

3.

Promotion of Persons Served Health and Safety

B. Emergency Response, Reporting & Review

1. Policy: It is the policy of this Department of Human Services (DHS) licensed provider, Meridian Services, Incorporated to effectively respond to, report and review all emergencies to ensure the safety of persons receiving services and to promote the continuity of services until emergencies are resolved.

Definition of an Emergency: "Emergency" means any event that affects the ordinary daily operations of the program including, but not limited to:

- a. Fires, severe weather, natural disasters, power failure, or other events that threaten the immediate health and safety of a person receiving services; and,
 - b. That require 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 twenty-four (24) hours.
2. Procedure:
 - a. Plans for Specific Emergencies
 1. It is imperative that clients, staff, and the public be protected in case of an emergency, and that the safety program of Meridian Services, Incorporated are carried out with the least amount of disruption. Continuing and meaningful efforts to prevent any incidents from leading to emergency situations is the priority of this organization.
 2. The supervisor(s) have primary responsibility for dissemination of emergency procedures to staff. They must also establish a designated chain of responsibility so the safety procedures can be carried out in their absence.
 3. In any instance of emergency, staff will insure that individuals with sensory or mobility impairments are notified of a warning, and are provided with evacuation procedures. Evacuation assembly points and temporary shelters shall be arranged for each site, if possible.

4. Identifying information regarding the persons served can be found in the CSSP addendum. This information is available to staff and can be taken with the persons served should an evacuation be necessary.
 5. Facility Emergency Response, Reporting and Review Policy Form: Each Community Residential Setting and day services facility location will have a specific Emergency Response, Reporting and Review Policy posted. The policy gives information on how to respond to the specific site location. This Policy will be posted in each facility where the plan will be readily available to all staff and persons receiving services.
 6. Emergency drills are documented on the Emergency Drill form, and are completed on a monthly basis. Fire drills are completed on a quarterly basis.
- b. Emergency Evacuation Plan for Meridian Services, Incorporated from Main Offices: If it is necessary to evacuate the Meridian Services, Incorporated persons served and staff from the Main Office due to an emergency situation such as fire, explosion, unacceptable climate, unsafe environment, van evacuation, etc. follow this plan:
1. If it is an immediate emergency situation such as fire, remove all persons served from the main office. If overnight evacuation is necessary, appropriate hotel arrangements will be made by Program Administrative staff.
 2. Call 911.
 3. Seek medical attention for persons served if they were injured in the evacuation.
 4. Follow the Chain of Command to report situation.
 5. Transport all Meridian Services, Incorporated persons served to the Heritage Park SLS site until other arrangements can be made, to persons served home.
 6. Program Director/Program Administrator will contact each persons served's guardian/legal representative to inform them of the situation and make arrangements for the persons served to be transported home as directed by guardian.

7. Continuance of service for persons served including Fee for Service persons served will be determined on a case by case basis with the persons served's team to include the identification of appropriate location and frequency until services can be resumed at the main office. This plan will be communicated to the direct care staff by the Program Manager.
 8. Specific Site Emergency Response, Reporting & Review Policy is posted at each site location.
- c. Emergency Evacuation Plan for Meridian Services, Incorporated Community Residential Setting: If it is necessary to evacuate the persons served and staff from any of the Meridian Services, supervised living services sites due to an emergency situation such as fire, explosion, natural gas leak, unacceptable climate, or unsafe environment, etc. follow this plan:
1. If there is an immediate emergency situation such as fire, explosion, or gas leak remove all persons served from the home. Once outside, if necessary, use a cell phone or seek help from a neighbor to call 911 and report the emergency.
 2. Specific Site Emergency Response, Reporting & Review Policy is posted at each site location.
 3. Contact your supervisor or follow the Chain of Command until you reach someone directly to report situation.
 4. Seek medical attention for persons served if they were injured in the evacuation.
 5. Program Director/Program Administrator will contact each persons served's guardian/legal representative to inform them of the situation.
 6. If the property is extensively damaged or uninhabitable the applicable county licensor will also be notified of the emergency and relocation of services.
 7. Short term lodging will be determined by the supervisor and administrator. For example, if it is determined by the supervisor that the temperature in an SLS had fallen to a dangerous level and the persons served were relocated, staff and persons served would remain at the designated relocation area until the furnace repair is complete.

