

EMERGENCY PLAN
Merrick, Inc.

OBJECTIVES:

- A. Promote the safety of service recipients, employees, and visitors (hereinafter “occupants”).
- B. Provide a standardized emergency plan containing minimum procedures that will assist Merrick, Inc., to meet its ethical and legal responsibilities to occupants during an emergency.
- C. Develop an ongoing process for employee training and evaluation of emergency procedures.

ONLY THE OPERATIONS DIRECTOR, EXECUTIVE DIRECTOR, OR PROGRAM DIRECTORS MAY INITIATE AN EVACUATION FOR REASONS OTHER THAN FIRE.

ZONE EVACUATION:

- A. Under certain circumstances (i.e. utility failure, electrical danger, roof collapse, etc.), an announcement over the intercom system will request that all occupants evacuate a specific area of the building.
- B. **DO NOT PANIC.** The area can be safely evacuated without injury if everyone remains calm.
- C. Employees are to immediately guide occupants through the nearest exit in an orderly manner, providing necessary assistance to anyone with ambulatory difficulties as needed.
- D. Each area will designate one (1) employee to secure the green emergency book and ensure that all occupants have evacuated the area and CLOSE all fire doors (doors into main hallways) behind them as they leave.
- E. Once outside the area, everyone is to go to the Commons Area, unless it is the zone being evacuated. In that event, everyone is to go to the Administrative Lobby Area. Supervisors should group occupants together by area so an orderly head count can be completed.
- F. Do not re-enter the evacuated area for any reason until authorized by the Operations Director, Executive Director, Program Directors, and/or emergency personnel.
- G. When the emergency situation is cleared, one of the authorized representatives in the chain of command will determine if employees will return to work or be dismissed for the day. Do not leave for the day unless authorized to do so by your supervisor or a manager.

BUILDING EVACUATION PROCEDURE:

- A. Under certain circumstances (e.g. utility failure, electrical danger, roof collapse, etc.), an announcement over the intercom system will request that all occupants evacuate the building.
- B. **DO NOT PANIC.** The building can be safely evacuated without injury if everyone remains calm.
- C. Employees are to immediately guide occupants through the nearest exit out the front of the building in an orderly manner, providing necessary assistance to anyone with ambulatory difficulties as needed.
- D. Each area will designate one (1) employee to ensure that all occupants have evacuated the area and this designated employee will CLOSE all fire doors (doors into main hallways) behind them as they leave.
- E. Once outside the building, everyone is to meet across the parking lot from the building and toward the entrance from Labore Road. Keep all fire lanes clear and do not drive away from the site unless instructed to move to another location. Supervisors should group occupants together by area so that an orderly head count can be completed.
- F. Do not re-enter the building for any reason until authorized by the Operations Director, Executive Director, Program Directors, and/or emergency personnel.
- G. When the emergency situation is cleared, one of the authorized representatives in the chain of command will determine if employees will return to work or be dismissed for the day. Do not leave for the day unless authorized to do so by your supervisor or a manager.

- H. After appropriate arrangements have been made to meet everyone's immediate needs, the Program Directors will ensure the following steps are completed when the building must be evacuated for more than one program day:
- i. Contact county case managers;
 - ii. Contact parents, guardians and residential staff;
 - iii. Arrange for the completion of an incident report by the employee who first discovered the fire and the employee who coordinated our response; and
 - iv. Notify DHS licensing personnel as appropriate.

FIRE EVACUATION:

- A. If you discover smoke or fire, immediately sound the fire alarm by activating the nearest pull-station.
- B. Employees are to immediately guide occupants through the nearest exit in an orderly manner; providing necessary assistance to anyone with ambulatory difficulties as needed, and go to the opposite zone.
- C. Each area will designate one (1) employee to ensure that all occupants have evacuated the area, including offices and bathrooms, and this designated employee may attempt to use a fire extinguisher if appropriate. If the fire cannot be controlled and/or the sprinkler system begins to discharge water, the designated employee is to discontinue any attempts to use a fire extinguisher, evacuate the area, and CLOSE all fire doors (doors into main hallways) behind them as they leave.
- D. The alarm will notify the local fire department and the Transportation and Facility Coordinator or Assistant will meet emergency personnel and direct them to the fire.

