

EMERGENCY PROCEDURES GUIDE

Elizabeth Richardson Center



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FACILITY INFORMATION

NAME OF ERC FACILITY	ADDRESS	CITY & ZIP CODE	MAIN FACILITY PHONE	FACILITY FAX
ADMINISTRATIVE OFFICES	3917 S. Old Missouri Rd	Springdale, 72764	479-872-1800	479-872-4654
BURDICK HOUSE	1268 A Jaro Lane	Springdale, 72764		
CHILD DEVELOPMENT CENTERS				
Farmington CDC	56 W. Main St.	Farmington, 72730	479-267-5760	479-267-5769
Fayetteville CDC	1760 N. Woodland	Fayetteville, 72703	479-443-4420	479-443-0547
Huntsville CDC	913 N. College	Huntsville, 72740	479-738-1751	479-738-1752
Siloam Springs CDC	1300 N. Patriot	Siloam Springs, 72761	479-373-6488	479-373-6584
Springdale CDC	2871 American St	Springdale, 72764	479-927-1350	479-927-2452
ICF HOMES				
Jones Home	2005 Kim Ave.	Springdale, 72764	479-872-4664	479-872-4667
Norman Home	2000 Kim Ave.	Springdale, 72764	479-872-4670	
Richardson Home	2006 Kim Ave.	Springdale, 72764	479-872-4659	479-872-2342
LIFE SKILLS	1763 Ford Ave.	Springdale, 72764	479-872-4663	479-872-4651
RICHARDSON INDUSTRIES	3917 S. Old Missouri Rd	Springdale, 72764	479-872-1800	479-872-4654
WAIVER OFFICE	1792 E. Joyce Blvd., Suite 2	Fayetteville, 72703	479-287-4535	479-287-4549

ERC EMERGENCY CONTACTS

NOTE: During any type of emergency situation, a chain of command should be established to facilitate the coordination of communication and procedures during the emergency. Decisions that affect the ERC facility involved will be made by the Emergency Coordinator of that facility and the Program Director in coordination with the Executive Director, or designee.

		Cell Phone	Work Phone
Executive Director	Cindy Acree	479-966-2385	479-872-1800x206
Director of Administration	Lynne Keller	479-361-0702	479-872-1800x218
Adult Services Director RI Program Manager LS Manager Residential Director CE/W Director	Zarah Reed John Salina Karen Cherico Kristin Crist Daniel Hewitt	479-422-1663 479-422-3311 479-966-2632 479-799-0171 479-231-7082	479-872-1800 479-872-4663x10 479-872-5370 479-287-4535
Children Services Director Asst Director/Huntsville Coordinator Farmington Coordinator Fayetteville Coordinator Siloam Springs Coordinator Springdale Coordinator	Patricia Fleshman Natasha Dennis Shana Sayle Adam Humphrey Jamie Short Race Cunningham	479-231-7083 479-981-1377 479-595-9121 479-595-9121 479-427-1038 479-466-4190	479-738-1751 479-267-5760 479-443-4420 479-373-6488 479-927-1350
Transportation Coordinator	Angela Hicks	479-320-6636	
Maintenance Coordinator	Arnold Keye	479-799-9407	
IT/Systems Administrator	Josh Jordan	479-231-6414	479-872-1800x211

