

POLICY AND PROCEDURE ON EMERGENCIES

Revised 8/15

I. PURPOSE

The purpose of this policy is to provide guidelines on preparing for, reporting, and responding to emergencies to ensure the safety and well-being of persons served.

II. POLICY

Achieve Services Inc. Services Inc. will be prepared to respond to emergencies as defined in MN Statutes, section 245D.02, subdivision 8, that occur while providing services, to protect the health and safety of and minimize risk of harm to the person(s) served. Staff will address all emergencies according to the specific procedure outlined in this policy and act immediately to ensure the safety of persons served. After the situation has been resolved and/or the person(s) involved are no longer in immediate danger, staff will complete the necessary documentation in order to comply with licensing requirements on reporting and to assist in developing preventative measures, if applicable. For incident response procedures, staff will refer to the *Policy and Procedure on Responding to and Reporting Incidents*.

All staff will be trained on this policy and the safe and appropriate response to and reporting of emergencies. Program sites will have contact information of a source of emergency medical care and transportation readily available for quick and easy access. In addition, a list of emergency phone numbers will be posted in a prominent location and emergency contact information for persons served at the facility including each person's representative, physician, and dentist.

III. PROCEDURE

Defining emergencies

- A. Emergency is defined as any event that affects the ordinary daily operation of the program including, but not limited to:
1. Fires
 2. Severe weather
 3. Natural disasters
 4. Power failures
 5. Emergency evacuation or moving to an emergency shelter
 6. Temporary closure or relocation of the program to another facility or service site for more than 24 hours
 7. Other events that threaten the immediate health and safety of persons served and that require calling "911"
 8. Miscellaneous Emergency Procedures

Preparing for emergencies

To be prepared for emergencies, a staff person trained in first aid will be available on site in a day services facility, and when required in a person's *Coordinated Service and Support Plan (CSSP)* and/or *CSSP Addendum*, be able to provide cardiopulmonary resuscitation (CPR), whenever persons are present and staff are required to be at the site to provide direct services.

- A. Each area has a first aid kit readily available for use by, and that meet the needs, of persons served and staff. The first aid kit will contain, at a minimum, bandages, sterile compresses, scissors, and ice bag or cold pack, an oral or surface thermometer, mild liquid soap, adhesive tape, and a first aid manual.
- B. Achieve Services Inc. will have:
1. A floor plan available that identifies the locations of:
 - a. Fire extinguishers and audible or visual alarm systems
 - b. Exits, primary and secondary evacuation routes, and accessible egress routes, if any

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- c. An emergency shelter within the facility
 2. A site plan that identifies:
 - a. Designated assembly points outside the facility
 - b. Locations of fire hydrants
 - c. Routes of fire department access
 3. An emergency escape plan for each person served.
 - a. Quarterly fire and severe weather drills will be conducted throughout the year on various days of the week and times of the day. Staff and persons served in the facility will not be notified prior to the drill, if possible, to ensure correct implementation of staff responsibilities for response. The manager or designee will be responsible for the initiation of the emergency drill and will record the date, day, and time of the drill in the emergency plan files. Emergency Drill reports will be written and reviewed by the Achieve Services Inc. Health and Safety Committee quarterly.
- C. As part of the emergency plan file kept at the facility site, the following information will be maintained:
1. The log of quarterly fire and severe weather drills.
 2. The readily available emergency response plan.
 3. Emergency contact information for persons served at the facility including each person's representative, physician, and dentist.
 4. Information on the emergency shelter within the facility and the designated assembly points outside the facility.
 5. Emergency phone numbers that are posted in a prominent location.
- F. If persons served require the use of adaptive procedures or equipment to assist them with safe evacuation, staff will receive specific instruction on these procedures and equipment.

Responding to emergencies

- A. Staff will call "911" based upon the emergency situation as provided in each individual response procedure as stated below.

