

Emergency Response Plans

Ability Building Center

(ABC Main)

I. Policy

It is the policy of Ability Building Center (ABC) 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. The following Emergency Response Plans shall be made available to all personnel at ABC. Additionally, emergency drills, reviews, and training sessions will be conducted each month throughout the year.

“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

I. **Response Plan A:** Fire, Explosion, Gas Leak, or Structural Collapse

In the event of a fire emergency, staff will take the following actions:

1. If you discover smoke or fire, immediately activate the nearest fire alarm pull station. If the fire is small and appears that it can be managed, staff may attempt to extinguish it, but only if they can do so safely.
2. ABC main has installed an audio/visual alarm system which is also continuously monitored by a local alarm agency and will communicate directly with local emergency response personnel. Once activated, red lights will flash and a steady horn will sound - evacuate the building following posted evacuation routes. Utilize posted secondary routes if primary route is blocked.
3. All personnel routed and evacuating from doors 3, 4, 5, 6, or 7, shall gather at the far west end of the west parking lot. All personnel routed and evacuating from doors 1, 2, 8, 9, or 10, shall gather on the sidewalk near the city bus stop. Staff will assist program participants to designated locations. Department wheelchairs are available to aid egress if necessary.
4. Identified administrative staff will ensure that *Emergency Medical Forms* are removed from the clerical area of the building. Transportation staff will gather all available vehicle keys and ensure that they are removed from the building to allow access to motor vehicle support if necessary. Staff should also gather cell phones to aid any necessary communications.
5. Each department shall form together and department or program managers will take written role call utilizing department rosters and interviewing department staff. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe.
6. Sweep Team members shall verify that all areas have been evacuated. Any missing or unaccounted for individuals will be immediately reported to emergency personnel and logged and reported to the Executive Director and Operations Director. An immediate investigation will be initiated to determine their whereabouts.

7. Do not re-enter the building until authorized to do so by emergency personnel. In the event we cannot return to the building, we will go to Sunset Terrace Elementary School.
8. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
9. The Executive Director will arrange for security of the facility by contacting the police, a security firm or using staff personnel.
10. The Transportation Coordinator and program managers shall make transportation arrangements for returning program participants to their homes.
11. The Executive Director will establish communications with the media and coordinate announcements.

IMPORTANT NOTE: For critical evacuation information reference also *Evacuation Guidelines & Building Sweeps*

II. **Response Plan B:** Tornado or Severe Weather

In the event of a severe weather emergency, staff will take the following actions:

1. When a severe weather watch or advisory has been issued by the National Weather Service (NWS) safety committee members will immediately begin monitoring for further announcements via website broadcasts, televisions, radios or weather alert radios. If a severe weather warning is issued by the NWS, the following plan will then be initiated.
2. Notify the Operations Director, Production Director, or a safety committee representative. They will activate the alarm system to initiate the first stage of notification. The take shelter alarm signal is blue lights and a pulsing horn.
3. Reception personnel will then issue a full page announcement stating - "Attention, a severe weather warning has been issued. Please move to your designated shelter areas immediately."

Shelter locations:

ADM/CBE: North hallway restrooms, employee lounge area, and the north hallway staff office.
Ability Enterprises: North sections of the middle room and the skills room.
Ability Options: Restroom and west offices.
Abilities Unlimited: AU conference room and the support center hallway.

4. Staff safety committee representatives will be responsible for checking the entire outside grounds to ensure that all personnel have been moved indoors. Move all personnel to designated shelter areas.
5. Staff will assist program participants to designated locations. Department wheelchairs are available if necessary.
6. Department and program managers will take written role call utilizing department rosters and interviewing department staff. Any missing or unaccounted for individuals will be logged and reported to the Executive Director and Operations Director. An immediate investigation will be initiated to determine their whereabouts.
7. The Executive Director and Operations Director shall continue to monitor weather reports. Personnel shall maintain sheltered positions until an all clear announcement is issued by the National Weather Service.

8. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe.

If damage is sustained to the building or injury occurs:

9. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
10. The Executive Director will arrange for security of the facility by contacting the police, a security firm or using staff personnel.
11. The Transportation Coordinator and program managers shall make transportation arrangements for returning program participants to their homes.
12. The Executive Director will establish communications with the media and coordinate announcements.

NOTE: Transportation or travel plans may be changed once severe weather announcements have been made. In the event staff are already in the process of transporting persons via public transportation or company or personal vehicles they should utilize the following guidelines during a severe weather warning:

1. Evacuate the vehicle and move everyone to the nearest building or substantial structure.
2. Inform passengers why plans and activities have changed. Assist passengers to remain calm.
3. If an adequate shelter cannot be reached without further endangerment, a ditch or depression in the immediate vicinity will have to be used. Take the First Aid kit and move everyone to the shelter area at least 200 feet away from the vehicle.
4. Instruct everyone to lie face down with their hands clasped behind their heads.
5. Once the danger has passed, staff will assess the need for medical attention.

III. **Response Plan C: Bomb Threat**

1. Reception employees will utilize the Bomb Threat Report form to record information whenever a threatening call is received. They will then immediately contact the Executive Director, Operations Director, Program Director, or Controller. A decision to evacuate the facility will be made after evaluating the information available and immediately consulting with law enforcement. This will include, but not be limited to:
 - Reviewing the nature of the threat.
 - Reviewing the details of location and time of detonation.
 - Circumstances related to the threat (i.e. political climate, previous suspicious events).
 - Discovery of a device or unusual package.

If evacuation is deemed necessary:

2. Activate the nearest alarm pull station to initiate evacuation of the building.
3. ABC main has installed an audio/visual alarm system which is also continuously monitored by a local alarm agency and will communicate directly with local emergency response personnel. Red lights, steady horn - evacuate the building following posted evacuation routes.
4. All personnel routed and evacuating from doors 3, 4, 5, 6, or 7, shall gather at the far west end of the west parking lot. All personnel routed and evacuating from doors 1, 2, 8, 9, or 10, shall gather on the sidewalk near the city bus stop. Staff will assist program participants to designated locations. Department wheelchairs are available to aid egress if necessary.

5. Identified administrative staff will ensure that *Emergency Medical Forms* are removed from the clerical area of the building. Transportation staff will gather all available vehicle keys and ensure that they are removed from the building to allow access to motor vehicle support if necessary. Staff should also gather cell phones to aid any necessary communications.
6. Each department shall form together and department or program managers will take written role call utilizing department rosters and interviewing department staff. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe.
7. Sweep Team members shall verify that all areas have been evacuated. Any missing or unaccounted for individuals will be immediately reported to emergency personnel and logged and reported to the Executive Director and Operations Director. An immediate investigation will be initiated to determine their whereabouts.
8. Do not re-enter the building until authorized to do so by emergency personnel. In the event we cannot return to the building, we will go to Sunset Terrace Elementary School.
9. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
10. The Executive Director will arrange for security of the facility by contacting the police, a security firm or using staff personnel.
11. The Transportation Coordinator and program managers shall make transportation arrangements for returning program participants to their homes.
12. The Executive Director will establish communications with the media and coordinate announcements.

IMPORTANT NOTE: For critical evacuation information reference also *Evacuation Guidelines & Building Sweeps*

IV. **Response Plan D:** Chemical Spill, Water Contamination, or Sewage Problems

1. Notify the Executive Director or Operations Director.
2. Maintenance personnel will immediately seal off and secure the area.
3. Department and program managers will isolate possible affected persons.
4. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
5. The Executive Director or Operations Director shall contact the following for further consultation:
 - a. Rochester Fire Department *Hazardous Materials Response Team* @ 507-328-2800
 - b. St Mary's Hospital ER (Mayo Clinic) @ 507-255-5123
 - c. Olmsted County Public Health Services @ 507-328-7500
6. The Executive Director will evaluate the situation and set a course of action (i.e. evacuation of personnel, partial closing of the facility, clean-up) depending on the situation.
7. The Executive Director will establish communications with the media and coordinate announcements.

V. **Response Plan E: Power Failure**

In the event of a power failure emergency, staff will take the following actions:

1. Instruct all personnel to remain where they are.
2. Emergency lighting will come on automatically, but do not allow any work or program activities to continue. Inform program participants why plans and activities are changing and what we are doing to keep them safe.
3. Staff may need to utilize department issued flashlights to gather and safely assist those that may need it to a seated position.
4. Contact the Executive Director or Operations Director and await instructions before evacuating or moving personnel to other locations where natural light may be more abundant.
5. The Production Director will contact the power company to identify source of problem and the probable duration of the condition (280-9191).
6. Staff shall turn off all unnecessary equipment.
7. If the situation becomes too tense or lasts more than 10 minutes, departments may be evacuated to the dining room and lobby areas where natural light is more abundant. Further evacuation will be determined by the Executive Director.

VI. **Response Plan F: Flood or Blizzard**

When a severe weather situation is announced by the National Weather Service (NWS), a severe weather team shall be gathered for the purpose of evaluating the existing and predicted weather conditions and then making specific recommendations to the Executive Director. This (Blizzard) team shall consist of key staff representing each program area. This team concept will also help ensure that consistent information is then communicated to each respective department regarding plans of action.

1. Close ABC and arrange for transportation of individuals home.
 - a. The Transportation Coordinator and program managers shall make transportation arrangements for returning program participants to their homes.
2. Conditions are not considered safe for individuals to leave or to attempt traveling home.
 - a. An announcement will be made over the PA system.
 - b. Written role call will be completed by each department.
 - c. Program managers shall coordinate notifications to advise families, group homes, or guardians of the situation.
 - d. Department staff shall continue normal in-house program activity.
 - e. The Executive Director or Operations Director shall monitor weather reports.
 - f. Program Coordinators shall evaluate any possible medication concerns of persons on the premises and immediately report any concerns to the Executive Director.

- g. Program managers shall inventory food supplies and prepare any necessary emergency menu plans.
- h. Program Coordinators and department staff shall meet and organize non-work activities.
- i. The Production Director will monitor the heat and water situation and report hourly to Executive Director.
- j. Emergency sleeping arrangements or rest areas will be set up in the Cafeteria, Abilities Unlimited, and Ability Enterprises, using available materials, cots, etc.

Closing During Severe Weather:

Since it is sometimes necessary for agencies to close due to adverse weather conditions, this policy will attempt to describe the circumstances under which ABC would close or alter program services.

School closings will generally have very little impact on the whether or not ABC will be open. The more important criteria may be whether businesses or city and county offices in Rochester remain open. We also expect individuals to be responsible for assessing the current weather conditions and deciding whether or not they should risk coming to ABC. Therefore, although ABC may remain open, it may still be necessary for individuals to stay home during severe weather.

