

## Emergency Procedures

### A. Fire Evacuation Plans

#### a. Fire Plans

- i. All programs shall have fire evacuation procedures posted to outline evacuation routes and have designated emergency relocation plans to include Team Member and Individual responsibilities for circumstances that require emergency response and/or relocation.
- ii. Team Members and Individuals shall be trained at least annually (within 365 days) with regards to their roles and responsibilities during a fire emergency. Lifesharing host families shall include all household members on the safety plan, including responsibilities of each.
- iii. Newly hired Team Members shall be trained in program specific fire plans prior to working directly with the Individuals living in the program.
- iv. New Individuals shall receive training in general fire safety and house specific plans prior to, or on day of admission.

#### b. Team Member responsibilities in the event of a fire are as follows:

- i. Oversee and/or assist with evacuation of Individuals to meeting place.
- ii. Immediately call 911
- iii. Make a reasonable attempt to extinguish a small fire without risk to Individuals, coworkers or self (i.e. use fire extinguisher for small, contained fires)
- iv. Ensure no re-entry to the building for any reason
- v. Transport Individuals to emergency shelter location via organization's and/or Team Member's vehicles
- vi. Assure health and safety of Individuals (i.e., clothing, food, etc.)
- vii. Assist with relocation plans when necessary
- viii. Report to DAP when fire alarm is pulled inadvertently or with unplanned activation which shall subsequently be reported to the programs' Program Coordinator or designee.
- ix. Fire emergencies shall be reported to the DAP and an EIM report shall be filed

#### c. Individual responsibilities in the event of a fire are as follows:

- i. Evacuate by the nearest exit to the meeting place in the specified time frame as dictated by specific regulations (within 2.5 minutes in all programs unless otherwise specified in the program's Fire Safety Procedures as determined by a Fire Safety Expert)
- ii. Call 911 as applicable
- iii. Avoid re-entry to the building for any reason

#### d. Fire drills

- i. Fire drills shall be conducted at least monthly under typical staffing conditions.
- ii. Fire drills shall vary in day, time, location of hypothetical fire, and evacuation route used.
- iii. Fire drills shall be conducted during awake and sleeping hours in compliance with regulatory standards and documented on the appropriate forms, complete with all required signatures as specified on the form.

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Overnight drills shall be completed every six months or more often if indicated by specific regulations or extenuating circumstances.

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### B. Fire Safety Monitoring

- a. Battery powered smoke detectors
  - i. On a monthly basis, all battery-powered smoke detectors shall be checked to determine operability within 24 hours of monthly fire drill. If a unit is not operational, the battery must be replaced immediately, as applicable. If the unit remains inoperative after replacing the battery, Program Manager or DAP shall be immediately notified. Team Members shall then follow monitoring procedures listed below.
  - ii. All programs must have unused batteries available at all times.
  - iii. Battery operated smoke detectors shall be in working condition even if a home has an interconnected system.
  - iv. Monthly checks shall be recorded on the appropriate form.
- b. Interconnected fire alarm system
  - i. On a monthly basis, the interconnected fire alarm system shall be checked to determine operability within 24 hours of monthly fire drill. If it is not operative, the Program Manager or their designee must call the fire system company to report the problem. Notification shall be made to the DAP. Team Members shall then follow monitoring procedures listed below.
  - ii. The interconnected fire alarm systems shall be equipped with battery powered backup systems in the event of a power failure.
  - iii. All systems shall be repaired within 24 hours of notification to repair company and monitoring procedures shall remain in place until the repair has occurred.
- c. Monitoring in the event the fire system is inoperative
  - i. Program Manager and DAP shall be contacted immediately upon discovery of an inoperable detector or system failure.
  - ii. During the time period when the fire system is inoperative, Team Members shall walk through the program every ½ hour to ensure there are no fire hazards present and document the results of each walk-through.
  - iii. Steps will be taken to repair or replace system as soon as possible.

