



Program Emergency Response Plan

Program Name:	PAI Commerce
Program Address:	1754 Commerce Court White Bear Lake, MN 55110
Program Emergency Response Plan Prepared By:	Cortney Kelly, Senior Program Director
Date Plan was Developed:	9/10/2025

Instructions:

The purpose of this form is to prepare for response to emergency situations. This document is intended to outline emergency procedures which staff will implement. Complete the physical plant assessment, attach current evacuation plans, and describe the emergency procedures. These procedures are to be followed during designated safety drills and in actual emergency situations.

This form must be completed for each program location. Once approved, the *Program Emergency Response Plan* (PERP) will be posted and available to all staff. This document is to be reviewed and updated annually by the Program Director and approved by the Chief Operating Officer.

Physical Plant Assessment:

Briefly describe the physical plan and its surroundings, as relates to overall safety and security.

Location:

Commerce is located in White Bear Lake, MN at the end of a cul-de-sac containing other businesses. There is moderate traffic in the cul-de-sac due to the other businesses and there is frequent traffic in the Commerce parking lot during morning and afternoon bussing times.

Entrances and Exits:

There are eight total entrances/exits. There is a main sliding door on the North side in the middle of the building. There is an emergency exit door, standard exit door, and manual garage-style loading dock door towards the NW corner of the building. There is an emergency exit door on the East side of the building. There are two doors on the South side of the building that lead to the back deck.

Exterior Lighting:

The Commerce parking lot is lit with street lamps. In addition, there are lights on the exterior of Commerce near the entrances and exits.

Security:

Commerce has an alarm system that is monitored by an outside agency. Program Supervisors, Directors, and staff that are scheduled to arrive earlier have keys to enter Commerce. Doors are unlocked during normal program hours and locked during all other hours. On the front desk, there is a clearly labeled binder that indicated all guests need to sign in and out. There are two Program Supervisors employed at PAI Commerce, whose offices are in auditory range of the front entrance. Commerce has 2 Ring doorbells, one by the loading dock and one by the front door, to monitor the building during non-program hours.



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Fire Monitoring, Alarm(s), and Suppression:

Commerce is monitored by WHIRC; 911 will be called by the alarm company if the monitoring system is set off. The entirety of the Commerce building is covered by an automatic sprinkler system. There are audio alarms and multiple visual alarms throughout the building to alert in case of fire. There are six total fire extinguishers; three in each wing. On the west side, there is one in the hall near the reception desk, one in the room east of the work floor and one in the hallway outside the entrance to the work floor. On the east side there is one in the hallway and one in each kitchenette.

The nearest fire hydrant to Commerce is located in the Commerce Court cul-de-sac near to neighboring building to the North. The Fire Department has access to the Commerce building via the only parking lot entrance from the Commerce Court cul-de-sac. From that entrance, there is access to the east end of the building via the parking lot or access to the main entrance and front of the building by turning right upon entering the parking lot.

Location of Emergency Shut-offs:

The Commerce water shut off is in the small maintenance room adjacent to the exit on the SE part of the building. The gas shut off is located outdoors on the West wall of the building; a crescent wrench will be needed to turn off the gas.

Location of Electrical Panels:

There are two sets of electrical panels. One in the small maintenance room adjacent to the exit on the SE part of the building. The second is in the small room next to the warehouse (the room with stairs leading to the roof).

Location of First Aid Kit(s):

First aid supplies are located on the work floor, the work floor adjacent program room, and both kitchenettes on the east side of the building.

Location of AED(s):

N/A

Location of Flashlights:

A flashlight is located in the copy room near the weather radio.

Location of Emergency Weather Radio:

Commerce has an emergency weather radio in the copy room in the west half of the building.

