

Waiver Program

Emergency Procedures for Individuals served by ERC

The safety of individuals served and employees at the Elizabeth Richardson Center (ERC) is a top priority. As a CARF certified organization, ERC has in place detailed health and safety policies and procedures to ensure the safety of each person served in their home.

Safety training begins for each employee at New Hire Orientation and continues on a regular basis. The purpose is to ensure compliance with ERC policies, and those of all regulatory agencies, and to prevent future accidents. The following is a list of many ways ERC strives to ensure safety:

- Employees are certified in CPR and First Aid,
- Written procedures and evacuation diagrams are posted in all areas of the home.
- Fire and tornado drills are conducted monthly,
- Procedures for earthquakes, bomb threats, threats of violence, power outages, and medical emergencies are reviewed and drills conducted twice per year.
- A thorough safety inspection of each resident's home is conducted each month.
- All program areas submit quarterly safety reports to the Health and Safety Committee, which document drills, dates of required inspections, documentation of any critical incidents, and an analysis of accidents or injuries occurring during the time period.
- Safety alarms in each home are regularly inspected and maintained, and used during drills to ensure proper function.
- Each individual served is provided with safety books with emergency contact information.

- Evacuation maps are posted in the individual's home.
- The client maintains an evacuation pack which includes – but is not limited to:

- Updated list of emergency numbers
- Current face sheet for the individual served
- Kleenex
- Battery powered flashlight
- Extra batteries
- Roll of Duct tape and plastic wrap in case of chemical spill
- Battery powered weather radio
- Hand sanitizer
- Note pad and pen
- Whistle
- Disposable cups
- Wet wipes
- Box of disposable gloves

First aid kit

- Band-aids (Latex free)
- Sterile gauze
- Adhesive tape
- Roll of gauze bandages
- Antiseptic
- Thermometer
- Scissors
- Tweezers

- In conclusion, it is the goal of the organization to reduce the possibility of accidents, keeps individuals served and employees safe and healthy, and be prepared to respond appropriately in the event of an emergency.

Quick Reference

The list below provides direction in particular situations. Refer to the section(s) indicated for specific procedures.

Immediate Evacuation

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

Evacuation and Relocation

- Hazardous Spill may require relocation
- Brush or Forest Fire may require relocation

Shelter In Place

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

**The emergency evacuation pack is located in the Service Coordinator's office.
Always take the evacuation pack and any medications with you to include emergency contact information for individuals served and emergency services contact information.**

Evacuation

There are several hazardous situations that could call for an evacuation. The most common would be a fire in or near their home, rising flood waters, or an evacuation order issued by the local police, fire or other governmental authority. A fire within the building will be announced by the sounding of the fire alarms/smoke detectors.

In case of evacuation due to a hazard announced by Emergency Personnel (law enforcement, fire department, emergency services personnel, National Guard) that requires relocation, staff and individuals served will report to the Life Skills building located at 1763 Ford Ave. Springdale AR 72764 or to an evacuation location identified in their Person Centered Service Plan (PCSP).

Upon arrival at the evacuation location, the DSP will notify a Waiver Services Coordinator who then will contact families/guardians and Case Managers that Waiver clients have been evacuated.

If the emergency is limited to the home only, the staff and individual served will move to the designated assembly area. The designated assembly area is determined by the client, staff and guardian. Please see map for evacuation routes.

In any evacuation all individuals served will be accounted for at the start, and again, at the completion. During any evacuation a quick assessment of the situation will be made and any minor injuries to staff or individuals served will be noted and recorded in Therap. These will be cared for as soon as time permits.

Immediate Evacuations

This is an evacuation of the building to a safe area a minimum of 50 feet from the home and out of the way of emergency responders. In case of smoke, a fire, or gas leak an immediate evacuation to the designated assembly area will occur. Any staff becoming aware of smoke, fire or gas leak will immediately cause the alarm to be sounded for immediate evacuation. All staff and individuals served will exit the building and meet in the assembly area. No one will remain in or near the building.

The following responsibilities are to be assumed by facility staff when the alarm is sounded:

- Each staff will be responsible for accounting for the individual served in their immediate care.
- Staff will notify the person in charge immediately if any individual is missing.

Bomb Threat

A bomb threat usually comes by phone. If an individual receives a "bomb threat" via telephone they should follow these guidelines and complete the checklist to the best of their ability:

- Be calm, courteous and listen
- Do not interrupt the caller
 - Time of the call

- Exact message given by caller
- Ask the following questions:
 - When is the bomb going to explode?
 - Where is the bomb right now?
 - What kind of bomb is it?
- At the completion of the call dial 911 to report the threat and begin an emergency evacuation and relocation.
- Waiver DSP will notify a Waiver Services Coordinator when everyone is safely out of the building.

Evacuation and Relocation

In the event of a situation requiring relocation outside the local area of the home such as notification by emergency services personnel of a hazardous spill requiring relocation, brush or forest fire, or other danger threatening the safety of a resident in their home, all staff and individuals served will relocate to Life Skills located at 1763 Ford Avenue, Springdale, AR, 72764 unless otherwise directed by emergency services personnel.

The following responsibilities are to be assumed by Waiver staff during the relocation:

- The Waiver DSP will ensure all individuals in their care attending at the time are present and accounted for.
- When safely at Life Skills each Waiver staff will verify that the clients they are staffing have arrived safely and notify a Waiver Services Coordinator of the status of the individuals in their immediate care.
- Any medical needs or injuries will be brought to the attention of a Waiver Services Coordinator and first aid or medical attention provided as necessary. 911 will be called if necessary.
- Individuals served will not be released except to an identified authorized pick up person.

