Emergency Procedures

Instructor Guide

UPDATED JUNE 22, 2011

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Instructor Guide:

Emergency procedures

Overview	This module is designed to instruct direct care staff to develop the safety of your residents and employees as the highest priority during an emergency. This course addresses types of emergencies that we may encounter, procedures to follow during and emergency, and the use of fire extinguishers.
Video(s)	• "Emergency Procedures" (17 minutes)
Special Supplies	It is imperative that this module incorporates facility-specific procedures. This should include a walk through to orient staff on types of and locations of your emergency equipment, emergency exits, alarms, etc. Practice all procedures discussed in the module as well as any facility specific procedures. This should include the use of fire extinguishers, fire pulls/alarms, fire/emergency drills, etc. Perhaps invite a representative of your fire department or other safety consultant to augment this module.
Course Outline	1. Emergency planning and establishing a plan and have supplies on hand to respond to a disaster; 2. Preparing for different types of emergencies; 3. Fire safety (rescue, alarm, contain, extinguish); 4. Evacuations (when to evacuate, types of evacuations, and routes of evacuations); 5. General procedures on how to evacuate both ambulatory and non-ambulatory residents; 6. What to do if smoke, heat, or flames block all exit routes; 7. How to perform a two person carry; 8. Deciding to relocate; 9. Body mechanics and back safety.

QUIZ: EMERGENCY PROCEDURES

Name: _____ Date: _____

1. A fire extinguisher with an "ABC" rating is designed to be used on what types of fires?

   a. Electrical fires only.
   b. Wood fire only.
   c. Wood and paper fires only.
   d. Flammable liquid fires only.
   e. Wood, electrical, paper & flammable liquid fires

2. Complete facility evacuation is the first step in any emergency scenario.

   a. True
   b. False

3. Overloading electrical circuits can cause electrical fires.

   a. True
   b. False

4. During an emergency evacuation, which of the following should you do?

   a. Follow the chain of command
   b. Ensure your safety and the safety of the residents
   c. Assist and supervise resident evacuation
   d. Stay calm
   e. Remove predetermined items such as medications and records if safe to do so.
   f. Meet at a predetermined assembly point.
   g. Conduct a headcount.
   h. Follow directions from emergency personnel.
   i. All of the above.

5. 911 should never be called unless directed to by a supervisor, even if you feel it is necessary.

   a. True
   b. False

6. Fire extinguishers should be inspected by facility staff _____ for good operating condition.

   a. Annually
   b. Quarterly
   c. Monthly

7. Fire extinguishers should be inspected by an appropriate fire services company _____ and recharged and retagged if necessary.

   a. Annually
   b. Quarterly
   c. Monthly

8. When using a fire extinguisher, remember the term PASS. PASS stands for:

   a. Pull the pin, arm the extinguisher, squeeze the handle to release the chemical, and saturate the fire.
   b. Pull the pin, aim at the base of the fire, squeeze the handle to release the chemical, and sweep the hose back and forth at the base of the fire.
   c. Pull the pin, aim at the base of the fire, saturate the fire, and sweep up any ashes.

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Certificate of Completion

THIS IS TO RECOGNIZE

_____

FOR DEDICATION TO QUALITY RESIDENT CARE
THROUGH EDUCATION AND PROFESSIONAL DEVELOPMENT.

EMERGENCY PROCEDURES

_____ _____

Instructor Signature Date

Emergency Procedures

Learner Workbook

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EMERGENCY PLANNING

By looking carefully at your work area and preparing for emergencies, lives can be saved. When planning for any type of emergency, the basics of being prepared are essentially the same:

Establish a plan and have supplies on hand to respond to a disaster.

Emergency Action Planning

You need to be familiar with the emergency plans for the assisted living Community you work in before an emergency occurs. This includes being familiar with the evacuation plans for your Community. Evacuations are discussed in more detail later in this module.

Make arrangements to move to a temporary site in case the Community becomes unsafe for re-entry. This could be another assisted living Community, a local church, a hotel, etc. Have a second site if the first site is not available in an emergency.

Emergency Kits

An emergency kit is a collection of supplies that allows you and your employer to live without assistance for at least three days in case of emergencies. Talk with your supervisor about this type of emergency kit and be familiar with the emergency supplies on hand and where they are located.