8. If there is an immediate and catastrophic event: fire, tornado, etc. causing the property to be uninhabitable and require extensive repair, short term lodging will then be sought at an area hotel/motel until other arrangements for more permanent lodging can be made. The exception to this would be that of family preference that a Persons served be taken to the family's home in lieu of going to a hotel or motel.
 9. Specific Site Emergency Response, Reporting & Review Policy is posted at each site location.
- d. Relocation Sites: Specific Site Emergency Response, Reporting & Review Policy is posted at each site. This policy gives a description of the procedure to follow when relocating persons served to a temporary location.
 - e. Fires: Additional information on safety in fires is available on line at <http://www.ready.gov/fires>.

A written fire plan for each building that is utilized by Meridian Services, Incorporated will be developed. This plan will outline the procedures to be followed in the event of a fire or a fire drill. Each plan will describe the building evacuation routes, identifying a primary and a secondary option.

Specific Site Emergency Response, Reporting & Review Policy is posted at each site location.

1. In the event a fire is discovered, the staff person should:
 - a. Sound the alarm;
 - b. Evacuate the building, closing windows and doors against heat if time permits; Test a closed door before opening by feeling near the top. If the door is hot, use an alternative exit. If a room is smoke-filled, keep close to the floor to breathe more easily;
 - c. Go directly to the meeting place designated for each site; staff will complete "head count" after the evacuation. Remain calm and keep everyone together. Do not reenter until the fire department determines it is safe to do so;
 - d. Report the fire (call 911);
 - e. Notify the 911 dispatcher of other special needs;
 - f. Verify evacuation of persons served and staff; provide emergency first aid until emergency personnel arrive;
 - g. Provide information to emergency personnel.

2. In the event of an actual fire, the appropriate county agency and the Commissioner of Human Services will be notified within 24 hours of the date of the fire.
 3. These plans will be reviewed and updated on an annual basis.
- f. Severe Weather/Natural Disaster: additional information in safety in severe weather or natural disasters is available on line at <http://www.ready.gov/natural-disasters>.

1. Tornado:

- a. A written plan to address plans in the event of a tornado will be developed for each location owned or leased by Meridian Services, Incorporated. The Specific site Emergency Response. Reporting & Review Policy is posted at each site location.
- b. Tornado shelters are identified as an interior corridor or room which is away from windows.
- c. In the event that the skies appear threatening, tune into (local radio station) for information regarding weather warnings and watches. Follow their directions on the need to change plans and activities, stay indoors, or seek shelter.

WARNING: severe weather is either occurring or is imminent. A warning is the most significant and staff must take immediate action to protect people by seeking immediate shelter.

WATCH: severe weather is possible as conditions are favorable for the weather event. Staff should plan and prepare for the possibility of the severe weather. Staff should help people change their plans for travel and outdoor activities.

ADVISORY: weather conditions may cause inconvenience or difficulty when traveling or being outside. Staff should help people consider changing their plans for travel and outdoor activities or consider that additional time may be required to complete their plans.

- d. If there is a tornado watch, this is to be announced to all indicating the time of the watch expiration, and staff prepare the tornado shelter, if necessary.

- e. In the event that a tornado warning is issued, or the Civil Defense siren is sounded, take immediate steps to seek the designated tornado shelter (an interior corridor or room which is away from windows).
- f. Account for the well-being of all people receiving services.
- g. Inform people why plans and activities are changing and what they are doing to keep them safe.
- h. These policies are specific building procedures and will be reviewed annually with all staff.

2. Blizzard:

- a. In the event of work schedule changes as a result of a blizzard, an announcement will be made over the local radio station. In the event that a blizzard would approach during work hours, residential facilities and caregivers will be notified, and arrangements will be made to return persons served home.
- b. Homes located within the city will be identified and designated as “snow homes” for those persons served who are stranded or are otherwise unable to return home. Advance arrangements will be made to assure a supply of necessary medications. Staff will provide transportation home, if necessary.
- c. Specific Site Emergency Response, Reporting & Review Policy is posted at each site location.

3. Severe Thunderstorm:

- a. If skies are threatening, any service site will tune in to the local radio station case of severe thunderstorm watch, persons served and staff will be notified.
- b. In the event of a severe thunderstorm warning, supervisors and staff will assist persons served and visitors to safely move to the interior halls or other safe areas of the building and remain there until the danger has passed.
- c. Specific Site Emergency Response, Reporting & Review Policy is posted at each site location.