B. Fire

1. Staff will respond immediately to all fire and smoke detector alarms or signs of fire by activating the alarms system.
 - a. There are 6 pull boxes that activate the audible alarm system. The pull boxes are located:
 1. Near the automatic doors on the north wall near the participant entrance.
 2. In the participant lunchroom near the northwest corner of the room.
 3. In the kitchen area on the west wall near the doorway.
 4. There are 2 pull boxes in the production area. They are in the northwest and northeast corners of the area, located near the windows.
 5. Near the exit leading to the fenced picnic area.
 - b. The entire building is equipped with a highly sensitive smoke detection and sprinkler system. To activate the audible alarm system, take the metal glass breaker attached to the side of the alarm box and break the glass on the front of the box. Then, pull the lever down to activate the alarm. The alarm will automatically alert the fire department.
2. All persons will be evacuated from the building by staff and assembled at the established designated assembly point outside the facility.
 - a. The alarm system will include verbal instructions on how to proceed. Maps with primary and secondary exits are posted in each program area. Staff will assist participants to the designated meeting place, which is the northwestern corner of the parking lot near the bus turnaround area next to the pond.
 - b. Emergency Team Members (known by wearing green safety vests) will assist in the orderly evacuation of all Achieve Services Inc. workers and visitors. The CEO will time the evacuation and search the bathrooms off of the office hallway. In the absence of the CEO, the Program

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Director will take over these duties.

1. Administrative Assistants will search the computer room; the mailroom, and Conference room A and B. They will also take the emergency file, the emergency suitcase, and a cell phone to the evacuation area.
 2. The Program Supervisors will search the production area, sensory room, area orange, area green, and the two offices behind their offices.
 3. Production Specialists will search the hallway bathrooms, the staff break room, the OT room, and assist area red and blue.
 4. The Program Specialist and Behavior Specialist will search areas red and blue and the laundry room and help evacuate those participants.
 5. Once areas are searched, staff will report their findings to the CEO.
 6. Once evacuated, the Training Specialists will take roll of their participants. They will report any missing participants to an Emergency Team Members.
 7. Therapists are responsible for ensuring any participants they are working with are evacuated. They will inform the area Training Specialist that the participant has been safely evacuated from the building.
 8. Emergency Team Members will report the evacuation status to the Team Leader and await further instructions.
3. "911" will be immediately called from a neighbor's telephone or a cell phone in order to report the fire.
 - a. Staff will contain the area of the fire, if feasible, by closing doors. If it is possible to put out the fire with a fire extinguisher, staff will attempt to do so. Fire extinguishers are located in all areas where programming occurs.
 4. Staff will notify the manager or designee.
 5. There are 4 main electrical switches for Achieve Services Inc.. The maintenance staff for the Human Services Center will in most cases turn off these switches. They are located in:
 - a. Electrical Room 8, in the hallway that leads from the office area to the program area. The fuse box is marked H101W. Inside the box near the top is a switch labeled "MAIN." Pull the switch to the off position.
 - b. There are 2 switches in the workshop; they are located on the west wall. They are marked H103W and L103W. The fuse box marked H103W has 2 main switches near the top of the box. Turn them to the off position to shut power off. Box L103W has one switch near the top that is marked "MAIN" and should also be turned to the off position.
 - c. There is a fuse box in room 10, located in the east corridor (outside of area blue). The box is labeled H101E. The "MAIN" switch is labeled near the top of the box, and should be pulled to the off position.
 - F. The primary water shut off is located in the mechanical room (room 12). The door to this area is located in the hallway in between the office and program area. The main water shut off is located on the west wall of the mechanical room. There are 2 red wheel like handles; the wheel labeled #17 is the main shut off. It should be turned clockwise to shut water off.
 6. Persons served and individuals will not reenter the program site until the police or fire department issue instructions that the area is safe.
 7. If the program site is not habitable and relocation to a designated safe area such as an emergency shelter is necessary, staff will follow the procedures in Letter E of this **Responding to emergencies** section.

C. Severe weather conditions and natural disasters

1. At the first sign of severe weather, including but not limited to high winds, heavy snow or rain, or extreme temperatures, staff will confirm the location and safety of all persons served.
2. Staff will listen to the radio or watch television for current weather conditions.
3. Upon hearing sirens or a take cover warning, staff will notify all persons that they need to seek shelter and will guide all persons to the designated safe area in the facility and will also bring a battery operated radio or television set, first aid kit, and flashlight.
 - a. Emergency Team Members will initiate a search of their designated areas to ensure that all employees and visitors have evacuated.

