

I. PURPOSE

The purpose of this policy is to provide guidelines on preparing for, reporting, and responding to emergencies to ensure the safety and well-being of persons served and staff.

II. POLICY

The company will be prepared to respond to emergencies as defined in MN Statutes, section 245D.02, subdivision 8 (“Event that affects the ordinary daily operation of the program . . .”), that occur while providing services, to protect the health and safety of and minimize risk of harm to the person(s) served. Emergency situations will be dealt with in a responsible manner by all staff involved. The following procedures are guidelines for actions to be taken in the event of an emergency. In emergency situations, staff on duty must first act to ensure the safety of the persons served. Then, at first opportunity notify, the Designated Coordinator and/or Designated Manager. Staff will address all emergencies according to the specific procedure outlined in this policy and act immediately to ensure the safety of persons served.

The procedures in this policy will be followed during the provision of services at service locations. For emergencies that occur in the community or at an employment site with a community employer, the site’s specific emergency procedures will be followed. Opportunity Partners uses an emergency response system that is designed to ensure that staff facing emergencies can always receive direction, consultation, and support in managing those situations. For protocols on managing emergencies through the emergency system, staff will follow specific procedures for their service locations.

After the situation has been resolved and/or the person(s) involved are no longer in immediate danger, staff will complete the necessary documentation in order to comply with licensing requirements on reporting and to assist in developing preventative measures, if applicable. For incident (“Occurrence which involves a person and requires the program to make a response that is not part of the program’s ordinary provision of services to that person.”) response procedures, staff will refer to the *Policy and Procedure on Responding to and Reporting Incidents*. The Designated Coordinator and/or Designated Manager will ensure that the person’s legal representative, case manager, and other licensed caregivers (if applicable) are notified within 24 hours. A copy of all *Incident* and/or *Emergency Reports* will be sent to the person’s legal representative and case manager within 5 days, or as directed in the person’s *Coordinated Service and Support Plan* and/or *Coordinated Service and Support Plan Addendum*.

All staff will be trained on this policy and the safe and appropriate response to and reporting of emergencies. Program sites will have contact information of a source of emergency medical care and transportation readily available for quick and easy access. In addition, a list of emergency phone numbers will be posted in a prominent location and emergency contact information for persons served at the facility including each person’s representative, physician, and dentist.

III. PROCEDURE

Defining emergencies

- A. Emergency is defined as any event that affects the ordinary daily operation of the program including, but not limited to:
1. Fires or Explosions.
 2. Severe weather.
 3. Natural disasters.
 4. Power failures.
 5. Emergency evacuation or moving to an emergency shelter.
 6. Temporary closure or relocation of the program to another facility or service site for more than 24 hours.

Opportunity Partners

7. Other events that threaten the immediate health and safety of persons served and that require calling “911.”

Preparing for emergencies

- A. To be prepared for emergencies, a staff person trained in first aid will be available on site in a day services facility, in a community residential setting, and when required in a person’s *Coordinated Service and Support Plan* and/or *Coordinated Service and Support Plan Addendum*, be able to provide cardiopulmonary resuscitation (CPR), whenever persons are present and staff are required to be at the site to provide direct services. CPR training will include in-person instruction, hands-on practice, and an observed skills assessment under the direct supervision of a CPR instructor.
- B. Each day services facility and community residential setting will have a first aid kit readily available for use by, and that meet the needs, of persons served and staff. The first aid kit will contain, at a minimum, bandages, sterile compresses, scissors, and ice bag or cold pack, an oral or surface thermometer, mild liquid soap, adhesive tape, and a first aid manual.
- C. Day service facilities and community residential settings will have:
 1. A floor plan available that identifies the locations of:
 - a. Fire extinguishers and audible or visual alarm systems
 - b. Exits, primary and secondary evacuation routes, and accessible egress routes, if any
 - c. An emergency shelter within the facility
 2. A site plan that identifies:
 - a. Designated assembly points outside the facility
 - b. Locations of fire hydrants
 - c. Routes of fire department access
 3. An emergency escape plan for each person served.
 4. For community residential settings with three (3) or more dwelling units, a floor plan indicating the location of enclosed exit stairs.
- D. Fire and severe weather drills will be conducted. Fire drills will be conducted quarterly on various days of the week and times of the day (or night, as applicable to hours of program operation). Staff and persons served in the facility will not be notified prior to the drill, if possible, to ensure correct implementation of staff responsibilities for response. The Designated Coordinator and/or Designated Manager or designee will be responsible for the initiation of the emergency drill and will record the date, day, and time of the drill in the emergency plan records.
- E. As part of the emergency plan records kept at the facility site, the following information will be maintained:
 1. The log of quarterly fire and severe weather drills.
 2. The readily available emergency response plan.
 3. Emergency contact information for persons served at the facility including each person’s representative, physician, and dentist.
 4. Information on the emergency shelter within the facility and the designated assembly points outside the facility.
 5. Emergency phone numbers that are posted in a prominent location.
- F. If persons served require the use of adaptive procedures or equipment to assist them with safe evacuation, staff will receive specific instruction on these procedures and equipment.
- G. The Designated Coordinator and/or Designated Manager will ensure that during all hours of operation, emergency contact/response is available to all staff. In the case of an emergency, staff will follow the emergency contact calling list according to their applicable service location’s procedure. The Designated Manager or designee will also ensure:

