



## Emergency Response, Reporting & Review Policy

### I. Policy

It is the policy of Functional Industries 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:

When a fire is suspected or discovered, all DSC’s will take the following steps

1. Notify everyone at the facility by activating the fire alarm, then call 911
  - Using the telephone/intercom system; use the page all prompt STATUS ORANGE along with the building number if possible.
2. When the alarm sounds, immediately assist persons served to exit the building and proceed to the assigned assembly point(s). Check all bathrooms, offices, loading dock and conference rooms for persons served. If possible, turn off power, close all windows and doors as you exit.
  - An evacuation of a facility within two (2) minutes shall be the agency’s targeted standard of measure for acceptable evacuation time.
3. If the fire is contained the DSC will use a fire extinguisher, per the fire extinguisher training, to extinguish the fire.
4. The DSC will collect the following items for use at evacuation point(s).
  - Facility sign in/out log – for use in accounting for all individuals at evacuation point(s).
  - Client attendance log - for use in accounting for all individuals at evacuation point(s).
  - Client Evacuation Rosters - for contacting individual’s team, should alternative departures be needed.
5. While exiting the building follow the posted emergency exit plan for your area if possible. Stay low to the ground to avoid toxic smoke or fumes and touch doors before opening them to be sure there is no fire on the other side. Do not use elevators or electrical doors (i.e. shipping doors) when evacuating the building.



6. If persons are trapped, verbally prompt and assist clients to keep them low to the ground, closing doors between you, the persons served and the fire, and stay alert for rescue.
7. Remain at the evacuation point until everyone is accounted for and given further direction. Do Not re-enter the building until the all clear signal is given by the Fire Department. Evacuation points are as follows:
  - South side of building – meet at edge of parking area
  - North side of building – meet at the grass between the 1801 & 1803 buildings
  - Front entrance – meet at the grass between the 1801 & 1803 buildings
8. Coordinate with fire officials upon their arrival. Provide any information or assistance as requested.
9. Establish and maintain telephone contact with the President or designee regarding the situation.

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:

## **TORNADO**

In the event of a tornado watch or warning, the safety director or designee will ensure that the actions outlined below are taken.

### **TORNADO WATCH:**

**A tornado watch means that local weather conditions are conducive to the development of a tornado. During a watch, the following actions will be taken:**

1. To the extent possible, all clients and staff members will remain inside.
2. The radio/internet will be monitored until the alert is over by the staff.
3. All staff members will be informed of the watch condition and reminded of actions to be taken if the situation developed into a tornado warning.
4. Consumers will be informed that there may be a need to move to the tornado shelter and that staff will let them know when it is time to do this.
  - Safe areas are the following: interior rooms without windows
5. Windows will be closed; treatments will be closed; all office doors will be closed.

6. Establish and maintain telephone contact with the Program Director or designee.

**TORNADO WARNING:**

**A tornado warning means that a tornado has actually been sighted in the vicinity. When a warning has been issued, the following actions will be taken:**

1. Staff will alert clients and visitors of the tornado warning.
2. Clients, visitors, and staff members will take cover in the designated areas away from windows. DSC designees will provide any assistance needed by clients or visitors. The designated areas are the hallway in front office area, bathrooms, middle office connecting the work floor and the front offices.
3. The radio/internet will be monitored until the alert is over.
4. The DSC will assign staff members to secure the first aid kits, flashlights, and radio and keep them in the area being used as a shelter.
5. If a storm does damage to the building, clients, visitors, and staff members should remain inside until informed by public safety personnel (i.e. local fire department or police) that it is safe to exit or until the Program Director or designee orders an evacuation.
6. The program director or designee will call 911 for any required emergency assistance, continue to monitor radio/internet and establish contact with president or designee of the situation.
7. If the building is apparently unsafe or untenable, the program director will attempt to arrange evacuation to a safe location. Police and emergency personnel should be contacted for information on additional transportation, safe evacuation routes and emergency shelters.
8. Injuries will be treated on the site using the available first aid kit and, if necessary, injured persons will be evacuated as soon as possible to an appropriate medical facility by local emergency personnel.
9. Broken utility lines and other problems will be reported immediately to police, fire, or other authorities through the local emergency network.
10. Establish and maintain telephone contact with the Program Director or designee of the situation.

**WINTER WEATHER**



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.

**WINTER WEATHER 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.

In the event of a Winter Weather Warning, staff will remain indoors with consumers only leaving the facility in the event of an emergency.

**WINTER WEATHER WATCH:** severe weather is possible as conditions are favorable for the weather event.

1. Staff will reschedule any appointments or other activities which would require travel of more than 10 miles one way during possible winter weather warning conditions.

**WINTER WEATHER 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.

Staff will inform consumers of 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:

In the event of electrical outage, whether planned or not, the following steps will be taken:

1. Staff members and persons served will be reassured and told to continue normal activities to the extent possible.
2. If the outage is prolonged (determined by the President or designee), the power company and the President or designee will be informed of the situation. The decision to close the facility will be made by the President or designee.
3. Emergency light sources are placed throughout the building to facilitate an exit from the facility once the executive decision is made to close.
4. If loss of heat/air conditioning threatens to cause serious problems or injuries, arrangements may be made for reduced hours or temporary evacuation to another location.
5. Establish and maintain telephone contact with the President or designee of the situation.