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b. There are several designated tornado shelter areas. They are:

1. The bathrooms in the production area.
 2. The bathroom and laundry room between area red and area blue.
 3. The bathroom in area green and area purple.
 4. The sensory room.
 5. Area Orange.
 6. The staff break room and connecting conference room.
 7. The mail/copy room.
 8. The computer room.
 9. Program Supervisor offices, and the hallway outside of them.
 10. The hallway between the Program supervisor and Behavior specialist office.
 11. The hallway outside of area red and blue and purple.
4. If feasible, persons served but not scheduled for supervision will be called and warned.
 5. Staff will assist all persons in staying in the safe area until an all clear is issued through the radio or by other means.
 6. If injury or damage occurs, staff will notify the manager or designee and follow directions given.
 7. If relocation to a designated safe area such as an emergency shelter is necessary, staff will follow the procedures in Letter E of this **Responding to emergencies** section.

D. Power failure (electricity outage or gas leak)

1. During a power failure, all staff will remain with persons served. If persons are not in the immediate area at the program, staff will locate them and bring them to the central program area.
2. The power company will be contacted by cell phone to determine estimated length of the power outage. If estimated to last less than two hours, the manager or designee will be contacted to determine what actions will be taken. If the power outage is to last more than two hours, staff will transport the persons to a safe area or location as previously established by the Designated Coordinator and/or Designated Manager.
3. If gas is smelled or a gas leak is suspected, staff will evacuate persons to the established designated assembly point outside the facility.
4. The gas company will be immediately notified and instructions followed.
5. No one will be permitted to use lighters, matches, or any open flame during this time. All electrical and battery-operated appliances and machinery will be turned off until the all clear has been provided.
7. The manager or designee will be notified of the gas leak. This call will be made by staff from the safe area using a cell phone or from a neighbor's phone.
8. If relocation to a designated safe area such as an emergency shelter is necessary, staff will follow the procedures in Letter E of this **Responding to emergencies** section.
9. If conditions in the building become uncomfortable due to the power failure (lack of heat or air circulation), participants may be taken home early or may evacuate to the community center at St. Timothy's Church.

E. Emergency evacuation, moving to an emergency shelter, and temporary closure or relocation of the program to another facility or service site for more than 24 hours

1. Staff will ensure that everyone leaves the building and will assist all persons in gathering at the designated assembly point outside the facility.
2. Staff will immediately notify the manager or designee of the conditions that may require emergency evacuation, moving to an emergency shelter, temporary closure, or the relocation of program to another site.
3. The manager or designee will coordinate relocation of services in a way that promotes continuity of care of persons served.
4. The manager or designee will coordinate and assist staff as necessary in transporting persons to the designated location.
5. If access to the program site is permitted, staff will transfer persons' program files, clothing, necessary personal belongings, current medications, and medication administration records to the designated location.

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6. The manager will notify the legal representative or designated emergency contact, and case manager, and other licensed caregiver (if applicable) of the new location of the program if necessary.
7. Achieve Services Inc. has an established agreement with the Emma B. Howe YMCA at 8950 Springbrook Drive, Coon Rapids MN 55433. The telephone number there is 763-785-7882. The YMCA is 3 miles from Achieve Services Inc.. To get to the YMCA, drive west on 89th Avenue, turn left on Able, turn right on County Road 10, continue onto Coon Rapids Boulevard, turn left on to Springbrook Drive. The YMCA is .4 miles ahead on the right. Achieve Clean could be an alternative location if space is needed indefinitely. The address for Achieve Clean is 7500 University Ave, Fridley MN 55432.
8. Should the relocation be extended for several days, Achieve Services Inc. will operate as many services as possible between the YMCA and Achieve Clean. Community Based Employment and Production services would operate out of Achieve Clean. The partial day and minimal day services will continue on a modified schedule from the YMCA. Schedules will be modified based on the number of people the YMCA can accommodate on a daily basis.