Emergency and Non-Emergency Phone Numbers:

Emergencies:	CALL 911
Mental Health Crisis Intervention Team: Ramsey County	(651) 266-7900
Closest Emergency Care Center/Hospital: St. John's Hospital 1575 Beam Ave, Maplewood, MN 55109	(651) 232-7000
Closest Urgent Care Center: The Urgency Room 159 Co Rd E East, Vadnais Heights, MN 55110	(651) 789-6500
Emergency Transportation Services: N/A	N/A



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Police Department (Non-Emergency): White Bear Lake	(651) 429-8511
Fire Department (Non-Emergency): White Bear Lake	(651) 429-8568
Poison Control:	(800) 222-1222
County Emergency Management: Ramsey County	(651) 643-8378
Temporary Shelter: N/A	N/A
Other: N/A	N/A

Program-Related Emergency Phone Numbers:

Designated Coordinator: Felicia Jensen	(507) 995-5313
Designated Coordinator:	
Designated Program Emergency Contact: Cortney Kelly	(612) 619-6801
Assigned Nurse or Nurse Consultant: Scott Garscia	(651) 755-4854
Nurse Emergency Contact: HCS On-Call	(612) 990-9352
Other: Alicia McCallum, Chief Operating Officer	(763) 691-4049
Other: Mike Miner, President	(651) 724-4410

Utility Emergency Contacts:

Gas Company: Xcel Energy	(800) 895-4999 – Customer Service (800) 895-2999 – Report a Gas Leak
Electric Power Company: Xcel Energy	(800) 895-4999 – Customer Service (800) 895-1999 – Report an Electrical Outage
Telephone Company: Arvig	(888) 992-7844
Maintenance: Jerry LaVanier	651-235-0464
Alarm Company: WHIRC	(800) 858-7811
Other: N/A	N/A

Emergency Response Procedures:

For each situation, describe:

- Who is responsible for sounding an alert and how the alert will be communicated.
- What actions will be taken and the role/position responsible for each. Think specifically about medication, equipment, emergency contact information, that needs to be gathered in the event of an evacuation or relocation;



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who will be notified by whom; who will be responsible for checking that evacuation was complete; who will be responsible for attending to whom note any specific procedures for evacuation of persons with limited mobility and who will be responsible.

- *Where are people to go. What is the designated safe meeting space.*
- *How will an “all-clear” announcement or relocation decision be made.*
- *In the case of a power failure, note if any individuals cannot be served safely during an extended outage and what protocol is to be followed.*

Utility Failures (Gas Leak, Power Failure, Water Failure, or Flood)

1. During a power failure, all staff will remain with persons served. If persons are not in the immediate area at the program, staff will locate them and bring them to the central program area.
2. The power company will be contacted by cell phone to determine estimated length of the power outage. If estimated to last less than two hours, the manager or designee will be contacted to determine what actions will be taken. If the power outage is to last more than two hours, staff will transport the persons to a safe area or location as previously established by the manager.
3. If gas is smelled or a gas leak is suspected, staff will evacuate persons to the established designated assembly point outside the facility.
4. The gas company will be immediately notified and instructions followed.
5. No one will be permitted to use lighters, matches, or any open flame during this time. All electrical and battery-operated appliances and machinery will be turned off until the all clear has been provided.
6. The manager or designee will be notified of the gas leak. This call will be made by staff from the safe area using a cell phone or from a neighbor’s phone.
7. If relocation to a designated safe area such as an emergency shelter is necessary, staff will follow the procedures in the Temporary Shelter and Location section below.

Bomb Threat

1. Upon receiving a bomb threat, staff at the program site should pull the fire alarm, if available.
2. Staff will ensure that everyone leaves the building and assembles at the designated assembly point
3. outside the facility.
4. Staff will immediately call “911” from a neighbor’s telephone or a cell phone.
5. Staff and persons will remain outside the building until further instructions are received from the
6. police or fire department.
7. If unable to re-occupy the building, staff will follow the procedures in the Temporary Shelter and Location section below.

Medical Emergency

1. Staff will first call “911” if they believe that a person is experiencing a medical emergency (including serious injury), unexpected serious illness, or significant unexpected change in illness or medical condition that may be life threatening and provide any relevant facts and medical history.
2. Staff will give first aid and/or CPR to the extent they are qualified, when it is indicated by their best judgment or the “911” operator, unless the person served has an advanced directive. Staff will refer to the *Policy and Procedure on the Death of a Person Served* for more information.
3. Staff will notify the Designated Coordinator and/or Designated Manager or designee who will assist in securing any staffing coverage that is necessary.
4. If the person is transported to a hospital, staff will either accompany the person or go to the hospital as soon as possible. Staff will not leave other persons served alone or unattended.
5. Staff will ensure that a completed *Medical Referral* form and all insurance information including current medical insurance card(s) accompany the person.