What you should do if the weather is severe:

1. Monitor television broadcasts or website information at KTTC (www.kttc.com) or KXLT Fox 47 (www.myfox47.com) to determine whether or not ABC will be closed. These sources may also provide good information about the current weather conditions and help you determine whether or not you should go out at all.
2. If ABC remains open, you will need to decide whether to report to work or program or stay home. It is strongly recommended that if you are living in a group home or with your parents, that you discuss the situation with them so that you can make the best decision about going out in severe weather.
3. If your source of transportation is not running, you probably will not be expected at work. You will not be paid for this lost time. However, you will have the opportunity to use earned annual leave vacation for any time missed.
4. If you are not reporting to work or program, you must immediately notify your supervisor at ABC.
5. Do not call ABC to see if we are open. Instead, monitor TV or radio announcements as previously mentioned. Also, if you use public transportation or other transportation services, you should monitor reports indicating whether or not they are going to be making their scheduled runs.

IMPORTANT NOTE: For critical cold weather information reference *Cold Weather Guidelines for Outside Workers*.

VII. **Response Plan Z:** Violent or Threatening Situations

The following plan is to be used in the event of a violent or threatening situation at an ABC facility or in the community surrounding one of our facilities. A violent or threatening situation would be defined as any actual or implied threat to cause bodily injury or harm to another person. These events are usually unpredictable and will require immediate action to limit any threat risk to our staff and program participants.

A. A threatening situation in the reception area:

1. Reception personnel should determine the level of threat before taking any action. (A) If the situation may require assistance but is not deemed to be an immediate threat, reception personnel should make a full page announcement requesting “Mr. Strong” to report to the reception area. This will initiate a formal request for support. (B) If reception personnel are unable to make an announcement because of their involvement in a dangerous or volatile situation, they may then be dependent on other staff to complete these actions. Any staff person observing this distress should immediately take the following steps. 1. Call 911 to request law enforcement support. 2. Make a full page announcement requesting “Mr. Strong” to report to the reception area. 3. Contact the Executive Director, Operations Director or any other leadership staff to inform them of the situation.
2. Those staff hearing the page for “Mr. Strong” and choosing to assist in a potentially dangerous intervention should immediately proceed to the reception area and discreetly assess the situation and determine a proper course of action. **IMPORTANT NOTE:** This is a voluntary action as this sort of intervention should always be considered life-threatening.
3. Staff in all other areas should take the following steps. 1. Check hallways, common areas, and outside grounds for any personnel and bring them quietly into safe areas as far away from the threat area as possible. 2. Turn off lights and lock doors (if possible). 3. Remain calm and reassure program participants.

B. A threatening situation within the facility:

- i. Staff observing a threatening situation should immediately: (1) move as many people away from the situation as is safely possible. (2) immediately contact reception personnel and provide them with your name, specific location, and the nature of the threat. If reception personnel cannot be reached, staff must complete step 2.
- ii. Reception personnel will immediately take the following steps: (1) call 911 to request law enforcement support (2) make a full page announcement requesting “Mr. Strong” to report to the affected area. (3) contact the Executive Director, Operations Director or any other leadership staff to inform them of the situation.
- iii. Those staff hearing the page for “Mr. Strong” and choosing to assist in a potentially dangerous intervention should immediately proceed to the affected area and discreetly assess the situation and determine a proper course of action. **IMPORTANT NOTE:** This is a voluntary action as this sort of intervention should always be considered life-threatening.
- iv. Staff in all other areas should take the following steps: 1. Check hallways, common areas, and outside grounds for any wandering people and bring them quietly into safe areas as far away from the threat area as possible. 2. Turn off lights and lock doors (if possible). 3. Remain calm and reassure program participants.

C. A threatening situation in the community near an ABC facility:

In order to protect staff and program participants from an external threat it may be necessary to confine all occupants within the facility until it is deemed safe to leave. The following procedures should be followed:

1. Any information regarding a perceived threat should be communicated immediately to the Executive Director, Operations Director, or any other leadership staff.
2. Reception personnel will then be requested to make an announcement stating: “The building will be locked in 5 minutes. All personnel must be moved indoors immediately for their safety.”
3. Safety committee representatives and department managers (or assigned staff) will ensure that all personnel are moved indoors and stay indoors until given an all clear announcement. They will also be responsible for continually monitoring entrances for any personnel that may arrive and need to reenter the building.

4. All building exits will be locked and secured by maintenance personnel. NOTE: While doors are locked to the outside, they will remain unlocked from the inside and allow emergency egress.
5. Once it has been confirmed that the outside threat has been resolved (via approved sources such as the Emergency Broadcast System or commercial news reports), reception personnel will be requested to make a full page announcement stating: "Everyone is now free to resume normal activity."

General actions that may be taken following an emergency response:

1. The Executive Director will evaluate any damage to determine the proper course of action before the next work day.
 2. The Controller will arrange for insurance investigation and adjustments.
 3. The Production Director will organize cleanup crews and equipment.
 4. The Program Director and Operations Director will follow-up on injuries or fatalities and notification of personnel on work status.
 5. The Executive Director will establish communications with the media and coordinate announcements.
4. **Emergency shelter.** Some emergencies will be best met by seeking safety in an emergency shelter. Depending on the emergency we may need to shelter in place or shelter outside the disaster area.

In the event it is recommended by emergency personnel to re-locate to a designated emergency shelter:

- Staff will follow the direction of local emergency personnel and either move to our identified secondary shelter location or locate the closest available 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.

5. **Emergency evacuation.** Some emergencies will be best met by leaving the 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.

In the event it is recommended by emergency personnel to evacuate to a designated emergency shelter:

- Staff will follow directions received from administrative staff, police, fire, and other emergency personnel.
- 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.
- Account for the well-being of all people receiving services.
- Inform people why they are leaving the program and what is being done to keep them safe.
- 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 made by the Executive Director.

In the event it is recommended by emergency personnel to temporarily close or relocate our programs:

- Staff will follow directions received from administrative staff, police, fire, and other emergency personnel.

- 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.
- 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.
- 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.

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:
 - AE-AU Support Hallway (south wall)
 - ADM hallway (west wall)
 - CBE Forensic area (east wall)
 - CBE MML area (north wall)
 - Maintenance area (office)
 - Ability Built Computers area (north wall)
 - Ability Options program area (south wall)
- 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

A flashlight and portable radio and television that can be used in the event of a power failure must be at our program. Flashlights have been issued to supervisory staff in each department and program area – Ability Built Computers, ADM Reception, ADM Operations Director office, AE (2), AO, AU (2), Custodial, Forensic, GS2, IBM, Maintenance, MML, Sewing, and Shipping-Receiving. Battery powered radios are located in the ADM Operations Director office and AU Den.

3. Emergency contacts

- a) A list of emergency telephone numbers is posted by phones in all common/public areas. The mental health crisis intervention team number must be posted, when available. 911 and the Crisis Response Line 1-844-274-7472 are the numbers posted for emergency.
- 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 policy is posted in the AE-AU Support Hallway, the bulletin board near the cafeteria, and the bulletin board in the employee lounge area. 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 ABC'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 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 ABC's *Emergency Report and Internal Review* form by the Program Director and the Operations Director.
2. The review will be completed within five 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 in the Operations Director's office.

Policy reviewed and authorized by: Bruce Remme, Executive Director

Date of last policy review: 6/23/2016 Date of last policy revision: 12/11/2015

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>).

Emergency Response Plans

Ability Building Center

(ABC Works Caledonia)

I. Policy

It is the policy of Ability Building Center (ABC) 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. The following Emergency Response Plans shall be made available to all personnel at ABC. Additionally, emergency drills, reviews, and training sessions will be conducted each month throughout the year.

“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.

In the event an Emergency Response Plan must be implemented, the Administrative Assistant (under the direction of the HC Program Director) shall inform all off-site locations of the situation and what action should be taken.

II. Response Procedures

A. Safety procedures

I. **Response Plan A:** Fire, Explosion, Gas Leak, or Structural Collapse (evacuation).

In the event of a fire emergency, staff will take the following actions:

1. If you discover smoke or fire, immediately activate the nearest fire alarm pull station. If the fire is small and appears that it can be managed, staff may attempt to extinguish it, but only if they can do so safely.
2. ABC Works Caledonia has installed an audio alarm system. When the horn sounds, immediately evacuate the building utilizing posted evacuation routes. Use posted secondary routes if the primary route is blocked.
3. Those evacuating from the lower level shall proceed to the east parking lot. Those on the upper level shall proceed to the west parking lot. Staff will assist program participants to designated locations. Department wheelchairs are available to aid egress if necessary.
4. Safety committee members will perform visual sweeps of normally unattended areas (i.e. restrooms, storage areas, closets) to verify that everyone has been evacuated.
 - a. Program coordinators will ensure that the *Emergency Medical Forms* are removed from the building. Staff will gather all available vehicle keys and cell phones and ensure that they are removed from the building to allow access to motor vehicle support if necessary and aid communications.
5. All personnel will form together and safety committee representatives will take written role call utilizing department rosters and interviewing department staff. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe. Any missing or unaccounted for individuals

will be immediately reported to emergency personnel and logged and reported to the HC Program Director and Executive Director. An immediate investigation will be initiated to determine their whereabouts.

6. Do not re-enter the building until authorized to do so by emergency personnel. In the event we cannot return to the building, we will go to Caledonia Care & Rehab.
7. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
8. The HC Program Director will arrange for security of the facility by contacting the police, a security firm or using staff personnel.
9. The Site Coordinator shall make transportation arrangements for returning program participants to their homes.
10. The Executive Director will establish communications with the media and coordinate announcements.

II. **Response Plan B:** Tornado or Severe Weather.

In the event of a severe weather emergency, staff will take the following actions:

1. When a severe weather watch or advisory has been issued by the National Weather Service (NWS) safety committee members will immediately begin monitoring for further announcements via website broadcasts, televisions, radios or weather alert radios. If a severe weather warning is issued by the NWS, the following plan will then be initiated.
2. Notify the Administrative Assistant. They shall make an announcement to initiate this plan.
3. Staff safety committee representatives will be responsible for checking the entire outside grounds to ensure that all personnel have been moved indoors. Move all personnel to designated shelter areas - bathrooms on the upper level and anywhere on the lower level away from windows.
4. Staff will assist program participants to designated locations. Department wheelchairs are available if necessary.
5. Safety committee representatives will take written role call utilizing department rosters and interviewing department staff. Any missing or unaccounted for individuals will be logged and reported to the HC Program Director and Executive Director. An immediate investigation will be initiated to determine their whereabouts.
6. The Site Coordinator shall continue to monitor weather reports. Personnel shall maintain sheltered positions until an all clear announcement is issued by the National Weather Service.
7. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe.

