



**TBI**

Residential & Community Services

2016 West Superior Street  
Duluth, MN 55806  
(218) 733-1331 Fax (218) 733-0499

## Emergency Response, Reporting & Review Policy

**Program name:** TBI Residential and Community Services

**Program location** [required for each community residential setting and day services facility location]: \_\_\_\_\_

### I. Policy

It is the policy of this DHS licensed provider (program) to effectively respond to, report, and review all emergencies to ensure the safety of persons receiving services and to promote the continuity of services until emergencies are resolved.

“Emergency” means any event that affects the ordinary daily operation of the program including, but not limited to:

- fires, severe weather, natural disasters, power failures, or other events that threaten the immediate health and safety of a person receiving services; and
- that require calling 911, emergency evacuation, moving to an emergency shelter, or temporary closure or relocation of the program to another facility or service site for more than 24 hours.

### II. Response Procedures

#### A. Safety procedures

1. **Fires.** Additional information on safety in fires is available online at: <http://www.ready.gov/fires>. In the event of a fire emergency, staff will take the following actions:

1. Proceed to the nearest safe exit as outlined on the individual house evacuation plan.
2. Meet at the designated meeting area. For all houses this is either the nearest street corner, the end of the house driveway, in front of the house garage, or at the house van. The designated meeting area at day program is the parking lot.
3. Notify 911.
4. Explain the trouble and location.
5. Get instructions from the authorities
6. Wait outside house for emergency personnel to arrive.
7. If a resident is missing, give the necessary information to the authorities. Do not reenter the building yourself.
8. Call the Administrator, Larry Pajari, (218) 343-9367

Evacuate all people in the immediate area to an area of safety, closing doors against smoke and heat. Test a closed door before opening by feeling near the top. If the door is hot, use an alternative exit. If a room is smoke-filled, keep close to the floor to breathe more easily.

When evacuating outside, the designated meeting place is [insert the name of the designated meeting place].



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2. **Severe weather and natural disasters.** Additional information on safety in severe weather or natural disasters is available online at: <http://www.ready.gov/natural-disasters>. In the event of a severe weather emergency, staff will take the following actions:

1. *If skies are threatening, or weather appears severe, staff will do the following:*
  - a. *Gather battery operated flashlights, radio, and natural disaster kit;*
  - b. *Tune in to the local radio station KDAL 610 for information regarding weather advisories and follow directions given;*
  - c. *Staff will prepare to take immediate steps to seek the designated safe shelter (an interior corridor or room that is away from windows) and remain there until the danger has passed unless otherwise directed by the radio information center.*
2. *If evacuation of the home is directed by the emergency weather radio center (KDAL 610) staff will do the following:*
  - a. *Write down and follow instructions;*
  - b. *Attempt to assure a supply of necessary medications are brought with;*
  - c. *Contact the Administrator, Larry Pajari 218-343-9367;*
  - d. *Proceed to designated areas as specified in the emergency directive by the weather channel.*

Account for the well-being of all people receiving services.

Inform people why plans and activities are changing and what they are doing to keep them safe.

3. **Power failures.** Additional information on safety during power failures is available online at: <http://www.ready.gov/technological-accidental-hazards>. In the event of a power failure emergency, staff will take the following actions:

- Notify TBI maintenance department, Frank Postal at 218-341-9798 to ensure it is not an internal problem.
- Depending on your service provider either notify, Minnesota Power at 218-722-2625, or Lake Country Power at 800-421-9959, to report an overall outage.
- Use emergency supplies (flashlights, battery-operated radio) which are located **in the staff office**.
- Account for the well-being of all people receiving services.
- Inform people why plans and activities are changing and what they are doing to keep them safe.

4. **Emergency shelter.** Additional information on emergency shelter is available online at: <http://www.ready.gov/shelter>. Some emergencies will be best met by seeking safety in an emergency shelter. Depending on the emergency you may need to shelter in place or shelter outside the disaster area.



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Follow directions of local emergency personnel to locate the closest emergency shelter.

If time allows, move to the emergency shelter with a 24-hour supply of medications and medical supplies, medical books/information, and emergency contact names and information.

At the emergency shelter, notify personnel of any special needs required to use the emergency shelter.

Remain calm and keep everyone informed of why events are occurring.

Use of an emergency shelter may include: severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services.

5. **Emergency evacuation.** Additional information on emergency evacuation is available online at: <http://www.ready.gov/evacuating-yourself-and-your-family>. Some emergencies will be best met by leaving a program site or the community and seeking safety in an emergency shelter. Often the emergency evacuation will be directed by police, fire, or other emergency personnel who will direct people where to seek safety.

1. All staff will assist clients out of the building (do not re-enter the building until cleared to do so)
2. Program Director or designated staff will check all areas of the building to ensure everyone is out of the building
3. Load into van or walk to designated waiting area
4. If time allows, evacuate with medication and medical supplies, medical and programs books/information, clothing, grooming supplies, other necessary personal items, and emergency contact names and information.
5. Call 911
6. Explain trouble and location
7. Close all interior doors as rooms are cleared to contain fire or hazard
8. Get instructions from fire or police personnel
9. If fire can be contained with an extinguisher, follow directions on extinguisher and apply to the area affected
10. Call the Administrator, Larry Pajari (218) 343-9367
11. If unable to contact the Administrator, contact one of the Program Managers  
– Keith Comstock 218-343-3613, Brad Johnson 218-206-4338, Katie Brunelle 218-390-1777, or Melissa Winkler 218-260-5105.
12. For St. Louis County Contacts please consult the TBI Residential Provider Disaster Plan.

Emergency evacuation may include: severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services.