COMMUNITY EMERGENCY CONTACTS

FOR ALL FACILITIES		NWA RED CROSS	479-306-4688
Emergency police/fire/ambulance	911	CDC Licensing Central Office	1-800-445-3316
Poison Control Hotline	1-800-376-4766	Utilities – Electric	
Child Maltreatment Hotline	1-800-482-5964	(Farmington) SWEPCO	479-751-3841
Adult Abuse Hotline	1-800-482-8049	(Fayetteville) AR Electric Co-op	479-521-1938
		(Siloam Springs) SWEPCO	479-524-2300
		(Springdale) Ozark Electric	479-751-2342
MEDICAL FACILITIES		Utilities – Water	
Fayetteville & Farmington		(Farmington) City of Fayetteville	479-521-1258
Washington Regional Hospital	479-713-1000	(Fayetteville) City of...	479-521-1258
Huntsville		(Huntsville) City of...	479-738-6133
Boston Mtn Rural Health	479-738-5500	(Siloam Springs) City of...	479-524-3513
Siloam Springs		(Springdale) City of...	479-751-5751
SS Memorial Hospital	479-524-3141		
Springdale		Utilities – Gas	
Northwest Reg Medical Center	479-751-5711	(Farmington) SourceGas	479-521-5330
		(Fayetteville) SourceGas	479-582-8800
		(Huntsville) Empire Gas	479-738-5164
		(Siloam Springs) SourceGas	479-373-1099
		(Springdale) BlackHills Energy	888-890-5554
HEALTH DEPARTMENTS			
Fayetteville, Farmington & Springdale			
Washington County HD	479-521-8181		
Siloam Springs			
Benton County HD	479-986-1300		
Huntsville			
Madison County HD	479-738-2612		

COMMUNITY NON-EMERGENCY CONTACTS

DUNK	479-750-1833	NATIONAL EMERGENCY FAMILY REGISTRY & LOCATOR	1-800-588-9822
NON-EMERGENCY POLICE		EMERGENCY CHILD LOCATOR	1-800-908-9572
Farmington	479-267-3411	Boiler Inspection Division	501-682-4513
Fayetteville	479-587-3555	Childcare Licensure	
Huntsville	479-738-6556	Benton County	479-273-9011
Siloam Springs	479-524-4118	Madison County	479-442-4029
Springdale	479-750-8543	Washington County	479-442-4029
NON-EMERGENCY FIRE		Transportation	
Farmington	479-267-3338		
Fayetteville	479-443-7802		
Huntsville	479-738-2321		
Siloam Springs	479-524-3103		
Springdale	479-751-4510		

OTHER IMPORTANT PHONE NUMBERS FOR THIS SPECIFIC FACILITY:

LUNCH PROVIDER FOR THIS FACILITY: Name: _____ Phone: _____

QUICK REFERENCE

Evacuation

- Smoke in the building
- Fire (or explosion) in or near building
- Gas Leak
- Bomb Threat

Evacuation and Relocation

- Hazardous Spill may require relocation
- Fire in or near building may require relocation
- Other event causing significant damage to building

Shelter in Place

- Tornado
- Earthquake
- Hazardous Chemical Spill may require Shelter in Place until advised to relocate
- Threat of Violence

EVACUATION

PROCEDURE:

1. For fire: Pull fire alarm.
2. For other reasons: Verbal order to evacuate by Emergency Coordinator.
3. Evacuate to the designated area (see evacuation map), at least fifty feet from the building.
4. Account for all persons served and staff at the start of the evacuation and at the completion of the evacuation.

PERSONNEL ROLES IN EVACUATIONS

Emergency Coordinator

The senior staff member in the Burdick Home at the time of the emergency will be the Emergency Coordinator. He/she will evacuate with the cell phone, Emergency Plan, and Staff Sign In/Out Board and signature sheets. Call 911 and designate another staff to call Program Director.

Nursing Staff/designee

Evacuate with first aid kit/evacuation pack. If safe to do so, evacuate with medications that will be needed. Transport them in a secure container. Attend to medically fragile persons served and any others injured during evacuation. If no nurse available in the facility, a staff member trained in first aid and medication monitoring will assume this role.

Teachers/DSPs

Take roll to ensure all persons served have been evacuated. Check all rooms, bathrooms, closets, etc. to ensure everyone is evacuating. Turn off lights and close windows and doors.

Administrative Staff

Assist where needed.

EVACUATION and RELOCATION

- Fire in or near the facility
- Hazardous Spill may require relocation
- Threat of violence
- Extensive damage to the facility

PROCEDURES

1. Follow evacuation procedures.
2. The emergency coordinator will ensure notification poster is attached to the facility entrance providing the relocation site and contact information.
3. The emergency coordinator will contact the transportation company to request pickup and assistance contacting families of bus riders.