Only the person in charge of the fire personnel can determine if the building may be occupied after a fire incident. If the building cannot be occupied, Merrick, Inc., has designated **Maplewood Mall** as our Emergency Shelter Site. Other alternate arrangements may include community based activities until the damage is repaired or closure of the program.

FIRE ALARM SUMMARY:

- All fire alarms are real;
- Personal safety is most important;
- Everyone must leave the fire area;
- Stay calm and walk to the nearest interior safe zone, your life may depend on it;
- If you cannot access a safe zone, go to the nearest exit and move as far away as possible; and
- Do not re-enter the building until authorized by fire personnel.

FIRE DRILLS:

In order to be prepared for the possibility of a real fire, Merrick, Inc., will hold regular evacuation drills. All fire alarms will be considered as actual "life threatening" conditions with no exceptions including "prearranged" evacuation test drills. The following conditions will be met:

- 1) Clear evacuation plans posted throughout the building showing routes of evacuation and locations of fire extinguishers;
- 2) Drills will be held four (4) times each calendar year;
- 3) Drills will be conducted at varied times, under varied conditions, and will use all possible exits;
- 4) During drills, occupants must evacuate to a designated zone area;
- 5) At least one (1) time per year, a drill must be conducted with a mock fire;
- 6) Following each evacuation drill, a report will be completed by the Environmental Health and Safety Manager and will be reviewed by the safety committee. The report will include:
 - ❖ Any problems with the evacuation and plan to address problems;
 - ❖ Personnel present; and
 - ❖ Service Recipient responses (unless specified in a Self-Management Assessment that a service

recipient does not have to evacuate, all are expected to evacuate during drills. The designated employee in each area should be aware of any circumstances).

- 7) All employees will be trained in fire evacuation procedures and successfully demonstrate the evacuation of service recipients with physical disabilities; and
- 8) At least annually, all employees shall review the fire evacuation plans and procedures.

BOMB THREAT EVACUATION PROCEDURE:

Bomb threats, or other threats of violence against Merrick, Inc., will be handled in the same manner as a fire alarm regarding the safe evacuation of the building. Authorization to re-enter the building can only be made by local law enforcement personnel.

I. Threat by Telephone:

- A. If you receive a bomb threat over the phone, REMAIN CALM.
- B. Terminate the conversation.
- C. Notify the Transportation and Facility Coordinator or Assistant who will call 911 and meet the emergency personnel.
- D. Notify the appropriate persons using the chain of command list.
- E. DO NOT initiate a fire alarm during a bomb threat (some explosive devices are sound sensitive and can be detonated by loud noise). The Transportation and Facility Coordinator or Assistant will issue an all-building intercom to evacuate to the North lot.
- F. Once authorized or signaled, follow the building evacuation procedure with the following added conditions:
 1. DO NOT TOUCH OR MOVE any packages, boxes, envelopes, or objects as you leave the building. Immediately report any unusual items to your supervisor once you are safely clear of the building.
 2. All employees will be responsible for the safe evacuation of clients in their respective areas. Service Recipients will be evacuated to north side of the parking lot and transported to Maplewood Mall.

II Actual Bomb Discovery

- A. Should you discover a suspicious package, box, envelope, or object in the building, report it to your supervisor immediately even though no threat has been received.
- B. DO NOT HANDLE OR MOVE THE SUSPICIOUS PACKAGE, BOX, ENVELOPE, OR OBJECT.
- C. Notify the Transportation and Facility Coordinator or Assistant who will call 911 and meet the emergency personnel.
- D. The building must be evacuated immediately. DO NOT initiate a fire alarm during a bomb threat (some explosive devices are sound sensitive and can be detonated by loud noise).
- E. All employees will be responsible for the safe evacuation of clients in their respective areas. Service Recipients will be evacuated to North side of the parking lot and transported to Maplewood Mall.

