

Green Apple Counseling

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POLICY: EMERGENCY PREPAREDNESS AND EVACUATION PLAN

PURPOSE: To protect The Green Apple Counseling staff, clients, and property from harm and to ensure an effective response to disasters or emergencies affecting Green Apple Counseling.

Emergency:

- A workplace emergency is an unforeseen situation that threatens the employees, clients, or visitors, disrupts or shuts down operations, or causes physical or environmental damage. Emergencies may be natural or manmade and include the following:
 - Tornadoes
 - Fires
 - Toxic gas releases
 - Chemical spills
 - Explosions
 - Civil disturbances
 - Workplace violence resulting in bodily harm and trauma

Reporting Fires and Other Emergencies:

- As soon as a staff member is aware of an emergency that requires evacuation and/or response by the police or fire department, call 911 and notify them as to the nature and location of the emergency. BE SPECIFIC! Then do an all-staff page to notify other staff members of the situation.

Evacuation:

- In the event that the environment cannot support adequate client care, a Senior staff member, in consultation with other appropriate persons, will establish an alternate care site.
- Local emergency officials may order an evacuation of the premises in the event of a local emergency.
 - Evacuation instructions received by the staff member will be provided to the Managing Board or designated staff member for implementation.
 - Patients and staff will be notified of modified or discontinued services by phone, letter, or media.
- New employee orientation and on-going in-service education will incorporate the following:
 - Green Apple Counseling Emergency Evacuation Plan used during disasters and emergencies.
 - Specific roles and responsibilities during emergencies.
 - The information and skills required to perform duties during emergencies.

- The Managing Board will prepare annual summary evaluation of the Emergency Preparedness Management Plan, addressing the objectives, scope, performance, and effectiveness of the plan.

Performance Standards:

- The overall performance of Green Apple Counseling in meeting the objectives of the Emergency Preparedness Plan will be assessed annually by the Management Team, and will include the assessment of:
 - The level of emergency preparedness of the staff as determined by documented performance in handling emergency preparedness.
 - The timely completion of all emergency preparedness inspections, including reporting of deficiencies.
 - A review of incident reporting procedures, and analysis of the reported incidents.
 - Inspection, testing and maintenance of all emergency preparedness equipment and systems.

Emergency Codes

- In the event of an internal emergency one of these color specific codes will be announced Via electronic communications:
 - CODE RED: Fire and Evacuation Procedures
 - CODE BLACK: Bomb threat or a bomb being discovered in workplace
 - CODE ORANGE: Hazardous Material
 - CODE YELLOW: Severe weather
 - CODE GRAY: Combative person
 - CODE SILVER: Criminal Activity
 - CODE PINK: Child missing/ child abducted
 - CODE GREEN: Imminent Threat of Suicide
 - CODE RED: Fire and Evacuation

Reporting Fires and Other Emergencies

- As soon as a staff member is aware of an emergency that requires evacuation and/or response by police or fire department, call 911 and report the nature and location of the emergency – BE SPECIFIC! Then notify other staff members of the situation by performing an all page with the code and location of the emergency while directing another staff member to pull the fire alarm.

Evacuation Routes

- The procedure to be followed during an emergency evacuation is R.A.C.E.
 - Rescue patients or persons needing help or in immediate danger.
 - Only rescue if you can do so without risk to yourself.
 - Leave doors open to treatment rooms as you move patients.
 - All staff members will assist in patient evacuation by the nearest safe exit. Alert others to the emergency.
- Contain the emergency by closing doors and windows and turning off gases.
 - Staff working in administrative areas will close but not lock their doors when they leave. The last person to leave the clinic area will check treatment rooms and close the doors after patients are evacuated.
- The front lobby exits will remain unlocked during working hours.

- Evacuation routes will be posted conspicuously in the clinic. Staff should guide patients to the nearest safe exit.
- Staff should make every effort to stay calm but move quickly to evacuate the building.
- Patients and staff will assemble at the northeast corner of the Parking lot of the building.
 - A head count will be performed by management immediately of all staff and clients to assure that all have been evacuated.
 - If any person is unaccounted for, notify the police or fire department responders of the name and last known location.
- Staff and patients may reenter the building only after receiving the "All Clear" from the police or fire responders.
 - If clients cannot be taken back into the building due to the severity of the fire, they may be released to go home.
 - Clients requiring immediate medical treatment will be transported by ambulance to Benefis Hospital or Great Falls Clinic Hospital.

Extinguish the Fire.

- Only try to extinguish the fire if:
 - You have been trained to use the fire extinguisher
 - The fire is small
 - The fire is not spreading rapidly
 - You know what is burning and it is not toxic
 - You can keep your back to the exit the entire time
 - You can stay between the fire and the exit
 - Your instincts tell you it is reasonable and safe
- A reasonable number of clinic personnel will be trained to use fire extinguishers
 - Management Team
 - Clerical Staff
 - Other Employees

Training and Compliance Tasks

- A fire/evacuation drill will be conducted quarterly to ensure that staff members are aware of their responsibilities and required actions tracked by the compliancy checklist.
- In addition, monthly fire extinguisher safety checkoffs are documented on the compliancy checklist with departments responsible for designating a person to inspect fire extinguishers in their area surrounding hallways.

