Policy and Procedure: *Quality Improvement*

**Topic: Life Threatening Emergencies**

**Policy:**

Crystal Run Village, Inc. (CRVI) staff members shall identify and respond to potential life threatening emergencies in a timely manner to protect all individuals receiving supports and services. Potential Life Threatening Emergencies include medical emergencies, natural hazards, technological hazards, and human-caused threats. Each CRVI site is equipped with a Site Specific Plan of Protective Oversight which details the site specific plan for emergency preparedness, contact information for local emergency services, and relocation procedures.

CRVI procedure for dealing with life threatening will reference the following terms; stay in place procedure and evacuation procedure. The following terms shall be defined as such:

1. **Stay in Place Procedure:** actions utilized when it is best to stay in the site to remain safe and to isolate individuals and staff from the outside environment.

2. **Evacuation Procedure:** actions utilized in emergency situations when it will not be safe to stay in or around the facility.

**Procedure:**

1. **Medical Emergencies:** Medical Emergencies include but are not limited to bleeding, burns, breathing problems, cardiac problems, diabetic emergencies, fractures, frostbite, hyperthermia, hypothermia, poisoning, and seizures.

   A. In the event of a medical emergency, staff should phone 911 to access emergency medical treatment.

   B. All staff providing direct care to individuals receiving supports and services at CRVI shall maintain current CPR and First Aid certification. Staff should provide CPR and First Aid as appropriate while waiting for emergency responders.

   C. When the affected individuals have received necessary first aid and/or CPR and it is deemed safe, notification will be made to the site administrator and site nurse. If the medical emergency occurs after business hours, notification will be made to the administrator on call and the nurse on call.

   D. If the individual is transported to the Emergency Room for medical treatment, staff will provide the individuals emergency folder to the appropriate medical staff. Staff will also arrange to accompany the individual or meet the individual in the Emergency Room.

2. **Natural Hazards:** Natural Hazards include but are not limited to earthquakes, tornados, lighting, severe wind, hurricanes, floods, wildfires, and extreme temperatures.

   A. In the event of a natural hazard, staff should prepare, to the best of their ability if warning is received, for the impending natural hazard. Supplies to assist with stay in place orders should be obtained.
B. As soon as reasonably possible after a natural hazard occurs, the site administrator should be notified. If the site administrator cannot be reached, staff should follow the chain of command as listed on the Emergency Contact list posted at each site. The site administrator will assess the situation and will determine if the stay in place procedure or the evacuation procedure should be followed.

3. Technological Hazards: Technological Hazards include but are not limited to power failure, water failure, and gas leaks.

   A. In the event of a technological hazard, staff should immediately notify the site administrator and the maintenance hotline. If the site administrator cannot be reached, staff should follow the chain of command as listed on the Emergency Contact list posted at each site.

   B. The site administrator will determine, given the extent of the damage and the circumstance of the situation, if stay in place procedure or evacuation procedure should be followed.

4. Human Caused Threats: Human Caused Threats include but are not limited to fires, bomb threats, and criminal threats or actions.

   A. In the event of a human caused threat, local fire, law enforcement, and Emergency Services will be available. Because it takes times to respond to request for assistance, staff should be prepared to carry out the initial incident response until responders arrive on the scene.

      i. In the event of a fire, staff should follow the site specific fire evacuation plan.

      ii. In the event of a bomb threat or criminal threat or action, staff will follow the directives provided by emergency responders to determine if the stay in place procedure or the evacuation procedure should be followed.

      iii. As soon as reasonably possible, the site administrator should be notified of the human caused threat. If the site administrator cannot be reached, staff should follow the chain of command as listed on the Emergency Contact list posted at each site.

5. Stay In Place Procedure

   A. If the decision to stay in place is made, a head count shall be completed to ensure that all individuals receiving supports and all staff members are accounted for.

   B. Staff shall seal the residence and/or room. This includes locking the door, closing the curtains and/or blinds, shutting off the HVAC systems, and sealing all windows and doors.

   C. All individuals in the facility shall move to the "shelter location" listed in the Site Specific Plan of Protective Oversight.

6. Evacuation Procedure

   A. If the decision to evacuate is made, the staff will alert all individuals that they must evacuate the facility.
B. Staff members will provide assistance to each individual as required in the fire evacuation plan to ensure timely evacuation. The closest means of egress will be used.

C. The last staff member in the home should check the home to ensure that all individuals have safely evacuated. No individual shall re-enter the building after evacuation.

D. A head count shall be completed to ensure that all individuals receiving supports and all staff members are accounted for.

E. Staff will identify the evacuation location as listed in the site specific evacuation plan.