STORM WARNINGS/SEVERE WEATHER:

- I. ***SEVERE THUNDERSTORM WATCH/WARNING*** is a forecast where weather conditions are such that strong wind, rain, and/or hail may develop within Ramsey County.
 - A. The Transportation and Facility Coordinator or Assistant will monitor for weather alerts during all hours of operation using a battery-operated National Weather Alert radio.
 - B. The Transportation and Facility Coordinator or Assistant will use the Intercom to notify building occupants and cellular phones to advise employees working off-site when the National Weather Service has issued a Severe Thunderstorm Warning.
 - C. A designated employee in each area will immediately secure a working flashlight (located by all electrical panels), verify that all service recipients in the area are present (check attendance with Newtrax), and ensure that all occupants remain in close proximity to the designated storm shelter.

D. Employees working off-site must determine if they are in the Severe Thunderstorm Watch/Warning area and, if yes, monitor the situation to determine the appropriate course of action.

II. **LOCAL TORNADO WATCH** is a forecast where weather conditions are such that a tornado may develop within Anoka, Dakota, Hennepin, Ramsey, and Washington Counties, (hereinafter “counties”).

A. The Transportation and Facility Coordinator or Assistant will monitor for weather alerts during all hours of operation using a battery-operated National Weather Alert radio.

B. The Transportation and Facility Coordinator or Assistant will use the Intercom to notify building occupants and cellular phones to advise employees working off-site when the National Weather Service has issued a Tornado Watch in our counties.

C. A designated employee in each area will immediately secure a working flashlight (located by all electrical panels), verify that all service recipients in the area are present (check attendance with Newtrax), and ensure that all occupants remain in close proximity to the designated storm shelter.

D. Employees working off-site must determine if a storm shelter is available in their assigned location and, if not, return to the building for shelter.

E. The Transportation and Facility Coordinator or Assistant will designate two observers with cellular phones, one to go to the SE corner and the other to the SW corner, to monitor the skies for funnel clouds reporting any threatening weather back to the dispatchers.

F. Tornado Watches DO NOT stop transportation.

G. The Transportation and Facility Coordinator or Assistant will use the Intercom and cellular phones to announce the “all clear” after which occupants and employees working off-site can resume their typical routines.

III. **LOCAL TORNADO WARNING** means that a tornado has been sighted, within the counties, and everyone is advised to take immediate shelter. This situation is usually accompanied with a 5-minute public warning siren.

A. The Transportation and Facility Coordinator or Assistant will use the Intercom to notify building occupants and cellular phones to advise employees working off-site when the National Weather Service has issued a Tornado Warning.

B. A designated employee in each area will immediately secure a working flashlight, verify that all service recipients in the area are present, and move all occupants to the interior hallway, between the two fire doors, of the building (designated storm sheltered area is posted on building map). Other employees will quickly turn-off all equipment and machines before assisting with the evacuation. Once everyone is inside the hallway, the fire doors are to be closed and all occupants are to be seated on the floor against the wall away from the skylights, with their knees close to their body and arms covering their head. The brakes on wheelchairs need to be engaged.

C. Employees working off-site must go to the storm shelter in their assigned location and should only occupy and drive a vehicle if no storm shelter is available. Employees working off-site and driving a vehicle during a tornado warning are to stop the vehicle and attempt to locate their proximity to the funnel. If the funnel is close, the employee and clients are to exit the vehicle and lie down in a low area (e.g. a dry ditch) and cover their heads. Avoid taking shelter under bridges and trees. **Do not try to outrun a funnel.** If the funnel is not close, the employee is to keep the vehicle parked until contacted by dispatch with an “all clear” at which time they can resume typical routines and/or return to the building. Overtime is authorized anytime that severe weather requires an employee to work later than scheduled.