Codes:

- CODE BLUE: Patient with injuries or illnesses that present an immediate life-threatening emergency.
 - Green Apple Counseling believes clients who have life-threatening illnesses should be seen in the Benefis Emergency Department Emergency room, 1101 26th St S · (406) 455-5000 or Great Falls Clinic Hospital- Emergency Room Emergency room 3010 15th Ave S · (406) 216-8082. or Great Falls Clinic Hospital- Emergency Room Emergency room 3010 15th Ave S · (406) 216-8082
 - However, in the event that a patient suddenly arrests in the office, the following procedure applies.
 - Emergency Services will be called immediately
 - First Aid and or CPR will be performed by a trained professional

- Clients complaining of life-threatening problems are triaged to the Benefis Emergency Department Emergency room, 1101 26th St S · (406) 455-5000 or Great Falls Clinic Hospital- Emergency Room Emergency room 3010 15th Ave S · (406) 216-8082.

- **CODE BLACK: Bomb Threat**
 - Telephone Bomb Threat
 - Upon receiving a telephone bomb threat: BE CALM. BE COURTEOUS. LISTEN AND DO NOT INTERRUPT THE CALLER or disconnect from the caller. Get the attention of another staff member to call 911 immediately.
 - Note the Following facts:
 - Is the caller male or female? Young or old? • Caller's voice: Calm? Angry? Stutter? Accent? o Background noises? Time of the call?
 - Phone number if listed on the caller ID.
 - Questions to ask:
 - When is the bomb going to explode?
 - What will cause the bomb to explode? • Where is the bomb?
 - What does it look like? What kind is it?
- **IMMEDIATELY:**
 - Get the attention of another staff member to Call Police Emergency @ 9-1-1, but not using a cell phone or radio device and do an ALL-PAGE CODE BLACK.
 - Turn off all hand-held radios and cellular telephones
 - Evacuate (See Evacuation Procedures) if directed to do so by Law Enforcement
 - Once Law Enforcement arrives, they are in charge; all staff will follow their instructions
- **CODE ORANGE: Hazardous Materials/Waste Management/Hazard Communication**
 - Hazardous materials are those products, which are capable of causing disease or injury due to their intrinsic toxicity, reactivity, ignitability, or corrosivity.
 - Virtually every employee in the health care setting has the potential for exposure to hazardous materials and wastes, although the exposure potentials vary widely by job description and function.
 - To minimize these exposures to the extent possible, Green Apple Counseling will actively manage its hazardous materials and waste streams from the product procurement through storage and use, and finally to the products' ultimate disposal. This is known as the "cradle-to-grave" concept of hazardous materials and waste management.
- **Hazardous Materials and Wastes Spills, Leaks, and Exposures**
 - Should a small quantity of hazardous material or waste be spilled or leak from its container, it shall be cleaned up immediately by the person who spilled it or who first recognized the leak. The SDS for the product released shall be consulted for the definition of a small spill and proper clean up and disposal methods.
 - At no time should an employee place himself or others in danger by attempting to clean up a spill or release for which proper clean-up materials or PPE are not available.
 - If there is any doubt as to whether the spill is small or large, contact a supervisor for assistance.

- For large quantity releases of hazardous materials or wastes, notify people in the immediate area the supervisor immediately.
- The spill or release should be contained if it is possible to safely do so.
- All doors and windows in the affected area shall be closed so as to limit the spread of hazardous/toxic gases and vapors to the extent possible.
- Wait by the spill area, well out of danger, until help
- Avoid tracking through the spill.
- Any spill or release of hazardous materials or wastes shall be reported as soon as possible to a Supervisor.
- The release shall be documented on an Incident Report and any other OSHA forms as required by the situation.
- **Hazardous Materials and Waste Spills:**
 - A commercial "Spill Kit" will be readily available in the clinic.
 - In the case of a spill, the Safety Data Sheet for that material shall be quickly obtained and proper procedure followed.
 - In general, the response shall be as follows:
 - MAJOR SPILL: A major spill has occurred under any of the following conditions:
 - A life-threatening condition exists.
 - The condition requires the assistance of emergency personnel.
 - The condition requires the evacuation of all employees from the area or the building.
 - The spill involves quantities greater than 2.0 liters.
 - The contents of the spilled material are unknown.
 - The spilled material is highly toxic.
 - You feel physical symptoms of exposure.
 - The chemical is radioactive or flammable.
 - Procedure:
 - Do not inhale, if possible, and quickly determine what was spilled.
 - Evacuate the personnel in the area and close all doors.
 - Notify people in the immediate area and a supervisor.
 - Report name of spilled chemical (if known) amount spilled and location.
 - If flammable, state that it is a flammable liquid.
 - Stand by the area of spill (well out of danger) to direct Emergency Response personnel (Great Falls Department). If any special hazard such as flammability, corrosiveness, toxic fumes, etc. exists, notify emergency personnel.
 - Re-enter area only after spill has been eliminated.
- MINOR SPILLS: A minor spill is characterized by the confidence and the capability of unit personnel to clean up the spill without the assistance of emergency personnel even though the clean-up procedure may require specialized knowledge and specialized equipment. A relatively small area is affected and only a relatively small number of personnel may need to leave the area until the spill is cleaned up.
 - Procedure:
 - Put absorbent from the commercial spill kit on the material if the material spilled is in liquid form (and if this can be done safely).
 - Call in cleaning personnel. Have a copy of the SDS available.
 - Take appropriate action to remove the hazard.