6. **Temporary closure or relocation.** Some emergencies will be best met by temporarily closing or relocating a program site for more than 24 hours. This decision will be directed by program administrative staff.



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Inform people why the program is closing and relocating to keep them safe. Formal notification to the person receiving services, legal representatives, and case managers will be completed by administrative staff.

Follow directions received from administrative staff, police, fire, and other emergency personnel.

If time allows, remove from the program medication and medical supplies, medical and programs books/information, clothing, grooming supplies, consumer funds, other necessary program and personal items, and emergency contact names and information.

The two locations that are designated re-location sites in case of evacuation are:

1. 2020 West Superior Street Duluth, MN 55806
2. 5095 Fish Lake Road Duluth, MN 55803

Closure or relocation may include: severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services.

### B. Additional safety procedures for facilities.

1. First aid and CPR
  - a. Training
    - 1) A staff person trained in first aid will be available on site whenever a person receiving services is present and staff are required to provide direct service.
    - 2) A staff person trained in cardiopulmonary resuscitation (CPR) will be available on site when required in a person's coordinated service and support plan or coordinated services and support plan addendum whenever a person receiving services is present and staff are required to be at the site providing direct service.
    - 3) CPR training must include in-person instruction, hands-on practice, and an observed skill assessment under the direct supervision of a CPR instructor.
  - b. First aid kits
    - 1) First aid kits must be readily available for use by staff and must meet the needs of the persons receiving services. First aid kits are located [insert location of first aid kits].
    - 2) First aid kits must include accessible first aid supplies including bandages, sterile compresses, scissors, an ice bag or cold pack, an oral or surface thermometer, mild liquid soap, adhesive tape, and a first aid manual.
2. Emergency equipment (<http://www.ready.gov/build-a-kit>)

A flashlight and portable radio and television that can be used in the event of a power failure must be at our program. They are located [insert location of equipment].
3. Emergency contacts
  - a) A list of emergency telephone numbers is posted [insert location of posted list], next to a non-coin operated telephone that must be readily accessible at all times. The mental health crisis intervention team number must be posted, when available.



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- b) The names and telephone numbers of each person's representative, physician, and dentist must be readily available.
4. Written emergency response plan  
An emergency response plan must be readily available to staff and persons receiving services. The emergency response plan is located [insert the location in each facility where the plan will be located so that it is readily available to all staff and persons receiving services]. The plan must include:
  - a. Procedures for emergency evacuation and emergency sheltering, including:
    - 1) How to report a fire or other emergency;
    - 2) Procedures to notify, relocate, and evacuate occupants, including use of adaptive procedures or equipment to assist with the safe evacuation of persons with physical or sensory disabilities; and
    - 3) Instructions on closing off the fire area, using fire extinguishers, and activating and responding to alarm systems.
  - b. Floor plan that identifies:
    - 1) Location of fire extinguishers;
    - 2) Location of audible or visual alarm systems, including but not limited to manual fire alarm boxes, smoke detectors, fire alarm enunciators and controls, and sprinkler systems;
    - 3) Location of exits, primary and secondary evacuation routes, and accessible egress routes, if any; and
    - 4) Location of emergency shelter within the facility.
  - c. Site plan that identifies:
    - 1) Designated assembly points outside the facility;
    - 2) Locations of fire hydrants; and
    - 3) Routes of fire department access.
  - d. Responsibilities each staff person must assume in case of emergency.
  - e. Procedures for conducting quarterly drills each year and recording the date of each drill in the file of emergency plans.
  - f. Procedures for relocation or service suspension when services are interrupted for more than 24 hours.
  - g. Floor plan that identifies the location of an enclosed exit stairs (only applies to a community residential setting with three or more dwelling units).
  - h. Emergency escape plan for each person

### III. Reporting Procedures

Emergency reports will be completed using the program's emergency report and review form as soon possible after the occurrence, but no later than 24 hours after the emergency occurred or the program became aware of the occurrence. The written report will include:

1. It is not necessary to identify all persons affected by or involved in the emergency unless the emergency resulted in an incident to a person or persons;
2. The date, time, and location of the emergency;
3. A description of the emergency;
4. A description of the response to the emergency and whether a person's coordinated service and support plan addendum or program policies and procedures were implemented as applicable;



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5. The name of the staff person or persons who responded to the emergency; and
6. The results of the review of the emergency (see section IV).

## IV. Review Procedures

This program will complete a review of all emergencies.

1. The review will be completed using the program’s emergency report and review form by a Program Manager.
2. The review will be completed within three days of the emergency.
3. The review will ensure that the written report provides a written summary of the emergency.
4. The review will identify trends or patterns, if any, and determine if corrective action is needed.
5. When corrective action is needed, a staff person will be assigned to take the corrective action within a specified time period.

## V. Record Keeping Procedures

- A. The review of an emergency will be documented on the emergency reporting form and will include identifying trends or patterns and corrective action if needed.
- B. Emergency reports will be maintained in a separate file located in the respective Program Managers office.

Policy reviewed and authorized by:

\_\_\_\_\_

Print name & title

\_\_\_\_\_

Signature

Date of last policy review: \_\_\_\_\_ Date of last policy revision: \_\_\_\_\_

Legal Authority: Minn. Stat. §§§ [245D.11](#), subd. 2; [245D.02](#), subd. 8; [245D.22](#), subd 4-7.

NOTE: Websites from the Federal Emergency Management Agency (FEMA) are included as a resource for additional information. Another useful website is the Minnesota Department of Public Safety, Homeland Security and Emergency Management Division (<https://dps.mn.gov/divisions/hsem/planning-preparedness/Pages/default.aspx> ).