RECIPIENTS. In the event a recipient is missing *the following steps will be followed:*

#### **Emergency Procedures: MISSING RECIPIENTS:**

- 1) Write down a description of the apparel the recipient was wearing. Provide a recent photo if available.
- 2) Notify the CEO immediately.
- 3) Check all the familiar places - the recipients of the Marshall County Group Homes, Inc. will not join in the search.
- 4) Notify the police (911) and give a complete description of the missing recipient, including, age, weight, color of hair, type and color of clothes he/she was wearing when last seen, any scars or distinguished physical characteristics, and begin searching the surrounding area.
- 5) If the recipient is not found within one (1) hour, notify his/her legal representative, Marshall County licensor, case manager and ODC will be notified by a supervisory staff member within 24 hours of occurrence or 24 hours of receipt of the information unless the incident has been reported by another license holder.
- 6) Utilize the photograph from the recipient's general file to assist authorities and other person's not personally familiar with the recipient for purposes of identifying the recipient.
- 7) Record all information regarding the incident in the progress notes and file an Incident.

### 9. MEDICAL EMERGENCY and ACCIDENTS THAT REQUIRE PHYSICIAN TREATMENT HOSPITALIZATION.

## Emergency Response, Reporting & Review Policy

If, under any circumstances, any recipient of the facility is seriously injured or manifests symptoms of serious illness, impending death or death, ***implement the following procedures immediately:***

### **Emergency Procedures: MEDICAL EMERGENCY AND ACCIDENTS:**

- 1) Perform any emergency, lifesaving first aid as may be indicated (CPR, Heimlich Maneuver, compresses for acute hemorrhaging, etc.) and call 911, *if indicated*. If other staff members are present, do not leave the recipient unattended. All Recipients living at the Marshall County Group Homes, Inc. will be in a "**DO** resuscitate", or full code status regardless of their health status or disability, unless a consent has been given by the Dept. of Human Services Guardianship Unit or recipient's individual guardian for a "**DO NOT** resuscitate" status.
- 2) Contact the local physician (or most readily available physician) by telephone immediately.
- 3) Communicate all observations of the illness or injury to the physician.
- 4) Write down and follow expressly the exact telephone orders of the physician.
- 5) Implement physician's telephone orders as prescribed, including the contacting of the ambulance a. service (911) for emergency transport of the recipient to the hospital, if required.
- 6) Once the crisis has been managed, if hospitalization, impending death or death has resulted, make the following contacts immediately:
  - a. The Administrator and Resident Program Coordinator.
  - b. Caregiver of recipient, recipient's legal representative, recipient's case manager, Marshall County licensor, and ODC within 24 hours of occurrence or 24 hours of receipt of knowledge of the information, unless the incident has been reported by another license holder.
- 7) If the medical emergency is a serious injury or an accident that requires treatment by a physician a supervisory staff person will immediately contact the PD, PS and/or CEO
- 8) File an Incident Report and Internal Review Report with the office RPS within 24 hours of the incident. The completed report will be filed in the recipient's personal file after internal review has been completed. The incident will be documented in the recipient's progress notes, as necessary. PD/PS will provide CEO with updates of all incidents.
- 9) PS will report all incidents as required by 245 D or state laws.

**10. Death or Serious Injury.** If, under any circumstances, any recipient of the facility is seriously injured or manifests symptoms of serious illness, impending death or death, ***implement the following procedures immediately:***

### **Emergency Procedures DEATH OR SERIOUS INJURY:**

If under any circumstances, any Recipient of this facility dies or has a serious injury, the following procedures must be followed immediately: "Serious injury" is defined as: fractures, dislocations; evidence

## Emergency Response, Reporting & Review Policy

of internal injuries, head injuries with loss of consciousness; lacerations involving injurious to tendons or organs, and those for which complications are present; extensive second degree or third degree burns, and other burns for which complications are present; extensive second degree or third degree frost bite, and others for which complications are present; irreversible mobility or avulsion of teeth; injuries to the eyeball; ingestion of foreign substances and objects that are harmful; near drowning; heat exhaustion or sunstroke; and all other injuries considered serious by a physician.

- 1) Treat as appropriate, following medical emergency or accident/incident policies.
- 2) Complete the Death or Serious Injury Review outline for telephone report (Copy in policy manual).
- 3) Once the crisis has been managed, make the following telephone call to the CEO and/or PD, PS, nurse and he/she will contact the Ombudsman Office and DHS licensing within 24 hours after death or serious injury occurs or knowledge unless the incident has been reported by another license holder. Telephone 1-651-797-1950. They will ask for information from the outline, have it completed so that CEO, PD/PS or nurse may answer all questions asked. The nurse, as director of recipient health care, may be the best one to answer questions about medical care. (Note: The legal representative, county licenser, case manager and ODC would already have been notified within 24 hours of occurrence or knowledge as stated in Incident Response and Reporting and Review Policy, if not do so now).
- 4) After the death of a recipient the CEO and/or PD/PS will provide the recipient's next of kin with a copy of the Notification letter located in the policy manual.

### B. Additional safety procedures for facilities.

1. First aid and CPR
  - a. Training
    - 1) Staff 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 **[First aid Kit and the AED unit are located in the washer and dryer area].**
    - 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.
- 7) 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: **Radio is in the dining room on the shelf on west wall, flashlight is in each consumer bedroom and in the kitchen in the west cupboard).** **There is also a radio and batteries and flashlight on Cedar South side in the basement on the cabinet just west of the staffing table area.**

## Emergency Response, Reporting & Review Policy

### Emergency contacts

- a. A list of emergency telephone numbers is posted **[at the staff desk area an near the phone in also in the living room.]**, next to a non-coin operated telephone that must be readily accessible at all times. The mental health crisis intervention team number must be posted, when available. **[In our program 911 is listed as the emergency number].**
  - 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 emergency response plan is located **[Bulletin board in the Kitchen area on the South wall.** 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; and
    - 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; and
    - 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; and
    - 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.
  - f. Procedures for relocation or service suspension when services are interrupted for more than 24 hours.
  - g. Emergency escape plan for each person

## II. 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:

1. 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;
2. The date, time, and location of the emergency;
3. A description of the emergency;
4. 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;

## Emergency Response, Reporting & Review Policy

5. The name of the staff person or persons who responded to the emergency; and
6. The results of the review of the emergency (see section IV).

### III. Review Procedures

This program will complete a review of all emergencies.

1. The review will be completed using the program's emergency report and review form by ***[CEO or PD/PS]***.
2. The review will be completed within five ***[5]*** days of the emergency.
3. The review will ensure that the written report provides a written summary of the emergency.
4. The review will identify trends or patterns, if any, and determine if corrective action is needed.
5. When corrective action is needed, a staff person will be assigned to take the corrective action within a specified time period.

### IV. 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 the administrative offices for MCGH]***

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> ).