F. **Other events that threaten the immediate health and safety of persons served and that require calling “911”**

1. Pandemic event: Upon request, staff will cooperate with state and local government disaster planning agencies working to prepare for or react to emergencies presented by a pandemic outbreak.
2. Bomb threat
 - a. In the event of a bomb threat, get as much information as you can from the caller and then IMMEDIATELY call 911 from a **different** phone. State, “I have received a bomb threat.” Give your name and telephone number. Give the building address and area where the bomb is located if known. Give any other information you may have received. Do not use the phone that received the bomb threat until authorized by law enforcement.
 - b. Upon notification of a bomb threat, the Emergency Team Coordinator will convene the Building Emergency Team to conduct a search of the building. Building emergency team members will search their areas of responsibility utilizing the assistance of the employees to identify any suspicious packages or items.
 - c. If an evacuation has been initiated, the Emergency Team Members will verbally instruct employees to evacuate. Emergency Team Members will assist in the orderly evacuation of all employees and visitors in their area of responsibility. All occupants will leave via the electric doors or an evacuation route that has been designated as a safe zone by the Command Center. Emergency Team Members will continue to search their areas of responsibility, including restrooms and other closed doors to ensure that all occupants have left the building. Emergency Team Members will proceed to the designated team meeting place to check in with their Team Leader and receive further instructions.
 - d. If unable to re-occupy the building, staff will follow the procedures in Letter E of this **Responding to emergencies** section.
3. Repeated and unwanted or threatening phone calls
 - a. Upon receiving repeated and unwanted or threatening phone calls, staff will hang up the phone immediately or encourage the person served to hang up the phone.
 - b. Staff will lock all doors and windows.
 - c. Staff will monitor the frequency of disruptive phone calls, informing the manager when the calls continue to a point where the safety of persons served is in question or when the calls are personally threatening or environmentally threatening to a program site or property.
 - d. Staff will call “911” if at any point they feel threatened.
 - e. The manager will determine when and if the telephone number will be changed due to the harassing or threatening telephone calls.
4. Medical Emergencies, Seriously Injury, Serious Illness
 - a. In the event of a medical emergency, serious injury or serious illness, physical aggression by a participant against a participant that causes injury and sexual activity between participants involving force or coercion staff will implement basic first aid skills, including CPR and AED (automated external defibrillator) if necessary. Staff will use Universal Precautions as outlined in the Blood

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Borne Pathogen Exposure Control Plan. General principles for responding to emergency situations include:

1. Remain Calm
 2. Assess the situation to determine safety concerns and take appropriate action.
 3. Attempt to determine what happened and the extent of illness or injury
 4. Isolate the injured. Move other participants away from the area and clear space for the rescue team.
 5. Have a copy of the participant's cover sheet available for the rescue team.
- b. Emergency first aid kits are located throughout Achieve Services Inc. and on all of the vehicles. First aid kits are maintained by the Health Consultant for Achieve Services Inc., and will be checked monthly to ensure kits are properly stocked. Staff will notify the consultant when supplies are low. The AED is stored in a cabinet on the wall in the staff break room. A rescue bag-valve mask is kept in the AED cabinet.
- c. Should the participant need emergency medical attention, or if it is believed a crime has been committed, staff at Achieve Services Inc. will activate the Emergency Medical System, (911). Guidelines for activating the EMS system include:
1. Most telephones at Achieve Services Inc. require dialing 9-911. Emergency numbers are posted on all phones at Achieve Services Inc..
 2. Give the telephone number of the phone being used to the dispatcher.
 3. Give the address, location, or any other landmarks that will assist the rescue team in finding your location.
 4. Describe what happened and the help that is being given.
 5. Do not hang up. Let the dispatcher end the conversation.
 6. Notify the building security guard of the situation via cell phone or pager. The guard's cell phone and pager number are on the Staff Extension List. Mention our suite number is 105.
- d. The following are situations when 911 should be activated:
1. Apparent or suspected death.
 2. Absence of pulse.
 3. Absence of or difficulty with respiration.
 4. Apparent or suspected spinal column injury.
 5. Severe bleeding.
 6. Severe burns.
 7. Extensive injuries, not conducive to home or Achieve Services Inc. transportation.
 8. Unconsciousness.
 9. Shock.
 10. Status Epilepticus (3 or more seizures in a row without regaining consciousness, or seizures lasting 10 minutes or more).
 11. Any injury/illness that could lead or progress to a more serious injury/illness.
 12. Other medical or psychiatric situations that warrant immediate attention when it is outlined in an individual's procedure for a participant, this would include attempted suicide.
 13. Hostile confrontation.
 14. Threatening situations.
 15. Transportation emergencies.
 16. After the Heimlich maneuver is performed on someone.
- e. At least one staff will stay with the participant administering any first aid that is needed. Depending on the severity, the attending staff may designate another staff to activate 911. The program supervisor or chief executive officer will be notified as soon as possible.
- f. In the event of a participant threatening, or attempting suicide, at least one staff will remain with the participant attempting to calm them and prevent them from hurting himself or herself. If the situation would escalate, a second staff would be asked to call 911.
- g. Whenever possible an Achieve Services Inc. staff member will accompany the participant in the life

