

Surry County Health & Nutrition Center

Emergency Response Policy and Procedure

Manual: Agency	Applicable Signatures/Title
	Program Director:
<input type="checkbox"/> Program Policy	Supervisor:
<input type="checkbox"/> Program Procedure	Supervisor:
<input checked="" type="checkbox"/> Management/Department-wide Policy	Director of Nursing:
<input type="checkbox"/> Personnel/Fiscal Policy	Medical Director:
	Health Director:
Effective Date: 11/2/09	Board of Health Chair:
Revised: 10/11	QA Coordinator:
Reviewed: 9/10	<input type="checkbox"/> Reviewed by QA Committee

Policy: Surry County Health & Nutrition Center employees are expected to know and follow all emergency response policies and procedures. The employee emergency plan will be reviewed annually and submitted to the County Safety Committee as required.

Each building will have specific evacuation guidelines and designated meeting places.

Each building will have designated Accountability Coordinators who will be responsible for ensuring complete evacuation of the buildings and for roll call after evacuation is completed. Drills will be conducted bi-annually to allow for review by all staff to keep them familiar with the response plans.

Orientation to the emergency response plans will be part of SCHNC orientation of all new employees.

All employees will be fire and safety conscious by constantly being alert for hazards such as smoking in non-designated areas, defective wiring, combustible materials, leakage of gas or other flammable liquids, etc.

All Nurses, CNA's, and Lab personnel will maintain a current CPR certification.

Purpose: To ensure the safety of all employees and patients during an emergency event; to ensure each employee knows the proper response to any emergency that may arise during the work day; to ensure that each employee knows when to evacuate and the designated meeting place; to save lives, prevent accidents, injuries, and exposures, and to reduce the severity of any accidents, injuries, or exposures.

Definitions: Critical event/incident: A situation when an out of control, violent situation threatens the workplace requiring immediate action.

Accountability Coordinators: Designated Supervisors and/or other staff who are responsible for ensuring everyone is out of the building during an evacuation and responsible for other events listed in his policy

SCHNC: Surry County Health & Nutrition Center

CPR: Cardio Pulmonary Resuscitation

AED: Automated External Defibrillator

Responsible Persons: Accountability Coordinators and/or Supervisors in each building; Switchboard Operator; any staff who may need to assist

Procedure:

1. Department Supervisors/Accountability Coordinators:
 - a. Attempt to stabilize any emergency situation developing in their area
 - b. Be familiar with evacuation plans, routes, and fire alarm signal locations
 - c. Determine best route to use when hearing the emergency alarm
 - d. Direct staff to an orderly evacuation of respective areas
 - e. Assemble staff at the designated meeting place and conduct a roll call

2. **Other employees**
 - a. Become familiar with all exits, fire alarms, fire extinguishers, and emergency equipment.
 - b. Report all emergencies to your supervisor immediately
 - c. Report all fires and their location to switchboard operator immediately
 - d. Initiate emergency control action within your abilities until the arrival of the Health Director/Supervisor
 - e. Evacuate calmly and quickly
 - f. Remove all patients to the designated meeting place
 - g. Wait calmly in the designated meeting place for roll call. **DO NOT LEAVE THE AREA.**
 - h. Follow all orders of Emergency Services Personnel
 - f. Front desk staff will pick up all sign in books as they are evacuating and bring to meeting place

3. **Recognition:**
 - a. The detection of an incident could be made by any employee.
 - b. The response procedure is established in recognition of the fact that it is a flexible procedure.
 - c. The circumstances associated with the recognition of an incident may dictate immediate emergency response and/or evacuation.

4. **Notification:**
 - a. The appropriate emergency personnel should be notified as soon as practical.
 - b. The location and nature of the incident, members at the scene, extent of fire, number of injuries, size of spill, etc. should be indicated as well as any emergency precautions taken.

5. **Countermeasures:**
 - a. Countermeasures will be limited to the use of portable fire extinguishers where it is determined that such measures will control and alleviate the emergency.
 - b. All other emergency situations will be managed and handled by local emergency and fire personnel.

6. Documentation:

- a. Documentation will be done to ensure that proper procedures have been followed.
- b. Documentation will be used in evaluating the response procedures and for future quality assurance procedures.
- c. Safety Officer will complete the Emergency Response Report Checklist

Fire

Calling for Emergency Personnel

- a. Anyone finding a fire in the building is to notify the switchboard operator immediately of the location of the fire. The operator will announce fire and location of the fire, and then call **9-911**. The operator will then pull the fire alarm and activate the fire door to close over the front desk area. The operator is responsible for bringing the staff sign in book and the patient sign-in clipboard with her as she exits the building.
- b. If hearing the fire/emergency alarm signal from the Government Center, the switchboard operator will announce fire and then will activate the closing of the fire door in front of the front desk area.