Shelter In Place

Sheltering in place will be used in emergencies such as severe storms, hazardous spills, earthquake or other situations listed below unless evacuation is directed by emergency services personnel.

During severe weather, if windows are not felt to be secure, staff and individuals served will move to interior rooms and hallways.

The staff will monitor National Oceanographic and Atmospheric Administration (NOAA) weather radio or a local radio/TV station for public warnings when weather conditions indicate.

Outside sirens **ARE NOT** sounded unless there is danger of a tornado. The National Weather Service (NWS) issues the following advisories:

- **Severe Thunderstorm Watch**: Indicates that weather conditions are such that a thunderstorm may develop.

- **Severe Thunderstorm Warning**: Indicates that a severe thunderstorm has developed and will probably affect those areas stated in the bulletin.
- **Tornado Watch**: Means that weather conditions are such that a tornado may develop.
- **Tornado Warning**: Means that a tornado has been sighted or indicated on RADAR and protective measures should be taken immediately.

In the event of a TORNADO WARNING Staff and individuals served will move to the designated interior rooms.

- Have everyone sit facing the wall, protecting their head and face with their arms against the wall.
- All windows and doors will be firmly closed and locked.
- The Waiver DSP will ensure the evacuation pack is with them and the individual(s) served in the shelter or designed area.
- The Waiver DSP will verify all staff and individuals served are accounted for.

In the event of a hazardous chemical spill

- Remain inside the building unless directed to evacuate by emergency services personnel.
- Windows and doors will be shut.
- All fans, air conditioners and ventilators will be turned off at the breaker box by the Waiver DSP.
- The Waiver DSP will tape plastic sheeting over the doors and windows if directed to do so.
- The Waiver DSP will contact emergency services by calling 911 to let them know how many individuals served and staff are at that location and any special needs that individual may have.
- Do not leave the area until given the all clear by emergency services.

In the event of an earthquake

Earthquakes generally occur without warning. Seismologists can identify areas where earthquakes are most likely to occur, but cannot yet predict the exact time and place.

During the shaking the staff will keep calm and will not leave the location. All individuals served in the staff's care will be immediately accounted for. Staff will ensure the safety of individuals served during and after the earthquake.

- If indoors-Stay there
 - Drop, Cover, and Hold- Take cover under a sturdy table or against an inside wall and hold on. If there is not a table nearby, cover your face and head with your arms and crouch in an interior corner of the building.
 - Stay away from glass, windows, outside doors and walls, and anything that could fall such as lighting fixtures and furniture.
 - Stay inside until the shaking stops and it is safe to go outside. Most injuries during earthquakes occur when people are hit by falling objects while entering or leaving buildings.
 - Be aware that electricity may go out and that sprinkler systems and fire alarms may turn on.
- If outdoors-Stay in the open

- Staff will move the individuals served away from the building as a group into an open area and away from utility poles or overhead wires.
- Staff will ensure they and the individuals served do not come in contact with downed utility poles and overhead wires.

After the shaking stops, staff will move individuals served that are in the building to an open area outside the building. Any staff and individuals served outside the building will not re-enter the building.

- The Waiver DSP will contact a Waiver Services Coordinator.
- Any individuals served requiring medical attention will be identified and emergency medical services contacted (minor scrapes will be handled with first aid by staff).

Threat of Violence: Call 911

When staff becomes aware of a threatening situation, the staff member should phone 911 to alert others of a potential threat of violence.

- Individuals served and staff who are currently in the building with an armed intruder should escape the building and run, if possible.
- Staff and individuals served who escape the building should try to make their way to a safe location, if safe to do so.
- Staff and adults served who are unable to exit the building should barricade their door with heavy furniture and/or plan to swarm and attack the gunman.
- Once it is safe, the Waiver DSP will verify that all of the individuals in their care are accounted for.

Hostage Situation – Call 911

Don't endanger yourself or any of the individuals served by trying some sort of rescue. Pay attention to the captor(s). Try to get details of what they want and accommodate them. Provide as much information as possible to the police when they arrive.

If able, staff should follow the **IMMEDIATE EVACUATION** section steps in exiting the building and moving to relocation site.

Missing Individual Served

In the event a staff person identifies an individual served as missing, that staff person will immediately notify 911 and a Waiver Services Coordinator.

If the individual served is not found in the home, the DSP will:

- Dial 911 to reach the local municipal/city Police Department to notify them of the missing person.
- Call a Waiver Services Coordinator.
- Call the individual's guardian or emergency contact.
- Ensure that any other individuals served who are supposed to be present are accounted for.

- Cooperate with law enforcement in the search for the missing individual.
- The Waiver Services 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 Waiver Services Coordinator will continue the investigation and report the findings to the Executive Director or Adult Services Director.

**This resident and
ERC staff
have relocated to:**

Appendix A
Evacuation Map for this residence

Appendix B

Emergency Bag Check Off List

Check off each item that is in the bag. If something is missing, it is your responsibility to replace it so that the inventory is complete before you sign off for your monthly inspection.

REQUIRED ITEMS	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Updated list of Emergency Numbers												
Client current emergency contact numbers												
Kleenex												
Battery powered flashlight												
Battery powered radio												
Extra batteries for each												
Hand Sanitizer												
Notepad and pens/pencils												
Whistle												
Disposable cups												
Wet Wipes												
Emergency survival blanket												
Box of disposable gloves												
First aid kit												
Adhesive Band-aids (various sizes/shapes)												
Sterile gauze squares												
Adhesive tape												
Roll of gauze bandages												
Antiseptic												
Thermometer												
Scissors (for band-aids)												
Tweezers												
Roll Duct Tape/Plastic Wrap in case of chemical spill												
Initials of staff who checked inventory this month												
Signatures of those checking bag	Place your initials next to your signature.											