Policy:
Mid-Missouri Supported Living, LLC, has developed this policy to assist in preparing for emergency events. It is our expectation that ensuring the health, welfare, safety, and security of our individuals supported remain our staff members' top priority.

Comments:

***IN THE EVENT OF A TRUE EMERGENCY, THE VERY FIRST CALL IS ALWAYS TO 911*.**

Each location where individuals supported by Mid-Missouri Supported Living, LLC, live will have a binder that contains this Policy and Procedure Manual as well as:

1. Fire evacuation plan and record of fire drills
2. Tornado/severe storm plan and record of tornado drills
3. Earthquake plan and record of earthquake drills
4. Missing persons and a record of missing persons' drill.
5. Intruder/threatening situations and record of intruder/threatening situation drills
6. Bomb threat and record of bomb threat drills.
7. Medical emergency and record of medical emergency drills.
8. Diagram showing where the fuse box, gas shut-off valves, and water shut-off valves are located in the home.
9. Record of monthly smoke detector/carbon monoxide detector checks.
10. Record of monthly fire extinguisher checks.
11. Record of monthly water temperature checks.
12. Emergency information for each individual that resides in the home to include: Full Legal Name, DMH ID, Date of Birth, Health Insurance, Guardian Contact Information, and a Picture of the Individual.

All staff in the home are required to know where thebinder is and be familiar with the information it contains.

Tornado/Severe Storm Plan
Each program site will have a designated safe location where staff will ensure individuals supported go in the event of a severe storm that could potentially lead to damage to the home and/or tornado. A tornado watch means that conditions for a tornado are favorable. A tornado warning means that a tornado has been spotted in or around your living area. During tornadoes or severe weather, staff should be monitoring the weather via television or weather alerts sent to their cellphones. If the TV or cellphone alerts continue to post a tornado or severe weather, staff will keep on monitoring these media outlets until an all clear is declared. When staff establishes that a severe weather warning is called out through TV or cellphone weather alerts, staff needs to move all individuals to the program site's designated safe location. Staff should also grab blankets and pillows to sit on and for warmth while waiting. If the tornado strikes, staff needs to call 911 and to keep the phone line clear in case 911 calls back. Staff will then notify their immediate supervisor. Staff need to move around with extreme care if there is damage to the location because a tornado has touched down. Watch out for broken power lines, shattered glass and sharp objects while waiting for help to arrive.

Fire Evacuation Plan

Each program site will have designated escape routes and a designated location to go to in case there is need for evacuation for a fire. Staff will then call 911.

Missing Person

All Mid-Missouri Supported Living's individuals supported are supervised 24 hours meaning they should not be left alone at any time unless they have alone times that are clearly spelt out in their ISPs. Staff will call 911 as soon as they notice that an individual supported is missing to file a missing person report. Staff will immediately call the immediate supervisor to inform them about the situation. A search of the immediate area should be initiated by second staff if available. Staff should inform all people in the search of what the person is wearing, how long they have been missing, what direction they were last seen going, and their elopement pattern. The Home Manager/DPM will contact the administration if necessary for guidance on the next steps. Guardian will also be notified, and staff must fully cooperate with law enforcement until the individual is found.

Intruder/threats of physical violence/behavior crisis

If possible, staff should call 911 as fast as possible whenever an unwanted person comes into any program site. Try to remain calm. If possible, redirect individual supported to an area out of sight to the intruder or problem. Staff should do everything in their power to maintain the safety of the individuals supported. If confronted by an intruder, staff should not be confrontational. If the intruder demands drugs, money or jewelry, cooperate with the demands. To avoid these situations, Mid-Missouri Supported Living staff will keep ISL doors locked at all times. Staff or individuals supported should not open doors to unknown persons.

It is the policy of Mid-Missouri to ensure Behavior Support and Management policies and practices promote Positive Behavior Supports and protect the safety of person served and Mid-Missouri's staff. Behavior Supports/Behavior Management interventions are used in a manner that protects the safety and well- being of persons served and Mid-Missouri's staff in emergency or crisis situations when less-restrictive measures have proven ineffective.

These procedures are incorporated into new employee classroom training on Positive Behavioral Supports (PBS) or Non-violent Crisis Intervention (CPI) and updated annually for all service delivery staff. Mid-Missouri's staff receive PBS and CPI within 90 days of their date of hire. Mid-Missouri uses Gentle Teaching PBS Curriculum by Dr. John McGee.