If damage is sustained to the building or injury occurs:

8. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
9. The HC Program Director will arrange for security of the facility by contacting the police, a security firm or using staff personnel.

10. The Site Coordinator shall make transportation arrangements for returning program participants to their homes.
11. The Executive Director will establish communications with the media and coordinate announcements.

NOTE: Transportation or travel plans may be changed once severe weather announcements have been made. In the event staff are already in the process of transporting persons via public transportation or company or personal vehicles they should utilize the following guidelines during a severe weather warning:

1. Evacuate the vehicle and move everyone to the nearest building or substantial structure.
2. Inform passengers why plans and activities have changed. Assist passengers to remain calm.
3. If an adequate shelter cannot be reached without further endangerment, a ditch or depression in the immediate vicinity will have to be used. Take the First Aid kit and move everyone to the shelter area at least 200 feet away from the vehicle.
4. Instruct everyone to lie face down with their hands clasped behind their heads.
5. Once the danger has passed, staff will assess the need for medical attention.

III. **Response Plan C: Bomb Threat.**

1. Reception employees will utilize the Bomb Threat Report form to record information whenever a threatening call is received. They will then immediately contact the HC Program Director. A decision to evacuate the facility will be made after evaluating the information available and immediately consulting with law enforcement. This will include, but not be limited to:
 - Reviewing the nature of the threat.
 - Reviewing the details of location and time of detonation.
 - Circumstances related to the threat (i.e. political climate, previous suspicious events).
 - Discovery of a device or unusual package

If evacuation is deemed necessary:

2. Activate the alarm system to initiate evacuation of the building.
3. ABC Works Caledonia has installed an audio alarm system. When the horn sounds, immediately evacuate the building utilizing posted evacuation routes. Use posted secondary routes if the primary route is blocked.
4. Those evacuating from the lower level shall proceed to the east parking lot. Those on the upper level shall proceed to the west parking lot. Staff will assist program participants to designated locations. Department wheelchairs are available to aid egress if necessary.
5. Safety committee members will perform visual sweeps of normally unattended areas (i.e. restrooms, storage areas, closets) to verify that everyone has been evacuated.
6. Program coordinators will ensure that the *Emergency Medical Forms* are removed from the building. Staff will gather all available vehicle keys and cell phones and ensure that they are removed from the building to allow access to motor vehicle support if necessary and aid communications.
7. All personnel will form together and safety committee representatives will take written role call utilizing department rosters and interviewing department staff. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe. Any missing or unaccounted for individuals will be immediately reported to emergency personnel and logged and reported to the HC Program Director and Executive Director. An immediate investigation will be initiated to determine their whereabouts.

8. Do not re-enter the building until authorized to do so by emergency personnel. In the event we cannot return to the building, we will go to Caledonia Care & Rehab.
9. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
10. The HC Program Director will arrange for security of the facility by contacting the police, a security firm or using staff personnel.
11. The Site Coordinator shall make transportation arrangements for returning program participants to their homes.
12. The Executive Director will establish communications with the media and coordinate announcements.

IV. **Response Plan D:** Chemical Spill, Water Contamination, Sewage Problems.

1. Notify the HC Program Director. They will notify the Executive Director or Operations Director.
2. The Site Coordinator will immediately seal off and secure the area.
3. Program Coordinators will isolate possible affected persons.
4. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
5. The HC Program Director shall contact the following for further consultation:
 - a. Caledonia City Fire Department *Hazardous Materials Response Team* @ 507-725-3655
 - b. Caledonia Clinic @ 507-724-3353.
 - c. Houston County Public Health Department @ 507-725-5810
6. The Executive Director will evaluate the situation and set a course of action (i.e. evacuation of personnel, partial closing of the facility, clean-up) depending on the situation.
7. The Executive Director will establish communications with the media and coordinate announcements.

V. **Response Plan E:** Power Failure

In the event of a power failure emergency, staff will take the following actions:

1. Instruct all personnel to remain where they are.
2. Emergency lighting will come on automatically, but do not allow any work or program activities to continue. Inform program participants why plans and activities are changing and what we are doing to keep them safe.
3. Staff may need to utilize department issued flashlights to gather and safely assist those that may need it to a seated position.
4. Contact the HC Program Director, Executive Director, or Operations Director and await instructions before evacuating or moving to other locations.
5. The HC Program Director will contact the power company to identify the source of problem and probable duration of the condition (725-3323).

6. Staff shall turn off all unnecessary equipment.
7. If the situation becomes too tense or lasts more than 10 minutes, departments may be evacuated to areas where natural light is more abundant. Further evacuation will be determined by the Executive Director.

VI. **Response Plan F:** Flood or Blizzard

When a severe weather situation is announced by the National Weather Service (NWS), the Site Coordinator and HC Program Director shall evaluate the existing and predicted weather conditions and then make a specific recommendation to the Executive Director.

1. Close ABC Works Caledonia and arrange for transportation of individuals home.
2. Conditions are not considered safe for individuals to leave or to attempt traveling home.
 - a. The HC Program Director or Site Coordinator will make an announcement.
 - b. Written role call will be completed.
 - c. The Site Coordinator shall coordinate notifications to advise families, group homes, or guardians of the situation.
 - d. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe.
 - e. Department staff shall continue normal in-house program activity.
 - f. The Site Coordinator shall monitor weather reports.
 - g. Program Coordinators shall evaluate any possible medication concerns of persons on the premises and immediately report any concerns to the HC Program Director.
 - h. The Site Coordinator shall inventory food supplies and prepare any necessary emergency menu plans.
 - i. Program Coordinators and department staff shall meet and organize non-work activities.
 - j. The HC Program Director or Site Coordinator will monitor heat and water situation and report hourly to the Assistant Director.
 - k. Emergency sleeping arrangements or rest areas will be set up using available materials, cots, etc.

Closing During Severe Weather:

Since it is sometimes necessary for agencies to close due to adverse weather conditions, this policy will attempt to describe the circumstances under which ABC Works would close.

ABC Works will not follow the public school closings. However, a decision to close one or both facilities may be necessary if weather conditions are extreme. On these occasions, a call chart will be implemented and you will be notified that morning of the closing. In other words, if you do not receive a phone call, ABC Works will be open.

Staff will be expected to report to work unless they notify their supervisor of their absence.

Program participants and their residential staff will evaluate weather conditions at their location and determine if they will report to work or not. In settings where transportation is contracted through an outside agency, the transportation provider will determine if they can safely complete their routes.

Delayed Start and Early Dismissal

You will be notified by phone using the call chart if ABC Works delays their start time or dismisses early due to weather.

IMPORTANT NOTE: For critical cold weather information reference *Cold Weather Guidelines for Outside Workers*.

VII. **Response Plan Z: Violent or Threatening Situations**

The following plan is to be used in the event of a violent or threatening situation at an ABC facility or in the community surrounding one of our facilities. A violent or threatening situation would be defined as any actual or implied threat to cause bodily injury or harm to another person. These events are usually unpredictable and will require immediate action to limit any threat risk to our staff and program participants.

A. **A threatening situation within the facility:**

1. Staff should determine the level of threat before taking any action. (A) If the situation may require assistance but is not deemed to be an immediate threat, the staff person should make a full page announcement requesting "Mr. Strong" to report to the affected area. This will initiate a formal request for support. (B) If the affected staff are unable to make an announcement because of their involvement in a dangerous or volatile situation, they may then be dependent on other staff to complete these actions. Any staff person observing this distress should immediately take the following steps. 1. Call 911 to request law enforcement support. 2. Make a full page announcement requesting "Mr. Strong" to report to the affected area. 3. Contact the HC Program Director, Site Coordinator, Executive Director, or Operations Director to inform them of the situation.
2. Those staff hearing the page for "Mr. Strong" and choosing to assist in a potentially dangerous intervention should immediately proceed to the affected area and discreetly assess the situation and determine a proper course of action. **IMPORTANT NOTE:** This is a voluntary action as this sort of intervention should always be considered life-threatening.
3. Staff in all other areas should take the following steps. 1. Check hallways, common areas, and outside grounds for any personnel and bring them quietly into safe areas as far away from the threat area as possible. 2. Turn off lights and lock doors (if possible). 3. Remain calm and reassure program participants.

B. **A threatening situation in the community near an ABC facility:**

In order to protect staff and program participants from an external threat it may be necessary to confine all occupants within the facility until it is deemed safe to leave. The following procedures should be followed:

1. Any information regarding a perceived threat should be communicated immediately to the HC Program Director, Site Coordinator, Executive Director, or Operations Director.
2. Reception personnel will then be requested to make an announcement stating: "The building will be locked in 5 minutes. All personnel must be moved indoors immediately for their safety."
3. Safety committee representatives or assigned staff will ensure that all personnel are moved indoors and stay indoors until given an all clear announcement. They will also be responsible for continually monitoring entrances for any personnel that may arrive and need to reenter the building.
4. All building exits will be locked and secured by the Site Coordinator. **NOTE:** While doors are locked to the outside, they will remain unlocked from the inside and allow emergency egress.
5. Once it has been confirmed that the outside threat has been resolved (via approved sources such as the Emergency Broadcast System or commercial news reports), reception personnel will be requested to make a full page announcement stating: "Everyone is now free to resume normal activity."

General actions that may be taken following an emergency response:

1. The Executive Director will evaluate any damage to determine the proper course of action before the next work day.

2. The Controller will arrange for insurance investigation and adjustments.
 3. The Production Director will organize cleanup crews and equipment.
 4. The HC Program Director and Operations Director will follow-up on injuries or fatalities and notification of personnel on work status.
 5. The Executive Director will establish communications with the media and coordinate announcements.
4. **Emergency shelter.** Some emergencies will be best met by seeking safety in an emergency shelter. Depending on the emergency we may need to shelter in place or shelter outside the disaster area.

In the event it is recommended by emergency personnel to re-locate to a designated emergency shelter:

- Staff will follow the direction of local emergency personnel and either move to our identified secondary shelter location or locate the closest available 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.
5. **Emergency evacuation.** Some emergencies will be best met by leaving the 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.