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support unit. If the staff cannot stay with the participant, they will follow to the Emergency room. Staff will stay with the participant until he/she is treated, or admitted into the hospital, or until legal guardian or caregivers arrive.

- h. The Program Supervisor will notify the following people within 24 hours of the occurrence or within 24 hours of the receipt of the information of the occurrence:
 1. The participant's guardian or the designated emergency contact.
 2. Parents/relatives.
 3. Group home/Care giver.
 4. Case Manager.
 5. Achieve Services Inc.'s health consultant.
- i. Achieve Services Inc. is required to report all serious injuries or deaths to the Office of the Ombudsman and the MN Department of Human Services. All serious injuries need to be reported within 24 hours. Reports of serious injuries should be faxed to the Ombudsman's office at 651-757-1950. The number to call the Ombudsman's office with questions is 651-296-3971. Serious injuries are defined as:
 1. Fractures.
 2. Dislocations.
 3. Evidence of internal injuries.
 4. Head injuries with loss of consciousness.
 5. Lacerations involving injuries to tendons or organs, or where complications are present.
 6. Extensive second or third degree burns, and other burns where complications are present.
 7. Extensive second or third degree frostbite and other frostbite where complications are present.
 8. Irreversible mobility or avulsion of teeth.
 9. Injuries to the eyeball.
 10. Ingestion of foreign substances or objects that are harmful.
 11. Near drowning.
 12. Heat exhaustion or sunstroke.
 13. All other injuries considered serious by a physician.
- j. If Achieve Services Inc. staff are present when the participant is discharged from the emergency room, they will obtain any orders for medications or treatments ordered by the attending physician. The information will be copied to the participant's caregiver.
- k. In the event of a medical emergency for a participant that has an order for DNR/DNI (Do Not Resuscitate/Do Not Intubate):
 1. Achieve Services Inc. staff will activate the EMS system through 911.
 2. Achieve Services Inc. staff will implement basic first aid including CPR until the rescue team arrives.
 3. Achieve Services Inc. staff will provide the rescue team with a copy of the DNR/DNI order.
 4. If a participant's physician has signed a statement indicating that CPR would create undue pain or injury or that CPR could result in more harm than help, Achieve Services Inc. staff will not implement CPR. Staff will activate the EMS system through 911 and provide the rescue team with a copy of the DNR/DNI order.
 5. If the participant has an order for DNI (Do Not Intubate), staff will implement basic first aid including CPR until the rescue team arrives. A copy of the DNI orders will be given to the rescue team.
- l. In the event that an Achieve Services Inc. participant has DNR/DNI orders (Do Not Resuscitate/Do Not Intubate):
 1. Representatives from Achieve Services Inc. will meet with the participant's caregiver, legal representative, and interdisciplinary team to discuss the following information upon admission and/or at the initiation of a DNR/DNI order and at least annually thereafter:
 - a. Achieve Services Inc.'s protocol regarding the DNR/DNI
 - b. Documentation of Achieve Services Inc.'s plan to handle medical emergencies

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will be made in the participants Annual Plan. This plan is reviewed and authorized by the participant's guardian(s) annually.

