

PROCEDURE NO. 5-8-10

ISSUED: 11-20-94
REVISED: 03-09-26
REVIEWED: 03-09-26**SUBJECT:** Emergency Plans for ISL's**PURPOSE:** To provide guidelines for response to fire, severe storm, tornado, earthquake, power outage, flood, bomb threat, violence, ice storm, positive COVID test and bed bugs; and to ensure the health, safety and welfare of the individuals supported and employees.

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This procedure provides guidelines for response to fire, severe storm, tornado, earthquake, power outage, flood, bomb threat, violence, ice storm, positive COVID test and bed bugs. Additionally, each program area will develop specific emergency plans for each of these threats, incorporating the specific needs of the individuals supported and referencing specific areas of the home/program area. These specific plans will be maintained in the staff's reference book.

- I. **IN ALL EMERGENCIES** – Immediate contact should be made with 911. This will ensure help is on the way. Where available, "Enhanced 911 Emergency Calling System" information has been filed with the Columbia/Boone County Information Center. Contact with the Program Manager or designee should be made as soon as possible. The Program Manager will contact the Director of Residential and Community Services or designee who will direct the notification of guardians, funders, licensors and landlords. In case of area-wide emergencies (tornado, earthquake, etc.), refer to Woodhaven's Organizational Emergency Preparedness Plan Disaster Procedure 5-10-11.

Short-term temporary shelter needs will be determined by the Program Manager. Short-term arrangements will be made utilizing current vacancies in program areas or live-in situations, family, friends or neighbors. Long-term arrangements are addressed in Woodhaven's Organizational Emergency Preparedness Plan Disaster Procedure 5-10-11.

When at a community facility for work, recreation, shopping, etc., staff and individuals supported will follow the procedures of that facility. Contact with the Program Manager should be made as soon as possible.

All ISL's should have within the home and readily accessible the following items:

- 3-day supply of bottled water (at least three gallons per person per day)
- 3-day supply of non-perishable food that can be eaten without heating (peanut butter, canned fruit, tuna, granola bars, etc). When planning for the three days of food, consideration of special needs such as pureed diets is important.
- Non-electric can opener
- 3 days of medication (or as much as possible, if the weekly medication delivery is less than three days away)
- 3-day supply of tube feeding supplies, Depends, etc.
- Flashlight with extra batteries
- Battery-powered AM/FM radio with extra batteries
- Corded phone
- PRN cough & fever reducing medications for each individual supported

Expiration dates on non-perishable food and water will be checked annually on the Medications and Hazardous Chemical Storage Form. All of the supplies listed above need to be readily accessible with all staff being aware of their exact location prior to an actual disaster.

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A. GENERAL FIRE EVACUATION PROCEDURES

- a. Dial 911 and inform them of your address and that you are in the process of evacuating due to a fire in a home with disabled individuals and may require additional assistance. Take the phone with you as you evacuate.
- b. Evacuate through the closest door. Utilize windows if necessary. Individuals should stay as close to the floor as possible during evacuation as smoke, toxic gases and heat all rise during a fire.
- c. Upon evacuating, individuals should move to a predetermined safe area. Attendance should be taken to ensure that all individuals and staff members are accounted for. Individuals will be alerted to an emergency verbally or tactilely depending on their disability.

B. GENERAL TORNADO/SEVERE STORM PROCEDURES

- a. During periods of severe weather conditions, staff will monitor the conditions via weather radio, public radio or TV.
- b. All individuals should remain indoors for the duration of the severe weather/tornado warnings.
- c. During tornado warnings, individuals should be directed to safe areas. These include basements and inside corners or walls. Care should be taken to be as far away from windows and glass as possible. Individuals should sit with backs against the wall. Should a tornado be imminent, individuals should tuck their heads between their knees with hands interlocked across the back of their head. Pillows may also be used to protect the head area.
- d. If a tornado strikes, take extreme care when moving about in a damaged area; watch for broken power lines, shattered glass, splintered wood and other sharp objects. Make contact with appropriate community emergency resources and Home Coordinator or Program Manager.
- e. Staff should be prepared to stay past their normal shift if the weather is forecast to cause impassable road conditions.
- f. Employees should dress for the weather. If there is snow or ice, there may be a need to spread ice melt and/or shovel snow. If sidewalks need to be cleared and the employee at the site is unable to do this, the supervisor must be contacted. Woodhaven contracts driveway snow removal. Accessible homes will have snow removal if there is one inch of snow. Other homes will have snow removal services for three or more inches as soon as possible. Staff with 4-wheel drive vehicles will be asked to help with necessary trips such as picking up medications. Staff will be notified via cell phones of the need for volunteers.