The staff also receive training on Individualized Supported Plans for every individual that we support before working directly with them. The staff are trained to recognize negative behavior trends and the coping skills that work best for the individuals. Mid-Missouri's staff are also trained to enhance their relationship with the individuals supported and to pivot from undesirable behaviors. Mid-Missouri's staff will follow the agency's Behavior Management/Behavior Supports Procedure No. 220 at all times when dealing with an individual supported who is threatening violence or is having a behavior crisis.

Bomb Threat

Staff should immediately evacuate to the end of the driveway/parking lot. Staff should call 911 from the nearest phone or cell phone to report the bomb threat, giving the address, name and the phone number they are calling from. Staff should not hang up until the dispatcher tells them to. Staff should then call their immediate supervisor immediately. The Home Manager/DPM will contact the administration if necessary for guidance on the next steps.

Earthquake Plan

Staff should immediately redirect individuals supported to a safe area. These include wood framed doorways, against an inside corner or wall, under a sturdy table or desk. Staff should identify all danger zones; windows, heating units, stoves, and furniture that may fall over, i.e. bookcase. Turn off the water's main valve and electricity circuit breaker if the situation allows. Staff should then call their immediate supervisor immediately. The Home Manager/DPM will contact the administration if necessary for guidance on the next steps.

Medical Emergencies

In case of a medical emergency that appears to be life threatening, staff at the scene should dial 9-1-1 first. This will ensure help is on the way. First aid or CPR should be initiated after the 9-1-1 call. When possible, the staff at the scene should contact Mid-Missouri Supported Living's Registered Nurse on call/Home Manager/Degreed Professional Manager and the individual's guardian. Information needed by emergency personnel is in the Individual Supported's Working Book. The Home Manager will notify the Degreed Professional Manager and the individual supported's guardian. The Degreed Professional Manager will notify the CEO and Owner as soon as possible of the incident.

Vehicle Breakdown/Accident

Individuals are not to be left alone in the case of vehicle breakdown under any circumstance. If any concern about the safety of the individual or an injury, 911 should be called following an accident, then Home Manager/DPM. Staff will use cell phone to contact fellow staff or administration for a pick-up or alternate plan in the case of a vehicle breakdown.

Emergency Drills

Each program site will conduct emergency drills at least four times annually. These drills must be inclusive of one during sleep hours. Fire drills must include four in total annually, inclusive of one during sleep hours. All staff/residents will participate in the drills. At least one drill per year will be conducted during individuals' hours of sleep, at least one drill during evening hours, and at least one drill during daytime hours. The remaining drill can be conducted at a random time. In addition to the quarterly drills, all emergency drills will be reviewed with individuals receiving ISL services within one week of arrival. All Mid-Missouri Supported Living's staff will be trained in the agency's Help Protocol Procedure No. 207, which outlines what the staff must do in case of medical emergencies. All staff must also participate in medical emergencies once every six months. The record of medical emergencies will include date, time, type of medical emergencies, notation of any problems, the number of individuals present during the drill, and the name of all staff participating in the drills.

Move-in Inspection

Each home will undergo an inspection/approval by the Department of Mental Health/CMRO prior to supported individuals moving in. Homes have at least one means of exit/pathway to exit on each floor and exits are not to be blocked under any circumstance. At least one fire extinguisher is present in each home, near/in the kitchen, with record of an expiration date and/or maintenance tag/documentation and a charge indicator. It is the responsibility of the Home Manager/ primary responsible staff to ensure fire extinguishers are operational and meet guidelines.

Carbon Monoxide Detectors

Every program site with any gas appliances OR attached garage has a carbon monoxide detector. This is checked monthly with the smoke detectors.

Smoke Detectors

Smoke detectors are to be checked monthly and recorded. There will be a smoke detector in or near each bedroom and in proximity to sleeping areas and at least one on every level of the home including the basement.

CPR/First Aid

All staff are required to be trained and knowledgeable in CPR/First Aid. At least one staff person who is CPR/First Aid certified will always be working at every program site. In a medical event, CPR/first aid trained staff will assess the medical event and follow the CPR/first aid training. If necessary, staff will initiate CPR and will continue with CPR until Emergency Services arrive. Some of our individuals supported may have alternative to CPR physician orders. These orders will be in the annual service plan and in the emergency books. First aid supplies must be kept at each program site, and the Home Manager and/or primary responsible staff is responsible for doing so.

Pandemic

In the event of a pandemic, Mid-Missouri Supported Living, LLC, will consult with local/state health departments and CDC for guidance and recommendations.

1. Mid-Missouri Supported Living, LLC, will limit non-essential visitors to residential homes.
2. Mid-Missouri Supported Living, LLC, will monitor employee and individual temperatures per the recommendations and guidelines of the local/state health departments and CDC.
3. Mid-Missouri Supported Living, LLC, will encourage social distancing in residential homes.
4. Class size will be reduced accordingly to the current guidelines of local/state health departments and CDC.
5. In the event of staffing crisis' individuals can be moved to other residences as a temporary solution.
6. If the situation progress to an emergent level, alternative housing, including hotels will be sought for residential individuals.