- g. Water, Electrical and Gas Service – Utility Failures: Additional information on safety during power failures is available online at: <http://www.ready.gov/technical-accidental-hazards>.
1. Staff will be reminded annually of the location of the main electrical switch and the main water shut-off at the program site.
 2. Directions will be provided on how to operate these switches.
 3. If a failure of power or water should occur and a persons served's safety is jeopardized as a result, alternate care facilities will be available to transport the persons served to until service has been restored.
 4. If weather is poor, everyone will remain on-site in the safest area possible under prevailing conditions.
 5. Each site is provided with an emergency light source not connected to the electrical system.
 6. If a gas smell is noticed, notify management and prepare to evacuate the area or the building.
 7. No smoking is allowed in the building or on the grounds.
 8. Notify the fire department (911) or the local gas company.
 9. Use emergency supplies (flashlights, battery-operated radio) located in designated area at each program site.
 10. Account for the well-being of all people receiving services.
 11. Inform people why plans and activities are changing and what they are doing to keep them safe.
 12. Wait to return to the area until clearance has been received from either of these agencies.
 13. Specific Site Emergency Response, Reporting & Review Policy is posted at each site location.
- h. Bomb Threat
1. In the event a bomb threat has been made, Staff will immediately evacuate the area, moving all persons served to safety.
 2. Staff will call 911
 3. Staff will notify chain of command of the emergency

i. Involving Law Enforcement / Fire Department:

1. In the event that staff members have called law enforcement or the fire department to the facility, staff will explain to them upon their arrival, in detail, the reason for calling law enforcement or the fire department. Staff will answer all questions asked of them and will follow any instructions given to them. Staff must document the incident as soon as possible after the fact.
2. Staff will notify chain of command of the emergency
3. In the event that law enforcement or the fire department arrives at the facility unannounced, staff will first ask for proper Identification if necessary (i.e. a non-uniformed official). Staff should ask how they can be of assistance, and should be cooperative with them. Staff should answer all questions that are asked of them but should not offer any additional information beyond what is asked. Before they leave, ask the official for his or her business card. Staff should document the incident as soon as possible after the fact.
4. Staff will notify chain of command of the emergency

j. Law Enforcement in the Community:

1. If staff members have contact with Law enforcement while in the community with persons served, follow the procedures above, depending on whom initiates the contact.
2. Staff should document the incident as soon as possible after the fact.
3. Staff will notify chain of command of the emergency.

k. Vehicle Accident:

1. If staff all involved in a vehicle crash, provide all information requested of you and provide officials with necessary insurance information.
2. Also be sure to obtain insurance information from the other divers involved.
3. Staff should document the incident as soon as possible after the event.
4. Staff will notify chain of command of the emergency.

- I. Additional safety procedures for facilities. [REQUIRED FOR DAY SERVICES FACILITIES AND COMMUNITY RESIDENTIAL SETTINGS UNDER 245D.22]
 1. First aid and CPR
 - a. 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 coordinated service and support plan or coordinated services and support plan addendum whenever a person receiving services is present and staff are required to be at the site providing direct service.
 3. CPR training must include in-person instruction, hands-on practice, and an observed skill assessment under the direct supervision of a CPR instructor.
 - b. First Aid Kits
 1. First aid kits must be readily available for use by staff and must meet the needs of the persons receiving services. First aid kits are located [location of first aid kits is specific to each site)
 2. First aid kits must include accessible first aid supplies including bandages, sterile compresses, scissors, an ice bag or cold pack, an oral or surface thermometer, mild liquid soap, adhesive tape, and a first aid manual.
 2. Emergency equipment (<http://www.ready.gov/build-a-kit>): A flashlight and portable radio and television that can be used in the event of a power failure must be at our program. They are located (specific to each site).

3. Emergency contacts
 - a. A list of emergency telephone numbers is posted [Specific to each site), next to a non-coin operated telephone that must be readily accessible at all times. The mental health crisis intervention team number must be posted, when available. [Insert in our program 911 is listed as the emergency number. **OR** in our program, because we do not have a 911 system, emergency numbers include the local fire department, police department, emergency transportation, and poison control center].
 - b. The names and telephone numbers of each person's representative, physician, and dentist must be readily available.
4. Written emergency response plan: An emergency response plan must be readily available to staff and persons receiving services. The emergency response plan is located at each of the sites in a specific location in each facility. The plan will be located so that it is readily available to all staff and persons receiving services. The plan must include:
 - a. Emergency Shelter: Additional information on emergency evacuation is available online at <http://www.ready.gov/evacuating-yourself-and-your-family>. Some emergencies will be best met by leaving a 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.

Procedures for emergency evacuation and emergency sheltering, including:

1. Account for the well-being of all people receiving services.
2. Inform people why they are leaving the program and what is being done to keep them safe.
3. Follow directions received from administrative staff, police, fire and other emergency personnel.
4. If time allows, evacuate with medication and medical supplies, medical and program books/information, clothing grooming supplies, other necessary personal items, and emergency contact names and information.

5. Emergency evacuation may include: severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services.

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 program administrative staff.

