

# EMERGENCY PROCEDURES

---

OUTCOMES, INC.

# IN EVERY TYPE OF EMERGENCY, YOU SHOULD DO THE FOLLOWING?

---

- Stay Calm
- Implement the emergency plan for the type of emergency presented

# FIRE SAFETY PLANS

- **Rajwood:**

---

- Remain Calm
- Sound the fire alarm
  - **This alarm is monitored and there is no need to call 911 as they will automatically be notified**
- Evacuate the house
- Meet at the designated meeting spot
  - **The designated meeting spot is at the large rock in the yard on the other side of the driveway**
- Wait until emergency personnel give you the all clear to return to the house.
- Notify the emergency on-call supervisor

# FIRE SAFETY PLANS

- **Springhill:**

---

- Remain Calm
- Sound the fire alarm
- Evacuate the house
- Meet at the designated meeting spot
  - The designated meeting spot is at the end of the driveway near the green utility box.
- Call 911 to notify emergency personnel
  - This alarm is not monitored so staff must call 911 to alert emergency personnel
- Wait until emergency personnel give you the all clear to return to the house.
- Notify the emergency on-call supervisor

# FIRE SAFETY PLANS

- **Hillcrest:**

---

- Remain Calm
- Sound the fire alarm
- Evacuate the house
- Meet at the designated meeting spot
  - The designated meeting spot is at the end of the driveway near the street on the side furthest from the house.
- Call 911 to notify emergency personnel
  - This alarm is not monitored so staff must call 911 to alert emergency personnel
- Wait until emergency personnel give you the all clear to return to the house.
- Notify the emergency on-call supervisor

# MANDATED REPORTERS

---

- All employees of Outcomes, Inc. are mandated reporters
  - Mandated reporters must report suspected abuse/neglect/financial exploitation of a vulnerable adult or minor.

# EMPLOYEE'S INJURED AT WORK

---

- If you are injured at work you must do the following:
  - Take immediate safety measures/first aid as required by the injury
  - Notify your supervisor/Emergency on-call supervisor
  - Complete a First Report of Injury Form to ProCare HR through the UKG app.
    - You must do this whether you seek medical attention or not
  - If you require medical attention, seek medical attention and obtain a workability/discharge instructions from the attending physician.
  - Return all paperwork to the Corporate office within 24 hours of the injury.

# CONSUMER INJURIES

---

- If a consumer is injured complete the following steps:
  - Remain Calm
  - Take whatever measures are necessary to provide for consumer safety
  - Apply immediate emergency CPR/First Aid as necessary
  - Have another staff call 911 if necessary
  - Notify the RN
  - Notify the emergency on-call supervisor
  - Complete documentation
    - Accident/Incident Report
    - Health Progress Notes

# DEATH OF A CONSUMER

---

- Death of a Consumer
  - If a client is perceived to be deceased:
    - Immediately start emergency CPR
    - Identify another staff by name to call 911
    - Continue life saving practices until emergency personnel arrive and take over.
    - Notify the RN and the Emergency on-call supervisor

# NOXIOUS FUMES/BOMB THREATS

---

- In the event of a Bomb Threat or if you smell gas/noxious fumes complete the following:
  - Remain calm
  - Evacuate the house
  - Call emergency personnel from a cell phone or neighbor's phone outside of the house.
  - Notify the emergency on-call supervisor
- DO NOT DO ANY OF THE FOLLOWING:
  - Turn on any lights
  - Use a phone inside the house
  - Start any vehicles
  - Use anything that requires electricity

# SEVERE WEATHER

---

- Severe Weather Procedures are as follows:
  - Remain calm
  - Observe weather alerts as identified by the weather radio
  - Guide consumers to the safe area of the house when weather conditions are severe and present.
    - Rajwood:
      - Basement bottom of the stairs
    - Springhill:
      - Underneath stairs in the basement
    - Hillcrest:
      - In the basement open area by the bathroom

# MISSING CONSUMER

---

- Remain Calm
- Ask other staff if they have seen the consumer
- Search the house
- Search the premises outside of the house
- If after 5 minutes consumer has not been found, call 911 to inform emergency personnel that a VA/minor is missing.
- Designate one staff to watch remaining consumers while other staff begin searching the neighborhood.
- Notify the emergency on-call supervisor

# VA/MALTREATMENT OF A MINOR

---

- Remain calm
- Ensure safety of consumer by intervening or by calling 911
- Notify the emergency on-call supervisor

# TYPES OF SERIOUS INJURIES

---

- Ingestion of poison or harmful substance
- Near Drowning
- Heat exhaustion/sun stroke
- Suicide attempt
- Complication of a previous injury
- Fracture
- Dislocation
- Internal injury
- Head injury with loss of consciousness
- Eye injury
- Dental injury that causes avulsion of teeth

# THE OFFICE OF THE OMBUDSMAN

---

- The Office of the Ombudsman must be notified in the following situations:
  - Death of a consumer
  - Serious consumer injury

# INCIDENT REPORTING

---

- Incident forms must be completed under the following circumstances:
  - When there is a fire
  - When there is a consumer injury
  - When 911 is called
  - When you suspect VA/Maltreatment has occurred
  - Death of a consumer
  - Medication error
  - Bomb threat/Noxious fumes
  - Missing consumer
  - Aggression between consumers
  - Injury of a consumer/ serious or not

# CONCLUSION

---

- By knowing what to do in an emergency situation, you can help minimize negative results and provide for the safety of those you serve and your co-workers. Remember that the elderly, young, and people with physical or mental disabilities are often the least able to care for or advocate for themselves. It is our responsibility to see that they live in safety and with dignity.