

EMERGENCY PREPAREDNESS PLAN

HBH'S EMERGENCY PROCEDURES



Meets requirements for- MDHHS/PIHP Contract 18.1
Compliance with Applicable Laws
Fulfills topic requirement: Environmental Emergencies/Safety-
Specific to work locations and responsibilities

Updated 07/15/2022 |

EMERGENCY MEDICAL TREATMENT

A medical emergency is any situation where a person is experiencing a physical health risk that requires immediate emergency medical assistance.



EMERGENCY MEDICAL TREATMENT RESPONSIBILITIES

- First person on scene calls or directs someone to call 911 and alerts the front desk;
- Medical Emergency and the location of the emergency are announced on the intercom.
- Nursing employees on duty shall report immediately to the location.
- Begin CPR and/or first aid (if certified), if needed. If not certified, defer care to next CPR certified responder or first RN on scene. Give report of prior events to RN.
- Retrieve emergency medical kit and AED, if needed, or delegate responsibility to another employee.
 - Sault Office-Receptionist area, lower cupboards labeled emergency medical kit.
 - Manistique-Employee Lounge, under the sink.
 - St. Ignace-Reception area, under the printer and in the mail room under the mailbox table.

RESPONSIBILITIES

- Staff who are certified in first aid and RN's should assist with treatment as needed/directed.
- Employees in the area shall remove non-essential people from the vicinity of the emergency (i.e. visitors, persons served, family members), unless they are involved in the care of the individual requiring medical assistance.
- Obtain emergency medical information from persons served chart or for employee, from HR office.
- Front desk or other designated responder will direct emergency medical personnel to appropriate location.
- Once the site manager or designee has declared the situation is stabilized; the receptionist or designee will call "All Clear".
- Interview witnesses to gather as much information as possible to provide to medical responders.

THREATENING INDIVIDUAL/VIOLENCE IN THE WORKPLACE

A person who is intoxicated or acting in a vulgar, intimidating, or threatening manner. Staff shall assume, until determined otherwise, that any person acting in a hostile manner is armed and dangerous.



THREATENING INDIVIDUAL LOBBY RESPONSIBILITIES

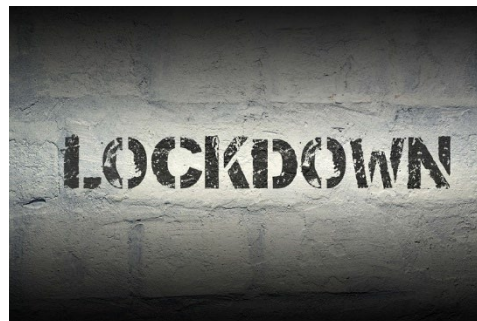
- If front office employees observe an individual in the lobby speaking or acting in a threatening manner, the receptionist will call Threatening Person and give the location.
- A clinician/crisis worker or site manager/designee, will determine whether or not the situation requires police intervention. If immediate action is necessary, the receptionist will then contact 911.

THREATENING INDIVIDUAL LOBBY RESPONSIBILITIES

- In the Sault Office, Clinical Managers and Crisis Team, including Rover, will immediately respond by going to the location that was announced. When approaching the location, one person should be considered the lead; in the Sault Office, this person should be a manager.
- In the St. Ignace and Manistique Offices, the receptionist will identify two employees that are able to respond, preferably clinical employees if available. When approaching the location, one person should be considered the lead; in the Manistique and St. Ignace Offices, if possible, a manager or supervisor would be most appropriate.
- Responders will determine what assistance is needed and will attempt to clear the lobby of other individuals until the police arrive and assist in preventing individuals from entering the lobby until police arrive.

THREATENING INDIVIDUAL LOBBY RESPONSIBILITIES

- If staff observe an individual near, entering, or in the building and has a weapon (firearm, knife, club, etc.) notify receptionist to initiate the lockdown procedure. The receptionist will then contact 911 (See further instructions below for lock down situation). Activation of main door electronic security lock will take place at this time.



THREATENING INDIVIDUAL TELEPHONE CALL RESPONSIBILITIES

- It is not necessary to call a *Threatening Individual* for a telephone call;
- If an employee receives a phone call from a verbally threatening individual, the employee/crisis worker will attempt to diffuse;
- If the individual refuses to cooperate, the employee will terminate the call.
- If the individual has threatened harm to self or others, the employee will attempt to obtain address and contact police.



OFFICE USE OF EMERGENCY BUTTON

- If an employee has someone in an office and the individual begins speaking or acting in a threatening manner, the employee must assess the situation. If the employee feels that 911 is not warranted and is able to contact the front office, the employee will contact the front office via telephone and request assistance.
- The receptionist will then announce “Assistance needed” and the employee’s department and first name. (example: Outpatient John).