1. How to report a fire or other emergency;
 2. Procedures to notify, relocate, and evacuate occupants, including use of adaptive procedures or equipment to assist with the safe evacuation of persons with physical or sensory disabilities; and
 3. Instructions on closing off the fire area, using fire extinguishers, and activating and responding to alarm systems.
- b. 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 enunciators and controls, and sprinkler systems;
 3. Location of exits, primary and secondary evacuation routes, and accessible egress routes, if any; and
 4. Location of emergency shelter within the facility.
- c. Site plan that identifies:
1. Designated assembly points outside the facility;
 2. Locations of fire hydrants; and
 3. Routes of fire department access.
- d. Responsibilities each staff person must assume in case of emergency.

- e. Procedures for conducting quarterly drills each year and recording the date of each drill in the file of emergency plans.
- f. Procedures for relocation or service suspension when services are interrupted for more than 24 hours.
- g. Floor plan that identifies the location of an enclosed exit stairs (only applies to a community residential setting with three or more dwelling units).
- h. Emergency escape plan for each person

3. Reporting Procedures

- a. Emergency reports will be completed using the program's emergency report and review form as soon possible after the occurrence, but no later than 24 hours after the emergency occurred or the program became aware of the occurrence.
- b. Management staff will make all necessary external notifications of the emergency. The staff person who was witness to or in charge at the time of the emergency will complete the necessary reports a report will be completed by the person who identifies the emergency.
- c. The written report will include:
 - 1. It is not necessary to identify all persons affected by or involved in the emergency unless the emergency resulted in an incident to a person or persons;
 - 2. The date, time, and location of the emergency;
 - 3. A description of the emergency;
 - 4. 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;
 - 5. The name of the staff person or persons who responded to the emergency; and
 - 6. The results of the review of the emergency (see section 4).

4. Review Procedures: This program will complete a review of all emergencies. The review will be completed using the program's emergency report and review form by the Designated Manager.
 - a. The review will be completed within five days of the emergency.
 - b. The review will ensure that the written report provides a written summary of the emergency.
 - c. The review will identify trends or patterns, if any, and determine if corrective action is needed.
 - d. When corrective action is needed, the Designated Manager will be assigned to take the corrective action within a specified time period.
5. Record Keeping Procedures
 - a. 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.
 - b. Emergency reports will be maintained at the Program Site. If the emergency resulted in an incident to a person or persons; the report will be maintained in the Persons served plan file.
6. Safety Committee:
 - a. Copies of all reports are forwarded to the Safety Committee for review.
 - b. The Safety Committee looks for any patterns of incidences and makes any recommendations for any corrective action necessary to the program where the emergency occurred.
7. Emergency Procedure for Fee for Service persons served

Emergency Procedures: Since you are in your own home, the emergency staff may not always be able to get to your apartment in time to help you handle an emergency. You may need to handle it yourself.

Go over these directions very carefully with your staff person, and keep the emergency procedures with you and by your phone at all times.

As soon as you have time (and have called the appropriate emergency services), call Meridian Services, Incorporated and let us know what happened.

- a. Injury or illness: If you or another suffers from a serious cut, burn, injury or any medical emergency, apply First Aid if you know what to do.

Call 911 and
Meridian Services, Metropolitan Office 763-450-5000

- b. Poison: If you or another person has taken some poison, call Poison Control at 1-800-222-1222, and

Call 911 and
Meridian Services, Metropolitan Office 763-450-5000

- c. Dead or Unconscious Person: If you find a dead or unconscious body,

Call 911 and
Meridian Services, Metropolitan Office 763-450-5000

- d. Psychological / Emotional Outburst: If you or another person is so emotionally upset that they are a threat to themselves or to others,

Call 911 and
Meridian Services, Metropolitan Office 763-450-5000

- e. Seizures: If a person is seizing:

1. Do not try to restrain convulsive movements,
2. Loosen clothing around person's neck,
3. And remove all objects within reach.

Call 911 and
Meridian Services, Metropolitan Office 763-450-5000

- f. Suicide: If you are feeling suicidal or see a person attempt or threaten suicide,

Call 911 and
Meridian Services, Metropolitan Office 763-450-5000

- g. Bomb Threat: If you receive a bomb threat, immediately evacuate all persons from premises

Call 911 and
Meridian Services, Metropolitan Office 763-450-5000

h. Weather Emergencies:

Tornadoes: Stay inside away from windows. If you hear sirens, tune to TV 11 or radio for information. Go to your basement if advised to do so. Stay in a safe place until the watch is over. If you are unsure of what to do,

Call 911 and
Meridian Services, Metropolitan Office 763-450-5000

Blizzards: Stay inside and watch the TV or listen to the radio for warnings. If you must go outside, cover all exposed skin. If you are unsure what to do,

Call 911 and
Meridian Services, Metropolitan Office 763-450-5000

i. Crime Emergencies:

Physical Violence or Theft: If you witness or are threatened by physical violence or theft, do not get involved.