In the event it is recommended by emergency personnel to evacuate to a designated emergency shelter:

- Staff will follow directions received from administrative staff, police, fire, and other emergency personnel.
 - 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.
 - Account for the well-being of all people receiving services.
 - Inform people why they are leaving the program and what is being done to keep them safe.
 - 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 made by the Executive Director.

In the event it is recommended by emergency personnel to temporarily close or relocate our programs:

- Staff will follow directions received from administrative staff, police, fire, and other emergency personnel.
- 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.
- 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.
- 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.

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 on the upper level in the Program Coordinator's office and on lower level in the main program area.
 - 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
- A flashlight and portable radio and television that can be used in the event of a power failure must be at our program. Flashlights are located under the med cabinet in the Program Coordinator's office upstairs, in the Administrative Assistant's office by the shredder, and in the Program Coordinator's office in the basement. A battery operated portable radio is located on the counter in the NE corner of the basement.
3. Emergency contacts
- a) A list of emergency telephone numbers are posted by each phone. The mental health crisis intervention team number must be posted, when available. 911 and the Crisis Response Line 1-844-274-7472 are the numbers posted for emergency.
 - 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 policy is posted on the bulletin board on the main work floor upstairs and on the island bulletin board downstairs. 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 ABC'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 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 ABC's *Emergency Report and Internal Review* form by the Program Director and the Operations Director.
2. The review will be completed within five 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 in the Operations Director's office.

Policy reviewed and authorized by: Bruce Remme, Executive Director

Date of last policy review: 6/23/2016 Date of last policy revision: 12/11/2015

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>).

Emergency Response Plans

Ability Building Center

(ABC Works La Crescent)

I. Policy

It is the policy of Ability Building Center (ABC) 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. The following Emergency Response Plans shall be made available to all personnel at ABC. Additionally, emergency drills, reviews, and training sessions will be conducted each month throughout the year.

“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.

In the event an Emergency Response Plan must be implemented, the Administrative Assistant (under the direction of the HC Program Director) shall inform all off-site locations of the situation and what action should be taken.

II. Response Procedures

A. Safety procedures

I. **Response Plan A:** Fire, Explosion, Gas Leak, or Structural Collapse (evacuation).

In the event of a fire emergency, staff will take the following actions:

1. If you discover smoke or fire, immediately activate the nearest fire alarm pull station. If the fire is small and appears that it can be managed, staff may attempt to extinguish it, but only if they can do so safely.
2. ABC Works La Crescent has installed an audio/visual alarm system which is also continuously monitored by a local alarm agency and will communicate directly with local emergency response personnel. Once activated, red lights will flash and a steady horn will sound - evacuate the building following posted evacuation routes. Utilize posted secondary routes if primary route is blocked.
3. Those evacuating from the lower level shall proceed to the east parking lot. All personnel shall cross 3rd Street and meet in the parking area in front of the trailer court. Staff will assist program participants to designated location. Department wheelchairs are available to aid egress if necessary.
4. Safety committee members will perform visual sweeps of normally unattended areas (i.e. restrooms, storage areas, closets) to verify that everyone has been evacuated.
5. Program coordinators will ensure that the *Emergency Medical Forms* are removed from the building. Staff will gather all available vehicle keys and cell phones and ensure that they are removed from the building to allow access to motor vehicle support if necessary and aid communications.
6. All personnel will form together and safety committee representatives will take written role call utilizing department rosters and interviewing department staff. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe. Any missing or unaccounted for individuals

will be immediately reported to emergency personnel and logged and reported to the HC Program Director and Executive Director. An immediate investigation will be initiated to determine their whereabouts.

7. Do not re-enter the building until authorized to do so by emergency personnel. In the event we cannot return to the building, we will go to Wieser Steps & Doric Vaults.
8. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
9. The HC Program Director will arrange for security of the facility by contacting the police, a security firm or using staff personnel.
10. The Site Coordinator shall make transportation arrangements for returning program participants to their homes.
11. The Executive Director will establish communications with the media and coordinate announcements.

II. **Response Plan B:** Tornado or Severe Weather.

In the event of a severe weather emergency, staff will take the following actions:

1. When a severe weather watch or advisory has been issued by the National Weather Service (NWS) safety committee members will immediately begin monitoring for further announcements via website broadcasts, televisions, radios or weather alert radios. If a severe weather warning is issued by the NWS, the following plan will then be initiated.
2. Notify a Program Coordinator. They shall make an announcement to initiate this plan.
3. Staff safety committee representatives will be responsible for checking the entire outside grounds to ensure that all personnel have been moved indoors. Move all personnel to designated shelter areas - restrooms, the Sick Room, and the hallway between the kitchen area and the Small Change Laundry.
4. Staff will assist program participants to designated locations. Department wheelchairs are available if necessary.
5. Safety committee representatives will take written role call utilizing department rosters and interviewing department staff. Any missing or unaccounted for individuals will be logged and reported to the HC Program Director and Executive Director. An immediate investigation will be initiated to determine their whereabouts.
6. The Site Coordinator shall continue to monitor weather reports. Personnel shall maintain sheltered positions until an all clear announcement is issued by the National Weather Service.
7. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe.

If damage is sustained to the building or injury occurs:

8. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
9. The HC Program Director will arrange for security of the facility by contacting the police, a security firm or using staff personnel.

10. The Site Coordinator shall make transportation arrangements for returning program participants to their homes.
11. The Executive Director will establish communications with the media and coordinate announcements.

NOTE: Transportation or travel plans may be changed once severe weather announcements have been made. In the event staff are already in the process of transporting persons via public transportation or company or personal vehicles they should utilize the following guidelines during a severe weather warning:

1. Evacuate the vehicle and move everyone to the nearest building or substantial structure.
2. Inform passengers why plans and activities have changed. Assist passengers to remain calm.
3. If an adequate shelter cannot be reached without further endangerment, a ditch or depression in the immediate vicinity will have to be used. Take the First Aid kit and move everyone to the shelter area at least 200 feet away from the vehicle.
4. Instruct everyone to lie face down with their hands clasped behind their heads.
5. Once the danger has passed, staff will assess the need for medical attention.

III. **Response Plan C: Bomb Threat.**

1. Reception employees will utilize the Bomb Threat Report form to record information whenever a threatening call is received. They will then immediately contact the HC Program Director. A decision to evacuate the facility will be made after evaluating the information available and immediately consulting with law enforcement. This will include, but not be limited to:
 - Reviewing the nature of the threat.
 - Reviewing the details of location and time of detonation.
 - Circumstances related to the threat (i.e. political climate, previous suspicious events).
 - Discovery of a device or unusual package

If evacuation is deemed necessary:

2. Activate the alarm system to initiate evacuation of the building.
3. ABC Works La Crescent has installed an audio/visual alarm system which is also continuously monitored by a local alarm agency and will communicate directly with local emergency response personnel. Once activated, red lights will flash and a steady horn will sound - evacuate the building following posted evacuation routes. Utilize posted secondary routes if primary route is blocked.
4. Those evacuating from the lower level shall proceed to the east parking lot. All personnel shall cross 3rd Street and meet in the parking area in front of the trailer court. Staff will assist program participants to designated location. Department wheelchairs are available to aid egress if necessary.
5. Safety committee members will perform visual sweeps of normally unattended areas (i.e. restrooms, storage areas, closets) to verify that everyone has been evacuated.
6. Program coordinators will ensure that the *Emergency Medical Forms* are removed from the building. Staff will gather all available vehicle keys and cell phones and ensure that they are removed from the building to allow access to motor vehicle support if necessary and aid communications.
7. All personnel will form together and safety committee representatives will take written role call utilizing department rosters and interviewing department staff. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe. Any missing or unaccounted for individuals

will be immediately reported to emergency personnel and logged and reported to the HC Program Director and Executive Director. An immediate investigation will be initiated to determine their whereabouts.

8. Do not re-enter the building until authorized to do so by emergency personnel. In the event we cannot return to the building, we will go to Wieser Steps & Doric Vaults.
9. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
10. The HC Program Director will arrange for security of the facility by contacting the police, a security firm or using staff personnel.
11. The Site Coordinator shall make transportation arrangements for returning program participants to their homes.
12. The Executive Director will establish communications with the media and coordinate announcements.

IV. **Response Plan D:** Chemical Spill, Water Contamination, Sewage Problems.

1. Notify the HC Program Director. They will notify the Executive Director or Operations Director.
2. The Site Coordinator will immediately seal off and secure the area.
3. Program Coordinators will isolate possible affected persons.
4. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
5. The HC Program Director shall contact the following for further consultation:
 - a. La Crescent Fire Department *Hazardous Materials Response Team* @ 507-895-2083
 - b. La Crescent Clinic @ 507-895-6610
 - c. Houston County Public Health Department @ 507-725-5810
6. The Executive Director will evaluate the situation and set a course of action (i.e. evacuation of personnel, partial closing of the facility, clean-up) depending on the situation.
7. The Executive Director will establish communications with the media and coordinate announcements.

V. **Response Plan E:** Power Failure

In the event of a power failure emergency, staff will take the following actions:

1. Instruct all personnel to remain where they are.
2. Emergency lighting will come on automatically, but do not allow any work or program activities to continue. Inform program participants why plans and activities are changing and what we are doing to keep them safe.
3. Staff may need to utilize department issued flashlights to gather and safely assist those that may need it to a seated position.
4. Contact the HC Program Director, Executive Director, or Operations Director and await instructions before evacuating or moving to other locations.

5. The HC Program Director will contact the power company to identify the source of problem and probable duration of the condition (800-481-4700).
6. Staff shall turn off all unnecessary equipment.
7. If the situation becomes too tense or lasts more than 10 minutes, departments may be evacuated to areas where natural light is more abundant. Further evacuation will be determined by the Executive Director.

VI. **Response Plan F: Flood or Blizzard**

When a severe weather situation is announced by the National Weather Service (NWS), the Site Coordinator and HC Program Director shall evaluate the existing and predicted weather conditions and then make a specific recommendation to the Executive Director.

1. Close ABC Works La Crescent and arrange for transportation of individuals home.
2. Conditions are not considered safe for individuals to leave or to attempt traveling home.
 - a. The HC Program Director or Site Coordinator will make an announcement.
 - b. Written role call will be completed.
 - c. The Site Coordinator shall coordinate notifications to advise families, group homes, or guardians of the situation.
 - d. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe.
 - e. Department staff shall continue normal in-house program activity.
 - f. The Site Coordinator shall monitor weather reports.
 - g. Program Coordinators shall evaluate any possible medication concerns of persons on the premises and immediately report any concerns to the HC Program Director.
 - h. The Site Coordinator shall inventory food supplies and prepare any necessary emergency menu plans.
 - i. Program Coordinators and department staff shall meet and organize non-work activities.
 - j. The HC Program Director or Site Coordinator will monitor heat and water situation and report hourly to the Assistant Director.
 - k. Emergency sleeping arrangements or rest areas will be set up using available materials, cots, etc.