Opportunity Partners

1. Availability to staff via telephone contact or in person and will respond to emergency situations ensuring the health and safety of persons served.
2. They will not leave the geographical area covered, without notifying and transferring the responsibility to another approved coverage person.
3. Staff will follow applicable policies and procedures for responding to incidents and emergencies.
4. Emergency information is available for reference.
5. That they maintain their ability to make sound decisions or will refer the caller to the alternative emergency contact.

Responding to emergencies

A. Staff will call “911” based upon the emergency situation as provided in each individual response procedure as stated below.

B. For more detailed instruction, refer to the program’s *Program Emergency Response Plan*.

C. Fire or Explosion

1. Staff will be trained on and will follow evacuation plans at each program site.
2. Staff will respond immediately to all fire and smoke detector alarms or signs of fire by activating the alarms system.
3. All persons will be evacuated from the building by staff and assembled at the established designated assembly point outside the facility. Staff will:
 - a. Assist persons served to assemble at the designated safe location outside the facility.
 - b. Ensure that the entire service location has been evacuated.
4. “911” will be immediately called from a neighbor’s telephone or a cell phone in order to report the fire or explosion.
5. For fires, 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.
6. Staff will notify the Designated Manager or designee.
7. Staff will ensure that persons served and individuals do not reenter the program site until the police or fire department issue instructions that the area is safe.
8. If the program site is not habitable and relocation to a designated safe area such as an emergency shelter is necessary, staff will:
 - a. Follow the procedures in Letter E of the **Responding to Emergencies** section of this policy
 - b. Transport persons served to the designated safe location as established by the Designated Manager in the *Program Emergency Response Plan*.

D. Severe weather conditions and natural disasters

1. At the first sign of severe weather or a natural disaster, 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 listen to the radio or watch television for current weather conditions.
3. Upon hearing sirens or a take cover warning, staff will:
 - a. Notify all persons that they need to seek shelter
 - b. Guide all persons to the designated safe area in the facility
 - c. Bring a battery operated radio or television set, 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 through the radio or by other means.
6. If injury or damage occurs, staff will notify the Designated Manager or designee and follow directions given.
7. If relocation to a designated safe area such as an emergency shelter is necessary, staff will follow the procedures in Letter E of the **Responding to Emergencies** section.
8. If Injury or damage occurs, staff will complete an Incident and Emergency Report. For care of injuries, staff will refer to the Policy on Responding to and Reporting Incidents.

Opportunity Partners

D. **Power failure (electricity outage or gas leak)**

1. During a power failure, all staff will remain with persons served. If persons are not in the immediate area at the program site, staff will locate them and bring them to the central program area or designated safe area outside the facility.
2. Staff will contact the Designated Manager.
3. 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 Designated 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 coordinate the transportation of the persons served to a safe area or service location as previously established by the Designated Manager in the *Program Emergency Response Plan*.
4. If gas is smelled or a gas leak is suspected, staff will ensure the safety of persons served and evacuate them to the designated safe area outside the facility.
5. The gas company will be immediately notified and instructions followed.
6. 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 and not restarted until the all clear has been given.
7. The Designated Manager or designee will be notified of the gas leak. Staff will call from a safe area away from the suspected gas leak using a cell phone or from a neighbor's phone.
8. If the service location cannot be reoccupied due to the gas leak, staff will coordinate relocation of persons served to a designated safe area or service location, such as an emergency shelter. Staff will follow the procedures in Letter E of the **Responding to Emergencies** section of this policy.