D. The Transportation and Facility Coordinator or Assistant will evacuate to the designated storm shelter area in the building, bringing the battery-operated National Weather Alert radio to monitor the situation.

E. If the National Weather Service has issued a Tornado Warning, transportation will cease. Staff will

be required to stay on-site and transport clients home when it is safe.

- F. The Transportation and Facility Coordinator or Assistant will use the Intercom and cellular phones to announce the “all clear,” after which occupants and employees working off-site can resume their typical routines.

**PROCEDURES TO BE FOLLOWED WHEN THE PROGRAMS ARE CLOSED
EARLIER THAN SCHEDULED DUE TO INCLEMENT WEATHER**

1. The **Program Directors** (or the Executive Director in their absence) will make the decision to close the 3210 Labore Road and/or North St. Paul (NSP) programs earlier than scheduled based on present/developing weather conditions. Criteria have been established to determine when the program should be closed early as indicated in the attached letter.

2. Once the decision is made, the following steps will be taken:
 - A. The **Program Directors** (or Executive Director in her absence) will notify the Transportation and Facility Coordinator (or Transportation Assistant in his absence) that the 3210 Labore Road and North St. Paul (NSP) programs will be closing earlier than scheduled.

 - B. The **Transportation and Facility Coordinator** will notify all outside Transportation providers used by our clients regarding the earlier departure time. The **Program Directors** will contact the main residential provider offices (refer to attached sheet); and assign the Assistant Program Director, Program Support Managers, Program Plan Coordinators, and/or designated Support Service staff telephone numbers to notify caregivers of the early departure plans.

 - C. The **Program Directors** (or the Executive Director in their absence) will call WCCO (8-3-0) AM radio station to have them announce that the Merrick, Inc 3210 Labore Road and NSP programs will be closing earlier than scheduled. This information will also be posted on our Website, www.merrickinc.org, and on our Merrick Facebook page. The **Program Directors** will make a general announcement over the intercom to staff and clients that the program is closing earlier than scheduled.

 - D. Newtrax, Inc., and the **Transportation and Facility Coordinator** (or Transportation Assistant) will instruct drivers and all other transportation providers that they are not to drop off the clients(s) at their residences until the residential staff/parents have been notified and they have arranged for supervision to be provided when the client arrives, if applicable. The drivers will need to wait until the client(s) has entered the inside door of the residence before departing the driveway.

 - E. **Program Support Managers** who are responsible for the oversight of off-site work placements will contact the employers and inform the employers/staff that the client(s) will be departing earlier than scheduled.

 - F. Once the **Program Support Managers/Program Plan Coordinators/designated staff** have contacted the residences and arrangements have been made for the clients(s) to arrive earlier than scheduled, the names of these service recipients will be checked off the master list. As contacts are made, an updated master list will be given to the **Transportation Director** so that he/she can notify the Program Support Managers regarding specialized routes.

 - G. **Merrick staff** will be responsible for ensuring that each client departing their worksite/service area is appropriately dressed for the weather conditions. There is extra clothing in each area. The **staff** will utilize Merrick's vehicles to transport clients(s) using public transportation to the bus stop. These clients(s) will be asked to remain in the vehicle until the bus arrives at the bus stop and the service recipients have boarded the bus.

**PROCEDURES TO BE FOLLOWED WHEN THE PROGRAMS ARE CLOSED
FOR THE ENTIRE DAY FOR CLIENTS
DUE TO INCLEMENT WEATHER CONDITIONS**