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### C. Bomb Threat Procedure

- a. Instructions for threatening phone calls
  - i. Note the time and date of the call received
  - ii. Note where call is received (e.g., home, office, extension, cell phone)
  - iii. Elicit as much information as possible. Encourage caller to talk. If possible have another person listen to caller on another phone. Ask caller to repeat message. Obtain the following information if possible:
    1. When is bomb going to explode?
    2. Where is bomb located?
    3. What type of bomb is it?
    4. Why was the bomb placed?
  - iv. Try to note a description of the caller's voice
    1. Gender
    2. Age
    3. Tone of voice
    4. Accent
    5. Background noise (e.g., machinery, traffic, other persons talking, perhaps instructing caller on what to say)
    6. Caller ID phone number if available
  - v. Note time caller hung up. Immediately after completing call, evacuate building and call 911. Once outside, write down complete message and above information.
- b. Contact list/chain of command
  - i. Call 911
  - ii. Call the DAP
- c. Command Post
  - i. A command post shall be established according to the site location
- d. Evacuation Procedure
  - i. After a call is received, evacuate the building as soon as possible to designated emergency sites
  - ii. An EIM report shall be filed within 24 hours of any site evacuation

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### D. Emergency Relocation

- a. Purpose: To establish policy governing emergency temporary relocation of Individuals of community residential programs
- b. Emergency Situations: The CEO or their designee has the primary responsibility for oversight of the emergency temporary relocation of all Individuals under the following circumstances:
  - i. An incident of suspected abuse requiring that an Individual be immediately separated from the home for their safety
  - ii. A disaster, accident, or health risk requiring evacuation of the building
  - iii. The absence of adequate Team Member supervision due to an unforeseen crisis
- c. Emergency Reporting Requirements
  - i. The CEO or their designee shall be responsible for reporting the emergency removal and temporary relocation via EIM the County's Incident Management Representative and ODP within 24 hours of the incident which prompted relocation
  - ii. All other appropriate responsible parties shall be notified
- d. Emergency Relocation Sites
  - i. Each Program has a relocation site(s) listed in the program's Fire Safety and Emergency Procedures binder and On-Call binder.
- e. Emergency transportation
  - i. Each home has a vehicle available which shall be used for transportation
- f. Temporary relocation procedure
  - i. Each Individual shall have a temporary location setting as listed in the home
  - ii. In the event of an emergency, Team Members shall make a reasonable effort to obtain contact information from the program's site or On-call binder
  - iii. Team Members shall contact appropriate persons who have agreed to house each Individual on a temporary basis
  - iv. Team Members shall remain with the Individuals until each Individual has been appropriately relocated
- g. Temporary relocation settings
  - i. Each Individual shall have a temporary relocation setting on file upon admission
  - ii. If natural supports are not available to provide a temporary relocation setting, the Individual shall stay in a local hotel with supervision from designated Team Member(s)
- h. Flood
  - i. Evacuation and relocation would need to be coordinated with Civil Defense and Red Cross authorities at the time of the specific event.

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### E. General Emergency Preparedness