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C. EARTHQUAKE PROCEDURES

- a. Individuals should be directed to safe areas – these include doorways, under a sturdy table or desk, or against an inside corner or wall.
- b. Danger zones during an earthquake should be identified and avoided: windows, heating units, stoves, fireplaces and furniture that may fall over. i.e. bookcases, china cabinets, etc.
- c. Make contact with appropriate emergency resources. Assess the need to turn off water, gas and electricity.

D. POWER OUTAGE PROCEDURES

- a. Make contact with appropriate vendor to report outage. If within the city limits, call 573-875-2555 to report power and water outages. In Boone County outside the city limits, call 573-449-4181. To report loss of phone service, use a cell phone to call 888-824-2877.
- b. Assess need for extra accommodations due to weather conditions, i.e. warmer clothing and more blankets if cold; increased fluids and lighter clothing if hot. Utilize flashlights. Do not use candles for light. If the weather is cold, stay in one room and layer clothing. If storms are forecast that could result in power outages, you should fill your vehicle up with gas. Gas pumps do not work without electricity. Also, if there is snow or ice the fuel tank will give your vehicle added weight. Charge laptops and cell phones if bad weather is predicted.
- c. Smoke alarms are battery powered and will not be affected.
- d. If authorities predict that a power outage is not going to be short term, Program Managers and administrative staff will assess the situation and make arrangements to move clients to ISLs not affected. If necessary, families not affected will be contacted regarding housing. Woodhaven may also consider utilizing motels. Additional housing options are listed in Woodhaven's Organizational Emergency Preparedness Plan Disaster Procedure 5-10-11.
- e. If some ISL's are not affected by the power outage, they will be used to house those who are. We will have Hoyer-type lifts at Nifong, Thornberry, Laketown, Dayspring, Breezewood, Chinkapin and 1510 Golf. Only utilize manual wheelchairs for these moves. Breezewood and Laketown have generators and will continue to have power.

E. FLOODING PROCEDURES

- a. In case of natural flooding of a building or an area that is threatened, individuals supported should move to higher ground. Attendance should be taken. Call 911 to report the flood.

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F. BOMB THREAT PROCEDURES

- a. If notified of a bomb threat, immediately evacuate the building and move to a predetermined safe area. Attendance should be taken to make sure all individuals and staff members are accounted for. As soon as possible, dial 911 and report the bomb threat giving location, direction, your name and the phone number you are calling from. Do not hang up until the dispatcher tells you to.
- b. Please refer to the Bomb Threat Call Procedures/Checklist sheet located near each phone.

G. VIOLENT OR OTHER THREATENING SITUATIONS

- If possible, call or text 911.
- Try to remain calm.
- If possible, redirect individuals supported to an area out of sight of the intruder or problem.
- Do everything in your power to maintain the safety of the individuals supported.
- If confronted by an intruder, do not be confrontational. If the intruder demands drugs, money or jewelry, cooperate with the demands.
- To minimize the risk of these situations, the Health and Safety Committee recommends that doors be locked at all times. Doors should not be opened to unknown individuals.

H. ICE STORM

- Prepare to shelter in place until roadways are clear.
- Follow power outage procedure if home loses power.
- Staff will be prepared to work extended coverage.
- Ensure adequate supply of food and medications are in place prior to storm occurring.
- Utilize 911 if medical emergency occurs during the storm.

I. INDIVIDUAL SUPPORTED TEST POSITIVE FOR COVID

- Refer to specific home plan that identifies plan for isolation for individual supported.
- All housemates, along with staff who have had contact with individual supported, will be tested.
- PPE will need to be immediately obtained from the Director of Programs or his/her designee. This includes isolation gowns, N95 masks and face shields. All staff will be trained on how to use these items.
- No visitors/vendors/families may visit while an individual supported is in isolation.

J. BED BUGS

- If bed bugs are discovered in a home, contact the Home Coordinator immediately. The HC will coordinate with the Facilities Manager to contract a professional pest control service. Staff will implement the pest control service's recommendations regarding treatment of affected furniture, clothing, belongings and areas.