General Evacuation Procedures:

- a. When the evacuation alarm sounds or fire is announced, each person should remain calm and proceed immediately to the nearest evacuation route or exit.
- b. Each employee should familiarize themselves with all the exits in the building, especially the primary exit route and the exit nearest their work area.
- c. Employees working in the clinic areas will assist all patients to go calmly to the nearest exit.
- d. Accountability Coordinators and Supervisors will check all bathrooms, exam rooms, classroom, and conference rooms to ensure all the patients have evacuated as long as it is safe to do so.
- e. Watch for emergency vehicles and emergency personnel movement when exiting the building and stay clear of all emergency operations.
- f. Supervisors will use sign-in book for roll call after everyone has assembled at the designated area.
- g. No one will return to the building until instructed to do so by the fire and emergency officials (or the Accountability Coordinators if only a drill.)

Bomb Threat

1. Staff who may receive a call that indicates a threat of explosion, or other threat or device, should stay calm and attempt to gain maximum information from the caller that may help in neutralizing the situation and the subsequent investigation.
2. Attempt to keep the caller on the phone as long as possible and obtain all the information possible such as:
 - a. Why is the bomb being placed?
 - b. What time will it go off?
 - c. Where is it located?
 - d. What kind of bomb is it?
 - e. What does it look like?
 - f. Who will activate it?

- g. Who are you?
 - h. Why are you warning us?
3. Attempt to find out the reason for the bomb being placed. If it is for a personal grudge against the department, try to assure the caller that corrections can be and would be made if the caller would give enough information so the bomb could be removed from the department.
 4. While speaking to the caller, listen for speech impediments, tone of voice, male or female, peculiar speech mannerisms such as accents, background noises such as motors running, music, voices, etc.
 5. Immediately notify Health Director and/or Supervisor. They will call **9-911** for emergency assistance.
 6. After hanging up, lift the handset and press *57 and listen for voice instructions to dial an additional code so that the call can be traced. This must be done immediately after hanging up. The number will be released to law enforcement.
 7. Switchboard operator will page "Code Orange" only if necessary to evacuate.
 8. If a device is found, **DO NOT TOUCH THE DEVICE**. Notify Health Director and/or Supervisor of the location, appearance, and other pertinent information. The center should be evacuated and the local police notified. All employees will follow local law enforcement directions.

Tornado/High Wind Warning

1. Central Communications will notify the Health Center when a warning has been received.
2. The switchboard operator will announce "Code Black" if danger is imminent.
3. Accountability Coordinators/Supervisors will assist with moving all staff and patients to the back hallway.
4. Staff and patients will crouch along the walls and cover their heads with their hands.
5. Switchboard operator will bring the staff sign-in book and the patient sign-in clipboard for roll call once everyone has assembled.
6. Staff and patients will remain in the hall area until deemed safe by emergency officials.

Hurricane

1. Employees should remain alert in case of hurricane warning.
2. Switchboard operator will page: "Code Black"
3. If danger is imminent, emergency shutdown will be implemented.
4. Employees and staff should move quickly to the back hallway, sit against the wall, and cover their heads with their hands.
5. Switchboard operator will bring sign-in books and roll call will be done.

Flood

1. Staff should follow Emergency Services Personnel advice as to need for evacuation.
2. If evacuation is ordered, activate shutdown procedures and move calmly to the designated meeting place.
3. If flooding is in near vicinity, wait for emergency personnel to assist with evacuation.

4. In case of a flash flood, all staff will be instructed to go to highest level in the Government Center.

Earthquake

1. If you are inside of a building and feel it shaking or swaying:
 - a. Drop to the floor
 - b. Cover yourself under a heavy piece of furniture or a stairwell, or in a doorway (beware of the door swinging back and forth). If this is not possible, position yourself against an interior wall, protecting your head and neck with your arms.
 - c. Keep away from large appliances, large windows, and hanging objects, or anything that is heavy and could fall on you.
 - d. Stay in your protected position until the shaking stops.
 - e. Evacuate immediately after the shaking stops.
 - f. Do not re-enter an unstable building.
2. If you are outdoors when you feel shaking:
 - a. Move to a clear area away from trees, signs, buildings, and electrical wires and poles.
 - b. If you cannot get to an open area, find a doorway to protect yourself from falling objects.
3. If you are driving when you feel shaking:
 - a. Stop, do not continue driving.
 - b. Find an area away from power poles and electrical wires, overpasses, bridges, etc.
 - c. Stay inside the vehicle until the shaking stops.
 - d. Resume driving cautiously if it seems safe. Avoid bridges and ramps that may have been structurally damaged.
4. After the shaking has stopped:
 - a. Anticipate aftershocks, and plan where you will take cover from them.
 - b. Check for injuries, and give first aid as necessary.
 - c. Remain calm. Follow the Accountability Coordinators/Supervisors instructions.
 - d. Avoid broken glass. Be alert for any fire, water, or gas leaks. If you smell gas, leave the building immediately.
 - e. Replace all telephone receivers, and use phones only to report emergencies/injuries to staff.
 - f. Evacuate if building is damaged. Do not enter a damaged building.