- c. If the participant has a DNR order and there is no physician statement indicating CPR would cause more harm than good, guardians will be asked to review the Emergency Plans policy and sign off that they understand the Achieve Services Inc. Services, Inc procedures regarding DNR/DNI orders annually.
 2. This information will be kept in the participant's main file in the medical section. A copy of the DNR/DNI order will be kept in the participants work area.
 3. If the Achieve Services Inc. Services, Inc participant has DNI (Do Not Intubate) orders only a copy of the DNI orders will be kept in the participant's work area.
 - m. Following a medical emergency, Achieve Services Inc. Services, Inc staff will complete necessary paperwork which may include medical, illness, injury, VA, accident/incident/informational reports, depending on the situation. The report will be reviewed by the Behavior Specialist, Program Supervisor, and Health Consultant, and copied to all interdisciplinary team members. The Achieve Services Inc. Services, Inc Health and Safety Committee review accident reports every three months. The original will be kept in the medical section of the participant's master file. The report may also be sent to the Ombudsman's office if they request it.
 - n. The Program Supervisor will complete a First Report of Injury if the injury is related to the participant's job. This report is sent directly to the workers compensation insurance carrier, with a copy kept at Achieve Services Inc. Services, Inc.
 - o. If the emergency was the result of an accident causing death or an injury that required in patient hospitalization, a report will be submitted within 24 hours to the following:
 1. The participant's caregiver.
 2. Legal Representative.
 3. County Case Manager.
 4. The Department of Human Services Licensing Division.
 5. Ombudsman's Office.
5. Missing Persons
- a. If an Achieve Services Inc. Services, Inc Program Participant is missing during program hours, the staff person noticing the absence will begin a search and have a second staff report it to a supervisor. If a participant is missing and cannot be located immediately after checking the commonly expected locations (area they are assigned to, nearby bathrooms, lunchroom) the lead staff in the area will alert the front office. The search coordinator will pull out the missing participants Annual Plan to determine if the participant is authorized to be alone for any period of time. If not, the search will begin immediately.
 - b. Front office staff will announce over the speaker, "MP assistance to the front office." This is the cue for staff to be alerted hat someone is missing and all available staff should meet at the front desk as soon as possible.
 - c. Once available staff are at the front office, the supervisor for the area, or in their absence another supervisor, or a front office staff, will direct staff to areas to search. Each search team should carry a cell phone to be able to check in with the front desk and to get updates if the person is found. Staff should make sure the front office staff have the cell phone numbers of staff on the search team or can use an Achieve Services Inc. Services, Inc cell phone.
 - d. Search group assignments are as follows:
 1. First group (two people): Thorough check of all spaces within the program area of Achieve Services Inc. Services, Inc including bathrooms.
 1. On person check the west hall of the building, including production area.
 2. One person check the east half of the building, including the sensory room.
 2. Second group (on person)
 1. Outside the loading area in the parking lot.
 2. Near and around the pond.
 3. Fenced area, including outside the fence.
 3. Third group (one person)