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6. Staff will remain at the hospital and coordinate an admission to the hospital. If the person served is not to be admitted to the hospital, staff will arrange for transportation home.
7. Upon discharge from the hospital or emergency room, staff transporting to the program site will coordinate with the assigned nurse or nurse consultant, Designated Coordinator and/or Designated Manager or designee and ensure that:
 - a. All new medications/treatments and cares have been documented on the *Medical Referral* form
 - b. All medications or supplies have been obtained from the pharmacy
 - c. All new orders have been recorded on the monthly medication sheet
 - d. All steps and findings are documented in the program and health documentation, as applicable
8. If the person's condition does not require a call to "911," but prompt medical attention is necessary, staff will consider the situation as health threatening and will call the person's physician, licensed health care professional, or urgent care to obtain treatment.
9. Staff will contact the assigned nurse or nurse consultant or Designated Coordinator and/or Designated Manager or designee and will follow any instructions provided including obtaining necessary staffing coverage.
10. Staff will transport the person to the medical clinic or urgent care and will remain with the person. A *Medical Referral* form will be completed at the time of the visit.
11. Upon return from the medical clinic or urgent care, staff will coordinate with the assigned nurse or nurse consultant, Designated Coordinator and/or Designated Manager or designee and ensure that:
 - a. All new medications/treatments and cares have been documented on the *Medical Referral* form.
 - b. All medications or supplies have been obtained from the pharmacy
 - c. All new orders have been recorded on the monthly medication sheet
 - d. All steps and findings are documented in the program and health documentation, as applicable

Fire

1. Staff will respond immediately to all fire and smoke detector alarms or signs of fire by activating the alarms system.
2. All persons will be evacuated from the building by staff and assembled at the established designated assembly point outside the facility.
 - a. In an emergency that requires building evacuation, persons in attendance will evacuate using the primary exits unless they are blocked, in which case the secondary exits will be used. All persons exiting the site will gather at the east end of the building. The director and/or Program Supervisors will oversee the evacuation. Program room staff and/or Program Supervisors will oversee taking census.
3. "911" will be immediately called from a neighbor's telephone or a cell phone in order to report the fire.
4. Staff will contain the area of the fire, if feasible, by closing doors. If it is possible to put out the fire with a fire extinguisher, staff will attempt to do so.
5. Staff will notify the manager or designee.
6. Persons served and individuals will not reenter the program site until the police or fire department issue instructions that the area is safe.
7. If the program site is not habitable and relocation to a designated safe area such as an emergency shelter is necessary, staff will follow the procedures in the Temporary Shelter and Location section below.

Severe Weather

1. At the first sign of severe weather, including but not limited to high winds, heavy snow or rain, or extreme temperatures, staff will confirm the location and safety of all persons served.
2. Staff will monitor reliable sources (radio, television, or weather alerts on mobile devices) for updated weather conditions.



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- a. **Weather Watch:** A watch means conditions are favorable for severe weather (e.g., tornado, severe thunderstorm, blizzard) but it is not currently happening. During a watch, staff will increase monitoring, review shelter areas, and ensure emergency supplies (radio, flashlight, first aid kit) are ready.
- b. **Weather Warning:** A warning means severe weather is occurring or imminent in the immediate area. Staff must take protective action right away by moving all persons to the designated safe area.
3. Upon hearing sirens, receiving a **warning**, or being instructed to take cover, staff will notify all persons that they need to seek shelter and will guide them to the designated safe area in the facility. Staff will also bring a battery-operated radio, first aid kit, and flashlight.
4. If feasible, persons served but not scheduled for supervision will be called and warned.
5. Staff will assist all persons in staying in the safe area until an “all clear” is issued by radio, weather service, or local authorities.
6. If injury or damage occurs, staff will notify the manager or designee and follow directions given.
7. If relocation to a designated community safe area or emergency shelter is necessary, staff will follow the procedures in the “Temporary Shelter and Location” section below.