Suggested Emergency Kit Items:

- Food
- Can opener
- Bottled water
- Blankets (bed linen)
- Radio
- Flashlights
- Batteries for flashlight and radio
- Medications
- Change of clothes
- Any needed supplies such as Depends
- Pet supplies
- Non-portable land line Phone
- Wind up clock
- Writing pen and pad

Prepare for the Following Types of Emergencies

Life Threatening Emergencies

- Whenever a life-threatening emergency occurs, call 911. Give the operator the telephone number, address, nearest major cross street, and directions to your employer's home.
- Any cell phone will call 911 even if services have been terminated. Make sure an extra battery for the cell phone is available.
- Keep a list of important numbers by the phone.

Natural Disasters

Natural disasters can come on without warning and be a major threat to you and your employer. Earthquakes, wild fires, and volcanoes are a concern in Washington. During an earthquake, keep yourself safe so you can assist your employer when the shaking stops. You should:

- Stay in the building, take cover under a desk or table, and hold on.
- Stay away from windows, heavy cabinets, bookcases, or glass dividers.
- When the shaking stops, get out of the building. Don't attempt to move a seriously injured person unless he or she is in immediate danger of further injury.
- If you are outside: stand away from the buildings, trees, or telephone and electric lines.
- If you are on the road: drive away from underpasses or overpasses. Stay in the vehicle.

Weather Emergencies

Weather related disasters may or may not give you warning. Weather conditions that may result in an emergency situation include wind, rain, heat, lightening, or flooding.

- If you will be outside with your employer, be sure to check the forecast ahead of time.
- Exposure to sun or high temperatures can be a hazard.
- Apply sunscreen with a protection factor of thirty or higher.
- Wear sunglasses and a hat.
- NEVER leave a person or a pet in a vehicle on warm, sunny days.
- Drink plenty of fluids on hot days.
- Make sure your employer has access to shaded areas if he or she will be outside for an extended period of time.

Fire Emergencies

The most important action in a fire emergency is to get you and your employer safely outside. If you discover a fire, call 911. Fire safety will be discussed in more detail later in this module.

It is important to conduct regular fire drills with your employer. If your employer cannot get out of bed by himself or herself, prepare for how you will move him or her off the bed to safety in case of fire. Know the shortest route to get outside. Remember that if you are in an apartment, elevators will not work.

Power Outage Emergencies

- Get Prepared.
- Register any life-sustaining equipment your employer needs (if any) with his or her utility company.
- Encourage your employer to consider buying a generator or know where to rent one if he or she needs life sustaining equipment that requires electricity. Have phone numbers available for rental generators if your employer can't buy one.
- Post the telephone number of your employer's local utility company for reporting power outages or outage updates.
- If your employer has an electric garage door opener, learn how to open the door without power.
- Encourage your employer to have an alternate heat source and a supply of fuel.

FIRE SAFETY

It is important that you and your staff are prepared to respond to fires and other emergencies. Review this basic, but critical, fire response information with your team on a regular basis. Follow the "R.A.C.E." acronym if there is a fire or suspected fire:

Rescue – Alarm – Contain – Extinguish

Rescue

- Immediately stop what you are doing and remove anyone in immediate danger from the fire to a safe area.
- Ambulatory persons should be instructed to leave under their own power and report to the Emergency Assembly Point.
- Persons that require assistance with ambulation should be assisted to the Emergency Assembly Point.
- Get out as safely and quickly as possible. The less time you and others are exposed to poisonous gases, heat, or flames, the safer everyone will be.
- Assist/ensure evacuation per instructions from the Disaster Leader and according to the Evacuations section of this manual.

Alarm

- Activate the nearest fire alarm pull stations (if applicable).
- Call 911 and/or the front desk (if applicable) to report the location and current extent of the fire. The front desk is notified so that the entire disaster response team can be quickly notified.

Contain

- Close all doors and windows that you can safety reach to contain the fire.
- During evacuation close the doors behind you.

Extinguish

- Only attempt to extinguish the fire if it is safe for you to do so.
- Retrieve the nearest fire extinguisher and follow the "P.A.S.S." procedure:
    - P = Pull the pin breaking the plastic seal
    - A = Aim at the base of the fire
    - S = Squeeze the handles together
    - S = Sweep from side to side.

