

## EMERGENCY RESPONSE, REPORTING, & REVIEW POLICY

### Program Name and Location

- Anova Lower - 4657 159th Ave. NW Andover, MN 55303
- Anova Upper - 4657 159th Ave. NW Andover, MN 55303
- Ogren - 14780 Ogren Pl. NE Otsego, MN 55330
- Radisson - 12701 Radisson Rd. NE Blaine, MN 55449
- Wright - 15486 92nd St. NE Otsego, MN 55330
- Rogers - 20720 Valley View Terrace Osseo, MN 55311
- Ryan - 1415 Ryan Ave W Roseville, MN 55113

### Purpose

It is the policy of R&M Welty, Inc. to effectively respond to, report, and review all emergencies to ensure the safety of the person(s) receiving services and to promote the continuity of service until emergencies are resolved. **An “emergency” is any event that affects the ordinary daily operations 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 requires 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.

The information below will detail R&M Welty, Inc.’s response, reporting, and review procedures. Items that vary based on site location will include information for all sites. Staff are to refer to which site they are completing this training at (based on which program location is marked above) in order to decipher the correct information.

### Response Procedures

- A. Fires: in the event of a fire emergency, staff will take the following actions:
  - a. If you hear the fire alarms in your building, evacuate all people to an area of safety, closing doors against the smoke and heat.
  - b. Test a closed door before opening by feeling near the top. If the door is hot, use an alternative exit.
  - c. If a room is smoke-filled, keep low to the floor to breathe more easily.
  - d. Once outside, everyone will meet at the designated area assigned to their home

- e. After evacuating the building, call 911 for the fire department and provide them with relevant information.
- f. When calling 911: stay calm, answer all of the operator's questions to the best of your ability, do not hang up until instructed to by the operator, follow all instructions given to you by the operator, wait for help, and then call your supervisor.
- g. Remain calm and keep everyone together.
- h. Do not re-enter the building until the fire department determines it is safe to do so. 9. Provide emergency first aid as required until emergency personnel arrive. 10. Each staff member is responsible for getting their assigned person(s) served to safety. 11. If time allows, the charge staff will be responsible for grabbing the Medical Administration Record prior to evacuating the building.
- i. When evacuating outside, the designated meeting place is:
  - i. Anova Lower - the mailbox at the end of the driveway
  - ii. Anoka Upper - the mailbox at the end of the driveway
  - iii. Ogren - the fire pit in the backyard
  - iv. Radisson - the mailbox at the end of the driveway
  - v. Rogers - by the "Dead End" sign at the street
  - vi. Ryan - front yard tree at the end of the log, on the left
  - vii. Wright - across the paved road
- j. If the home will be unsafe for 24 hours or more after a fire, relocate the person(s) served to the nearest hotel. **If the home is determined to be unlivable, relocate immediately.** The nearest hotel is:
  - i. Anova Lower – AmericInn – 3430 Northdale Blvd NW Coon Rapids, MN 55448
  - ii. Anova Upper – AmericInn – 3430 Northdale Blvd NW Coon Rapids, MN 55448
  - iii. Ogren – Holiday Inn – 9200 Quaday Ave NE Otsego, MN 55330
  - iv. Radisson – AmericInn – 13440 MN-65 Ham Lake, MN 55304
  - v. Rogers – AmericInn – 21800 Industrial Blvd Rogers, MN 55344
  - vi. Ryan - Best Western Plus - 1010 Bandana Blvd W, St. Paul, MN 55108
  - vii. Wright – Holiday Inn – 9200 Quaday Ave NE Otsego, MN 55330
- k. If you feel you can safely put the fire out with a fire extinguisher, follow the directions below on how to use the fire extinguisher (P.A.S.S):
  - i. PULL - Pull the pin. This will also break the tamper seal.
  - ii. AIM - Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire. **\*\*Note: do not touch the plastic discharge horn on CO2 extinguishers as it gets very cold and may damage the skin.**
  - iii. SQUEEZE - Squeeze the handle to release the extinguishing agent.
  - iv. SWEEP - Sweep from side to side at the base of the fire until it appears to be out.

Watch the area. If the fire re-ignites, repeat steps 2-4.

**\*\* If you have the slightest doubt about your ability to fight a fire: EVACUATE IMMEDIATELY! \*\***

- B. Severe Weather and Natural Disasters: monitor weather conditions; listen to local television, radio, weather radio, or check online weather warnings and watches. Follow their directions on the need to change plans and activities, stay indoors, or seek shelter. Always account for the well-being of all people receiving services. If you change plans, inform the person(s) served, and staff why the plans and activities are changing and what they are doing to keep them safe.

