

# Northeast Contemporary Services, Inc.

## Emergency Response, Reporting, and Review Policy

### 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: <https://www.ready.gov>. In the event of a fire emergency, staff will take the following actions:

The person who notices a fire immediately alerts management personnel, other staff, and persons served.

Staff close off the fire area by closing doors against smoke and heat and/or use a fire extinguisher to control the fire, if possible. Buildings are equipped with a sprinkler and/or alarm system that will activate automatically in the case of a fire.

Management personnel immediately telephone 911 to report the fire, providing them with relevant information.

Staff and persons served evacuate the building to an area of safety. Staff will test a closed door before opening it by feeling near the top and, if the door is hot, staff will use an alternative exit. If a room is smoke filled, staff will instruct and/or assist everyone in keeping close to the floor to breathe more easily. Staff will use the least restrictive intervention necessary and use adaptive procedures and equipment as necessary to assist persons served as needed when evacuating.

If possible, prior to evacuating the building themselves, management personnel determine if everyone has evacuated and obtain the daily attendance record.

Once evacuated, staff will provide any required emergency first aid until emergency personnel arrive.

Staff confer to designate a staff to watch for the arrival of fire department personnel and direct them to the appropriate location.

After evacuating the building, management personnel confer with staff to confirm that everyone that was scheduled to be in the building evacuated the building.

Staff and persons served move to the designated meeting area, which is the building property furthest southeast of the building.

Staff will assist persons served to remain calm and will keep everyone together. No one will re-enter the building until emergency personnel indicate it is safe to do so.

If emergency shelter is needed, follow #4 (Emergency shelter).

In the event services are closed early, staff contact the residences of persons served by telephone to inform them of the early closure, and confer with them regarding the details, including arrangements for an earlier than usual return home, if applicable. In the event of cancellation, staff contact the residences of persons served by telephone to inform them of the cancellation.

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

When severe weather threatens, management personnel monitor the status of the local weather using a weather radio and determine actions to be taken. Actions may include, but may not be limited to, changing plans and activities, staying indoors, seeking shelter, cancellation of scheduled events, delayed start of services, early closure of services, or cancellation of services, including services provided in community settings.

In the event of a severe thunderstorm warning or tornado warning (see definitions below), management personnel announce the existence of the warning. Staff inform persons served why plans and activities are changing and what they are doing to keep them safe.

Staff and persons served move to an area of the building designated as a safe area, with staff using the least restrictive intervention necessary and using adaptive procedures and equipment as necessary to assist persons served as needed. Safe areas are interior hallways and enclosed rooms away from windows and exterior doors.

Prior to moving to a safe area themselves, management personnel determine everyone has moved to a safe area and obtain the daily attendance record, flashlights, weather radio, and extra batteries. A weather radio is located in the NCSI Business Office; flashlights and extra batteries are located in the NCSI Business Office, the Adult Service program space, and the Senior Service program space.

After moving to a safe area, management personnel confer with staff to confirm that everyone that was scheduled to be in the building has moved to a safe area. No one is permitted to leave a safe area until the warning has expired. Management personnel announce when everyone can leave the safe area.

In the event of delayed start or early closure, staff contact the residences of persons served and community sites at which services are being provided by telephone to inform them of the delayed

start or early closure, and confer with them regarding the details, including arrangements for an earlier than usual return home, if applicable. In the event of cancellation, the information will be posted to WCCO.com by management personnel, and staff will contact the residences of persons served and community sites at which services are being provided by telephone to inform them of the cancellation.

**SEVERE WEATHER DEFINITIONS:**

**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.

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

Management personnel report power failures to Xcel Energy at 1-800-895-1999, and attempt to determine the potential length and assess the potential impact of the power failure.

Staff account for the well-being of all persons served, and inform them why plans and activities are changing and what they are doing to keep them safe.