EVACUATIONS

The facility will be evacuated when directed to do so by the Disaster Leader or emergency services agencies/personnel. The decision to evacuate will be based on the severity of the disaster or emergency, the proximity of the threat to the building, and the construction of the facility. In some situations the building is actually the safest place to be, particularly in larger buildings that are constructed according to more stringent fire and building codes. However, when in doubt, it is best to evacuate the building if necessary to protect the safety of the residents and staff.

Defend in Place or Evacuate?

There are disasters and emergency situations that are best handled with a "defend in place" strategy in which residents remain in their unit/room and Safety Monitors perform frequent safety checks. Examples would be infectious diseases, violent crimes, etc. Facility Leadership and the safety committee will discuss these situations in cooperation with local emergency services agencies/personnel in advance to clarify the appropriate response.

Types of Evacuations

There are three types of evacuations that may be used depending on the size and type of building and the nature and extent of the disaster or emergency:

Zone Evacuation

Move residents and personnel away from immediate danger to areas within the same fire zone. This usually involves the movement of a few people away from the fire to a safer area within the same section of the building. An example of this would be removing people from the kitchen if a pan catches on fire.

Floor Evacuation

Move residents and personnel to another floor, generally to the floor below the affected area. This is usually required when there is a need to remove personnel to a safer level, but the threat does not require evacuation of the building, such as moving everyone to a central common area during a hurricane warning.

Full Building Evacuation

Move residents and personnel completely out of the building and to the designated Emergency Assembly Point (EAP). Smaller residential buildings will require full building evacuations as they are not constructed in a manner that can contain fire to one zone.

Evacuation Routes

At least two evacuations routes out of the building will be identified and evacuation routes/maps will be posted throughout the building as required.

HOW TO EVACUATE

General Procedures

1. Do not use elevators. Use the stairs.
2. If your escape route is filled with smoke, use your second way out.
   a. If you must escape through smoke, get low and go under the smoke to your exit.
      i. Close doors behind you.
3. If you are escaping through a closed door, feel the doorknob and the space around the door before opening the door.
   a. If it is cool and there is no smoke at the bottom or top, open the door slowly.
   b. If you see smoke or fire in your exit path, close the door and use your second way out.
   c. If the doorknob or the space around the door is hot, use your second way out.
4. Assist residents to evacuate safely.
   a. Ambulatory persons should be instructed to leave under their own power and report to the Emergency Assembly Point.
   b. Persons that require assistance with ambulation should be assisted to the Emergency Assembly Point (see *Evacuating Nonambulatory Persons* section below).
5. Proceed directly to the Primary Emergency Assembly Point (EAP). If the Primary EAP is unsafe or inaccessible, proceed to the Secondary EAP.
6. Once at the EAP the Disaster Leader coordinates a head count of all residents, staff, and visitors using the Resident Roster, Visitor Sign-In/Out Sheet, and Employee Sign-In/Out Sheet.
   a. If it is safe to do so, the appropriate Safety Supervisors conduct a sweep of their areas of the building to locate any individuals not accounted for during the head count.

Evacuating Nonambulatory Residents

1. Nonambulatory residents are identified on the resident roster.
2. Methods of assisting nonambulatory persons with evacuation:
   a. Use wheelchairs, if available.
   b. If the resident's bed has wheels and can fit through doorways all the way to the Emergency Assembly Point, it can be used for evacuation.
   c. Use a Two-Person Carry, if necessary (see instructions below).
   d. As a last resort, gently assist the resident onto a blank or sheet and carefully drag the resident out.
3. DO NOT injure yourself in the process! You are of no help to anyone if you are hurt during an emergency. Ask another person for assistance as needed.
4. To perform a Two-Person Carry:
   a. The carriers stand on opposite sides of the resident to be lifted.
   b. The arms of the resident to be lifted are wrapped around the shoulders of the carriers.
   c. The carriers grasp forearms behind the resident being lifted at the small of the back.

d. The carriers reach under the resident's knees with their other arms and grasp wrists.
e. Carry partners lean in close to the person and lift on the count of three.
f. Gently press into the person being carried for additional support.
g. Carry that resident to the evacuation meeting point.