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OFFICE USE OF EMERGENCY BUTTON

- The lead person will assess the situation by asking the employee to step out of their office, determine what is needed and communicate this to the second responder. A second responder shall wait down the hallway and out of sight until prompted for further assistance. All other responders will return to their workstations if they are not identified as essential personnel.
- If an employee has someone in an office and the individual begins speaking or acting in a threatening manner and the employee feels that 911 is warranted, the employee will utilize the emergency button.

OFFICE USE OF EMERGENCY BUTTON

- When an employee utilizes an emergency button, the front desk will call 911 and “EMERGENCY BUTTON PUSHED” and the location from which the button was utilized will be announced by the receptionist. If it is from an employee’s office, the employee’s department and first name will be announced (example: Outpatient John). If it is in an intake room or unused office, the general location will be announced (example: ACT_Intake Room). The receptionist will then initiate the lockdown procedure. (See further instructions below for lock down situation). Activation of main door electronic security lock will take place at this time.



DESIGNATED OFF-SITE FOR BUILDING EVACUATION (FIRE, BOMB THREAT, TERRORIST, POISONOUS GAS)

Sault Ste. Marie Office –

- Primary Location: Back parking lot, south east corner (near garbage pick-up area)
- Secondary location: Chippewa County Road Commission

Manistique Office –

- Primary Location: Transit Building
- Secondary Location: Fair Building

St. Ignace Office –

- Primary Location: Belonga Plumbing
- Secondary Location: Stephanie Sobleski's Counseling Services

SUSPICIOUS PACKAGE

Any time a suspicious package or item (i.e. a package is found in a spot that seems unusual, in a hallway, under furniture, etc) is found, the employee shall not touch the item.



BOMB THREATS/TERRORIST ACT RESPONSIBILITIES

Please see attachment
at upper right corner
for Bomb Threat
Checklist

- Call 911 and notify Receptionist to call **Bomb Threat/Terrorist Act**. Employees will be advised and Site Manager notified;
- Employees will document location and notify police;
- Site Manager will wait for directions from police and notify employees as to further actions;
- Emergency Services Personnel/Safety Committee Members/Site Manager will do a room to room check;
- If bomb threat is received as a call, person receiving the call will utilize the Bomb Threat Checklist and attempt to:
 - Remain calm
 - Write a note to colleague
 - Listen carefully, be polite and show interest
 - Try to identify the sex of the caller
 - Any other identifying information
 - Reason for call
 - Type of bomb, etc
- Evacuation procedures will be followed;
- Site Manager will issue an “All Clear”

POISONOUS GAS RESPONSIBILITIES

- Call 911 and inform of situation;
- Site Manager notifies reception to call **Poisonous Gas** and notifies everyone to evacuate building;
- Employees shall assist visitors to appropriate designated safety location;
- Evacuation procedures shall be followed;
- Provide for care, safety, and protection of persons served, etc;
- Observe no smoking;
- Site Manager will await an “All Clear” from emergency personnel.

FIRE AND EXPLOSION EVACUATION

Emergency precautions shall be taken any time a fire or explosion takes place within Hiawatha Behavioral Health.



FIRE RESPONSIBILITIES

- Call 911
- Receptionist will call **Fire** and advise to evacuate to designated safety locations;
- Follow evacuation procedures;
- Evacuees will remain in designated shelter area;
- Evacuees will either:
 - Return to work appointment or activity;
 - Be transported or sent home;
 - Sent to an alternative shelter, depending on the severity of the fire.

EXPLOSION RESPONSIBILITIES

- Call 911
- Receptionist will call **Explosion** and advise to evacuate to designated safety locations;
- Follow evacuation procedures;
- Provide for care, safety, and protection of visitors and employees;
- Observe no smoking;
- Evacuees will either:
 - Return to work appt or activity
 - Be transported or sent home
 - Sent to an alternative shelter, depending on the severity of the fire.

LOCK DOWN SITUATION

- The receptionist will dial 911 and inform the dispatch operator of the situation.
- The site manager/designee will assess the situation and order a full or partial lock down and advise the receptionist/designee to announce the lock down.

LOCK DOWN SITUATION

Full lock down: Main doors will be locked immediately through the electronic mechanism. Receptionist will use priority calling to call individuals that have forwarded phones. The Human Resources manager or designee will initiate the Call Em All employee notification system. The Information Systems Manager or designee will deactivate all keycards for identified site. Employees, persons served, and visitors shall not enter or leave the building. All employees shall lock windows and close blinds. Remove yourself and any persons served from areas with windows and utilize the closest, most appropriate office space available. Designated safe rooms have been identified at all three sites and are listed below, only proceed to these rooms if you are in that area and it is determined safe to move too.