E. **Emergency evacuation, moving to an emergency shelter, and temporary closure or relocation of the program to another facility or service site for more than 24 hours**

1. Staff will ensure that everyone leaves the building and will assist all persons in gathering at the designated safe location outside the facility.
2. Staff will immediately notify the Designated 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 Designated Manager or designee will coordinate relocation of services in a way that promotes continuity of care of persons served.
4. The Designated Manager or designee will coordinate and assist staff as necessary in transporting persons to the designated location.
5. If access to the program site/service location is permitted, staff will transfer persons' program files, clothing, necessary personal belongings, current medications, medication administration records, and other essential items to provide services and ensure the health and safety of persons served to the designated location.
6. The Designated 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. Staff will coordinate and communicate with the expanded support team (EST) members for continued service provision and coordination of care for persons served

F. **Other events that threaten the immediate health and safety of persons served and that require calling "911"**

1. Pandemic event: Upon request, staff will cooperate with state and local government disaster planning agencies working to prepare for or react to emergencies presented by a pandemic outbreak.
2. Bomb threat
 - a. Upon receiving a bomb threat, staff at the program site will contact the Chief Executive Officer or Vice President of Human Resources to notify them of the threat and seek direction regarding evacuation.
 - b. Staff will immediately call "911" from a neighbor's telephone or a cell phone and will stay on the line until instructed to hang up. If unable to reach the Chief Executive Officer or the Vice President of

Opportunity Partners

- Human Resources, staff will follow the direction of the 911 operator regarding evacuation.
- c. If directed to evacuate, staff and persons served will remain outside the building until further instructions are received from the police or fire department.
 - d. If unable to re-occupy the building, staff will follow the procedures in Letter E of the **Responding to emergencies** section of this policy.
3. Repeated and unwanted or threatening phone calls or visits from unauthorized persons
 - a. Upon receiving repeated and unwanted or threatening phone calls, staff will hang up the phone immediately or encourage the person served to hang up the phone. For repeated or unwanted or threatening visits, staff will help to relocate persons served to a safe area and instruct the visitor to leave the premises.
 - b. Staff will lock all doors and windows and check the security of the service location/program site.
 - c. Staff will monitor the frequency of disruptive phone calls. Staff will inform the Designated Manager when the calls continue to a point where the safety of persons served is in question or when the calls are personally threatening or environmentally threatening to a program site or property.
 - d. For visits from unauthorized persons, staff will follow the specific location procedures.
 - e. Staff will call “911” if at any point they feel threatened.
 - f. The Designated Manager will determine when and if the telephone number will be changed due to the harassing or threatening telephone calls.

G. Service location violence/person with a dangerous weapon

1. No weapons are permitted during service provision or on any property or service location of the company.
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 attempt to talk with the person using direct eye contact.
3. If the person served is the aggressor and has a *Positive Support Transition Plan* or *Positive Actions Support Plan* in place, staff will follow the plan and any service location procedures on behavior intervention.
4. Staff will attempt to keep other persons served 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.

Reporting emergencies

- A. Staff will immediately notify the Designated Manager or designee that an emergency has occurred and follow direction issued to them and will document the emergency on an *Emergency Report* any related program or health documentation. Each *Emergency Report* will contain the required information as stated in the *Policy and Procedure on Reviewing Incidents and Emergencies*.
- B. If an incident resulted from the emergency situation, the Designated Coordinator and/or Designated Manager will follow procedures found in the *Policy and Procedure on Responding to and Reporting Incidents* and will maintain information about and report incidents to the legal representative or designated emergency contact and case manager within 24 hours of an incident occurring while services are being provided, within 24 hours of discovery or receipt of information that an incident occurred, unless the company has reason to know that the incident has already been reported, or as otherwise directed in the person’s *Coordinated Service and Support Plan* and/or *Coordinated Service and Support Plan Addendum*.
- C. When the incident or emergency involves more than person served, the company and staff will not disclose personally identifiable information about any other person served when making the report to each person and/or legal representative and case manager unless the company has the consent of the person and/or legal representative.
- D. If a serious injury or death were to occur as a result of the emergency situation, staff will follow the response and reporting procedures as stated in the *Policy and Procedures on Responding to and Reporting Incidents* and, if needed, the *Policy and Procedure on Death of a Person Served*.