Major Disasters

A disaster constitutes any natural catastrophe (including tornado, storm, high water, earthquake, snow or ice storm, etc.) or regardless of cause any fire, flood, or explosion that causes damage of sufficient severity and magnitude to warrant disaster assistance to the immediate area.

1. If an emergency occurs, first follow the site-specific plan for the specific emergency located in the Reference binder (evacuation for fire, doorway for earthquake, safe, interior location for tornado, etc.)
2. Dial 911, then House manager/primary responsible staff, Executive Director and Owner.
3. Staff members for each program site, the CEO and Owner will all make contact following any disaster. Communication may be through phone, text, email or any means available depending on the scope of the disaster.
4. Manager/primary responsible staff will keep the CEO/Owner or designee aware of situation/status at each home.
5. CEO and Owner will meet and keep the Department of Mental Health/Central Missouri Regional Office informed.

6. If at any point staff is unable to make contact with the Home Manager/DPM, CEO or Designee and an emergency situation persists, staff should keep contact with 911 and follow directions (ONLY if a true emergency exists).
7. The DPM/Director/CEO/Owner will decide if individuals can remain in the home or if complete evacuation is needed and what services will be necessary if they stay in place or evacuate (except in need of immediate evacuation which needs to be carried out prior to contact).
    a. All homes must keep a minimum three-day supply of food, water, and medical supplies needed by the individual in care. If the individuals stay in the home, arrangements for additional supplies will be made by the manager/direct responsible staff. This may include asking Red Cross for assistance with food, water, medical supplies.
    b. If evacuation of premises is determined necessary, manager/director/owner will review options including:
        i. Family/guardian caring for individual until it is safe to return to the home.
        ii. Making arrangements with another Mid-Missouri Supported Living, LLC, home to help support the displaced individual.
        iii. Utilizing Red Cross emergency shelters.
    c. If evacuation to Mid-Missouri Supported Living, LLC, main office, the Home Manager and director (or designee) will make arrangements with the Red Cross for assistance with food, sleeping cots, obtaining medications and medical supplies.
8. In the event of evacuation from the individual's home, staff are expected to remain with the individuals supported until relieved. This will include assisting the individual to a new home, Mid-Missouri Supported Living, LLC's office, or a Red Cross Shelter. Administration will make arrangements for staffing for a shelter or home according to the needs determined. Family members of employees and pets reporting to home or shelter will need to be approved on a case-by-case basis by supervisor/administration.
    a. Pets of individuals served will be taken to shelters along with the individuals. Shelters will direct staff where animals can be housed. Staff should bring immunization records for the animals along with food and any medications the animal is prescribed.
9. In the event of a disaster with no communication devices working, or staff unable to make contact with any member of administrative team:
    a. Staff should stay in the home with individuals as long as there is no imminent danger.
    b. If the home is unsafe to stay in, travel to a nearby home that appears structurally safe with utilities working OR to a local firehouse for assistance.
    c. If more than one staff is onsite and it is safe for one person to leave for help, send one person out for help while the other stays with the individual(s).
    d. If the home is not safe and it is not safe to travel, find the safest place in or near the home and stay there until help arrives.
    e. If you do leave the residence, leave a note indicating where you are going. Continue efforts to make contact with Mid-Missouri Supported Living, LLC's Administration as possible.
    f. All staff should plug in weather radio in the home at the beginning of any kind of event and stay tuned, follow directions.
10. In the event of an evacuation from a program site, if safety and time allows, take all medications, MAR, pertinent medical information/equipment, and supplies to include thickener, blender, etc. for special diets, tubes/supplies for catheters/colostomies, etc., blankets, pillows, first aid kits, depends, etc.
11. All staff not on duty, able to provide assistance during the disaster, should report to Mid-Missouri Supported Living, LLC's main office. In event that main office is destroyed/affected, staff should report to the home they work in.

a. Medical record documentation is kept at the main office, pertinent information is kept in each home, CMRO also has records on each individual in care.
b. ISPs are kept at the main office, in each home, and at CMRO.

12. Following a disaster, Mid-Missouri Supported Living, LLC, will request that each program site involved be checked and declared safe by first responders including internal and external inspections of safety hazards and structural soundness of the home, utility safety, drinking water safety, smoke /carbon dioxide detectors.

Approved by: _____

Robert Palmer, RN, BSN, Owner MMSL