EMERGENCY RELOCATION SITES FOR ALL ERC FACILITIES

CHILD DEVELOPMENT CENTERS

- | | |
|---|--------------|
| • Farmington CDC: Church of Christ, 41 W. Main, Farmington | 479-267-3182 |
| • Fayetteville CDC: Woodland Jr. High, 1 E. Poplar St., Fayetteville | 479-444-3067 |
| • Huntsville CDC: Madison City Sr. Center, 903 N. College, Huntsville | 479-738-2750 |
| • Siloam Springs CDC: SS Fire Station, 1450 Cheri Whitlock, SS | 479-524-3103 |
| • Springdale CDC: First United Methodist Church, 206 W. Johnson, Springdale | 479-750-5229 |

RI & ADMN OFFICES Life Skills Building, 1763 Ford Ave., Springdale 479-872-4663

LIFE SKILLS ICF Homes or Richardson Industries – as determined by Evacuation Coordinator

ICF HOMES Life Skills Building, 1763 Ford Ave., Springdale 479-872-4663

WAIVER OFFICES Richardson Industries, 3917 S. Old Missouri Rd., Springdale 479-872-1800

BURDICK HOUSE Richardson Industries, 3917 S. Old Missouri Rd., Springdale 479-872-1800

SHELTER IN PLACE

- Tornado
- Earthquake
- Hazardous Chemical Spill – may require Shelter in Place until advised to relocate
- Threat of Violence

PROCEDURES

1. All staff and persons served will remain in the building until directed otherwise by the Emergency Coordinator.
2. Any persons served or staff outside the facility will be brought inside and accounted for.

LOCKDOWN – Emergency Procedures

GOAL – To maintain a secure facility when there is an outside threat. Persons Served will NOT be alerted unless necessary.

PROCEDURES:

1. A special announcement will proceed any emergency lockdown. That announcement will be: “Emergency Lockdown”
2. Persons served and staff who are outside the building should be directed to go inside the nearest building and remain there until the “all clear” signal is given.
3. Specific staff members have door lock-down responsibilities. They are:

STAFF NAME	DOOR ASSIGNMENT
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

4. The Emergency Coordinator will call 911 and will designate another staff member to call the Program Director.

FIRE

PROCEDURE:

1. Pull fire alarm and notify site coordinator.
2. Evacuate.
3. If an exit is blocked, find the next closest exit. Maps should be located by all exits.

Small fires

- Use fire extinguishers for small limited fires.
- Their locations are noted on the facility map.

Remember the acronym **P.A.S.S.** when using a fire extinguisher:

P - Pull the pin.

A - Aim at the base of the fire.

S - Squeeze the handle trigger.

S - Sweep from side to side, stand approximately six (6) feet back from the fire when using an extinguisher.

TORNADO/SEVERE WEATHER

TERMINOLOGY

A “WATCH” – means conditions are favorable for tornado or severe weather.

A “WARNING” – means a tornado has been spotted or is imminent. Take shelter immediately.
Monitor weather reports continuously.

SIGNALS

Tornado watches and warnings will be monitored by a radio in the administrative area of the facility.

When you hear “tornado warning” take shelter immediately in the area of your building that has been designated as a “tornado safe area”. These are indicated on the emergency maps posted throughout all ERC facilities.

PROCEDURES

1. All doors and windows should be closed.
2. Avoid the west side of the building if at all possible.
3. Stay away from glass windows.
4. A battery-operated weather radio should be within hearing distance to monitor weather reports.

MEDICAL EMERGENCIES

DEFINITION – An unexpected serious occurrence demanding immediate action to aid the injured/ill person(s).

PROCEDURES:

1. The situation should be assessed for personal risk factors prior to assistance or intervention.
2. Call 911 or send someone else to call 911 for assistance.
3. Notify on site nursing staff, if applicable.
4. Use Universal Precautions. Gloves should be worn before touching blood and body fluids, mucous membranes, or non-intact skin of all patients (clients), for handling items or surfaces soiled with blood or body fluids. Gloves should be changed after contact with each patient/client. Personal Protective Equipment (PPE) can be located in the hallway near copy machine.
5. Do not move or allow the injured person(s) to be moved.

