INTRODUCTION:

POLICY: In accordance with 12 VAC 35-105-530 it is the policy of Piedmont Community Services (PCS) to assure all staff are aware of procedures to be used in the event of specific emergencies such as severe weather, water damage, and medium to large scale disasters, loss of utilities, emergency evacuations, emergency housing needs and events that may disrupt the normal course of service delivery by an Emergency Preparedness and Response plan. The emergency preparedness response plan shall include but not limited to the following:

1. Specific procedures describing mitigation, preparedness, response and recovery response strategies, actions, and responsibilities for each emergency.

Emergency Preparedness Training

Each new staff member shall be trained in emergency preparedness plans upon their first day of employment. The manager of services shall be responsible for the training and orientation of each employee. In addition, all staff shall participate in monthly emergency drill and reporting procedures training and practices. Emergency Preparedness Policy training of personnel is done annually. Any revisions made by management shall be communicated to personnel and individuals receiving services upon initiation. Individuals receiving services are oriented on Piedmont Community Services (PCS) Emergency Preparedness Plan for the core service the individual is receiving services. The manager of services will maintain documentation consistent with PCS policy and procedures, and licensure guidelines.

Disaster and Emergency Procedures for Notifying Local and State Authorities

In the event of a disaster or emergency staff will remain on duty and notify local and state emergency management personnel by dialing 911.

Notification of Emergency or Disaster to Personnel

In the event of a disaster or emergency all personnel directly related to the Herrick House will be notified by an established phone tree system set by the Herrick House.

Drill Procedures for Severe Weather and Earthquake

a. Practice having all staff and clients get in protected area: doorway, hallway, or going in basement.

b. Practice placing outdoor materials not anchored (Chairs, etc.) indoors.
c. Practice protection of windows by simulating taping of windows to reduce broken glass flying.
d. After shock, simulate turning off water at main valves and appliances.
e. Practice checking for broken water pipes.
f. Practice alerting authorities. If emergency situation call 911 and as situation allows PCS Maintenance staff, on call management, supervisor and coordinator, and follow through with critical incident report procedures.
g. Practice safeguarding records, data files, and client health supply needs i.e. medications.
h. Practice evacuation of building procedures. (Follow same procedures as evacuation from fire)
i. Ensure complete evacuation of building. Take head count.
j. Simulate assisting/assessing those trapped or injured and those with special needs.
k. Simulate determining need and location of emergency residence, transport, etc.

**Procedures after the drill**

a. Return to building after given permission from authorities.
b. After event, practice simulating procedures to restore services:
   - Public authorities
   - Maintenance staff
   - Contracted assistance
c. Complete documentation on drill

**Loss of Utilities**

If utilities are lost, it is the responsibility of the staff to take appropriate precautions of all individuals to protect themselves. Staff will notify the supervisor or person on call. The supervisor or person on call will take the appropriate action to ensure a safe environment.

Electric – Martinsville City Power
   Appalachian Power (Henry, Patrick & Franklin)

Water – Martinsville City
   Henry County PSA
   Rocky Mount

Telephone – Century Link
Sprinkler System/Fire Alarm: (ICF ONLY) During any instance where the sprinkler system and/or fire alarm system is out of service for more than 4 hours in a 24-hour period, the authority fire department will be notified, and the a fire watch of a staff will be designated to patrol the facility and record monitoring of fire status until the fire alarm system has been returned to service. The designated fire watch staff will make hourly rounds throughout the facility and note findings on the Fire Watch Form.

Missing Persons

Individuals at the Herrick House require a high level of supervision due to their disability and medical needs. In the event of a missing person, the staff will notify the proper authorities and supervisor as soon as it is known that the individual is missing and conduct an extensive search of the facility and the program property. Staff shall complete a critical incident report and submit in accordance to policy and procedure. Staff shall contact the individuals’ legal guardian, authorized representative, or family member as soon as possible.

Severe Injury Training Protocol

In the event of a severe injury, the staff person first noticing the injury shall do the following:

a. Secure the immediate area making it safe for the individual and others attempting to assist. Request assistance from other staff if present.
b. Notify the rescue squad by dialing 911.
c. Apply First Aid and CPR skills as needed.
d. Contact the individual's legal guardian, authorized representative, or family member as soon as possible.
e. Execute Critical Incident Procedures.

