

EMERGENCY RESPONSE, REPORTING AND REVIEW POLICY COMMUNITY BASED SERVICES

It is the policy of Companion Linc 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.

“Emergency” means any event that affects the ordinary daily operation 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 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 24 hours.

A. **Safety procedures**

1. **Fires.** Additional information on safety in fires is available online at: <http://www.ready.gov/fires>. In the event of a fire emergency, staff will take the following actions:

Community Based Services:

Staff will provide the level of support indicated in the “Self-Monitoring Assessment” and/or the level of support necessary in that particular instance to assist the companion to evacuate the physical environment where the fire is located. Staff will remain with the companion, providing verbal distraction and/or reassurance to maintain calm. If there is not evidence that the fire has been reported to the proper officials, staff will call 911 or activate an alarm system to report the fire to emergency personnel.

Evacuate all people in the immediate area to an area of safety, closing doors against smoke and heat. 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.

When evacuating outside, the designated meeting place is dependent upon the community location. Follow instructions given by officials onsite or exit by the nearest available exterior exit.

Remain calm and keep everyone together. Do not reenter until the fire department determines it is safe to do so.

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Call 911 for the fire department and provide them with relevant information.

Provide emergency first aid as required until emergency personnel arrive.

Host Home:

See Site Specific Emergency Procedures for each individual location.

2. **Severe weather and natural disasters.** Additional information on safety in severe weather or natural disasters is available online at: <http://www.ready.gov/natural-disasters>. In the event of a severe weather emergency, staff will take the following actions:

Monitor weather conditions: Listen to local television or radio or a weather-radio for 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.

Account for the well-being of all people receiving services.

Inform people why plans and activities are changing and what they are doing to keep them safe.

Staff will not transport or access the community with companions during severe weather warnings, natural disasters, extreme temperatures or other weather events. Staff will contact the companion and/or their legal representative to determine whether the weather permits community contact when there are severe weather warnings. As a general rule, Companion Linc does not advise that community outings occur during times when the temperature is below 0°F or above 90°F, although each companion's support team may create protocols or specific procedures dependent upon the health of each companion.

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There may be instances where a staff is unable to arrive for a scheduled shift due to inclement weather, these instances will be reported to the supervisor and Companion and/or their guardian as soon as possible depending upon the situation.

3. **Power failures.** Additional information on safety during power failures is available online at: <http://www.ready.gov/technological-accidental-hazards>. In the event of a power failure emergency, staff will take the following actions:

ALL SERVICES:

Staff will account for the well-being of all people receiving services by providing support as specified within the companion's plan of care.

Staff will inform people of why and how plans and activities are changing as soon as possible, and will also inform Companions and/or their guardians of the steps that they are taking to keep them safe.

HOST HOMES (specific):

Staff will report power failures to the appropriate power company at the phone number listed in the emergency phone list specific to each host home. Staff will immediately secure emergency supplies, such as flashlights and a battery-operated radio, from their designated location within each program.

4. **Emergency shelter.** Additional information on emergency shelter is available online at: <http://www.ready.gov/shelter> . Some emergencies will be best met by seeking safety in an emergency shelter. Depending on the emergency you may need to shelter in place or shelter outside the disaster area.

ALL STAFF WILL:

Follow directions of 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.

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At the emergency shelter, notify personnel of any special needs required to use the emergency shelter.

Remain calm and keep everyone informed of why events are occurring.

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.

Staff will assist Companions into an emergency shelter as soon as directions are provided by local authorities.

HOST HOME STAFF WILL ADDITIONALLY:

If possible companions and their staff will shelter in place, for host home situations staff will follow the site specific plans available at each location.

5. **Emergency evacuation.** 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.

ALL STAFF WILL:

Follow directions of 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.

At the emergency shelter, notify personnel of any special needs required to use the emergency shelter.

Remain calm and keep everyone informed of why events are occurring.

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.

Staff will assist Companions into an emergency shelter as soon as directions are provided by local authorities.

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

HOST HOME STAFF WILL ADDITIONALLY:

If possible companions and their staff will shelter in place, for host home situations staff will follow the site specific plans available at each location.

6. **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.

ALL STAFF:

When it is safe to do so, staff will return the Companion to their home and supervision of their guardian/family or residential provider as appropriate. For host homes, staff will relocate in accordance with the site specific emergency plan and/or upon the recommendations of local authorities if the location on the site specific emergency plan is not a safe alternative.

Inform people why the program is closing and relocating to keep them safe. Formal notification to the person receiving services, legal representatives, and case managers will be completed by administrative staff.

Follow directions received from administrative staff, police, fire, and other emergency personnel.

If time allows, remove from the program medication and medical supplies, medical and programs books/information, clothing, grooming supplies, consumer 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.

B. Additional safety procedures for facilities.

First aid and CPR

- a. Training

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- 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) Within host homes, first aid kits must be readily available for use by staff and must meet the needs of the persons receiving services. Locations of first aid kits can be found in the site specific emergency plan available for each host home location.
 - 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. Location of emergency equipment can be found in the site specific emergency plan available for each host home location.
3. Emergency contacts
- a) A list of emergency telephone numbers is posted in the location clearly stated in the site specific emergency plan available for each host home location, typically 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. In our program 911 is listed as the emergency number for contact with the local fire department, police department, and emergency transportation. Poison Control is reached by calling 1-800-222-1222.
 - 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 in a host home setting. The emergency response plan is located in the emergency binder at each host home location. The plan must include:
- a. Procedures for emergency evacuation and emergency sheltering, including:
 - 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

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- 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

III. Reporting Procedures

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. 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 IV).

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

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 in the Emergency Book for Host Home Providers, and at the Corporate Office in an Emergency Report folder for all other services.

Legal Authority: Minn. Stat. §§§ [245D.11](#), subd. 2; [245D.02](#), subd. 8; [245D.22](#), subd 4-7.

NOTE: Websites from the Federal Emergency Management Agency (FEMA) are included as a resource for additional information. Another useful website is the Minnesota Department of Public Safety, Homeland Security and Emergency Management Division (<https://dps.mn.gov/divisions/hsem/planning-preparedness/Pages/default.aspx>).

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