Severe weather terminology:

- a. Warning: severe weather is either occurring or is imminent. A warning is the most significant classification, and staff must take immediate action to protect the person(s) served by seeking immediate shelter.
- b. 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 the person(s) served change their plans for travel and outdoor activities.
- c. Advisory: weather conditions may cause inconvenience or difficulty when traveling or being outside. Staff should explain to the person(s) served that they should consider changing their plans for travel or outdoor activities and to consider that additional time may be required to complete their plans or travel.

If the home is in unsafe condition for more than 24 hours after severe weather, relocate the person(s) served to their nearest hotel. If the home is determined unlivable, relocate immediately.

**A tornado watch means current weather conditions could produce a tornado.** This is the time to prepare for the possibility of a tornado. Move the staff and the person(s) served to your designated storm shelter area (listed on the following page).

**A tornado warning means a tornado or funnel cloud has been sighted or detected on radar.** If you are in a house, DO NOT LEAVE THE HOUSE, if possible, go to the basement. Avoid areas with heavy furniture or appliances overhead. In buildings without a basement, go to an interior hallway or your designated storm shelter area. If you are in a vehicle, drive away from the path of the tornado at a right angle. If there is no time to escape, lie flat in the nearest dry ditch or depression.

In the event of a tornado or high winds where you may need to evacuate the area, do the following:

- Make sure everyone is accounted for and stays together
- Go immediately to the designated storm shelter area
- Explain to the person(s) served that the safest place for them is to remain seated on the floor in

the designated storm shelter area.

- Retrieve the box of storm shelter items (this should be in your designated storm shelter area and include flashlights, batteries, a battery-operated radio, blankets, matches/candles, etc.).
- Stay in your site's designated storm shelter area until the radio clears your area of danger.

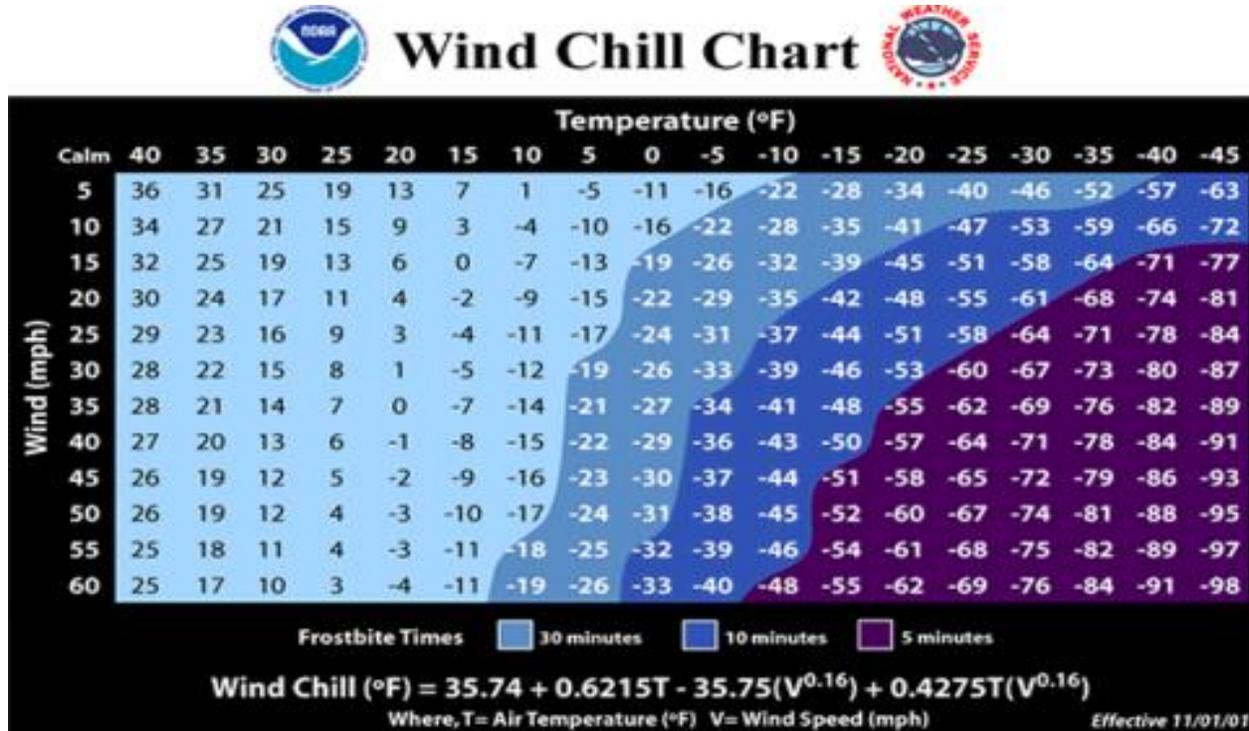
Designated emergency storm shelter areas:

