



EMERGENCY RESPONSE, REPORTING AND REVIEW POLICY

Program location and phone number: _____:

I. Policy

It is the policy of Lakes Homes and Program Development, Inc. 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:

- A. fires, severe weather, natural disasters, power failures, 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 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:
 - a. set off the alarm system. At this house (instructions) _____
 - b. Follow evacuation procedures as practiced during emergency drills.
 - c. If the fire is small enough to manage with a fire extinguisher, use it following P.A.S.S.
 - 1) Pull pin
 - 2) Aim at base of fire
 - 3) Squeeze handle
 - 4) Sweep side to side
 - d. 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.
 - 1) When evacuating outside, the designated meeting place is _____.
 - 2) Remain calm and keep everyone together.
 - e. Call 911 for the fire department and provide them with relevant information.
 - f. Then call the office during business hours or the on call cell phone after business hours.
 - g. Provide emergency first aid as required until emergency personnel arrive.
 - h. Do not reenter until the fire department determines it is safe to do so. If it is necessary to relocate occupants of this house, your designated location is:

[REDACTED]

Their phone number is: [REDACTED]

- h. If the fire department allows someone to re-enter the house for supplies and equipment to take with to the designated relocation site, Lakes Homes will assure that one staff remains with clients while another staff retrieves supplies and equipment; staff should gather medications and equipment required for medical and treatment needs. Also bring the medication administration records (MAR) and program books with contact information in them. If a consumer utilizes an alternative communication device or other adaptive equipment, every effort should be made to bring these as well, without jeopardizing safety of anyone.
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:
- a. 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.
 - b. 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.
 - c. 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.
 - d. 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.
 - e. Account for the well-being of all people receiving services.
 - f. 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:
- a. Report power failures to the office during business hours or the cell phone after hours. If instructed to do so, call [insert name of power company] at [insert telephone number of power company].
 - b. Use emergency supplies (flashlights, battery-operated radio) which are located [insert location].
 - c. Account for the well-being of all people receiving services.
 - d. Inform people why plans and activities are changing and what they are doing to keep them safe.
4. **Emergency shelter.** 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. 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.

- a. Follow directions of local emergency personnel to locate the closest emergency shelter.
- b. If time allows, move to the emergency shelter with at least a 24-hour supply of medications and medical supplies, medical books/information, and emergency contact names and information.
- c. Contact the Executive administrator about your location if this has not already been done.
- d. Contact guardians to Inform them where their consumer is and how they can be contacted.
- e. At the emergency shelter, notify personnel of any special needs required to use the emergency shelter.
- f. Remain calm and keep everyone informed of why events are occurring.

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.

- a. Account for the well-being of all people receiving services.
- b. Inform people why they are leaving the program and what is being done to keep them safe.
- c. Follow directions received from administrative staff, police, fire, and other emergency personnel.
- d. 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.

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 administrative staff. 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.

- a. 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.
- b. Follow directions received from administrative staff, police, fire, and other emergency personnel.
- c. 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.

B. Additional safety procedures for Lakes Homes and Program Development, Inc.

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 is 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 is 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 [insert location of first aid kits].
 - 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 [insert location of equipment].
3. Emergency contacts
 - a. A list of emergency telephone numbers is posted [insert location of posted list], next to a non-coin operated telephone that must be readily accessible at all times. 911 is the emergency number to call first. The mental health crisis intervention team number, poison control, the phone numbers of Lakes Homes' administrative contacts and the phone number and physical address will be listed on the emergency numbers list.
 - b. The names and telephone numbers of each person's representative, physician, and dentist must be readily available. These will be located in the individual's program book on their client information sheet.
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 [insert the location in each facility where the plan will be located so that it is readily available to all staff and persons receiving services].

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 monthly 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 immediately, without delay after the occurrence, or the program became aware of the occurrence. 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; the written report will include:

- 1. The date, time, and location of the emergency;
- 2. A description of the emergency;
- 3. 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;
- 4. The name of the staff person or persons who responded to the emergency; and
- 5. The results of the review of the emergency (see section IV).

IV. Review Procedures

Lakes Homes and Program Development, Inc. 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 coordinator of the program..
- 2. The review will be completed within 3 business 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 Lakes Homes and Program Development, Inc, 847 Hwy 10 East, Detroit Lakes, MN 56501.

Policy reviewed and authorized by:

Print name & title

Signature

Date of last policy review: _____ Date of last policy revision: _____

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>).