Staff obtain emergency supplies. A weather radio is located in the NCSI Business Office; flashlights and extra batteries are located in the NCSI Business Office, the Adult Service program space, and the Senior Service program space.

Staff and persons served move to areas of the building that have windows or adequate light. If it is necessary for persons served to enter areas of the building that do not have windows or adequate light, staff will take a flashlight and accompany them.

In the event services are closed early, staff contact the residences of persons served by telephone to inform them of the early closure, and confer with them regarding the details, including arrangements for an earlier than usual return home, if applicable. In the event of cancellation, staff contact the residences of persons served by telephone to inform them of the cancellation.

- 4. Emergency shelter.** Additional information on emergency shelter is available online at: <https://www.ready.gov>. 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.

Reasons for use of an emergency shelter may include: severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of persons served.

Staff follow directives provided by local emergency personnel regarding the need to shelter in place or shelter outside the disaster area, and to locate the closest emergency shelter. Staff account for the well-being of all persons served, and inform them of why they are leaving the program and what is being done to keep them safe.

If time allows, staff move to the emergency shelter with a 24-hour supply of medications and medical supplies, medical and program books/information, and emergency contact names and information.

At the emergency shelter, staff remain calm, notify personnel of any special needs of persons served, and keep persons served informed of why events are occurring.

For the nearest emergency shelter, text "SHELTER" and your location's zip code to 43362 (4FEMA); example: **Shelter 55113**

5. **Emergency evacuation.** Additional information on emergency evacuation is available online at: <https://www.ready.gov>. 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.

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

Staff follow directives provided by management personnel, police, fire, and other emergency personnel.

Staff account for the well-being of all persons served, and inform them of why they are leaving the program and what is being done to keep them safe.

If time allows, staff evacuate with medications and medical supplies, medical and program 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 management personnel.

Reasons for temporary 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.

In the event a building is expected to be uninhabitable and/or services must be relocated for more than 24 hours, management personnel confer with the building owners/managers in an attempt to determine the potential length of the situation.

Staff follow directives provided by management personnel, police, fire, and other emergency personnel.

If during program hours, staff account for the well-being of all persons served, and inform them of why they are leaving the program and what is being done to keep them safe.

If time allows, staff leave with medications and medical supplies, medical and program books/information, clothing, grooming supplies, consumer funds, other necessary program and personal items, and emergency contact names and information.

Management personnel will confer with the Ramsey County Human Services Department, Department of Human Services Licensing Division, and others as appropriate for authorization to utilize alternative space. As necessary, the owners/managers or others will be consulted in an attempt to secure alternative space.

Formal notification to the persons receiving services, residences, legal representatives, and county social workers will be completed by management personnel, with assistance from staff as requested.

Management personnel monitor the status of the situation and determine what additional actions may need to be taken, including the frequency and type of contact with all affected/involved parties.

Management personnel assure that all necessary approvals have been received prior to again using a building that had been deemed uninhabitable.

## **B. Additional safety procedures for facilities**

### **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 in the Senior Service program space, the Adult Service kitchenette, and the Business Office kitchenette.
- 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 (additional information on emergency equipment is available online at: <https://www.ready.gov>)**

Flashlights, a weather radio, and extra batteries that can be used in the event of a power failure must be at our program. A weather radio is located in the NCSI Business Office; flashlights and extra batteries are located in the NCSI Business Office, the Adult Service program space, and the Senior Service program space.

### **3. Emergency contacts**

- a. A list of emergency telephone numbers is posted by telephones throughout the building, and 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.
  - 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 on bulletin/white boards in program areas. 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. Emergency escape plan for each person.

### III. Reporting Procedures

Emergency reports will be completed using the program's Emergency Report and Internal 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 (CSSPA) 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 Internal Review form by the Executive Director.
2. The review will be completed within 15 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 Report and Internal Review form and will include identifying trends or patterns and corrective action if needed.
- B. Emergency reports will be maintained in the NCSI Business Office.

Legal Authority: MS §§§ [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>).