Closing During Severe Weather:

Since it is sometimes necessary for agencies to close due to adverse weather conditions, this policy will attempt to describe the circumstances under which ABC Works would close.

ABC Works will not follow the public school closings. However, a decision to close one or both facilities may be necessary if weather conditions are extreme. On these occasions, a call chart will be implemented and you will be notified that morning of the closing. In other words, if you do not receive a phone call, ABC Works will be open.

Staff will be expected to report to work unless they notify their supervisor of their absence.

Program participants and their residential staff will evaluate weather conditions at their location and determine if they will report to work or not. In settings where transportation is contracted through an outside agency, the transportation provider will determine if they can safely complete their routes.

Delayed Start and Early Dismissal

You will be notified by phone using the call chart if ABC Works delays their start time or dismisses early due to weather.

IMPORTANT NOTE: For critical cold weather information reference *Cold Weather Guidelines for Outside Workers*.

VII. **Response Plan Z: Violent or Threatening Situations**

The following plan is to be used in the event of a violent or threatening situation at an ABC facility or in the community surrounding one of our facilities. A violent or threatening situation would be defined as any actual or implied threat to cause bodily injury or harm to another person. These events are usually unpredictable and will require immediate action to limit any threat risk to our staff and program participants.

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2. Those staff hearing the page for "Mr. Strong" and choosing to assist in a potentially dangerous intervention should immediately proceed to the affected area and discreetly assess the situation and determine a proper course of action. IMPORTANT NOTE: This is a voluntary action as this sort of intervention should always be considered life-threatening.
3. Staff in all other areas should take the following steps. 1. Check hallways, common areas, and outside grounds for any personnel and bring them quietly into safe areas as far away from the threat area as possible. 2. Turn off lights and lock doors (if possible). 3. Remain calm and reassure program participants.

B. **A threatening situation in the community near an ABC facility:**

In order to protect staff and program participants from an external threat it may be necessary to confine all occupants within the facility until it is deemed safe to leave. The following procedures should be followed:

1. Any information regarding a perceived threat should be communicated immediately to the HC Program Director, Site Coordinator, Executive Director, or Operations Director.
2. Reception personnel will then be requested to make an announcement stating: "The building will be locked in 5 minutes. All personnel must be moved indoors immediately for their safety."
3. Safety committee representatives or assigned staff will ensure that all personnel are moved indoors and stay indoors until given an all clear announcement. They will also be responsible for continually monitoring entrances for any personnel that may arrive and need to reenter the building.
4. All building exits will be locked and secured by the Site Coordinator. NOTE: While doors are locked to the outside, they will remain unlocked from the inside and allow emergency egress.
5. Once it has been confirmed that the outside threat has been resolved (via approved sources such as the Emergency Broadcast System or commercial news reports), reception personnel will be requested to make a full page announcement stating: "Everyone is now free to resume normal activity."

General actions that may be taken following an emergency response:

1. The Executive Director will evaluate any damage to determine the proper course of action before the next work day.
 2. The Controller will arrange for insurance investigation and adjustments.
 3. The Production Director will organize cleanup crews and equipment.
 4. The HC Program Director and Operations Director will follow-up on injuries or fatalities and notification of personnel on work status.
 5. The Executive Director will establish communications with the media and coordinate announcements.
4. **Emergency shelter.** Some emergencies will be best met by seeking safety in an emergency shelter. Depending on the emergency we may need to shelter in place or shelter outside the disaster area.

In the event it is recommended by emergency personnel to re-locate to a designated emergency shelter:

- Staff will follow the direction of local emergency personnel and either move to our identified secondary shelter location or locate the closest available 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.
5. **Emergency evacuation.** Some emergencies will be best met by leaving the 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.

In the event it is recommended by emergency personnel to evacuate to a designated emergency shelter:

- Staff will follow directions received from administrative staff, police, fire, and other emergency personnel.
 - 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.
 - Account for the well-being of all people receiving services.
 - Inform people why they are leaving the program and what is being done to keep them safe.
 - 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 made by the Executive Director.

In the event it is recommended by emergency personnel to temporarily close or relocate our programs:

- Staff will follow directions received from administrative staff, police, fire, and other emergency personnel.
- 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.
- 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.

- 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.

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. A first aid kit is located in the Rec Room.
- 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

A flashlight and portable radio and television that can be used in the event of a power failure must be at our program. Flashlights are located on the top shelf of the laundry room, in the participant bathroom (off of the kitchen), and in the participant bathroom (off of the main work floor). A battery operated portable radio is located in the Med Cabinet.

3. Emergency contacts

- a) A list of emergency telephone numbers are posted by each phone. The mental health crisis intervention team number must be posted, when available. 911 and the Crisis Response Line 1-844-274-7472 are the numbers posted for emergency.
- 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 policy is posted on the bulletin board on the main work floor. 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 ABC'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 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 ABC's Emergency Report and Internal Review form by the Program Director and the Operations Director.
- 2. The review will be completed within five 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 in the Operations Director's office.

Policy reviewed and authorized by: Bruce Remme, Executive Director

Date of last policy review: 6/23/2016 Date of last policy revision: 12/11/2015

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>).

Emergency Response Plans

Ability Building Center

(Park Street House)

I. Policy

It is the policy of Ability Building Center (ABC) 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. The following Emergency Response Plans shall be made available to all staff and residents at ABC. Additionally, emergency drills, reviews, and training sessions will be conducted each month throughout the year.

“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.

In the event an Emergency Response Plan must be implemented, the Administrative Assistant (under the direction of the HC Program Director) shall inform all off-site locations of the situation and what action should be taken.

II. Response Procedures

A. Safety procedures

I. **Response Plan A:** Fire, Explosion, Gas Leak, or Structural Collapse (evacuation).

In the event of a fire emergency, staff will take the following actions:

1. If you discover smoke or fire, immediately evacuate the residents and call 911 from a cell phone outside of the house or from a neighbor’s phone. If the fire is small and appears that it can be managed, staff may attempt to extinguish it, but only if they can do so safely and residents have been evacuated and have supervision.
2. Evacuate the house utilizing posted evacuation routes and nearest exits. Staff will take the emergency kit which is located in the office, vehicle keys, and cell phone and assist residents across the street and away from the home.
3. Staff will stay with the residents at all times while outside the home. Staff shall inform residents why plans and activities are changing and what they are doing to keep them safe.
4. Do not re-enter the home until authorized to do so by emergency personnel. In the event we cannot return to the house, we will go to ABC Works La Crescent.
5. First aid will be administered by trained staff. They will determine if emergency medical services are required and arrange for the same if necessary.
6. The HC Program Director will arrange for any necessary security by contacting the police, a security firm or using staff personnel.
7. The Executive Director will establish communications with the media and coordinate announcements.

II. **Response Plan B:** Tornado or Severe Weather.

In the event of a severe weather emergency, staff will take the following actions:

1. When a severe weather watch or advisory has been issued by the National Weather Service (NWS) staff will immediately begin monitoring for further announcements via website broadcasts, televisions, radios or weather alert radios. If a severe weather warning is issued by the NWS, the following plan will then be initiated.
2. Staff and residents will go into the southwest corner of the basement.
3. Staff shall continue to monitor weather reports and maintain sheltered positions until an all clear announcement is issued by the National Weather Service.
4. Staff shall inform residents why plans and activities are changing and what they are doing to keep them safe.

If damage is sustained to the house or injury occurs:

5. First aid will be administered by trained staff. They will determine if emergency medical services are required and arrange for the same if necessary.
6. The HC Program Director will arrange for any necessary security by contacting the police, a security firm or using staff personnel.
7. The Executive Director will establish communications with the media and coordinate announcements.

NOTE: Staff in process of transporting residents should utilize the following guidelines during a severe weather warning:

1. Evacuate the vehicle and move everyone to the nearest building or substantial structure.
2. Inform passengers why plans and activities have changed. Assist passengers to remain calm.
3. If an adequate shelter cannot be reached without further endangerment, a ditch or depression in the immediate vicinity will have to be used. Take the First Aid kit and move everyone to the shelter area at least 200 feet away from the vehicle.
4. Instruct everyone to lie face down with their hands clasped behind their heads.
5. Once the danger has passed, staff will assess the need for medical attention.

III. **Response Plan C:** Bomb Threat.

1. Staff will utilize the Bomb Threat Report form to record information whenever a threatening call is received. They will then immediately contact the HC Program Director. A decision to evacuate the home will be made after evaluating the information available and immediately consulting with law enforcement. This will include, but not be limited to:
 - Reviewing the nature of the threat.
 - Reviewing the details of location and time of detonation.
 - Circumstances related to the threat (i.e. political climate, previous suspicious events).
 - Discovery of a device or unusual package

If evacuation is deemed necessary:

2. Evacuate the house utilizing posted evacuation routes and nearest exits. Staff will take the emergency kit which is located in the office and vehicle keys, and cell phone and assist residents across the street and away from the home.

3. Staff will stay with the residents at all times while outside the home. Staff shall inform residents why plans and activities are changing and what they are doing to keep them safe.
4. Do not re-enter the home until authorized to do so by emergency personnel. In the event we cannot return to the house, we will go to ABC Works La Crescent.
5. First aid will be administered by trained staff. They will determine if emergency medical services are required and arrange for the same if necessary.
6. The HC Program Director will arrange for any necessary security by contacting the police, a security firm or using staff personnel.
7. The Executive Director will establish communications with the media and coordinate announcements.

IV. **Response Plan D:** Chemical Spill, Water Contamination, Sewage Problems.

1. Notify the HC Program Director. They will notify the Executive Director or Operations Director.
2. Staff will immediately seal off and secure the area.
3. Staff will isolate possible affected persons.
4. First aid will be administered by trained staff. They will determine if emergency medical services are required and arrange for the same if necessary.
5. The HC Program Director shall contact the following for further consultation:
 - a. City of La Crescent *Hazardous Materials Response Team* @ 507-895-2595
 - b. Gunderson Lutheran @ 608-782-7300
 - c. Houston County Public Health Department @ 507-725-5810
6. The Executive Director will evaluate the situation and set a course of action (i.e. evacuation of personnel, partial closing of the facility, clean-up) depending on the situation.
7. The Executive Director will establish communications with the media and coordinate announcements.