Criteria for Calling 911 – For Person Served in Danger of Harming Self or Others or Experiencing a Mental Health Crisis

1. Staff will implement any crisis prevention plans specific to the person served as a means to de-escalate, minimize, or prevent a crisis from occurring.
2. If a mental health crisis were to occur, staff will ensure the person’s safety, and will not leave the person alone if possible.
3. Staff will contact “911,” a mental health crisis intervention team, or a similar mental health response team or service when available and appropriate, and explain the situation and that the person is having a mental health crisis.
4. Staff will follow any instructions provided by the “911” operator or the mental health crisis intervention team contact person.
5. Staff will notify the Designated Coordinator and/or Designated Manager or designee who will assist in securing any staffing coverage that is necessary.
6. If the person is transported to a hospital, staff will either accompany the person or go to the hospital as soon as possible. Staff will not leave other persons served alone or unattended.
7. Staff will ensure that a completed *Medical Referral* form and all current insurance information including current medical insurance card(s) accompany the person.
8. Staff will remain at the hospital and coordinate an admission to the hospital. If the person served is not to be admitted to the hospital, staff will arrange for transportation home.
9. Upon discharge from the hospital or emergency room, staff transporting to the program site will coordinate with the assigned nurse or nurse consultant, Designated Coordinator and/or Designated Manager or designee and ensure that:
 1. All new medications/treatments have been documented on the *Medical Referral* form
 2. All medications or supplies have been obtained from the pharmacy
 3. All new orders have been recorded on the monthly medication sheet
 4. All steps and findings are documented in the program and health documentation, as applicable

Violence/Active Shooter

1. No weapons are permitted during service provision or on any property or service location of PAI.
2. If staff encounter a person who is armed and dangerous, staff will not attempt to challenge or disarm the person, but will remain calm and talk with the person using direct eye contact.



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3. If a participant is the aggressor and has a Positive Support Transition Plan or other positive supports, staff will follow the plan and any service location procedures on behavior intervention.
4. Staff will attempt to keep other persons out of the area where the aggressor is located.
5. If other staff are present, and if possible, the Designated Manager will be notified.
6. If the situation warrants it, staff will call "911" and follow instructions given.

Missing Person

1. Based on the person's supervision level, staff will determine when the person is missing from the program site or from supervision in the community.
2. Staff will immediately call "911" if the person is determined to be missing. Staff will provide the police with information about the person's appearance, last known location, disabilities, and other information as requested.
3. Staff will immediately notify the Designated Coordinator and/or Designated Manager or designee. Together a more extensive search will be organized, if feasible, by checking locations where the person may have gone.
4. The Designated Coordinator and/or Designated Manager or designee will continue to monitor the situation until the individual is located.
5. If there is reasonable suspicion that abuse and/or neglect led to or resulted from the unauthorized or unexplained absence, staff will report immediately in accordance with applicable policies and procedures for reporting and reviewing maltreatment of vulnerable adults or minors.

Temporary Shelter and Location

1. Staff will ensure that everyone leaves the building and will assist all persons in gathering at the designated assembly point outside the facility.
2. Staff will immediately notify the manager or designee of the conditions that may require emergency evacuation, moving to an emergency shelter, temporary closure, or the relocation of program to another site.
3. The manager or designee will coordinate relocation of services in a way that promotes continuity of care of persons served.
4. The manager or designee will coordinate and assist staff as necessary in transporting persons to the designated location.
5. If access to the program site is permitted, staff will transfer persons' program files, clothing, necessary personal belongings, current medications, and medication administration records to the designated location.
6. The manager will notify the legal representative or designated emergency contact, and case manager, and other licensed caregiver (if applicable) of the new location of the program if necessary.

Cortney Kelly

Name of Program Director

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Cortney Kelly
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Signature of Program Director

9/19/2025

Date

Alicia McCallum

Name Chief Operating Officer

Signed by:
Alicia McCallum
C81E8D4AE79A459

Signature of Chief Operating Officer

9/22/2025

Date