- Clean up the area.
- Do not use respiratory protective equipment unless you are trained in its safe use.
- Personnel will be oriented in the use of the spill kit, evacuating the area and alerting emergency response personnel.

CODE YELLOW: SEVERE WEATHER

In the event of severe weather, the administration has the authority to declare an "inclement weather day". If an inclement weather day is declared by the Administration due to high winds, blizzard or snow, employees who are not immediately necessary to patient care may be sent home. If it is storming, scheduled employees are strongly urged to make every effort to come to work so that adequate patient care can be provided. Scheduled employees have the option of using accrued vacation time, if available, if they are unable to get to work. Non-scheduled employees who would be able to get to Green Apple Counseling are urged to call to determine if their help is needed.

CODE GRAY: Combative Person

- Workplace violence has emerged as an important safety and health issue in today's workplace. Its most extreme form, homicide, is the third leading cause of fatal occupational injury in the United States.
- Follow Crisis Intervention Procedures:
 - If you witness a criminal act or notice someone acting suspicious and feel threatened, immediately call the police department at 9-1-1 and notify a supervisor or other authorized personnel.
 - In the event of a robbery, combative patient, assault, overt sexual behavior, or attempted crime follow the instructions of the perpetrator
 - Observe the person(s) carefully for:
 - Physical description (height, weight, hair color, clothing, etc.)
 - Type of weapon displayed if any
 - Number of perpetrators
 - Behavior (nervous, calm, etc.)
 - Upon departure of the perpetrator(s):
 - Notify the Administration or authorized personnel and local police department at 9-1-1
 - Note the exact time of departure and the direction of travel, if possible
 - Write a description of each person (referring to them as person #1, person #2, etc.)
 - Write the year, make, model, color, and license number of the vehicle.
 - Write a description of the property involved.
 - Safeguard the crime scene for physical evidence by locking the door or preventing persons from entering the area.
 - In the event of notification of a possible armed intruder:
 - Obtain as much information as possible from the reporting person.
 - Immediately call 9-1-1 and request police assistance
 - Contact Administration or other authorized personnel
 - Observe the physical description (height, weight, hair color, clothing, etc.)
 - Stand by for updates.
 - If there is a verified armed intruder:

- Immediately call 9-1-1 and request police assistance. Notify police of location of intruder and type of weapon.
- Receptionist will announce, "Dr. Silverman at (location) in building."
- If possible, escort patients out of the building through back exits
- Remain calm and quiet.
- Await police arrival.
- Assist the police when they arrive by supplying them with any information they request; ask others to do the same.

CODE PINK: Child Missing or abducted

- Any staff person who has been made aware of a lost or missing child in the clinic should immediately notify the Administration or other authorized personnel.
- Upon hearing the CODE PINK announcement, management should be placed at each entry/exit door to prevent anyone from leaving or entering the facility until the child has been located or the authorities have been contacted.
- Monitor each entrance.
- Watch for unusual behavior by any individual.
- Stop all individuals carrying an infant or child.
- Stop all individuals carrying a large package (e.g., gym bag) particularly if the person is "cradling" or "talking" to it.
- If a suspicious person is identified, management should approach the person and say: "We are in a security situation, please stay in this area until the event is over."
- Do not attempt to physically restrain the individual
- Note physical characteristics, vehicle description and license, and exit route
- A manager should escort the person who has reported the lost child throughout the facility to look for the child if appropriate.
- The individual should be asked if a photo of the child is available so that other staff, patients and visitors can assist with the process.
- The reporting person should also be questioned about any recent custodial issues or any other unusual circumstances about the child exist.
- If after a thorough search of the facility and grounds and/or due to prevailing custodial issues regarding the child, it appears that the child cannot be found, 9-1-1 (police) should be called.
- Clinic staff will cooperate with the authorities and provide the necessary documents (i.e., sign in sheets) to assist the police in their search for the child. The police may ask that no one leave the facility as they may want to interview persons in the facility. All personnel will comply with the requests of the authorities.

CODE GREEN: Imminent Threat of Suicide or Homicide

- Staff identifies patient that is suicidal/homicidal within our facility.
- Staff initiates designated code
- Behavioral Health providers who are currently not in with patients will respond to location.
- Behavioral Health will escort patient to a private area and perform a brief assessment to categorize the severity of the patient's intent.
- If deemed actively suicidal/homicidal – law enforcement will be contacted.
- If deemed Not Active the patient and Behavioral health provider will develop a plan and sign a safety contract. Behavioral Health will also provide a brochure/handout containing crisis resources (phone numbers, locations, etc.).