Medical Emergency	Warning Signs	What to Do
Allergic Reaction	Trouble breathing Swelling of the tongue or face Signs of shock	Call 911 and get a first aid kit and AED If the person has an epinephrine pen, hold the pen in your hand and remove the cap. Press the injector hard against the person’s thigh, about halfway between the hip and the knee. Hold the pen in place for about 10 seconds. Remove the pen by pulling it straight out, and without touching the end with the needle. Rub, or have the person rub, the injection site for 10 seconds. Get the person to a medical professional immediately.
Amputated Body Part		Take care of any bleeding from the injured person first. Rinse the amputated part with clean water, then cover or wrap with a clean dressing. Place in watertight plastic bag.

		<p>Place bag in another container with ice or ice and water.</p> <p>Label with name, date, and time.</p> <p>Make sure the amputated part and the injured person arrive at the hospital at the same time.</p>
Asthma Attack	<p>Breathing very fast or very slowly.</p> <p>Trouble with every breath.</p> <p>Noisy breathing.</p> <p>Trouble speaking.</p>	<p>Assist the person with the use of their inhaler, if they have one. If they don't have one, call 911.</p> <p>Shake the medicine, and put the medicine canister into the mouthpiece.</p> <p>Attach spacer if there is one.</p> <p>Have the person breathe out slowly, and place the inhaler over or inside the mouth.</p> <p>Have the person push down on the canister (or do it for them if they are unable) as they breathe in deeply.</p> <p>Have them hold their breath for a few seconds, and then breathe out slowly.</p>
Back or Neck Injuries	<p>Suspect a head, neck, or back injury if the person fell from a height, took a blow to the head, was injured while driving or was in a car crash, or was involved in a bicycle or motorbike crash without a helmet or the helmet broke in the crash.</p> <p>Tingling or weakness in extremities.</p> <p>Pain or tenderness in neck or back.</p> <p>Appears intoxicated or not fully alert.</p> <p>Has other painful injuries, especially in the head or neck.</p>	<p>Do not turn head or neck unless it's absolutely necessary to provide CPR, to move the person out of danger, or the person is having trouble breathing, is vomiting, or has fluids in the mouth.</p> <p>Call 911 and get a first aid kit and AED.</p> <p>Have the person remain as still as possible, and wait for someone with more advanced training to arrive.</p>
Bites or Stings		<p>Get a first aid kit and wear PPE.</p> <p>Call 911 if needed.</p> <p>Clean the bite or sting area with soap and water, and use dressings and pressure to stop any bleeding.</p>

		<p>Call a healthcare provider for any bites that break the skin.</p> <p>Apply a bag of ice and water wrapped in a towel for 20 minutes for bruising and swelling.</p>
Bleeding		<ol style="list-style-type: none"> 1. Apply pressure over wound with sterile bandage or clean cloth 2. Elevate bleeding part, if possible, until help arrives 3. For nose bleeds, lean head down and apply pressure to the nose until bleeding stops. Call 911 if gushing blood, or if bleeding does not stop after 15 minutes.
Burns - Severe		<p>Run cold, but not ice cold, water over the burn area for 10 minutes. Never use ice.</p> <p>Apply a dry dressing to the burn area, and get the person to a medical professional.</p>
Choking	<p>Mild choking – the person will be able to cough, breathe, and speak.</p> <p>Sever choking – the person will not be able to cough, breathe, or speak, and they may grab their throat signifying that they are choking.</p>	<p>For mild choking, stand-by and allow the person to cough. Do not pat their back.</p> <p>For severe choking, stand or kneel behind the person and wrap your arms around the person’s waist so that your fists are in front. Make a fist with one hand and place the thumb side of your fist slightly above the belly button.</p> <p>Grasp your fist with your other hand, and give quick upward thrusts into the abdomen until the object blocking the airway comes out. If the object doesn’t come out and the person becomes unresponsive, call 911 and get an AED, lower them to the ground and provide CPR, checking the mouth after every 30 compressions for the object. Remove it if possible.</p>
Electrical Shock	<p>There may be marks or burns where the electricity entered and exited the body.</p> <p>May stop breathing, or cardiac arrest.</p>	<p>Call 911 and get a first aid kit and AED.</p> <p>Wear PPE.</p> <p>Provide CPR if needed, and the scene is safe to do so.</p> <p>Do not attempt to move wires or enter an area with down lines.</p> <p>Contact authorities.</p> <p>Get the person to a medical professional.</p>
Eye Injuries - Chemical		<p>Call 911 and get a first aid kit.</p>