If Smoke, Heat, or Flames Block All Exit Routes

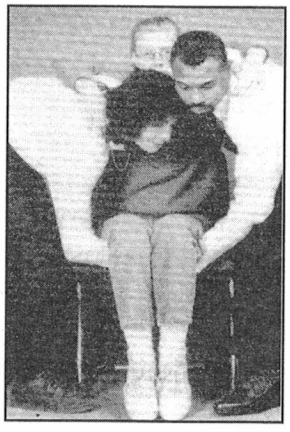
1. If smoke, heat, or flames block your exit routes and you cannot get outside safely:
   a. Stay in the room with the door closed.
   b. Open the window a few inches at the top and bottom for ventilation, turn on a light, and hang a light-colored object outside the window to alert firefighters to your presence.
   c. If there is a phone in the room, call 911 and tell them where you are.
   d. Seal around doors and vents with duct tape, towels, or sheets to help slow the entry of deadly smoke into the room.
   e. Wait by the window for help.

HOW TO PERFORM A TWO PERSON CARRY

1. The carriers stand on opposite sides of the resident to be lifted.

2. The arms of the resident to be lifted are wrapped around the shoulders of the carriers.

3. The carriers grasp forearms behind the resident being lifted at the small of the back.



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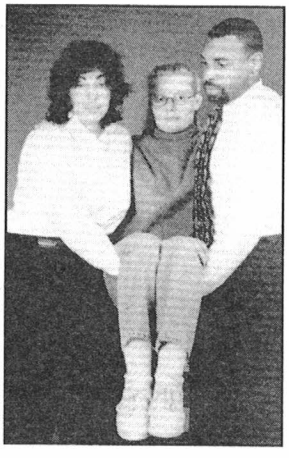


6. Gently press into the person being carried for additional support.

7. Carry that resident to the evacuation meeting point.

RELOCATION

An evacuation may escalate to offsite relocation during large scale emergencies or disasters, or if the building cannot be safely occupied.

Situations that necessitate temporary relocation may include, but are not limited to:

1. When authorized emergency service agencies mandate relocation.
2. When the building is uninhabitable (e.g., leaking roof, smoke damage, water damage, etc).
3. When there is no power for needed heat or air conditioning.
4. When the generator supplying heat or air conditioning runs out of fuel or when the gas company shuts off the gas lines.
5. When food and water are no longer available.
6. When toilets cannot be flushed or sewers begin to back up.
7. When wildfire or other approaching disasters threaten the safety of the facility and occupants inside.

Deciding to Relocate

For disasters with forewarning (e.g., hurricanes, brush fires, flooding), staff may be instructed by emergency agencies to temporarily relocate in earlier phases of the disaster. Temporary relocation in these circumstances should follow the temporary relocation procedure below steps.

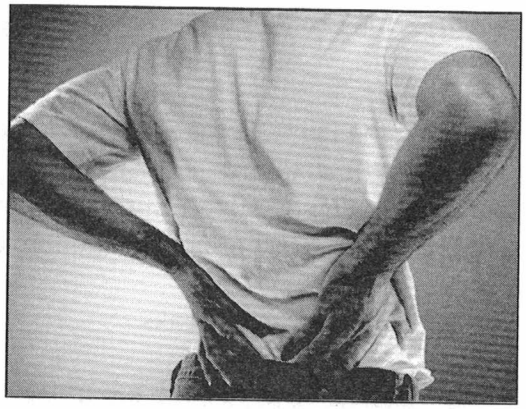
The evacuation decision is ideally made by an authorized emergency management office, such as the police, fire department, or local FEMA office and/or manager on duty.

For disasters with no forewarning (internal fire), staff follow the evacuation steps as rehearsed during fire drills.

BODY MECHANICS AND BACK SAFETY

Your back is like a complex machine made up of numerous muscles, bones, nerves, and supporting tissues. It is a machine you use every day, probably in ways you don't even notice.

Back disorders are one of the leading workplace injuries. Just like the finest machinery, your back requires proper care to keep it working.



If your back is not working right, you'll suffer. An injured back affects your ability to move your limbs, hips, neck, and head.

Take Care of Your Back!