- Anova Lower - the basement staircase
- Anova Upper - the basement staircase
- Ogren - the laundry room
- Radisson - in the basement
- Rogers - in the basement
- Ryan - in the basement
- Wright - in the basement

- C. Blizzard or Severe Winter Weather: determining if the person(s) served should remain home will be based on the conditions meeting any of the following criteria:
- a. The current temperature: See the attached chart distributed by the Ombudsman Office to determine the temperature after incorporating the wind chill.
  - b. Blowing snow and/or snow accumulations that constitute a severe safety factor and is likely to continue throughout the daytime hours.
  - c. Public transportation or school systems have decided to stop/suspend services or anticipate suspending services.
    - i. If all person(s) served remain home for the day, staff should not take the person(s) served out of the house unless there is a medical emergency. In the event of a medical emergency, 911 should be utilized.
    - ii. If going outdoors is necessary, staff must ensure that all exposed skin is covered with hats, mittens, scarves, etc.
    - iii. If going outside, staff must assist the person(s) served with walking on ice to help prevent slipping and/or falling.
    - iv. Staff will monitor weather conditions and updates via radio, television, or the internet.

**Company Vehicles will always be equipped with the following:**

- First Aid Kits
- Blankets
- Flashlights
- Candle / Container / Matches



D. Power Failures: report power failures to your local power company (listed below). Use the emergency supplies which are in your designated emergency storm shelter area. Account for the well-being of all person(s) served. Inform the person(s) served of what happened and what we are doing to keep them safe.

Local power company phone number:

- Anova Lower - Connexus Energy - 763-323-2650
- Anova Upper - Connexus Energy - 763-323-2650
- Ogren - Elk River Municipal Utilities - 763-441-2020
- Radisson - Connexus Energy - 763-323-2650
- Rogers - Xcel Energy - 1-800-895-4999
- Ryan - Xcel Energy - 1-800-895-4999
- Wright - Elk River Municipal Utilities - 763-441-2020

E. Emergency Shelter: follow the direction provided from local emergency personnel to locate the closest emergency shelter. 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. Remain calm and keep everyone informed of why the events are occurring. The

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.

- F. Emergency Evacuation: some emergencies will be best met by leaving the 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. During this process you will be responsible to account for the well-being of all person(s) served. You will inform the person(s) served why they are leaving the program and what is being done to keep them safe. Follow directions received from administrative staff, police, fire, and other emergency personnel; if emergency personnel directives contradict R&M Welty's administrative staff directives, follow the directives of the emergency personnel, and inform R&M Welty's administrative staff of the changes when you and the person(s) served are safe. If time allows, remove from the program medication and medical supplies, medical and program books/information, clothing, grooming supplies, person served funds, other necessary program and personal items, and emergency contact names and information. 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.
- G. 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 administrative staff. During this process you will be responsible to account for the well-being of all person(s) served. You will inform the person(s) served why they are leaving the program and what is being done to keep them safe. Follow directions received from administrative staff, police, fire, and other emergency personnel; if emergency personnel directives contradict R&M Welty's administrative staff directives, follow the directives of the emergency personnel and inform your direct supervisor of the changes when you and the person(s) served are safe. If time allows, remove from the program medication and medical supplies, medical and program books/information, clothing, grooming supplies, person served funds, other necessary program and personal items, and emergency contact names and information. **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.** In the case of temporary relocation, sites will relocate to the nearest hotel.
- H. Additional Safety Protocols:
  - a. First Aid and CPR
    - i. Training
      1. A staff person 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) served 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.

- ii. First Aid Kits
  - 1. First aid kits must be readily available for use by staff and must meet the needs of the person(s) served. First aid kits are in the medication closet and in the company vehicle(s).
  - 2. First aid kits must include accessible first aid supplies including bandages, sterile compresses, scissors, a cold pack, an oral or surface thermometer, mild liquid soap, adhesive tape, and a first aid manual.
- b. Emergency equipment: A flashlight and portable radio and television that can be used in the event of a power failure must be on site. They will be in the designated storm shelter area.
- c. Emergency contacts
  - i. A list of emergency telephone numbers is posted in the office. The mental health crisis intervention team number is also posted in the office.
  - ii. The names and telephone numbers of each person's representative, physician, and dentist must be readily available.
- d. Written emergency response plan: An emergency response plan must be readily available to staff, and the person(s) served. This plan is in the office and should also be posted where the person(s) served can see it. This plan must include:
  - i. Procedures for emergency evacuation and emergency sheltering, including:
    - 1. How to report a fire or other emergency.
    - 2. Procedures to notify, relocate and evacuate person(s) served, including use of adaptive procedures or equipment to assist with the safe evacuation of person(s) served with physical or sensory disabilities.
    - 3. Instructions on closing off the fire area, using fire extinguishers, and activating and responding to alarm systems.
  - ii. 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 announcers and controls, and sprinkler systems.
    - 3. Location of exits, primary and secondary evacuation routes, and accessible egress routes, if any.
    - 4. Location of designated emergency shelter area within the facility.
  - iii. Site plan that identifies
    - 1. Designated assembly points outside the facility.
    - 2. Locations of fire hydrants.