		Rinse eyes with water for 15 minutes. If there is only one affected eye, be sure that that eye is positioned below the uninjured eye so chemicals are washed into the good eye.
Eye Injuries – Cut/Scratch		Call 911 and get a first aid kit. Tell the person to keep both eyes closed until someone with more advanced training takes over.
Eye Injuries – Foreign Object		Call 911 and get a first aid kit. Tell the person to keep both eyes closed until someone with more advanced training takes over.
Seizure		<ol style="list-style-type: none"> 1. Stay calm 2. Do Not restrain movement 3. Do Not try to place anything in the person’s mouth 4. Remove eyeglasses and loosen tight clothing 5. Clear area of objects that could injure the person 6. Provide reassurance to the person 7. Stay with the person until he/she is fully aware 8. Follow Seizure Procedure

Missing Person – Emergency Procedures

In the event a staff person identifies a person served is missing, that staff person will immediately notify the center coordinator.

The center coordinator will immediately verify the person served is not in any of the care areas, bathrooms, utility rooms, break areas, etc.

If the person served is found within the center, but unsupervised, the center coordinator will notify the Director of Adult Services and DDS (see Incident Reporting Procedures).

- The center coordinator will begin an internal investigation, collect written statements from all involved parties, complete the necessary licensure paperwork, and enter a GER into Therap, prior to leaving for the day.
- The Director of Adult Services will continue the investigation and report the incident to the Executive Director.
- The center coordinator and Director of Adult Services will also comply with requests/directives of the licensing specialist.

If the person served is not found, the center coordinator will:

- Call the Police Department by dialing 911.
- Call the person served parent or guardian. If the parent or guardian cannot be reached, the emergency contact person(s) on the persons served face sheet will be called. Attempts will be made to contact the person served parent or guardian (or emergency contact) until contact has been made.
- Notify the Director of Adult Services, who will notify the Executive Director.
- Ensure that all other persons served who are supposed to be there are verified in the facility.
- Staff will ensure each person served in their care is in the indoor care area with them pending further direction.
- Cooperate with law enforcement in the search for the missing person served.
- The center coordinator will call **DDS (see Incident Reporting Procedures)** after the safety and accountability of the other persons served has been ensured and the parent and law enforcement notifications have been made.
- The center coordinator will begin an internal investigation, collect written statements from all involved parties, and complete necessary licensure paperwork prior to leaving for the day.
- The Director of Adult Services will continue the investigation and report the findings to the Executive Director.

POWER OUTAGE

PROCEDURES

1. DDS Licensure must be notified any time there is a power outage greater than one hour or when significant damage has occurred to the building.

VIOLENT or THREATENING SITUATION

PROCEDURES:

1. Announce threat and its location
2. Coordinator will assess the situation and call 911, if warranted
3. Front exterior doors will be locked, provided the threat is not inside the building
4. Persons served and staff in offices/conference room will shelter in place.
5. Persons served and staff outside the Burdick House will come into the facility if safe to do so. Otherwise, persons served and staff will report to Richardson Industries
6. DO NOT try to confront the violent person.
7. Follow the instructions of emergency personnel.
8. Remain in safe area until all clear is given.

KNOWN OR SUSPECTED WEAPONS:

1. Do not attempt to take weapon.
2. Remain calm and one staff is to maintain eyes on.
3. Refer to Procedures To Deal with Weapons (Known and Suspected), Drugs & Suspicious Packages for non-emergency procedures.