- a. There is a possibility of various emergencies occurring which preclude the option of evacuation. These include extended power outages, blizzards, ice storms and other disasters which would not allow homes to be evacuated. Program Coordinators or their designee shall ensure the programs for which they are responsible are prepared in advance of such an event.
- b. General Precautions
  - i. Each program shall have a three-day supply of drinkable water in stock, one gallon of water per person per day. The supply shall be used and rotated regularly to ensure that it is safe to drink and not expired.
  - ii. Each program shall maintain a three-day supply of nonperishable food for each person within the program that is used and rotated regularly to ensure that it is safe for consumption and not expired.
  - iii. Each program shall have battery powered flashlights/lanterns and a supply of fresh batteries to provide light in the event of a power outage. Due to fire hazards, candles are not permitted for use.
  - iv. Maintain an adequate charge in the cell phone that is kept in the program's vehicle so that there can be communication if telephone service is disconnected.
  - v. It is the expectation that Team Members will remain at the program until weather conditions change to permit for relief of the Team Member. Appropriate contingency plans shall be pre-approved by a member of the Leadership Team.
  - vi. Team Members shall contact DAP to report emergencies
- c. Winter Weather Emergencies
  - i. Team Members who are scheduled to work when winter weather is forecasted shall report for their scheduled hours and/or make alternate provisions with approval from their direct supervisor or DAP to ensure no disruption of services and supports on behalf of Individuals.
  - ii. Team Members who are scheduled to work during winter weather conditions shall be prepared with extra clothing and necessary personal items in the event that weather conditions do not permit them to leave the program until the weather permits another Team Member to relieve them.
  - iii. Each program shall maintain a supply of blankets and warm clothing for each Individual in the event that there is an extended power outage and Individuals cannot be evacuated due to weather conditions.
  - iv. When winter weather is forecasted, Team Leaders or their designees shall ensure there are adequate supplies of medications in the program.
- d. Tornadoes
  - i. In the event of a tornado warning, all Individuals shall be assisted to the lowest level of the program and/or away from windows immediately.
  - ii. Team Members who are on duty shall remain with the Individuals throughout the tornado warning.
  - iii. In the event of an actual tornado strike, Team Members shall ensure the safety and well-being of the Individuals and themselves and shall cooperate fully with emergency personnel.

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### F. Miscellaneous Safety Hazards

#### a. Paint

- i. All programs, in compliance with state and federal regulations, must use lead-free paint. Any old plaster or paint containing lead shall be wallpapered or repainted with lead-free paint.
- ii. All work order requests for painting shall be kept on file at the Friendship Community corporate office. These reports, in combination with purchase invoices, shall show dates of painting and evidence of the type of paint used.

#### b. Poisonous materials

- i. Poisonous materials shall be stored in their original, labeled containers and stored separately from food and items that may be used to store food.
- ii. Poisonous materials shall be locked unless all Individuals in the home are assessed to understand and identify the use/dangers of these substances.
- iii. If an Individual consumes or is otherwise exposed to poisonous materials, call Poison Control immediately and follow their directives.

#### c. Flammable and combustible supplies

All flammable and combustible supplies shall be locked and stored away from heat sources.

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### G. Hurricane Emergency: Alert/Warning

#### a. Evacuation

- i. If time permits, evacuate the structure to designated safe areas. These could be away from the structure or below grade (basement) if time does not permit alternate safe areas.
- ii. The weather radio channel shall be tuned in and the instructions that are given, adhered to specifically.

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### H. Hostage/Kidnap Situation

- a. Immediately notify 911 and do not hang up the phone until advised to do so by the 911 operator.
- b. If the internal fire alarm is monitored by a central fire station, pull the fire alarm to alert Emergency Personnel.
- c. Do not contest/confront the intruder and follow their instructions. Always assume the intruder is armed.
- d. If there is a vehicle involved, and you can visibly see it, write down the license number as well as the make, model and color of the car and how many doors it has.

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### I. Prowler on Property

- a. Immediately call 911 and keep your cell phone with you.
- b. Inform the 911 dispatcher regarding the details of the person (gender, age, how they are dressed, color of clothing, shoes, etc.).
- c. Lock all doors, close all of the windows and stay inside.
- d. A bathroom is considered a relatively safe location. If you utilize the bathroom to protect the Individual and yourself, make sure to lock or block the door.
- e. If there is a basement with an exit, this may be used as a safe spot until emergency personnel arrive, depending on the accessibility for Individuals.

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- J. External Stress Examples – if any of the following occur, contact 911 and follow the instructions given by law enforcement and/or medical personnel:
- a. A nuclear incident
  - b. A vehicle fire or crash with prevailing winds toward the structure
  - c. Tanker truck overturn, gasoline, LP gas, waste oil, fuel oil, etc.
  - d. Plane crash on or near the property
  - e. Train derailment with hazmat materials
  - f. Oil and/or gas leak on the property of the property next door
  - g. Neighbor's house on fire with smoke blowing towards the property
  - h. Objects falling from aircraft