V. **Response Plan E:** Power Failure

In the event of a power failure emergency, staff will take the following actions:

1. Staff will instruct all residents to remain where they are at the time of the failure.
2. Staff will inform residents why plans and activities are changing and what we are doing to keep them safe.
3. Staff will contact Xcel Energy to identify the source of problem and probable duration of the condition (895-4999).
4. Staff will turn off all unnecessary equipment.
5. Flashlights are located in the kitchen in the medication cabinet and also in the staff office. There are also (3) battery operated lanterns in the staff office which can be placed throughout the house by staff.

VI. **Response Plan F:** Flood or Blizzard

When a severe weather situation is announced by the National Weather Service (NWS) residents shall remain at home.

1. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe.
2. Staff shall continue normal in-house activity.
3. Staff shall monitor weather reports.
4. Staff shall evaluate any possible medication concerns of the residents and immediately report any concerns to the HC Program Director.
5. Staff shall inventory food supplies and prepare any necessary emergency menu plans.
6. Staff will monitor heat and water situation and report any concerns to HC Program Director.

VII. **Response Plan Z:** Violent or Threatening Situations

The following plan is to be used in the event of a violent or threatening situation at the Park Street House or in the community surrounding the home. A violent or threatening situation would be defined as any actual or implied threat to cause bodily injury or harm to another person. These events are usually unpredictable and will require immediate action to limit any threat risk to our staff and residents.

A. **A threatening situation within the house:**

Staff should determine the level of threat before taking any action. If it is a situation that may require assistance, but is not deemed to be an immediate threat, they should immediately call 911. If staff is unable to make an emergency call because of their involvement in a dangerous or volatile situation, they should attempt to remain calm. If possible, try to move residents from immediate harm or danger.

B. **A threatening situation in the community near the house:**

In order to protect staff and residents from an external threat it may be necessary to confine all occupants within the house until it is deemed safe to leave. The following procedures should be followed:

1. Residents will remain in the house.
2. Staff shall inform residents why plans and activities are changing and what they are doing to keep them safe.
3. Exit doors and windows will be locked.
4. Contact appropriate authorities as needed (911)
5. Contact HC Program Director (507-450-4000)
6. Provide for the individual needs of each resident ensuring health and safety.
7. Once it has been communicated that the outside threat has passed (via approved sources such as Emergency Broadcast System or news reports), normal activities may resume.

General actions that may be taken following an emergency response:

1. The Executive Director will evaluate any damage to determine the proper course of action before the next work day.
2. The Controller will arrange for insurance investigation and adjustments.
3. The Production Director will organize cleanup crews and equipment.

4. The HC Program Director and Operations Director will follow-up on injuries or fatalities and notification of personnel on work status.

5. The Executive Director will establish communications with the media and coordinate announcements.

4. **Emergency shelter.** Some emergencies will be best met by seeking safety in an emergency shelter. Depending on the emergency we may need to shelter in place or shelter outside the disaster area.

In the event it is recommended by emergency personnel to re-locate to a designated emergency shelter:

- Staff will follow the direction of local emergency personnel and either move to our identified secondary shelter location or locate the closest available 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.

5. **Emergency evacuation.** Some emergencies will be best met by leaving the 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.

In the event it is recommended by emergency personnel to evacuate to a designated emergency shelter:

- Staff will follow directions received from administrative staff, police, fire, and other emergency personnel.
- 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.
- Account for the well-being of all people receiving services.
- Inform people why they are leaving the program and what is being done to keep them safe.
- 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 made by the Executive Director.

In the event it is recommended by emergency personnel to temporarily close or relocate our programs:

- Staff will follow directions received from administrative staff, police, fire, and other emergency personnel.
- 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.
- 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.
- 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.**

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. The first aid kit is located in the staff office.

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

A flashlight and portable radio and television that can be used in the event of a power failure must be at our program. Flashlight and battery operated portable radio is located in the file cabinet in the staff office.

3. Emergency contacts

a) A list of emergency telephone numbers is posted in the kitchen and in the staff office. The mental health crisis intervention team number must be posted, when available. 911 and the Crisis Response Line 1-844-274-7472 are the numbers posted for emergency.

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 policy is posted on the bulletin board in the staff office. 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 ABC'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 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 ABC's *Emergency Report and Internal Review* form by the Program Director and the Operations Director.
2. The review will be completed within five 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 in the Operations Director's office.

Policy reviewed and authorized by: Bruce Remme, Executive Director

Date of last policy review: 6/23/2016 Date of last policy revision: 12/11/2015

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>).

Emergency Response Plans

Ability Building Center

(West Grove House)

I. Policy

It is the policy of Ability Building Center (ABC) 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. The following Emergency Response Plans shall be made available to all staff and residents at ABC. Additionally, emergency drills, reviews, and training sessions will be conducted each month throughout the year.

“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.

In the event an Emergency Response Plan must be implemented, the on-site staff (under the direction of the HC Program Director) shall inform those away from the house of the situation and what actions may need to be taken.

II. Response Procedures

A. Safety procedures

I. **Response Plan A:** Fire, Explosion, Gas Leak, or Structural Collapse (evacuation).

In the event of a fire emergency, staff will take the following actions:

1. If you discover smoke or fire, immediately evacuate the residents and call 911 from a cell phone outside of the house or from a neighbor’s phone. If the fire is small and appears that it can be managed, staff may attempt to extinguish it, but only if they can do so safely and residents have been evacuated and have supervision.
2. Evacuate the house utilizing posted evacuation routes and nearest exits. Staff will assist residents across the street and away from the home. If the front door exit is blocked, staff will use a wheelchair and push the main floor resident onto the deck. The Spring Grove Fire Department will use their equipment to lift the resident from the deck to safety.
3. Staff will stay with the residents at all times while outside the home. Staff shall inform residents why plans and activities are changing and what they are doing to keep them safe.
4. Do not re-enter the home until authorized to do so by emergency personnel. In the event residents cannot return to their home they will go to the Bonnie Gregerson residence.
5. First aid will be administered by trained staff. They will determine if emergency medical services are required and arrange for the same if necessary.
6. The HC Program Director will arrange for any necessary security by contacting the police, a security firm or using staff personnel.
7. The Executive Director will establish communications with the media and coordinate announcements.

II. **Response Plan B:** Tornado or Severe Weather.

In the event of a severe weather emergency, staff will take the following actions:

1. When a severe weather watch or advisory has been issued by the National Weather Service (NWS) staff will immediately begin monitoring for further announcements via website broadcasts, televisions, radios or weather alert radios. If a severe weather warning is issued by the NWS, the following plan will then be initiated.
2. Staff will position the main floor resident into the main floor restroom, close the door, and take the audio monitor with them into the basement. Stay with the basement resident in the basement restroom.
3. Staff shall continue to monitor weather reports and maintain sheltered positions until an all clear announcement is issued by the National Weather Service.
4. Staff shall inform residents why plans and activities are changing and what they are doing to keep them safe.

If damage is sustained to the house or injury occurs:

5. First aid will be administered by trained staff. They will determine if emergency medical services are required and arrange for the same if necessary.
6. The HC Program Director will arrange for any necessary security by contacting the police, a security firm or using staff personnel.
7. The Executive Director will establish communications with the media and coordinate announcements.

NOTE: Staff in process of transporting residents should utilize the following guidelines during a severe weather warning:

1. Evacuate the vehicle and move everyone to the nearest building or substantial structure.
2. Inform passengers why plans and activities have changed. Assist passengers to remain calm.
3. If an adequate shelter cannot be reached without further endangerment, a ditch or depression in the immediate vicinity will have to be used. Take the First Aid kit and move everyone to the shelter area at least 200 feet away from the vehicle.
4. Instruct everyone to lie face down with their hands clasped behind their heads.
5. Once the danger has passed, staff will assess the need for medical attention.

III. **Response Plan C:** Bomb Threat.

1. Staff will utilize the Bomb Threat Report form to record information whenever a threatening call is received. They will then immediately contact the HC Program Director. A decision to evacuate the home will be made after evaluating the information available and immediately consulting with law enforcement. This will include, but not be limited to:
 - Reviewing the nature of the threat.
 - Reviewing the details of location and time of detonation.
 - Circumstances related to the threat (i.e. political climate, previous suspicious events).
 - Discovery of a device or unusual package

If evacuation is deemed necessary:

2. Evacuate the house utilizing posted evacuation routes and nearest exits. Staff will assist residents across the street and away from the home. If the front door exit is blocked, staff will use a wheelchair and push the main

floor resident onto the deck. The Spring Grove Fire Department will use their equipment to lift the resident from the deck to safety.

3. Staff will stay with the residents at all times while outside the home. Staff shall inform residents why plans and activities are changing and what they are doing to keep them safe.
4. Do not re-enter the home until authorized to do so by emergency personnel. In the event residents cannot return to their home they will go to the Bonnie Gregerson residence.
5. First aid will be administered by trained staff. They will determine if emergency medical services are required and arrange for the same if necessary.
6. The HC Program Director will arrange for any necessary security by contacting the police, a security firm or using staff personnel.
7. The Executive Director will establish communications with the media and coordinate announcements.

IV. **Response Plan D:** Chemical Spill, Water Contamination, Sewage Problems.

1. Notify the HC Program Director. They will notify the Executive Director or Operations Director.
2. Staff will immediately seal off and secure the area.
3. Staff will isolate possible affected persons.
4. First aid will be administered by trained staff. They will determine if emergency medical services are required and arrange for the same if necessary.
5. The HC Program Director shall contact the following for further consultation:
 - a. Spring Grove Fire Department *Hazardous Materials Response Team* @ 507-498-2677
 - b. Gunderson Lutheran Clinic @ 507-498-3302
 - c. Houston County Public Health Department @ 507-725-5810
6. The Executive Director will evaluate the situation and set a course of action.
7. The Executive Director will establish communications with the media and coordinate announcements.

V. **Response Plan E:** Power Failure

In the event of a power failure emergency, staff will take the following actions:

1. Staff will instruct all residents to remain where they are at the time of the failure.
2. Staff will inform residents why plans and activities are changing and what we are doing to keep them safe.
3. Staff will contact the power company to identify the source of the problem and probable duration of the condition. City of Spring Grove (507-498-5221).
4. Staff will turn off all unnecessary equipment.
5. Flashlights are located in the laundry room and in the downstairs bedroom. There are also (5) battery operated lanterns on the top shelf of the staff office. They should be placed throughout the house by staff.