EARTHQUAKE

PROCEDURES

1. Stay indoors
 2. Drop, Cover, and Hold – Take cover under a sturdy table or against an inside wall and hold on. Cover face and head with arms.
 3. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures and furniture.
 4. Once shaking stops, follow evacuation procedures.
-
1. If outdoors, persons served and staff are to move away from the building and into an open area, away from utility poles or overhead wires.
 2. Do not come into contact with downed utility poles or wires.
 3. Do not re-enter the building.

BOMB THREAT

PROCEDURES

1. Follow Immediate Evacuation Procedures
2. Collect and document the following information:

QUESTIONS TO ASK IF A BOMB THREAT IS CALLED IN BY PHONE:

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb? IF YES...why?
7. If NO – do you know who did?
8. What is your address?
9. What is your name?

WRITE DOWN THE EXACT WORDING OF THE BOMB THREAT...

Length of call: _____

Date of call: _____ Time of call: _____

Call made to this number: _____

IMPORTANT INFORMATION TO COLLECT

Sex of caller: Male Female
Age: Child Teenager Adult Elderly
Race: Caucasian Black Hispanic Oriental

Was the caller's voice...

Calm Angry Loud Soft
Excited Slow Rapid Deep
High Nasal Slurred Disguised
Normal Very distinct Did it sound familiar?

If so – who did it sound like? _____

Was the caller...

Stuttering Coughing Clearing their throat
Crying Laughing Deep breathing

BOMB THREAT LANGUAGE:

Well-spoken Foul Incoherent Taped
Was the message read from a script? Yes No

BACKGROUND NOISES/SOUNDS No noise at all

Street noises Factory machinery Music
Voices Pots/pans/cooking noises Static
Office machines Animal noises Children

COMMENTS: _____

INTRUDER ON CAMPUS / IOC

GOAL – To maintain calm and order and not disrupt the daily program any more than necessary. Clients will NOT be alerted unless necessary.

PROCEDURES

1. Staff should stop any stranger in the building who does not have a “visitor” badge visible and inquire as to his/her business in the facility.
2. Contact the front desk to confirm that this person has registered/signed in per ERC procedures.
3. If it is determined that this person poses a threat to staff and/or clients, 911 should be called immediately.
4. If danger exists, clients should be evacuated to a safe area away from the intruder.
5. If evacuation is not an option, clients and staff should “shelter in place” and put heavy furniture to block the door or shove a door stop under the door to prevent entry.

SIGNALS

1. ALERT SIGNAL: “Sorry to interrupt. The IOC meeting is in Room ____ (wherever the intruder is located). Update with a new location if the intruder moves.
2. CANCEL THE ALERT: “the IOC meeting has been cancelled.”

HAZARDOUS CHEMICAL SPILL

PROCEDURES

1. Remain inside the building unless directed to evacuate by emergency services personnel.

2. Windows and doors will be closed.
3. All fans, air conditioners and ventilators will be turned off at the breaker box by the Emergency Coordinator.
4. All persons served and staff will gather in the conference room.
5. Use plastic sheeting to seal off window and door gaps.