#### **GAS LEAK PROCEDURE:**

In the event of a gas leak the following steps will be taken:

1. The front desk personnel or DSC becomes aware of a gas leak in the area they will utilize the telephone/intercom system to page all **STATUS PURPLE and the number of the building affected.**
2. If the leak is **inside** the building exit immediately to the 1803 building. Do not use computers, phones, or any other electrical devices prior to evacuating the building. Page from the 1803 building when it is safe to do so.
3. Call 911, CenterPoint Energy & the President to notify and get further instructions.
4. If the leak is **outside** the building; stay inside and get all persons served inside.
5. Keep all doors & windows closed. Turnoff the buildings' AC/Heating system/Ventilation devices or anything drawing air from the outside.
6. Call 911, CenterPoint Energy & the President to notify and get further instructions.

#### **WATER OUTAGE PROCEDURE:**

In the event of water outage, whether planned or not, the following steps will be taken:

##### **Planned:**

In the event of a planned outage, the following steps will be taken:

1. Staff members and persons served will be notified in advance that the water will be shut off and told how long the outage is expected to last. Personnel will then determine their needs and collect enough water to meet minimum requirements. Open containers will be filled to provide water for flushing toilets. Drinking water will be stored in closed, sanitized containers.
2. Use of water will be restricted during the outage.
3. Contact with the President or designee will be maintained if necessary, additional water sources/supplies will be requested. The decision to close the facility will be made by the President or designee.

##### **Unplanned:**

If an unplanned outage occurs, the following steps will be taken:

1. The safety director or designee will check with the local water supplier to determine the probable duration of the outage and, if the outage is likely to be out for any length of time, the following steps will be taken:
2. Inform staff members and persons served of the situation and notify the President or



designee.

3. Restrict water usage as necessary.
4. Coordinate with the President or designee for emergency water resupply.
5. If necessary, coordinate with the President or designee for temporary evacuation to the designated shelter or reduce hours of operation.
6. The decision to close the facility will be made by the President or designee.

Consumers will be informed of any changes in plans, location, etc. due to utility failures. Staff will do their best to ensure that consumers are calm and informed.

In the event of plumbing complications in the building the President or designee will see the following actions are taken:

1. Contact with the President or designee will be established and maintained. If the evacuation of persons served appears likely, the building evacuation plan will be followed. If necessary, temporary space for displaced activities will be made at the designated shelter. Police/Emergency Services Personnel may be contacted for information on additional transportation, safe evacuation routes and emergency shelters.
2. The radio/television will be monitored for information on flooding.
3. If flooding is imminent, the electrical system must be shut off to avoid damage to equipment and the possibility of injury.

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.

**Temporary Relocation Less than 24 hours:**

If temporary relocation becomes necessary, Consumers will be relocated to the 1803 building on the Functional Industries campus.

**PROCEDURE FOR RELOCATION OF SERVICES**

1. If services need to be relocated for longer than 24 hours, the Director of Waivered Services will contact the Wright County Adult Foster Care Licensor and the Department of Human Services to inform them of the need to relocate.

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.

During an emergency, evacuation may be necessary.

1. The DSC is responsible for collecting Medication Administration Records and emergency contact information and assuring that all individuals are accounted for.
2. All individuals, visitors and staff will be evacuated to the following assembly points:
  - South side of building – meet at edge of parking area
  - North side of building – meet at the grass between the 1801 & 1803 buildings
  - Front entrance – meet at the grass between the 1801 & 1803 buildings
3. Staff will ensure that everyone is safe, providing first aid for any injuries until medical personnel arrive.
4. If time allows, evacuate with medication and medical supplies, medical and emergency contact names and information.

Individuals may become upset due to a disruption in their daily routines. Staff will verbally cue them and use hands on guidance as needed to get them to a safe area. Staff will reassure them the entire time that everything will be okay and that they will not leave them.

Depending on the functioning level of the individual, staff may try to quickly explain the need to leave the building in hopes of gaining their cooperation.

When Emergency Personnel state the building is clear the Designated Safety Coordinator the DSC will announce that all consumers and staff can re-enter the building.

#### **PROCEDURE FOR RELOCATION OF SERVICES**

5. If services need to be relocated for longer than 24 hours, the Program Director will contact the Wright County Adult Foster Care Licenser and the Department of Human Services to



inform them of the need to relocate.

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.

#### PROCEDURE FOR RELOCATION OF SERVICES

1. If services need to be relocated for longer than 24 hours, the Program Director will contact the Wright County Adult Foster Care Licensor and the Department of Human Services to inform them of the need to relocate.
2. Legal representatives and county case managers will be informed of the need to relocate.
3. Functional Industries may utilize the 1803 building for relocation of services if approved by DHS.

Staff will inform consumers, legal representatives and county case managers 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 the Program Director.

Staff will follow the directions received from the Program Director, police, fire, and other emergency personnel.

If time and circumstances allow, remove from the program medication and medical supplies, medical 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
  - 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 in the office and in the tornado shelter.





- 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 office and the tornado shelter.
3. Emergency contacts
  - a) A list of emergency telephone numbers is posted by each phone, in the office and on the back of employee name tags. The mental health crisis intervention team number is also posted next to each phone. In our program 911 is listed as the emergency number, 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 are readily available in the office on the face sheet located at the front of their program binder.
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 office and available at all times to consumers, legal representatives and social workers. 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
    - 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).

#### **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 Program Manager or Program Director.
2. The review will be completed within 10 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 by the Program Director and Corporate Compliance Officer.

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> ).