Your job may involve lifting or being in awkward postures that puts stress on your back. You may be at risk for a back injury.

Posture

Proper posture includes standing and sitting in an upright position without slouching or rounding your shoulders. Get in the habit of holding in your belly to keep it from protruding and putting excess force on your spine. When standing, bend your knees slightly.

Proper sleeping posture is also important to prevent and relieve back pain. Sleep on a mattress that is firm, not sagging, but not too hard. Do not sleep on your stomach. Instead, sleep on your side with a pillow between your knees.

Conditioning

Proper conditioning involves aerobic exercise, as well as strengthening and stretching core muscles of the spine and stomach. Walking, swimming, and bicycling are excellent ways to condition the entire body and improve your heart. Aerobic activity along with a healthy diet helps prevent weight gain - a risk factor for back injury.

Ergonomics

Ergonomics is the science of fitting the job to the worker. When there is a mismatch between the physical requirements of the job and the physical capacity of the worker, work-related musculoskeletal disorders (MSDs), including back injuries, can result. Ergonomics is the practice of designing equipment and work tasks to conform to the capability of the worker, it provides a means for adjusting the work environment and work practices to prevent injuries before they occur.

Adapting the job to fit the worker whenever possible helps prevent or reduce the risk of musculoskeletal disorders (MSD) and injuries. Management leadership and employee participation is critical to assure a safe and health work environment. These controls are an important part of an effective ergonomic program:

1. Take regulator breaks

2. Exercising (e.g., deep breathing, shoulder rolls, leg lifts, etc.)

3. Drinking plenty of water

4. Alternate tasks

5. Evaluate your work station:
   - Utilize office chairs with five legs and casters
   - Adjust desks and chairs to an appropriate working height
   - Arrange desks/work areas with frequently used items within easy reach

6. Report any back injuries or pain to your supervisor

7. Use hand trucks and carts are available for moving or large, bulky, and/or heavy items

8. Change posture and eye focus for approximately 1-2 minutes an hour while working at a work stations and/or computers

9. Avoid twisting, flexing, and reaching

10. Relax shoulders while sitting

11. Position equipment properly

12. DO not cross your legs while sitting

Back and Lifting Safety

We can prevent or reduce back injuries through staff training, administrative controls, engineering controls, and appropriate work practices.

Manual lifting of residents should be minimized in all cases and eliminated when feasible. Utilize mechanical lifting, transferring, or reposition devices if available and if properly trained in their use. Request assistance from a co-worker when necessary.

You are encouraged to use the following work practice controls when lifting an object:

1. Size up the load, and plan ahead.
2. Obtain help (human or mechanical) for heavy objects, or split into smaller loads if possible.
3. Make sure you have enough room to lift safely and that the area is clear of tripping hazards. If a close approach to the load is not possible, slide it toward you before trying to lift.
4. Use a wide stance and bend your knees (but don't over-flex the knees to a deep knee bend position).
    a. Keep the load centered, as close as possible with feet apart, straddling the load if possible or a corner of the load.
    b. Tighten your stomach muscles, keep your back straight and as vertical as you can, look forward.
    c. Lift slowly with leg power (mainly your thigh muscles, not your back). If you can't lift slowly, you can't lift safely. Don't hurry or use jerky movements. Never bend over with your knees straight and lift with the upper torso.
5. Be sure you have a safe firm grip.
    a. Check for nails and sharp edges.
    b. If material is wet and slippery, wipe it off.
    c. Grasp opposite corners of the object (or handles if provided). A hook grip is less tiring than keeping the fingers straight.
    d. If you need to change your grip during the lift, do it as smoothly as possible.
6. Shift weight to back leg before walking, in order to test and maintain balance.

7. Move slowly and avoid sudden movements.
8. Keep the weight as close to your body as possible.
9. Try to avoid lifting loads above the waist line.
10. If you need to turn, turn your whole body with your legs, rather than turning just your upper body with your back.
11. Avoid bending over to lift or lower heavy objects while reaching out, as this places a lot of strain on low back muscles.
12. Set the load down properly using similar techniques.
    a. Bend knees and not your back.
    b. If precise positioning of the load is necessary, put it down first, then slide it into position.

Report any back pain or injuries to your supervisor.