1. The **Program Directors** (or Executive Director in their absence) will determine if the 3210 Labore Road and/or North St. Paul (NSP) programs should be closed for the entire day for the clients(s) due to developing and/or present weather conditions. Criteria have been established to determine when the programs should be closed as indicated in attached letter.
2. If the decision is made to close the program for the day, the following people will be responsible for their designated duties:
 - A. The **Program Directors** (or the Executive Director in their absence) will call WCCO (8-3-0) radio station to have them announce that Merrick, Inc., 3210 Labore Road and NSP programs will be closed and service recipients are not to report however, staff will need to report by 9:00 A.M. This information will also be posted on our web-site, www.merrickinc.org and our Merrick Facebook page by either the Communication Specialist or Development & Communications Director.
 - B. The **Program Directors** (or the Executive Director in their absence) will call the Human Resources Director and Transportation and Facility Coordinator (or the Transportation Assistant in his absence).
 - C. The **Transportation and Facility Coordinator** (or Transportation Assistant in his absence) will contact all outside transportation providers used by our clients(s).
 - D. The **Human Resources Director** (or the Executive Director in her absence) will notify the Development & Communications Director, Financial Manager, Operations Director, Program Training & Resource Director and Technical Assistance Director who in turn will notify their direct reports.
 - E. The **Program Directors** (or Executive Director in their absence) will notify the Assistant Program Director, Program Support Managers, and the Program Plan Coordinators. The **Program Support Managers** will notify their direct reports, beginning with staff that live the greatest distance from the program sites. The **Program Directors** (or Executive Director in their absence) will also notify residential provider offices. Refer to list.
 - F. **The Program Plan Coordinator or designated Support Staff** will be directed to immediately call the client residences (on their caseloads), beginning with those who take the public transportation and clients who walk to work. In a designated person's absence, a backup will be assigned by the Program Directors.
 - G. **Program Support Managers** who are responsible for off-site work placements will be responsible for contacting employers of the decision to close.

- H. The **Program Directors** (or Executive Director in their absence) will travel to the 3210 Labore Road and NSP site for any clients or staff arriving to this location. The **Program Directors** will be available for incoming calls and troubleshooting. The **Program Directors** or designated staff will assist in any transportation arrangements needed to transport clients back to their residences.

- I. If it is determined that **staff** will work on this day, a list of duties (e.g. shovel snow off of vehicles, de-ice vehicles, move vehicles for plowing, salting entrance and walking areas, communications, annual training, cleaning, etc.) preparing operations for the next working day will be completed. When those primary duties are completed, there will other duties assigned by a designated supervisor.

The telephone numbers for all Merrick employees, residential provider offices, caregivers, and worksites will be placed in folders and given to designated management staff. One folder will remain at the office and the other at the manager's residence.

PROTOCOL DETERMINING IF PROGRAM WILL BE CLOSED OR NOT FOR SERVICE RECIPIENTS

The decision by the Program Director (or Executive Director in his/her absence) in determining if the program will be closed will be based on the conditions meeting the following criteria:

1. Current temperature is at or below 50 degrees below zero, including wind chill, and it is expected to be at this temperature throughout the day; and/or
2. Blowing snow and/or snow accumulations that constitute a severe safety factor, and it is likely to continue throughout the day; and/or
3. Public transportation systems have decided to stop/suspend services or anticipate suspending services; and/or
4. Metropolitan public high schools are closed, and most businesses and day programs are closed.

PROTOCOL FOR EMPLOYEES WHEN THE PROGRAM IS CLOSED DUE TO INCLEMENT WEATHER CONDITIONS

Foremost, the responsibilities of the employees reporting to work on a snow day are as follows:

1. If applicable, vehicles must be cleared of snow and ice, left running for 20-30 minutes, and driven to a cleared or designated area of the parking lot. This may require snow being shoveled around the vehicle so that it can be moved;
2. All entrances need to be cleared of snow/ice and salted, and;
3. Follow-up calls completed to caregivers (e.g. residences, parents, employers, etc.).

Once these responsibilities are completed, employees need to engage in the following:

1. Participate in team meetings;
2. Complete any outstanding case management reports, organize and update log/site books, and update database information, and/or
3. Work on completing required in-service training hours; and/or
4. Complete blue book checks; and/or
5. Complete duties (e.g. update bulletin boards, clean office areas, wash walls, clean galleys and staff break rooms, organize craft and game supplies, clean upholstery in office and conference areas, etc.).