Fire Drill Procedures

Procedures prior to drill:

a. Schedule monthly drills alternating time of drill for 1\textsuperscript{st}, 2\textsuperscript{nd}, and 3\textsuperscript{rd} shift.
b. Establish assembly point outside of the building. (Grass area, Booker Rd./Church Street Ext.- street side of trash can enclosure)
c. Establish secondary means of egress depending on alternate locations of fire.
d. Assign responsibilities:
EMERGENCY PREPAREDNESS PLAN – Herrick House

- Person to evacuate individuals.
- Person to close doors, windows, and other fire barriers.
- Person to ensure complete evacuation of building.

**Procedures during drill:**

In the event of fire or other emergency, the person first discovering the fire shall alert others in the immediate area by a loud clear voice. If the fire can be safely extinguished, the staff shall take appropriate action with the fire extinguisher and other means immediately available to them.

If the fire is not immediately extinguished staff and individuals shall:

a. Notify all building occupants of the fire’s presence by shouting and activation of one of the alarm pull stations in the building. The fire department is notified and dispatched automatically when any pull station is activated.

b. Assure that the fire department has been notified immediately by dialing 911.

c. Practice evacuation of building procedures.

d. Staff shall make certain that people in the restrooms, offices, bedrooms etc. are aware of the emergency and exit the building.

e. Evacuate individuals with special needs.

f. Close doors and windows and other fire barriers.

g. Exit the building, and take a head count.

h. Simulate use of firefighting equipment.

**Procedures after the drill**

a. Return to the building

b. For those with automatic systems return to active status per system procedures

c. Complete documentation on drill.

**Tornado Drill Procedures**

In the event of a tornado warning being issued by the local weather authorities, the person first discovering the warning will take the following steps to ensure safety.

a. Staff will alert everyone in the facility of the warning in a clear voice.

b. Staff will notify on call and alert them of the present situation and where in the facility that all occupants will be until the warning is lifted.
c. Staff will alert everyone in the facility to go to the basement which has the least amount of glass and potential for collapse (pre-identified safe area).
d. Staff will take with them in the safe area the following:
   1. First Aid Kit
   2. Emergency Medical Information for all individuals
   3. Telephone

Fire Drills and Safety Inspections of Equipment and the Building

Herrick House staff shall be responsible for:

a. Monthly inspection of each fire extinguisher to assure that each unit is readily available and in good operating condition. Also, each unit must be professionally maintained at least annually. Fire extinguishers were serviced by Fyr-Fyters on January 2016.
b. Monthly testing of emergency lighting and smoke detectors, as well as documentation of testing and subsequent findings. These findings shall be documented as well as the date and initials of the person completing the inspection.
c. If applicable, Sprinkler Systems shall be checked quarterly and documented.
d. Safety Checklist shall be done monthly within Individual programs and quarterly within all other service areas.
e. Monthly fire drills and record of the drill outcomes. Records shall be maintained for 2 years subsequent to the drill. This record shall include:
   - Date and time of the drill
   - Amount of time taken to evaluate the building
   - Specific problems encountered
   - Summary of drill
   - Signature of the drill responsible staff person
   - Specific tasks completed
     ✓ Doors and windows closed
     ✓ Practice notifying fire officials
     ✓ Head count

Coordination with Local Authorities

An established relationship with local emergency authorities has been established by Piedmont Community Services (PCS) Human Resources Department with its attendance to the quarterly local emergency management meeting. Information received at these meetings are disseminated to all PCS Safety Committee members which are the site managers for all programs and facilities.
In the event of an emergency or disaster the said facility will contact local emergency management personnel for the area.
   a. A staff will report status of the individuals and all staff to emergency management personnel.
   b. A staff will report the condition of the facility/building to the emergency management personnel.

**Contact information:**
Martinsville City, Henry & Patrick Counties: Chris Garrett (276) 638-2311 ext. 145
Franklin County:

---

**Poison Control**

In the event that staff suspect an individual has ingested something they should not have, they should call the regional poison control center. The number to the center is posted on or next to every telephone in the program/facility.

