

Emergency Response, Reporting & Review Policy

Program name: **HOMEMAKING**

Program location Aging Services for Communities – 212 1st Street S. PO Box 7, Montgomery, MN 56069

I. Policy

It is the policy of this DHS licensed provider (program) 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.

II. Response Procedures

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:

Staff actions may include:

If in a facility, notify the staff of the fire so they can follow procedures to evacuate.

Make sure you aid your client in the process of evacuation.

Help by keeping a calm voice when dealing with your client.

Contact the emergency contact person listed on your client sheet.

Contact Aging Services for Communities of the emergency.

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 as far away from the affected area as is possible.

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

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

Provide emergency first aid as required until emergency personnel arrive.

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:

Staff actions may include:

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.

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:

Staff actions may include:

Find out at the start of service what the local power company, fire department and location of flashlights and emergency equipment are located.

Report power failures to Local Power Company at phone number].

Use emergency supplies (flashlights, battery-operated radio) which are located [insert location].

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.

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.

Staff actions may include:

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.

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.

Staff actions may include:

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

Inform people why they are leaving the program and what is being done to keep them safe.

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

If time allows, evacuate with medication and medical supplies, medical and programs books/information, clothing, grooming supplies, other necessary personal items, and emergency contact names and information.

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

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.

Staff actions may include:

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. [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.
 - 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 in the reception area.
3. Emergency contacts
 - a) A list of emergency telephone numbers is posted on bulletin board in reception area, 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. Located at the front office and each workstation.
 - 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 in the reception area.

The plan must include:

- a. Procedures for emergency evacuation and emergency sheltering, including:
 - 1) How to report a fire or other emergency;
Call 911
 - 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;
Go to the closest exit.
 - 3) Instructions on closing off the fire area, using fire extinguishers, and activating and responding to alarm systems.
Homemaker should find out before working with client where the exits are.
- 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;
 - 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;
 - 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.
See Emergency Report and Internal Review form
- f. Procedures for relocation or service suspension when services are interrupted for more than 24 hours.
- g. 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).

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 executive director of ASC.
2. The review will be completed within five (5) work 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.

V. 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 Aging Services for Communities Reception Area.

Policy reviewed and authorized by:

Aging Services Board of Directors

Print name & title Ron Gernsheid-President

Signature



Date of last policy review: 6/17/2015

Date of last policy revision: 5/15/2015

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>).

Homemaking Emergency Response and Review Policy Questionnaire

- 1: Fire, Severe Weather, Natural Disaster, Power Failures or any event that threatens the health or safety of a person receiving services are considered what?**
- 2: How do you report a Fire?**
- 3: When must an Emergency Report using the Program's Emergency Report and Review Form be completed. How soon after the occurrence?**