

Key 360 Shakopee Emergency Response, Reporting and Review Policy

Organization Name: Key 360 Support Services, LLC

Program & Location: Key 360 Shakopee, 1691 Shakopee Ave. E - Shakopee, MN 55379

I. Policy

It is the policy of this DHS licensed provider, Key 360 Support Services, 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:**

- **If a smoke alarm is triggered**, staff will determine the location of the smoke or fire.
- **If a fire exists and is determined to be manageable using a fire extinguisher**, and the health and safety of the clients is not at risk, staff will retrieve the fire extinguisher located in the closet in the entryway(first floor) or located on the wall directly across from the bottom of the stairs (second floor) and use the PASS (Pull, Aim, Squeeze, Sweep) method to put the fire out.
- **Once the fire is extinguished**, staff will ensure the safety of the clients and notify the Program Director of the situation.
- **If the fire is unmanageable, staff will 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.
 - Staff will verbally communicate with the clients and physically assist them as needed to evacuate. In the event of a window escape staff may need to assist them.
- **The designated meeting place** is to the left of the driveway when exiting the home, near the bushes and utility boxes.
- **Call 911 as soon as possible** for the fire department and provide them with relevant information.
- Remain calm and keep everyone together. **DO NOT** re-enter until the fire department determines it is safe to do so.
 - If staff and person(s) served are unable to return to the home they will be taken to a nearby hotel or person(s) served will have the option to stay with their parent(s)/guardian(s).
- Provide emergency first aid as required until emergency personnel arrive.

Fire Drills: In order to be prepared for the possibility of a real fire the facility will hold regular fire drills. The following conditions will be met:

- 1) Clear evacuation plans will be posted throughout the facility showing routes of evacuation.
- 2) Fire drills will be conducted quarterly, at varied times and conditions, practicing the use of all possible exits.
- 3) During drills, individuals must meet at the designated meeting place which has been determined to be to the left of the driveway when exiting the home, near the bushes and utility boxes.
- 4) Following each drill, the Fire Drill Report Form will be filled out noting all areas or problems and the corrective actions taken. Staff is to document about each individual's participation during the drill.
- 5) The program director will be responsible for reviewing each report and maintaining complete files on all emergency drills.

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:**

- Monitor weather conditions: Listen to local television, radio or a weather-radio for weather warnings and watches. Follow their directions on the need to change plans and activities, stay indoors, or seek shelter.

WARNING: Severe weather is either occurring or is imminent. A warning is the most significant and staff must take immediate action to protect people by seeking immediate shelter.

WATCH: Severe weather is possible as conditions are favorable for the weather event. Staff should plan and prepare for the possibility of the severe weather. Staff should help people change their plans for travel and outdoor activities and remain inside the home.

ADVISORY: Weather conditions may cause inconvenience or difficulty when traveling or being outside. Staff should help people consider changing their plans for travel and outdoor activities or consider that additional time may be required to complete their plans.

- 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.

Procedures to follow in the event of a Tornado/Severe Storm Warning:

When in the Facility:

- 1) When the weather conditions indicate a tornado/severe storm warning, staff will make sure the radio (located in the kitchen) is tuned to a local station for weather reports.
- 2) Staff will ensure all individuals are accounted for.
- 3) Staff and/or an individual will take the battery operated radio, flashlights with batteries, a blanket for each individual and the first aid kit to the approved location.
- 4) The approved location is the basement closet located under the stairwell - all doors should remain closed. This location can be found on the program's Fire Escape Plan.
- 5) Staff should remain calm and listen to the radio for updates on weather conditions and remain in the designated location until the Warning is lifted.
- 6) If staff need to change or cancel any activities/plans they will inform those involved.
- 7) Staff will complete an Emergency Report and any other documentation necessary based on the events that occurred.

When in the Community:

- 1) When a Tornado Warning occurs during a community outing, relocate to the nearest approved shelter and remain there until the sirens stop or "all clear" is announced.

- 2) Most community places will announce where to relocate to and when the “all clear” has been announced. Staff will remain calm.