**Blue Ridge Poison Control Center**

1 (800) 451 – 1428

---

**Use of Vehicles**

Any transportation provided by the Herrick House, directly or through contract, for individuals receiving services shall be in compliance with state and federal laws relating to vehicle safety and maintenance.

In the event of a vehicle emergency/accident staff shall initiate the vehicle operation policy and procedure.

1. Ensure safety of individuals in vehicle.
2. Call 911- If applicable, administer First Aid and/or CPR
3. Notify supervisor
4. Contact on-call management
5. Notify legal guardian, authorize representative, or family member as soon as possible.
6. Gather accident information from emergency management personnel.
7. Complete within 24 hours an Employee First Accident Report and Panel of Physicians Form, if employee injured.
8. Complete a critical incident report according to policy and procedure.
9. Complete Logisticare Vehicle Accident report (if individuals served are in the vehicle) according to policy and procedure and faxed within 24 hours to CSS at (276) 632-1871.

Control of Defiant or Criminal Behavior

Herrick House staff shall take all reasonable precautions to assure that no individual is exposed or instigates such behavior as might physically or emotionally injure to him or others.

Preventing Workplace Violence:

Treat all persons with dignity and respect.
Zero tolerance for violence in the workplace.
Violence defined as physical acts of violence, threats, intimidation or property damage.
Report potential for violence.
Report external threats that might carry over to the workplace.

Maintaining A Secure Workplace:

Keep all exterior doors locked. Do not prop doors open unless a staff is present at all times to monitor access.
All visitors are to sign in.
Report security concerns or issues.

Responding to intruders:

Reporting intruders to Administration or Police to include description, location, and/or threatening behaviors.
Locking down facility to protect staff and clients.
Stopping non-threatening intruders; getting them back to front door entrance.

Responding to Armed Intruders (or Active Shooter Incident)

GET OUT!
Three routes of exit if route of exit is clear.
Assist clients/injured to outside.
Do Not Pull Fire Alarm.

HIDE OUT/LOCK DOWN
Get yourself/clients behind locked doors.
Blockade door if possible.
Hide out of shooter’s view.
Don’t make any noise (turn off phones, pagers, radios, etc).
TAKE OUT

Last resort if your life is in imminent danger.
Attack the attacker to disarm/disable.

WHEN LAW ENFORCEMENT ARRIVES

Only come out when two or more officers report scene is secure.
Raise hands, spread fingers, nothing in hands, follow instructions.
DO NOT point. Yell or run toward Officers.
Don’t leave “Safe Zone” until you’ve give name, contact info to Officers;
Don’t us cellphones or electronic devices until/unless Officers say it is safe.

Critical Incident

All incidents deemed critical (see critical incident procedure posted in the office)
should be reported following guidelines set by PCS Policy and Procedures.

1. Contact on-call management
2. On-call management may determine how, when and by whom the AR, Legal Guardian or family member should be contacted, to assure that this contact is made in a timely manner.
3. Document and record the contact with on-call management and their instruction.
4. If the on-call management does not give any instructions, regarding this contact, the staff person must contact the AR, legal guardian, or family member as soon as the medical emergency has stabilized.
5. The contact must be documented and the progress note should include the type of contact (telephone, face to face, etc.), the time of the call and the result of the contact.
6. If a message was left on voice mail or with someone else at the residence, this should also be documented and a follow up call made if no response occurs with 24 hours.
7. If the group home manager prefer to make this call, be cognizant that the call must be made as soon as possible after the emergency and must be documented by the person who makes it, therefore staff must call in case the manager is on vacation or is not available.
8. Disciplinary action may result from failure to comply with established written policy or failure to follow a supervisor’s instruction.

Peer-to-Peer Reportable Incidents
Providers are asked to **report** and **investigate** peer-to-peer conflicts/incidents to determine if their staff members have violated, under the provisions of the Human Rights Regulation, Part III, 12 VAC 35-115-50, Dignity, Section B2 and DI, 2 and 3.

1. Incidents when an individual attacks another individual using physical force, such as punches, which actually connect to another individual’s body.

2. Allegations of sexual assault, and or other non-consensual sexual acting out (touching of another individual’s private areas).

3. Verbal threats where the aggressor(s) has the means to carry out this act. For example, a peer states, “I am going to kill you,” and the individual has a knife, or another object in his or her possession that will aid them in carrying out the threat.