SYSTEM INTERRUPTIONS

In all situations, if an operating system cannot be restored, the Executive Director or most senior supervisor will determine if the program needs to be closed early and clients transported home.

Electrical Outage. Excel Energy provides electrical service to the building. The Operations Director; Environmental, Health & Safety Manager; Transportation and Facility Coordinator; and Transportation Assistant will be trained to locate breaker boxes and reset circuit breakers. If this does not restore electrical power, one of these employees will contact Excel Energy using the number at their workstation.

Gas Leak. Natural gas is not used in the building and no evacuation plan is required.

Heating, ventilation, and air conditioning system failures. These systems are one in the same and are powered by the electrical service. The Operations Director and Environmental, Health, & Safety Manager will be trained to reset these systems and will call the service contractor as needed to make repairs.

Sewer Interruption. The City of Vadnais Heights and North St. Paul provides sewer service. The Operations Director and Environmental, Health, & Safety Manager will be trained to shut-off the potable water source and clear plugged sewer lines. If they cannot unplug the line, the faucet(s) or toilet(s) draining to the plugged line will be closed for use and a private repair vendor called.

Telephone Service Interruption. Popp Telecom Communications provide telephone service. The Administrative Assistant (AA) will be trained to locate and reset communication equipment. If service cannot be restored, the AA will contact Popp Telecom Communications using the number at his/her workstation.

Water Interruption. The City of Vadnais Heights and North St. Paul provides water service. The Operations Director and Environmental, Health, & Safety Manager will call the Public Works division of the City of Vadnais Heights or North St. Paul to report any loss of water service.

PROGRAM/POLICY REFERENCES

MEDICAL EMERGENCIES

- A. Responses to medical emergencies are explained in the Healthcare Manual.

VISITORS WITH GUNS

- A. Refer to Weapons Policy. Call 911, follow procedures as outlined and use Chain of Command.

WORKPLACE VIOLENCE

- A. Refer to Violence Free Workplace Policy. Procedures to be followed as outlined.

RELEASES OF TOXIC MATERIAL

- A. Shut off fresh air intakes and seal them with plastic. Place tape around doorways.
- B. Everyone should remain inside and monitor situation.

MISSING PERSONS POLICY

- A. Refer to Program Policies located in Copy Room 2.

INCIDENT RESPONSE PROCEDURES/SERVICE RECIPIENT SEXUAL ACTIVITY

- A. Refer to Program Policies located in Copy Room 2.

INCIDENT RESPONSE PROCEDURES/UNRESPONSIVE SERVICE RECIPIENT

- A. Refer to Program Policies located in Copy Room 2.

INCIDENT RESPONSE PROCEDURES/LAW ENFORCEMENT

- A. Refer to Program Policies located in Copy Room 2.

BEHAVIOR MANAGEMENT HANDBOOK

- A. Refer to Program Policies located in Copy Room 2.

CHAIN OF COMMAND

During any type of emergency situation, a continuity of administration (chain of command "CC") will be followed according to a list that has been established. The current list is as follows:

CC1 John Wayne Barker
CC2 Pat Hanson
CC3 Tammy Miller
CC4 Dede Hauck or Robin Mallek
CC5 Joel Melander

The following is the contact person "CP" list for the security company to call regarding burglar alarms:

CP1 Pat Hanson
CP2 Joel Melander
CP3 John Wayne Barker
CP4 Tammy Miller
CP5 Mark Gese

It is the responsibility of the Environmental Health & Safety Manager to facilitate a Safety Committee and provide necessary training for employees to properly follow the emergency plan. The Executive Director, or most senior supervisor, will make all decisions regarding dismissal/evacuation of SERVICE RECIPIENTS and employees. The Executive Director, or most involved supervisor, will document any emergency event and submit a report to the Safety Committee.

Home telephone numbers, next of kin, and medical information on employees and SERVICE RECIPIENTS will be maintained on-site and released to authorities as needed.

Please report all emergencies which are life threatening in the following order:

FIRST REPORT: Dispatcher to call 911
SECOND REPORT: Program Director