3. Routes of fire department access.
- iv. Responsibilities each staff person must assume in case of an emergency.
- v. Procedures for relocation or service suspension when services are interrupted for more than 24 hours.
- vi. Floor plan that identifies the location of an enclosed exit stairs.
- vii. Emergency escape plan for each person served and room.

## Reporting Procedures

Emergency reports will be completed using the program's emergency report and review form as soon as 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:

\*It is not necessary to identify all person(s) affected by or involved in the emergency unless the emergency resulted in an incident to a person(s) served\*

1. The date, time, and location of the emergency.
2. A description of the emergency.
3. 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.
4. The name of the staff person or person(s) who responded to the emergency.
5. The results of the review of the emergency (see the 'review procedures' section below).

## 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.
2. The review will be completed by administrative staff.
3. The review will be completed within 14 days of the emergency.
4. The review will ensure that the written report provides a written summary of the emergency.
5. The review will identify trends or patterns, if any, and determine if corrective action is needed.
6. When corrective action is needed, a staff person will be assigned to take the corrective action within a specified time frame.

## Record Keeping Procedures

1. 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.
2. Emergency reports will be maintained at R&M Welty, Inc. main offices located at 23038 Rum River Blvd. NW, St. Francis MN 55070.

## Drill Procedures

1. How to conduct a fire drill
  - a. **Activate the smoke alarm.**
  - b. Gather the person(s) served and direct them out of the nearest emergency exit.
  - c. **Teach the person(s) served to crawl low and stay away from smoke.**
  - d. Educate the person(s) served on safety precautions and guidelines.
  - e. Person(s) served, and staff will meet in the designated area.
2. Fire Drill Guidelines
  - a. Plan two escape routes from each room of the home, one being the normal exit and the other being a secondary exit.
  - b. Have emergency escape plans readily available.
  - c. Activate smoke detectors, so the person(s) served become adjusted to the sound and respond accordingly.
  - d. Teach the person(s) served that they should not hide under beds or in closets.
  - e. Imagine that the room is filled with smoke; the person(s) served should practice crawling low.
  - f. Close doors against smoke and heat. If a door is closed, test it before opening by feeling near the top. If the door is hot, use the emergency exit.
  - g. Save lives, not property. In a fire situation, evacuate the person(s) served from the house, then call 911 from a safe location.
  - h. In a multiple story home, evacuate the upper floors first.
  - i. Meet at the predetermined meeting place outdoors so you know that everyone is safe.
  - j. Teach person(s) served STOP, DROP, AND ROLL if their clothes caught on fire.
  - k. Once the building is evacuated, remain outside.
  - l. The evacuation should be completed within three minutes.
  - m. **Fire drills need to be rehearsed quarterly and within 90 days of the last drill.**
  - n. **Smoke detectors must be tested every 3 months, and the batteries must be replaced every 6 months.**
  - o. Fire drills must occur at different times during the day to ensure the person(s) served are prepared any time a fire may occur.
3. How to Conduct a Storm Drill
  - a. Announce to the person(s) served that we will be conducting a storm drill.
  - b. Direct person(s) served in the designated storm shelter area.
  - c. Teach the person(s) to stay away from doors and windows
  - d. Make sure you have a working flashlight and battery-operated radio in the designated storm shelter area.

- e. Teach the person(s) served when it is okay to leave the designated storm shelter area.
4. Storm Drill Guidelines
- a. Make sure all staff person(s) and person(s) served know where the designated storm shelter area is.
  - b. Write out a plan for severe weather and rehearse quarterly.
  - c. Drills should be completed at different times of the day.
  - d. Keep the severe weather plan visible and accessible to all staff and person(s) served.
  - e. Be aware and attentive of the weather conditions in and around the area of the facility.
  - f. Have a working flashlight, battery operated radio, batteries, and first aid kit accessible in the designated storm shelter area.
  - g. Make sure the person(s) served are away from windows and doors when severe weather is present.
  - h. Remain in the designated storm shelter area until the weather conditions are safe, per the local weather service.
  - i. **Storm drills should be completed within 3 minutes.**
  - j. Storm drills need to be completed within 90 days of the previous drill.