   Generally, providers do not report threats where there is no visible means for the individual to carry out their actions. There could, however, be a situation that could lead to a very serious act of aggression from a mere threat. We ask the provider look into each of these activities and take the appropriate actions internally to assure the safety of each individual involved. Should the provider determine, through the internal investigation, that there has been neglect on the part of the staff, then they are asked to contact the OHR and provide the follow-up information deemed appropriate.

4. Pushing and shoving is not generally reported unless it results in an injury, or when the alleged victim feels threatened or intimidated by the aggressor. Obviously, this determination can be very subjective.

5. Incidents of spitting are not routinely reported to the OHR. If however, an individual has been diagnosed (know by provider) with a communicable disease such as AIDS and/or Hepatitis and uses this type of act to harm another peer, then we ask the provider to report.

6. Any time a peer and/or AR allege that staff was negligent in allowing another peer to harm or abuse them are considered reportable.

**Critical Incident for deaths or serious injuries**

It is imperative that all Critical Incident Reports of death or serious injury be faxed to the Human Resources Department (276-638-5450) within 24 hours of the incident. This includes incidents occurring during the weekend. In addition, if an individual death or serious injury should occur during the weekend, you will also need to call Director of Human Resources (Ronald Hairston), and notify him of
the death/injury. If you are unable to contact him in person, contact Becky Lovell, Individual and Community Relations Specialist. If you are unable to reach either of them in person, please leave a message at both locations. They will notify our licensure representative and Human Rights Advocate. This notification is in addition to requirements to notify Deb Wilcher (Manager II), Jamilah Dalton (Manager I), Shannon Clark (Area Regional Coordinator) and on-call.

Ron Hairston        276/638-0402 (h) 340-8159 (c)
Becky Lovell        276/956-3098 (h) 252-1811 ©
Deb Wilcher         276/352-8054
Shannon Clark       276/956-2419 or 340-2790

Contact the individual's legal guardian, authorized representative, or family member as soon as possible.

**Emergency Supply**

**RESIDENTIAL ONLY:**

Each residential program/facility will develop and maintain an emergency supply inventory listing which is checked yearly for expired or items that should be replaced.

Each program/facility’s emergency supply inventory will include at minimum:

1. Operable flashlights or battery lanterns
2. Hand crank flashlight (no batteries or bulbs needed)
3. Weather radio
4. Supplemental charged batteries
5. Stocked First Aid Kit as designated by Health and Safety Management Policy.
6. Supplemental first aid supplies per program or license guide and indicated needs.
7. Tape for windows.
8. Fire extinguishers
9. A minimum 3 day supply of food (Do not require cooking)
10. A minimum 24 hr. supply of water (a gallon per person- per day)
11. Sleeping bag and mat (one for each individual and staff)
12. PVC rain ponchos (one for each individual and staff)
13. A charged cell phone
14. Portable containers for priority health and medical supplies in case of evacuation.
15. Individual Emergency Medical Information for all individuals.
Emergency and Other Important Numbers
12 VAC 35-105-540

Ambulance, Rescue, Fire, Police 911
Blue Ridge Poison Control Center 1-800-451-1428
Emergency Department at Memorial Hospital 666-7237
Primary Care 666-0044
Carilion Family Medicine 670-3300
Fredricks Eye Center 634-5000
Wal-Mart Vision 634-5697
Family Pharmacy 632-4600

Nurses:
  Connette Gil Cell 276-618-1245

Management - Manager on call cell phone posted in the office, kitchen and in every vehicle. Call their home phone only if they can't be reached by cell.

  Debra Wilcher (Home) 757-509-2327
    Cell 352-8054
  Shannon Clark (office) 632-2108 ext. 1126
    Home 276-956-2419
    Cell 340-2790

Fax numbers:
  1st floor Clay St. 632-1871
  Logisticare 540-586-7838

Group Homes:
  Cottage Place 632-3438
    Fax 656-6987
  Little Ivy 276-952-2870
    Fax 952-3497
  Herrick House 540-483-4876
  Burrus House 540-489-1727
  Wanda Jones 540-489-4157

All Franklin County Group Homes have the same fax# as their phone#.