Nuclear Disaster

1. In the event of a nuclear accident, the extent and scope of the emergency situation should be determined. Based on this information, a decision will be made by the Health Director and Emergency Services Personnel, whether or not to implement a shutdown or take other necessary precautionary measures.
2. Staff will follow directions given by the Health Director and/or Emergency Services/Law Enforcement in order to ensure the safety and best course of action for everyone.

Toxic Chemical Release:

1. Inside building: Close all doors. Maintenance personnel will shut down all air handling equipment. Leave building via exits away from release area and report to designated meeting area.

2. Outside building: Close all doors. Maintenance will shut down all air handling equipment. Stay in place until Emergency Services Personnel ask you to leave the building. Initiate evacuation alarm and go to designated meeting place.

Hostage Situation/Intruder/Threatened Violence = Lockdown in the Health & Nutrition Center

1. Any employee who may witness a critical situation requiring a lockdown should immediately announce "Lockdown in the Nutrition Center" on the paging system.
TO PAGE:
 - a. Press page button on phone- **(8598)** When ringing stops, press "O" and announce "Lockdown"
 - b. Speak loudly and clearly
 - c. Repeat announcement
 - d. For phone without a paging button, dial **8598**.
2. Dial **9-911** immediately. **DO NOT HANG UP!** Communications will need information regarding the situation.
3. Upon hearing "Lockdown in the Nutrition Center", the switchboard operator will close the fire door.
4. Employees and patients/clients should move quickly and calmly to the nearest designated room. All designated rooms will be labeled with a green dot on the door facing.
5. Close and lock the door after it is determined that no one else needs to enter.
6. If unable to quickly find a designated room and the nearest room has no lockable door, try to find something to barricade the door.
7. Each office/room with a door contains red and green placards. Red means "stop-assistance needed". Green means "okay". The placards should be placed under the door and in the window. If the room has blinds, close them. Put the placard on the window under the blinds. Velcro strips have been provided for this purpose.
8. Crouch on the floor and away from the door and any windows. Be quiet.
9. Remain in the locked area until law enforcement unlocks and opens the door.
10. Do not open the door for anyone.

Suspicious Phone Calls

1. Any employee receiving a phone call that causes concern regarding the content of the call, should remain calm and attempt to gain maximum information from the caller.
2. Document time of the call and any voice characteristics of the caller (for example: male, female, teenager, elderly, any accents, etc.)
3. Ask for the caller's name and reasons they are requesting the information they are seeking, or any other questions that might help to determine the purpose of the call.
4. When caller hangs up, immediately dial *57 and listen for voice instructions to dial an additional code so that the call will be traced. This must be done immediately after hanging up. The number will be released to law enforcement.
5. Report call to your supervisor or Health Director immediately.
6. If supervisor is notified first;
 - a. Notify Health Director

- b. Notify County Manager
- c. Notify Sheriff's Department

Assistance needed after normal work hours (after 5pm or on weekends)

1. In order to ensure the safety of employees working alone in the building, any employee who may need to work after hours or on weekends should request permission from their Department Director or Supervisor prior to the time they need to work overtime.
2. Staff who may be working alone in the building will need to let the housekeeping staff know they are in the building as well.
3. If staff should need assistance (for ex: someone to walk with them to their vehicles after dark; staff notices someone in parking lot after hours that is not an employee; staff working alone may become ill, etc.), call C-Com at 374-3000.
4. If staff know they will be working after hours, to ensure safety, they should move their vehicles near the building, preferably near the doorways and/or under a light.

Reference Plans and Procedures: Pediatric/Dental Building Emergency Response Plans; Human Services Building Emergency Response Plans; Health & Nutrition Center emergency Response Plans, Emergency Response Report Checklist; Designated lock-down rooms

Non-compliance with this policy could result in a non-compliance notification and/or subject to the disciplinary process.