Call 911 and
Meridian Services, Metropolitan Office 763-450-5000

Annoying and Threatening Phone Calls: If you receive annoying or threatening phone calls; hang up, and lock your doors and call

Meridian Services, Metropolitan Office 763-450-5000

Missing Person: If someone you are concerned about is missing, look around where you think they might be. If you cannot find them call

Meridian Services, Metropolitan Office 763-450-5000

j. Rape and Sexual Assault: If you are a victim of rape:

1. Do not wash, bathe, or change clothes.

2. Call 911 and

Meridian Services, Metro Office 763-450-5000

4. Go to local Emergency Room.

k. Fire Emergencies:

Fires: Close doors and windows and leave the building.

Call 911 and
Meridian Services, Metropolitan Office 763-450-5000

Building Fire Alarm: If you hear the alarm in your building, close doors in your apartment and leave the building by the nearest exit. Do not return to your apartment until the firemen have cleared it. When outside of the building, call

Meridian Services, Metropolitan Office 763-450-5000

Check your smoke detectors quarterly.

Fire Emergency Safety Precautions:

1. Be careful if you smoke.
 - a. Do not smoke in bed.
 - b. Use an ash tray.
 - c. Do not empty ash tray in regular trash. Use a metal can.
2. Use electricity carefully.
 - a. Do not overload sockets or extension cords. (Ask your counselor).
 - b. If you have cords that are worn or frayed, do not use them, have them replaced.

If there is a Fire in Your Apartment:

Most likely what you will notice is smoke.

Note: The thing that will most likely kill you is smoke!

If you smell smoke or your smoke detector goes off, you should stay close to the ground to avoid the smoke and heat.

When approaching a closed door, feel the door to see if it is hot with the back of your hand. If it is hot, do not proceed. In any case, proceed with great caution! (Note: Do not stop to collect personal items.) If you leave the room, always close the door behind you and if you encounter smoke along the way, check your alternate route or return to your apartment.

If you must return to your apartment, call the fire department (911) and tell them your location (including: address, apartment number, and your location in the building.) Do not hang up until the operator tells you to. Next you should place wet towels at the bottoms of your doors to keep smoke out. Then go to a window and if you need air, open the window slightly at the bottom. Wait at the window to signal the fire fighters.

I. Gas Leak: If you smell gas:

1. Evacuate area
2. From another location, call local gas company and
3. Meridian Services, Metro Office 763-450-5000

m. When You Call 911 for any of the above emergencies:

1. Stay calm.
2. Answer all the operator's questions as best you can.
3. Don't hang up until the operator tells you.
4. Follow the instructions that the operator gives you
5. Wait for help.

Emergency Numbers:

Paramedics	911
Fire Department	911
Police	911

Meridian Services, Metropolitan Office 763-450-5000

- n. **Emergency Evacuation:** Your home may become uninhabitable because of a variety of reasons. Fire, water or storm damage, building repairs or severe weather conditions may cause this. It is recommended that you have a designated place you can go in the event your home is no longer safe.

Contact your Program Manager as soon as possible to alert him/her to your location and immediate future plans. Your Program Manager will assist you if you need to find temporary housing. Your Program Manager will also discuss service options which may include but are not limited to; continuance of your services at your current location, an alternate location or temporarily discontinuing services.

8. Commitment to Safety:

It is Meridian Services, Incorporated's intent to provide a safe environment, and comply with state and federal laws.

- a. **Purpose:** To Monitor and evaluate internal safety.
 - 1. To ensure that the home/work environment is safe.
 - 2. To comply with OSHA.
- b. **Responsibilities:**
 - 1. Developing and testing emergency procedures.
 - a. Scheduling internal and external safety inspections.
 - b. Monitoring first aid supplies.
 - c. Providing periodic safety orientation and training.
 - d. Reviewing, investigating, and analyzing accidents and incidents.
 - 2. Developing, implementing, and monitoring medication procedures, health procedures, and blood-borne pathogens policies and procedures.
 - 3. Making recommendations relative to preventative measures to reduce accidents, training, equipment needs, building and vehicle issues, safety practices and procedures, and the implementation of approved safety committee recommendations or external audit recommendations.
- c. **Safety Committee:** Meridian Services, Incorporated has established a Safety committee to monitor safety issues.

Scheduled Meeting: Monthly