When in any vehicle:

- 1) When a Tornado Warning occurs when in any vehicle, stop the vehicle and remove all residents.
- 2) After evacuating the vehicle, be sure individuals are in the lowest area available and positioned safely. Staff will remain calm.

Tornado/Severe Storm Drill Procedure: In order to be prepared for the possibility of a real Tornado or Severe Storm Warning the facility will hold regular drills. The following conditions will be met:

- 1) Tell the individuals in the home that the Civil Defense Storm Siren is going off and they need to relocate for the severe storm.
- 2) Staff and individuals will relocate to the basement closet under the stairwell. This information can also be found on the escape plan posted in the home.
- 3) Staff and/or an individual are to take the battery operated radio, flashlights with batteries, a blanket for each individual and the first aid kit to the approved location.
- 4) Staff will ensure all individuals are accounted for.
- 5) Staff will explain what takes place during a severe storm (strong winds, rain, lightning, loud noises, possible tornado, etc).
- 6) Staff will review the drill with the individuals to discuss any errors and work through correcting them.
- 7) Staff will document the drill on the designated report form and include the amount of time it took each individual to relocate to the approved location.

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:**

- Report power failures to the program director if after hours, otherwise contact **Shakopee Public Utilities 952-445-1988**
- Use emergency supplies (flashlights, battery-operated radio) which are located in the kitchen. Staff will refer to the individuals’ binders for additional emergency information.
- Account for the well-being of all the individuals in the home.
- Inform individuals and others involved to why plans and activities are changing and what they are doing to keep the individuals 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.

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

Staff will take the following action:

- If possible, take the individuals served to **Super 8 - 581 Marschall Rd. - Shakopee, MN 55379**
- If the designated emergency shelter above is not available, follow directions of local emergency personnel to locate the closest emergency shelter or go to the nearest available hotel.

- 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.

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.

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

Staff will take the following action:

- Staff will account for the well-being of all residents in the home.
- Inform people why they are leaving the program and what is being done to keep them safe.
- Follow directions received from administrative staff, police, fire, and other emergency personnel.
- 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.

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.

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.

Staff will take the following action:

- Inform all clients why the program is closing and relocating to keep them safe. Formal notification to the legal representatives and case managers will be completed by the program director or other member of the administrative team.
- Follow directions received from the program director or other 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.

B. Additional Safety Procedures for Community Residential Settings:

- 1) First Aid and CPR
 - a) Training
 - i) 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.

- ii) 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.
 - iii) 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
 - i) First aid kits must be readily available for use by staff and must meet the needs of the persons receiving services. First aid kit is located in the locked kitchen closet.
 - ii) 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) 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 in the locked kitchen closet.
- 3) Emergency contacts
 - a) A list of emergency telephone numbers is posted on the bulletin board in front entryway and in the basement office, 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. In our program 911 is listed as the emergency number.
 - 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 in the kitchen and the basement. The plan must include:

 - a) Procedures for emergency evacuation and emergency sheltering, including:
 - i) How to report a fire or other emergency;
 - ii) 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
 - iii) Instructions on closing off the fire area, using fire extinguishers, and activating and responding to alarm systems.
 - b) Floor plan that identifies:
 - i) Location of fire extinguishers;
 - ii) Location of audible or visual alarm systems, including but not limited to manual fire alarm boxes, smoke detectors, fire alarm annunciators and controls, and sprinkler systems;
 - iii) Location of exits, primary and secondary evacuation routes, and accessible egress routes, if any; and
 - iv) Location of emergency shelter within the facility.
 - c) Site plan that identifies:
 - i) Designated assembly points outside the facility;
 - ii) Locations of fire hydrants; and
 - iii) 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 as 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;
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 Cedric Key, Owner/CEO.
2. The review will be completed within 5 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 at the office of Key 360 Support Services, LLC - 4124 Quebec Ave. N, New Hope, MN 55427.

Policy reviewed and authorized by:

Name: Cedric Key, Owner & CEO	Date of last policy review: 8/10/2024
Signature: <i>Cedric L. Key</i>	Date of last policy revision: 3/23/2022

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>).