- Sault Ste. Marie - Board Room, Behavioral office and observation area
- Manistique - Lighthouse Room
- St. Ignace - Therapy Room

LOCK DOWN SITUATION

- Partial lock down: Main doors will be locked, windows shall be locked and blinds closed. The Human Resources manager or designee will initiate the Call Em All employee notification system. The Information Systems Manager or designee will deactivate all keycards for identified site. Leaving the building is permitted. Entering the building requires admittance by employee.
- The receptionist will notify local authorities.
- The site manager/designee will instruct all employees and visitors of the necessity for the lock down.
- Assist and instruct employees to provide physical and emotional aide to persons served.
- The site manager/designee shall have the receptionist issue an “All Clear” notification when authorized by Law Enforcement.

LOCK DOWN SITUATION

- In the event of an active shooter situation: The receptionist/designee will announce *“full lock down, shooter in building and give location.”* The same full lock down process stated above in (a) will be followed.
- In addition, staff should utilize whichever options they feel is most appropriate regarding the Three Outs from active shooter training:
 - Lock Out – Barricade door, lock layer and reinforce the door.
 - Get Out – If information warrants and can be done safely evacuate.
 - Take Out – Use training to direct personnel to fight back.

MISSING PERSONS

- Immediately check grounds and facility to ensure person is missing and notify site manager;
- Advise Receptionist to announce Missing Persons with brief description;
- Receptionist will call 911;
- Notify guardian and other agencies;
- Full cooperation is expected from employees
- Once person found, incident report will be filled out;
- Receptionist will announce “All Clear” when the situation has been deemed resolved by the site manager/designee.

INCLEMENT WEATHER

In the event of a blizzard, flood, or tornado, the following procedures will be taken:



INCLEMENT WEATHER

- The CEO/designee, based on the recommendation of site manager/designee will determine the need to close the office and to notify employees. The Human Resources manager or designee will initiate the Call Em All employee notification system.
- If the weather is severe during office hours, employees will arrange for shelter and accommodations of the person served until travel is deemed safe. Persons Served will then be transported home by designated support staff on duty.
- Persons with appointments must be contacted to reschedule appointments.

INCLEMENT WEATHER – TORNADO

- Site manager/designee and employees will monitor radio stations for tornado warnings.
- If there is a tornado warning or a tornado has been sighted, employees will escort persons served and proceed to designated safe zones, until further instructions are received, or an all clear is given by site manager/designee.
- Sault Ste. Marie - Board Room, Behavioral office and observation area, or administration area (surrounding office doors should be closed).
- Manistique - Lighthouse Room.
- St. Ignace - Therapy Room.
- If time permits, receptionist will use the priority call feature for individuals that have forwarded phones/did not hear message.
- Once in a shelter area, employees will help persons served assume protective posture (kneeling on ground, sitting on heels, hands covering the back of the neck, head tucked down). Sitting under something sturdy and facing interior walls is recommended.

LOSS OF UTILITIES – (POWER, WATER, ELECTRIC)

- Building equipped with battery back-up lights and/or flashlights;
- Site Manager will check building and contact appropriate parties;
- Employees will instruct persons served to prevent accidents;
- All equipment will be turned off until the power is restored;
- In the event of loss of water to an office, Site Manager will notify Water Dept and wait for instruction;
- In the event of loss of heat, Site Manager will notify HVAC contractor and/or gas company;
- Make sure all residents are kept warm with blankets, etc
- CEO/designee will advise employees regarding early dismissal, etc.

ROAD EMERGENCIES

All vehicles are equipped with first aid supplies and emergency guidelines;

- Procedure for vehicle accident or emergency situation:
 - Dial 911
 - Give name and location
 - If there are persons served in the vehicle, notify authorities of matter
 - State number of passengers on board
 - If injuries occurred, request an ambulance
 - Protect the passengers
 - Contact your supervisor
 - Keep everyone calm

ROAD EMERGENCIES

- If conditions exist, i.e. inclement weather, no access to phones, employees are instructed to bring an Agency cellular phone with them during trip;
- An Employee Incident/Accident Report must be completed within 24 hours of accident;
- If accident involves a person served, an Incident Report must be completed.

PANDEMIC/INFECTIOUS DISEASE

- Communication to keep employees and persons served informed;
- Employees and persons served may be moved to temporary facility;
- Agency will follow CDC and/or local Health and Human Services Department recommendations on accessing situation.

Test

Upon closing this window, you will be taken to the test.