

Marshall County Group Homes, Inc.

Emergency Response, Reporting & Review Policy In Home Family Support Program

I. Policy

It is the policy of this DHS licensed provider Marshall County Group Homes, Inc. (MCGH) In-Home Family Support Program (IHFS) 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.

II. 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:

- 1) Remain calm and keep everyone together. All consumers and staff will leave the building or vehicle immediately to a place of safety away from any buildings. If fire is in the vehicle staff and consumers will relocate to the nearest house or building. When evacuating outside, the designated meeting place is ***[the IHFS Vehicle if the fire is in a building or consumer home]***. Evacuate all people in the immediate area to an area of safety, closing doors against smoke and heat. 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.
- 2) If it is safe to do so, call the fire department - 911 and clearly state the address of the fire. If it is not safe to call the fire department from the car cell telephone, the nearest accessible telephone should be utilized to make the contact. Provide emergency first aid as required until emergency personnel arrive. Once all consumers have been evacuated from the building to a place of safety, a supervising staff person should remain with the consumers at all times to ensure their safety and prevent them from attempting to return to the home or building. Once the place of safety has been reached, staff persons must identify all consumers in the group to ensure that each consumer has been evacuated.
- 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 ***(IHFS Vehicle)***.
- 4) If the fire causes the relocation of consumers from his or her home 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.

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- 6) When safe and feasible to do so report incident to the RPS and/or ADM.
- 7) If 911 called or Emergency relocation for more than 24 hours report the incident on the "Emergency Report and Internal review form".

Fire Drill practices:

Quarterly staff will review with consumers what to do if there is a fire in vehicle or they have a home fire.

No combustible materials - gasoline, cardboard boxes, paint, etc. - can be stored in the vehicle.

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:

- 1) Identify all consumers present in the vehicle or building to ensure all consumers are present and accounted for. Monitor weather condition 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 vehicle or building. Inform people why plans and activities are changing and what is being done to keep them safe.
- 3) During a windstorm of any type, remain in the vehicle. A siren will sound for three (3) minutes, at which time all consumers are to seek shelter. No "All Clear" will be given as it is confusing to the public. You are asked to keep tuned to your radio for updated messages.
- 4) If a tornado be sure to get down to the lowest area possible such as a ditch and lay as flat as possible.
- 5) When tornado warnings are reported, staff will relocate to the nearest safe location.
- 6) An emergency kit is kept in the rear of the car. 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. Consumers should be taken to the place recommended by the official in charge.
- 8) Consumers will not attend out of town nonessential community outings if it is -20 degrees (with or without wind chill) or colder. A wind chill chart is attached to assist staff.
- 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

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advisories and if unsure contact facility RPS for assistance.

- 10) Consumers 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 Nurse 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 vehicle or consumer home has 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 the severe weather or other natural disaster causes the relocation of a consumer or IHS program for more than 24 hours or if a law enforcement officer was involved, a supervisory staff person will call each consumer's legal representative, (ODC), Marshall County licenser, and case manager.

WARNING: severe weather is either occurring or is imminent. A warning is the most significant and staff must take immediate action to protect consumers 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 the 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:

- 1) Report power failures to the PKM Electric Co-op Inc. at 437-4711 or 1-800-552-7366 in Warren or Otter Tail Power Company at 800-257-4044 for Argyle consumers. Emergency supplies (fire extinguisher, flashlights, candle, matches cups, blankets etc.) which are located: **(in the rear of the IHFS vehicle)**.
- 2) Account for the well-being of all consumers receiving services.
- 3) Inform all consumers why plans and activities are changing and what is being done to keep them

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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 power outage is becoming long and consumers home is becoming cold in winter call the RPS and or ADM 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) Consumers should be taken to the place recommended by the official in charge.
- 7) If evacuation will be for longer than 24 hours, it is necessary complete the "Emergency Report and Internal Review form". Supervisory staff person will call each consumer's legal representative, (ODC), Marshall County licenser, and case manager 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 shelter. Depending on the emergency you may need to shelter in place or shelter outside the disaster area.

- 1) Follow directions of local emergency personnel to locate the closest emergency shelter.
- 2) 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.
- 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 person will call each consumer's legal representative, (ODC), Marshall County licenser, and case manager 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 the consumer home or building 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.

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- 1) Account for the well-being of all people receiving services.
- 2) Inform people why they are leaving the home or building 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 medication and medical supplies, medical and programs books/information, 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.
- 6) If use of an emergency evacuation for more than 24 hours complete an "Emergency Report and Internal Review form". Supervisory staff person will call each consumer's legal representative, (ODC), Marshall County licenser, and case manager within 24 hours of occurrence to inform them of relocation unless the Incident has been reported by another license holder.

- 7) **Temporary closure or relocation of the IHFS Program.** 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.

- 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 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.
- 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 person will call each consumer's legal representative, (ODC), Marshall County licenser, and case manager within 24 hours of occurrence to inform them of relocation unless the Incident has been reported by another license holder.

B. Additional safety procedures for facilities.

1. First aid and CPR
 - a. Training
 - 1) A staff person trained in first aid will be available whenever a person receiving services is present and staff are required to provide direct service.

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- 2) A staff person trained in cardiopulmonary resuscitation (CPR) will be available when required in a person's coordinated service and support plan or coordinated services and support plan addendum.
- 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 **[in the rear of the IHFS vehicle]**.
 - 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/ camp light that can be used in the event of a power failure. They are located in the **(rear of the IHFS Vehicle)**
3. Emergency contacts
 - a) A list of emergency telephone numbers is kept **[cubbyhole of the vehicle]**. 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 will be **[in the IHFS Vehicle cubbyhole]**.

III. 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;
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).

IV. 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 **[ADM or RPS]**.
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.

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V. 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>).