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1. Public vending area.
2. Public bathrooms.
3. The front parking lot.
4. Fourth group (One person)
 1. Hallway from elevators to west side-door.
 2. Stairwell.
 3. East parking lot.
5. Fifth group (3 people)
 1. Upper floors including any open rooms and bathrooms – each person take a floor.
 2. Fourth floor person should go down the east stairwell
 3. Third floor person should go down the west stairwell – check stairwell from third to fourth floor, too.
 4. Second floor person should go down center staircase and remain in the lobby to observe elevators.
- e. If the person is not found in a reasonable time, the participant’s caregiver and legal guardian will be notified. The police will be notified at the joint discretion of the Program Manager and legal representative. Other team members will be notified within 24 hours of occurrence or within 24 hours of receipt of the information unless the incident has been reported by another license holder.
6. Hostile Confrontation:
 - a. Upon notification of a hostile threat, the Emergency Team Coordinator will convene the Building Emergency Team. Emergency Team Members will instruct all employees and visitors to safe areas and instruct them to:
 1. Lock all doors. If doors do not lock, barricade them.
 2. Turn off lights if the room has windows.
 3. Turn cell phones to silent.
 - b. Emergency team members will direct personnel and visitors to sit quietly on the floor (away from glass). Property Management will be responsible for shutting down all elevators and locking all exterior doors. Available Emergency Team Members should assist as needed to assure everyone is in a secure place.
 - c. If notified by the Command Center to evacuate, Emergency Team Members will assist in an orderly evacuation of all employees, participants, and visitors in their area of responsibility. All occupants will be directed to the closes exit or evacuation route, which has been designated a safe zone by the command center.
 - d. Upon leaving, Emergency Team Members shall instruct all occupants to raise their hands and/or comply with instructions given by law enforcement officers. Occupants will then be directed to an assembly area where they will be briefed by law enforcement.
 - e. In the event of a violent or threatening situation within Achieve Services Inc. Services, Inc, staff will ensure the participants safety and then call 911 and describe what was observed, how many individuals are involved, their physical descriptions, and their exact location within the facility.
7. Sexual Activity Between Participants
 - a. Instruct the participants in a calm, matter-of-fact and non-judgmental manner to discontinue the activity. Do not react emotionally to the participants’ interaction. Physically intervene in an approved; therapeutic manner if there is obvious coercion or force involved or, based on knowledge of the participants involved that one of the participants has sexually exploited the other. Notify a program supervisor. Summon additional staff if necessary and feasible. If the participants are unclothed, provide them with a blanket or other appropriate garments. Do not have them redress in the clothing that they were wearing. Do not allow them to bathe or shower at this time.
 - b. If the participant(s) expresses physical discomfort and/or emotional distress, to report a crime, or for other reasons you feel it is necessary, contact medical personnel and law enforcement as soon as possible. Visually examine the participants for any signs of physical injury (e.g. bruising, bleeding, etc.) and document your findings on an incident report as soon as possible.
 - c. Instruct or assist the participants to go to separate areas of the facility. To the extent possible, question the participants separately as to the activity including what led to the interaction, who initiated the

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interaction, what specifically happened, and if the participant is experiencing any physical or emotional discomfort. Ask what, when, where and how questions. Do not ask “why” questions. Document your initial observation of the activity and the information provided by the participants on an incident report as soon as possible after talking with them.

- d. If medical personnel and law enforcement have been contacted, follow all instructions they provide.
 - e. If it is determined unnecessary to involve medical and law enforcement personnel, have the participants resume their normal activities.
 - f. After appropriate arrangements have been made to meet the participants’ immediate needs, complete the following steps:
 1. Notify administrative staff, as appropriate
 2. Contact the county case managers
 3. Contact parents and guardians
 4. The staff person who was in charge at the time of the incident will complete the necessary incident reports
 5. Notify licensing personnel as appropriate
 6. If the incident involved the emergency use of a controlled procedure, complete an emergency use of controlled procedures report as required.
8. Use or possession of weapons
- a. Possession or use of firearms, other weapons, or explosives is not permitted in any Achieve Services Inc. Services, Inc space. Violation of this policy is considered a serious offense and may lead to immediate termination without warning or notice.
 - b. If you suspect that there is an individual on-site with a weapon in their possession, you must contact the office immediately (if it is safe to do so), or call 911 for assistance.
 - c. If at any point the situation becomes life threatening, call “911.”
 1. Do not contact the individual. Wait for the police.
 2. Do not attempt to retrieve the weapon. Wait for the police.
 3. Do not restrain or discipline the individual. Wait for the police.
 - d. When contacting the authorities, include as much information as possible:
 1. Name of the individual (if known or description of clothing or other characteristics)
 2. Exact location of the individual in the building
 3. Type of weapon suspected
 4. Location of weapon
 5. Demeanor of individual and any other useful information.
 - e. Follow instructions provided by emergency personnel.
9. Transportation Emergencies
- a. Medical Emergencies:
 1. In the event of a medical emergency the driver will take all necessary precautions to ensure the safety of the individual.
 2. If needed, the driver will call by cell phone to Achieve Services Inc. Services, Inc (base 300) for backup, giving their location to the office staff.
 3. All drivers and aids are oriented to Annual Plans and all vehicles are equipped with each individual’s medical and emergency information.
 4. If 911 is called, the driver will call the base to keep them informed. Depending on the circumstances, it may be best for the participant to not be transported to the emergency room. Drivers will follow the paramedic’s recommendations (this may be a group decision between the paramedics, driver, Achieve Services Inc. Services, Inc staff, and residential providers).
 - b. Behavioral Emergencies
 1. In the event of a behavioral emergency, the driver may request backup from Achieve Services Inc. Services, Inc. staff.
 2. Transportation staff will limit the information exchanged over cell phone so that the participant in crisis isn’t further agitated.
 3. If it is early in the morning and/or the vehicle is a long distance from Achieve Services Inc. Services, Inc, the driver may return the person home. Depending on the availability of staff and

