7/28/20

Owakihi, Inc.

Training Summary Form

I. **Employee:** Pamela Giordano Topic: **INCIDENT & EMERGENCY PROCEDURES 111** Credit Hours: .50

II. Description of Training Content

Review and instruction on protecting the health and safety of persons served including how to take appropriate action with incidents, emergencies, and other health and safety situations. Explanation of policies, procedures, and safety practices to prevent, respond to, document, report and review incident and emergency situations. Description of Owakihi, Inc.'s Continuity of Care Plan for emergency preparedness and management of disasters for people receiving services and employees. Identification of methods and resources staff can use to promote safe computer practices with service recipients. Additional training for employees working in residential sites: Review of security and alarm systems as applicable to the residential locations (i.e. Apollo, Sengistix, smoke alarm systems).

III. Training Procedures

Training Format		Instructional Methods		Demonstrated Competency	
	Self Study	X	Written: Packet	X	Knowledge Testing (Quiz)
	Individualized Training		Video Tape:		Observed Skill Assessment
	Supervisory Meeting		Oral Presentation and Dialogue		Other:
	Team Meeting		Guided Observation		
	Owakihi In service		Guided Practice		
	Other:		Other:		

IV. **Date(s):** 07-28-20 (M/D/Y) Trainer/Position: DC

Time(s): 7:45pm - 8:05pm (AM or PM) Trainer Signature: [signature]

I understand the information I received and my responsibilities for implementation with this company and persons served.

Employee Signature: [signature]

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Training Module 111 Quiz
Incident and Emergency Procedures

Employee Name: Pamela Giordano **Date of Quiz:** 7/28/20

Directions: Upon completion, return the quiz and attached Training Summary Form to your trainer for review and signature.

Complete the statements below by filling in the blanks

1. Incidents and emergency situations are defined in MN Statutes 245.D.02 and described in 3 key Owakihi policies: a. Death of a person served
   b. Maltreatment
   c. Emergency use of manual restraint
2. The difference between an "incident" and an "emergency" is that incident means an occurrence that affects the ordinary provision of services to a person while emergency means events that affect the ordinary daily operations of the program
3. The incident policy identifies "serious injuries" which meet the definition in the above statute. Provide 3 examples of serious injury:
   a. Broken Bones
   b. severe illness
   c. severe bleeding
4. For persons experiencing a mental health crisis: identify 2 potential resources for safety:
   a. Mental Health Crisis Response b. Emergency Services
5. Following completion of an incident or emergency report, the Writer needs to conduct an none report to identify trends or patterns and corrective action, if needed.

Circle the correct answer(s) below

6. Serious injury or death must be reported as soon as possible to the Department of Human Services Licensing Division (for licensed services) and the Office of the Ombudsman (all services). When making this report, there is a time period that should not be exceeded. That time period is which of the following:
   a. 48 hours
   b. determined by the staff person and supervisor
   (c) 24 hours
   d. prior to 5:00 p.m. on week days
   e. none of the above

7. What is the first step to take after confirming that a service recipient is missing:
   a. Call the person's family
   b. Search the immediate area
   c. Start writing the Incident Report
   (d) Call 911

Respond to the following statements using True or False

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8. T If you forget a specific procedure during an emergency, you should do what is necessary to protect the service recipient and then contact your supervisor.

9. T Ensuring the safety and well-being of persons served and staff is the top priority as services are delivered.

10. F Incident and emergency reporting only applies to children.

11. T Incidents and emergencies need to be reported within 24 hours of you becoming aware of the incident.

12. T If you suspect that a child (who receives services from Owakihi, Inc.) has run away from his caregiver because the child was physically abused, your responsibilities are directed by the Maltreatment of Minors Mandated Reporting and Internal Review Policy.

13. F When an incident involves more than one service recipient, you do not need permission to share identifying information with both support teams because safety concerns override privacy issues.

14. F If you take a service recipient to the hospital for a medical emergency, you do not need to complete an Incident Report if the health services professional determines the person was not injured.

15. F Situations that involve one service recipient's verbal or physical aggression towards another service recipient do not need to be documented as long as there is no injury.

16. Based on the information received, what questions do you have regarding this topic?

N/A

17. Who can you speak with regarding implementation of your job functions?

DC or DM

KNOWLEDGE TESTING BY THE TRAINER

- **Note the question(s) answered incorrectly, and the action taken to assure that the employee understands the correct response(s)**

- **The employee identified above has demonstrated competency in completion of the quiz questions.** ***(if not, refer employee to Supervisor.)***

Signature of Trainer **Date** 7/28/20