VI. **Response Plan F:** Flood or Blizzard

When a severe weather situation is announced by the National Weather Service (NWS) residents shall remain at home.

7. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe.
8. Staff shall continue normal in-house activity.
9. Staff shall monitor weather reports.
10. Staff shall evaluate any possible medication concerns of the residents and immediately report any concerns to the HC Program Director.
11. Staff shall inventory food supplies and prepare any necessary emergency menu plans.
12. Staff will monitor heat and water situation and report any concerns to HC Program Director.

VII. **Response Plan Z:** Violent or Threatening Situations

The following plan is to be used in the event of a violent or threatening situation at the West Grove House or in the community surrounding the home. A violent or threatening situation would be defined as any actual or implied threat to cause bodily injury or harm to another person. These events are usually unpredictable and will require immediate action to limit any threat risk to our staff and residents.

A. **A threatening situation within the house:**

Staff should determine the level of threat before taking any action. If it is a situation that may require assistance, but is not deemed to be an immediate threat, they should immediately call 911. If staff is unable to make an emergency call because of their involvement in a dangerous or volatile situation, they should attempt to remain calm. If possible, try to move residents from immediate harm or danger.

B. **A threatening situation in the community near the house:**

In order to protect staff and residents from an external threat it may be necessary to confine all occupants within the house until it is deemed safe to leave. The following procedures should be followed:

8. Residents will remain in the house.
9. Staff shall inform residents why plans and activities are changing and what they are doing to keep them safe.
10. Exit doors and windows will be locked.
11. Contact appropriate authorities as needed (911)
12. Contact HC Program Director (507-450-4000)
13. Provide for the individual needs of each resident ensuring health and safety.
14. Once it has been communicated that the outside threat has passed (via approved sources such as Emergency Broadcast System or news reports), normal activities may resume.

General actions that may be taken following an emergency response:

1. The Executive Director will evaluate any damage to determine the proper course of action before the next work day.
2. The Controller will arrange for insurance investigation and adjustments.
3. The Production Director will organize cleanup crews and equipment.

4. The HC Program Director and Operations Director will follow-up on injuries or fatalities and notification of personnel on work status.

5. The Executive Director will establish communications with the media and coordinate announcements.

4. **Emergency shelter.** Some emergencies will be best met by seeking safety in an emergency shelter. Depending on the emergency we may need to shelter in place or shelter outside the disaster area.

In the event it is recommended by emergency personnel to re-locate to a designated emergency shelter:

- Staff will follow the direction of local emergency personnel and either move to our identified secondary shelter location or locate the closest available 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.

5. **Emergency evacuation.** Some emergencies will be best met by leaving the 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.

In the event it is recommended by emergency personnel to evacuate to a designated emergency shelter:

- Staff will follow directions received from administrative staff, police, fire, and other emergency personnel.
- 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.
- Account for the well-being of all people receiving services.
- Inform people why they are leaving the program and what is being done to keep them safe.
- 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 made by the Executive Director.

In the event it is recommended by emergency personnel to temporarily close or relocate our programs:

- Staff will follow directions received from administrative staff, police, fire, and other emergency personnel.
- 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.
- 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.
- 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.**

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. The first aid kit is located in the staff office.

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

A flashlight and portable radio and television that can be used in the event of a power failure must be at our program. A flashlight is located in each bedroom, in the stairwell, and in the staff office. A battery powered radio is located in the kitchen.

3. Emergency contacts

a) A list of emergency telephone numbers is posted by each phone. The mental health crisis intervention team number must be posted, when available. 911 and the Crisis Response Line 1-844-274-7472 are the numbers posted for emergency.

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 policy is posted in the staff office. 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 ABC'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 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 ABC's *Emergency Report and Internal Review* form by the Program Director and the Operations Director.
2. The review will be completed within five 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 in the Operations Director's office.

Policy reviewed and authorized by: Bruce Remme, Executive Director

Date of last policy review: 6/23/2016 Date of last policy revision: 12/11/2015

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>).

Emergency Response Plans

Ability Building Center

(Woodland Industries)

I. Policy

It is the policy of Ability Building Center (ABC) 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. The following Emergency Response Plans shall be made available to all personnel at ABC. Additionally, emergency drills, reviews, and training sessions will be conducted each month throughout the year.

“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

I. **Response Plan A:** Fire, Explosion, Gas Leak, or Structural Collapse (evacuation).

In the event of a fire emergency, staff will take the following actions:

1. If you discover smoke or fire, immediately activate the nearest fire alarm pull station. If the fire is small and appears that it can be managed, staff may attempt to extinguish it, but only if they can do so safely.
2. Staff must immediately call 911 to notify the fire department.
3. Woodland Industries has installed an audio/visual alarm system. Once activated, warning lights will blink and a steady horn will sound - immediately evacuate the building utilizing posted evacuation routes. Use posted secondary routes if the primary route is blocked.
4. Evacuate all personnel to the far west end of front (west) parking lot via established routes of egress. Staff will assist program participants to designated locations. Department wheelchairs are available to aid egress if necessary.
5. Safety committee members will perform visual sweeps of normally unattended areas (i.e. restrooms, storage areas, closets) to verify that everyone has been evacuated.
6. The Receptionist and Site Coordinator will ensure that the *Emergency Medical Forms* are removed from the building. Staff will gather all available vehicle keys and cell phones and ensure that they are removed from the building to allow access to motor vehicle support if necessary and aid communications.

7. All personnel will form together and safety committee representatives will take written role call utilizing department rosters and interviewing department staff. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe. Any missing or unaccounted for individuals will be immediately reported to emergency personnel and logged and reported to the HC Program Director and Executive Director. An immediate investigation will be initiated to determine their whereabouts.
8. Do not re-enter the building until authorized to do so by emergency personnel. In the event we cannot return to the building, we will go to Tamiko's Hair Salon.
9. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
10. The HC Program Director will arrange for security of the facility by contacting the police, a security firm or using staff personnel.
11. The Site Coordinator shall make transportation arrangements for returning program participants to their homes.
12. The Executive Director will establish communications with the media and coordinate announcements.

II. **Response Plan B:** Tornado or Severe Weather.

In the event of a severe weather emergency, staff will take the following actions:

1. When a severe weather watch or advisory has been issued by the National Weather Service (NWS) safety committee members will immediately begin monitoring for further announcements via website broadcasts, televisions, radios or weather alert radios. If a severe weather warning is issued by the NWS, the following plan will then be initiated.
2. Notify the Receptionist or Site Coordinator. They shall make an announcement to initiate this plan.
3. Staff safety committee representatives will be responsible for checking the entire outside grounds to ensure that all personnel have been moved indoors. Move all personnel to designated shelter areas – against the wall between the men's and women's restrooms.
4. Staff will assist program participants to designated locations. Department wheelchairs are available if necessary.
5. Safety committee representatives will take written role call utilizing department rosters and interviewing department staff. Any missing or unaccounted for individuals will be logged and reported to the HC Program Director and Executive Director. An immediate investigation will be initiated to determine their whereabouts.
6. The Site Coordinator shall continue to monitor weather reports. Personnel shall maintain sheltered positions until an all clear announcement is issued by the National Weather Service.
7. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe.

If damage is sustained to the building or injury occurs:

8. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.

9. The HC Program Director will arrange for security of the facility by contacting the police, a security firm or using staff personnel.
10. The Site Coordinator shall make transportation arrangements for returning program participants to their homes.
11. The Executive Director will establish communications with the media and coordinate announcements.

NOTE: Transportation or travel plans may be changed once severe weather announcements have been made. In the event staff are already in the process of transporting persons via public transportation or company or personal vehicles they should utilize the following guidelines during a severe weather warning:

6. Evacuate the vehicle and move everyone to the nearest building or substantial structure.
7. Inform passengers why plans and activities have changed. Assist passengers to remain calm.
8. If an adequate shelter cannot be reached without further endangerment, a ditch or depression in the immediate vicinity will have to be used. Take the First Aid kit and move everyone to the shelter area at least 200 feet away from the vehicle.
9. Instruct everyone to lie face down with their hands clasped behind their heads.
10. Once the danger has passed, staff will assess the need for medical attention.

III. **Response Plan C: Bomb Threat.**

1. Reception employees will utilize the Bomb Threat Report form to record information whenever a threatening call is received. They will then immediately contact the HC Program Director. A decision to evacuate the facility will be made after evaluating the information available and immediately consulting with law enforcement. This will include, but not be limited to:
 - Reviewing the nature of the threat.
 - Reviewing the details of location and time of detonation.
 - Circumstances related to the threat (i.e. political climate, previous suspicious events).
 - Discovery of a device or unusual package

If evacuation is deemed necessary:

2. Activate the alarm system to initiate evacuation of the building.
3. Staff must immediately call 911 to notify the fire department.
4. Woodland Industries has installed an audio/visual alarm system. Once activated, warning lights will blink and a steady horn will sound - immediately evacuate the building utilizing posted evacuation routes. Use posted secondary routes if the primary route is blocked.
5. Evacuate all personnel to the far west end of front (west) parking lot via established routes of egress. Staff will assist program participants to designated locations. Department wheelchairs are available to aid egress if necessary.
6. Safety committee members will perform visual sweeps of normally unattended areas (i.e. restrooms, storage areas, closets) to verify that everyone has been evacuated.
7. The Receptionist and Site Coordinator will ensure that the *Emergency Medical Forms* are removed from the building. Staff will gather all available vehicle keys and cell phones and ensure that they are removed from the building to allow access to motor vehicle support if necessary and aid communications.

8. All personnel will form together and safety committee representatives will take written role call utilizing department rosters and interviewing department staff. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe. Any missing or unaccounted for individuals will be immediately reported to emergency personnel and logged and reported to the HC Program Director and Executive Director. An immediate investigation will be initiated to determine their whereabouts.
9. Do not re-enter the building until authorized to do so by emergency personnel. In the event we cannot return to the building, we will go to Tamiko's Hair Salon.
10. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
11. The HC Program Director will arrange for security of the facility by contacting the police, a security firm or using staff personnel.
12. The Site Coordinator shall make transportation arrangements for returning program participants to their homes.
13. The Executive Director will establish communications with the media and coordinate announcements.