PREPAREDNESS

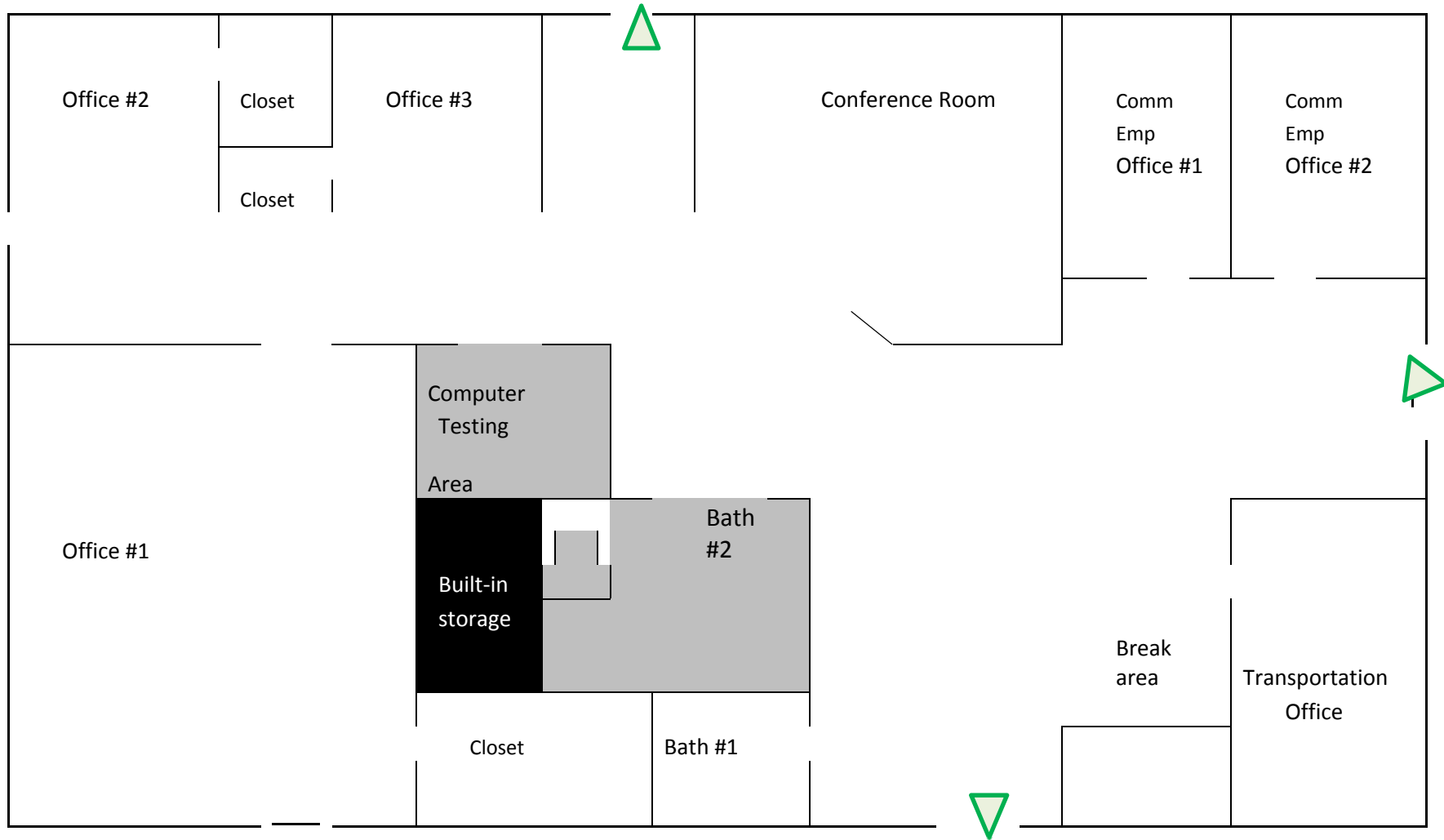
- All staff members are certified in CPR and First Aid
- Evacuation diagrams are posted in all areas of the facility
- Facility Safety Inspections are conducted monthly (and includes inspection of fire extinguishers)
- Facility Inspections are conducted annually by external sources (i.e., DUNK, Fire Marsha, Health Department)

- Emergency Drills are routinely conducted – annually at the Burdick House since persons served are rarely present.
 - Fire Drills
 - Tornado Drills
 - Bomb Threat Drills
 - Power Outage Drills
 - Medical Emergency Drills
 - Threat of Violence Drills
- Safety Reports are submitted quarterly to the Health and Safety Committee for review
- Entry into the facility requires a code, therefore reducing the likelihood of unauthorized “visitors”

CONTINUATION OF ESSENTIAL SERVICES

The Burdick Home is use for office space only. Staff at this location can move their work area to another location if needed.

EVACUATION MAP



BURDICK HOUSE

**ERC Burdick House Staff and
Persons Served have relocated to
the Richardson Industry building at
3917 S. Old Missouri Road,
Springdale.**

479-872-1800