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circumstances of the incident, 2-3 staff will leave Achieve Services Inc. Services, Inc. to assist with the emergency. Whenever possible, the backup team will use an Achieve Services Inc. Services, Inc. vehicle. Once the backup team arrives, they will either board the vehicle to assist the person to calm down, or they may remove the person from the vehicle if necessary. If the backup staff are in a private vehicle, it is recommended that every attempt be made to keep the person on the Achieve Services Inc. Services, Inc. vehicle, with backup staff remaining with the vehicle.

- a. Achieve Services Inc. Services, Inc. vehicles that have an aide may implement the use of an Emergency Controlled Procedure if the participant is at imminent risk of harming themselves or others.
- b. If an Emergency Controlled Procedure is used, it should be reported as soon as the vehicle reaches Achieve Services Inc.. Necessary paperwork needs to be submitted within 24 hours of the procedure.
- c. Weather Emergencies:
 1. In the event of severe weather warnings, Achieve Services Inc. Services, Inc. staff will call the drivers giving them the weather information. Drivers will assess the situation and react accordingly. In general, drivers will need to look at each individual situation and take necessary precautions.
 2. If it is feasible and necessary to unload they may do so. If in transit they may need to pull over, find a bridge duct to stop under, or a ditch to unload in.
 3. If a tornado is spotted, and shelter is not available, it is best to drive away from the tornado at an angle.
 4. If they are unsure of what action to take, they will call into Achieve Services Inc. Services, Inc for assistance.

Reporting emergencies

- A. Staff will immediately notify the manager that an incident or emergency has occurred and follow direction issued to them and will document the incident or emergency on an *Incident and Emergency Report* any related program or health documentation. Each *Incident and Emergency Report* will contain the required information as stated in the *Policy and Procedure on Reviewing Incidents and Emergencies*.
- B. If an incident resulted from the emergency situation, the manager will maintain information about and report incidents to the legal representative or designated emergency contact and case manager within 24 hours of an incident occurring while services are being provided, within 24 hours of discovery or receipt of information that an incident occurred, unless Achieve Services Inc. Services Inc. has reason to know that the incident has already been reported, or as otherwise directed in the person's *Coordinated Service and Support Plan* and/or *Coordinated Service and Support Plan Addendum*.
- C. When the incident or emergency involves more than person served, Achieve Services Inc. Services Inc. and staff will not disclose personally identifiable information about any other person served when making the report to each person and/or legal representative and case manager unless Achieve Services Inc. Services Inc. has the consent of the person and/or legal representative.
- D. If a serious injury or death were to occur as a result of the emergency situation, staff will follow the response and reporting procedures as stated in the *Policy and Procedures on Responding to and Reporting Incidents* and, if needed, the *Policy and Procedure on Death of a Person Served*.

Reviewed and Approved by Board of Directors July 9th 2015