IV. **Response Plan D:** Chemical Spill, Water Contamination, Sewage Problems.

1. Notify the HC Program Director. They will notify the Executive Director or Operations Director.
2. The Site Coordinator will immediately seal off and secure the area.
3. Program Coordinators will isolate possible affected persons.
4. First aid will be administered by First Aid Team members. They will determine if emergency medical services are required and arrange for the same if necessary.
5. The HC Program Director shall contact the following for further consultation:
 - a. Caledonia City Fire Department *Hazardous Materials Response Team* @ 507-725-3655
 - b. Caledonia Clinic @ 507-724-3353.
 - c. Houston County Public Health Department @ 507-725-5810
6. The Executive Director will evaluate the situation and set a course of action (i.e. evacuation of personnel, partial closing of the facility, clean-up) depending on the situation.
7. The Executive Director will establish communications with the media and coordinate announcements.

V. **Response Plan E:** Power Failure

In the event of a power failure emergency, staff will take the following actions:

1. Instruct all personnel to remain where they are.
2. Emergency lighting will come on automatically, but do not allow any work or program activities to continue. Inform program participants why plans and activities are changing and what we are doing to keep them safe.
3. Staff may need to utilize department issued flashlights to gather and safely assist those that may need it to a seated position.

4. Contact the HC Program Director, Executive Director, or Operations Director and await instructions before evacuating or moving to other locations.
5. The HC Program Director will contact the power company to identify the source of problem and probable duration of the condition (725-3323).
6. Staff shall turn off all unnecessary equipment.
7. If the situation becomes too tense or lasts more than 10 minutes, departments may be evacuated to areas where natural light is more abundant. Further evacuation will be determined by the Executive Director.

VI. **Response Plan F: Flood or Blizzard**

When a severe weather situation is announced by the National Weather Service (NWS), the Site Coordinator and HC Program Director shall evaluate the existing and predicted weather conditions and then make a specific recommendation to the Executive Director.

1. Close Woodland Industries and arrange for transportation of individuals home.
2. Conditions are not considered safe for individuals to leave or to attempt traveling home.
 - a. The HC Program Director or Site Coordinator will make an announcement.
 - b. Written role call will be completed.
 - c. The Site Coordinator shall coordinate notifications to advise families, group homes, or guardians of the situation.
 - d. Staff shall inform program participants why plans and activities are changing and what they are doing to keep them safe.
 - e. Department staff shall continue normal in-house program activity.
 - f. The Site Coordinator shall monitor weather reports.
 - g. Program Coordinators shall evaluate any possible medication concerns of persons on the premises and immediately report any concerns to the HC Program Director.
 - h. The Site Coordinator shall inventory food supplies and prepare any necessary emergency menu plans.
 - i. Program Coordinators and department staff shall meet and organize non-work activities.
 - j. The HC Program Director or Site Coordinator will monitor heat and water situation and report hourly to the Assistant Director.
 - k. Emergency sleeping arrangements or rest areas will be set up using available materials, cots, etc.

Closing During Severe Weather:

Since it is sometimes necessary for agencies to close due to adverse weather conditions, this policy will attempt to describe the circumstances under which ABC Works would close.

ABC Works will not follow the public school closings. However, a decision to close one or both facilities may be necessary if weather conditions are extreme. On these occasions, a call chart will be implemented and you will be notified that morning of the closing. In other words, if you do not receive a phone call, ABC Works will be open.

Staff will be expected to report to work unless they notify their supervisor of their absence.

Program participants and their residential staff will evaluate weather conditions at their location and determine if they will report to work or not. In settings where transportation is contracted through an outside agency, the transportation provider will determine if they can safely complete their routes.

Delayed Start and Early Dismissal

You will be notified by phone using the call chart if ABC Works delays their start time or dismisses early due to weather.

IMPORTANT NOTE: For critical cold weather information reference *Cold Weather Guidelines for Outside Workers*.

VII. Response Plan Z: Violent or Threatening Situations

The following plan is to be used in the event of a violent or threatening situation at an ABC facility or in the community surrounding one of our facilities. A violent or threatening situation would be defined as any actual or implied threat to cause bodily injury or harm to another person. These events are usually unpredictable and will require immediate action to limit any threat risk to our staff and program participants.

A. A threatening situation within the facility:

1. Staff should determine the level of threat before taking any action. (A) If the situation may require assistance but is not deemed to be an immediate threat, the staff person should make a full page announcement requesting "Mr. Strong" to report to the affected area. This will initiate a formal request for support. (B) If the affected staff are unable to make an announcement because of their involvement in a dangerous or volatile situation, they may then be dependent on other staff to complete these actions. Any staff person observing this distress should immediately take the following steps. 1. Call 911 to request law enforcement support. 2. Make a full page announcement requesting "Mr. Strong" to report to the affected area. 3. Contact the HC Program Director, Site Coordinator, Executive Director, or Operations Director to inform them of the situation.
2. Those staff hearing the page for "Mr. Strong" and choosing to assist in a potentially dangerous intervention should immediately proceed to the affected area and discreetly assess the situation and determine a proper course of action. IMPORTANT NOTE: This is a voluntary action as this sort of intervention should always be considered life-threatening.
3. Staff in all other areas should take the following steps. 1. Check hallways, common areas, and outside grounds for any personnel and bring them quietly into safe areas as far away from the threat area as possible. 2. Turn off lights and lock doors (if possible). 3. Remain calm and reassure program participants.

B. A threatening situation in the community near an ABC facility:

In order to protect staff and program participants from an external threat it may be necessary to confine all occupants within the facility until it is deemed safe to leave. The following procedures should be followed:

1. Any information regarding a perceived threat should be communicated immediately to the HC Program Director, Site Coordinator, Executive Director, or Operations Director.
2. Reception personnel will then be requested to make an announcement stating: "The building will be locked in 5 minutes. All personnel must be moved indoors immediately for their safety."
3. Safety committee representatives or assigned staff will ensure that all personnel are moved indoors and stay indoors until given an all clear announcement. They will also be responsible for continually monitoring entrances for any personnel that may arrive and need to reenter the building.
4. All building exits will be locked and secured by the Site Coordinator. NOTE: While doors are locked to the outside, they will remain unlocked from the inside and allow emergency egress.

5. Once it has been confirmed that the outside threat has been resolved (via approved sources such as the Emergency Broadcast System or commercial news reports), reception personnel will be requested to make a full page announcement stating: "Everyone is now free to resume normal activity."

General actions that may be taken following an emergency response:

1. The Executive Director will evaluate any damage to determine the proper course of action before the next work day.
 2. The Controller will arrange for insurance investigation and adjustments.
 3. The Production Director will organize cleanup crews and equipment.
 4. The HC Program Director and Operations Director will follow-up on injuries or fatalities and notification of personnel on work status.
 5. The Executive Director will establish communications with the media and coordinate announcements.
4. **Emergency shelter.** Some emergencies will be best met by seeking safety in an emergency shelter. Depending on the emergency we may need to shelter in place or shelter outside the disaster area.

In the event it is recommended by emergency personnel to re-locate to a designated emergency shelter:

- Staff will follow the direction of local emergency personnel and either move to our identified secondary shelter location or locate the closest available 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.
5. **Emergency evacuation.** Some emergencies will be best met by leaving the 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.

In the event it is recommended by emergency personnel to evacuate to a designated emergency shelter:

- Staff will follow directions received from administrative staff, police, fire, and other emergency personnel.
 - 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.
 - Account for the well-being of all people receiving services.
 - Inform people why they are leaving the program and what is being done to keep them safe.
 - 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 made by the Executive Director.

In the event it is recommended by emergency personnel to temporarily close or relocate our programs:

- Staff will follow directions received from administrative staff, police, fire, and other emergency personnel.
- 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.

- 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.
- 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.

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 east production area and the west production area.
- 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

A flashlight and portable radio and television that can be used in the event of a power failure must be at our program. Flashlights are located by each staff desk. A battery operated radio is located in the utility room.

3. Emergency contacts

- a) A list of emergency telephone numbers are posted by each phone. The mental health crisis intervention team number must be posted, when available. 911 and the Crisis Response Line 1-844-274-7472 are the numbers posted for emergency.
- 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 posted in the hallway by the program participant coat rack. 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 ABC'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 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 ABC's *Emergency Report and Internal Review* form by the Program Director and the Operations Director.
- 2. The review will be completed within five 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 in the Operations Director's office.

Policy reviewed and authorized by: Bruce Remme, Executive Director

Date of last policy review: 6/23/2016 Date of last policy revision: 12/11/2015

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>).



Emergency Report and Internal Review

Program Name: _____

Date of emergency: _____ Time of emergency: _____ am / pm

Location of emergency: _____

"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.

This report must be completed within 24 hours of the emergency or within 24 hours of when the program became aware of the emergency. This report is to be completed by the Program Director. In their absence, the following staff will assume reporting responsibility.

Rochester: Director of Operations
Houston County: Site Coordinators

This form is to be completed when an Event and a Response are checked below (both sections must be checked).

I. Emergency Type (check all that apply):

Event:

- Fire
- Severe weather
- Natural disaster
- Power failure
- Other event that threatened the immediate health and safety of a person

Response:

- Calling 911
- Emergency evacuation
- Moving to an emergency shelter
- Temporary closure or relocation of the program for more than 24 hours

II. Description of emergency:

NOTE: People receiving services do not need to be identified who were affected by or involved in the emergency. If the emergency resulted in an incident to a person, then an Incident Report and Internal Investigation and Review must be completed for that person.

III. Description of staff response to the emergency:

- Applicable coordinated service and support plan addendum(s) were implemented for person(s) involved.
- Applicable program policies and procedures were implemented as written.

Staff person(s) who responded to the emergency: _____

Name, title, and signature of reporting staff Date

IV. Internal Review (Program Director and Director of Operations only)

1. Was the emergency similar to past events with the persons, staff, or the services involved?

- Yes No If yes, identify the patterns, if any.

2. Based on the internal review, is there a need for corrective action by the program to protect the health and safety of the persons receiving services and to reduce future occurrences? Yes No

If yes, identify the corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the program. (Include name of staff person assigned to take corrective action and specified time period in which corrective action will occur).

Program Director Date

Director of Operations Date



EMERGENCY RESPONSE DRILL REPORT

Drop-down HERE to Select Location

Month: _____ Date: _____

Time of Drill: _____ Time _____ to _____
Exit/Gather: _____

Alarm Type/ Location: _____

Emergency Response Plan: _____

Conducted By: _____

Personnel Present: _____

Total Number of People Participating (evacuations only): _____

General Comments: _____

Deficiencies Identified: _____

Corrective Action Taken: _____

Person completing form Title Date

Reviewed by Safety Director

Reviewed by Executive Director