

BENCO
24 Hour
POLICIES AND PROCEDURES

SUBJECT: EMERGENCY RESPONSE AND PREPAREDNESS PROCEDURES

OAR: 411-325-0230 (3) a (A-C) (i-iv) (D) (i-v) (E) (i-iv) (b-e)

POLICY:

In case of an emergency or natural disaster all employees will refer to the emergency plan policy posted at each program and in the 24-hour policy and procedure book at each program.

PROCEDURES:

- Emergency Plan 411-325-0230 (3) a (A-C) (i-iv) (D) (i-v) (E) (i-iv) (b-e)
 - The employee(s) will stay with the individuals to provide continual care until relief can be found. The employees will call the Program Coordinator. If the Program Coordinator is not available, the employee(s) will call the Residential Director. The Program Coordinator or Residential Director will schedule employees to provide ongoing care to the individuals for as long as needed during the emergency.
 - If needed, the Program Coordinator or Residential Director can call the individuals' families to take the individual to a safe location. If the emergency is directly affecting the life of an individual or employee, 911 should be called. All individual emergency information is kept at each program in the emergency notebook and in the emergency notebook at the Benco Administrative office. All programs will keep an updated list of emergency phone numbers. The list of numbers will contain 911, Program Coordinator, Assistant Program Coordinator, Residential Director, Executive Director, individual's doctor, Service Coordinator and individual's family.
 - If the circumstances warrant moving the individuals to a safe place, employees will remove themselves and the individuals to either the Stone Street program or the Benco Administrative Office or a hotel. Employees will access the wristbands located in the emergency supply kit. Each wristband will have the individual's name and a contact phone number for the provider. Employees will place the wristbands on each individual for identification purposes in the event of interaction with persons unknown to the individuals during the emergency.

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- Employees will bring at least three days' worth of food and water, clothing, medicine, hygiene and sanitary supplies, medical books, green books, and petty cash for the total number of individuals relocating. These locations will have generators and emergency supplies of water. If relocation is needed Benco will initiate an emergency response team. This team will be responsible for the procurement of additional food, medical supplies, water, and other identified needs for the effected individuals through the duration of the emergency.
- Individual specific interaction and care needs such as behavior and medical supports can be located in the green book specific to each individual. The emergency notebook will have individual summary sheets, emergency information and medical profiles for the employees and others to reference during the emergency.
- At the Stone Street program or the Administrative Office employees will use blankets to curtain of a smaller area that will be easier to keep heated.
- Medical Emergency-for individuals
 - If a medical emergency occurs designate one employee to remain with the individuals at all times and provide immediate first aid. If there are not multiple employees on site, the employee may have to leave the individuals to call 911, if needed. When calling 911, be prepared to give the 911 operator the following information clearly and concisely; who you are; where you are; your telephone number; who you are calling about; the nature of the emergency; pertinent medical history (i.e., seizure disorder, medications etc.); and what is happening right then. Employees need to be prepared to give 911 the phone number of the Program Coordinator and/or Residential Director.
 - The Program Coordinator will be responsible for notifying the Residential Director, Executive Director, Service Coordinator and guardian/family. Do not hang up after giving the 911 operator the information requested. Advise the operator and stay on the phone so that updated information can be provided as needed until the ambulance arrives. When emergency help has arrived follow instructions. Arrangements will be made to have an employee

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accompany the individual to the hospital. Be sure to take the individual's medical notebook.

○ Medical Emergency-for employees

- If the employee does not give consent do not give care. If the employee is concerned for the other employee's wellbeing, call 911. If the employee is unconscious, assume the employee wants help, call 911 and give care. Designate one employee, to remain with the injured employee while calling 911. If there are not multiple employees on site, the employee may have to leave the injured employee to call 911.
- When calling 911 be prepared to answer the following questions: who you are; where you are; the telephone number; name of person employee is calling about; the nature of the emergency; pertinent medical history (if possible, get consent and information from employee in need of help); and what is happening right then. Wait with the employee until the ambulance has arrived; let emergency personnel take over. Do not accompany the employee to the hospital; stay with the individuals and contact the Program Coordinator and/or the Residential Director. With consent from the employee, call their emergency contact as soon as possible.

○ Extreme Heat

- Employee(s) and individuals will stay at the program or apartment building if the temperature is within a normal comfort range. Employees and individuals should drink plenty of fluids and employees should make a reasonable effort to keep individuals comfortable using ventilation, fans or air conditioning. If individuals are expressing extreme discomfort employees will remove themselves and individuals to a building that does have air conditioning, such as a library, senior center or another Benco program.
- Encourage outings at locations that have air conditioning. If employees and individuals are outside in extreme heat, both employees and individuals should drink plenty of fluids and stay in a sheltered or shady area when possible. If employees and individuals are unable to leave a program or apartment building, make sure shades or curtains are closed to keep the sun out, and that lights, heat sources and ovens/stoves are turned off or used in a very limited time

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frame. Employees will limit their physical activity and the physical activity of the individuals.

○ Fire and Explosion

- If an employee smells smoke, the employee will ensure all individuals are present and immediately grab a fire extinguisher and a phone and evacuate themselves and individuals to the designated meeting spot outside. The employee will call the Program Coordinator and/or Residential Director. If there is evidence of fire in action, the employee(s) will call 911 and immediately attempt to put the fire out unless it is not safe to do so. If there is only one employee on shift, the employee will stay with the individuals.
- Employee(s) will look for smoldering surfaces and try to locate the source of the smoke if there is more than one employee on shift. If the Program Coordinator and/or Residential Director or the fire department determine the program and/or apartment building are safe, the employee(s) may let the individuals back in the program or apartment building. If the employee(s) continue to smell smoke but no fire is found, an hourly fire watch will be instated for 8 hours. The employee(s) will search the entire inside and outside of the program or apartment building every hour for 8 hours. If it is determined the program or apartment building is uninhabitable, the individuals and employee(s) will relocate to the evacuation locations listed on page 49. Transportation to the designated areas will be in Benco vehicles if possible. If vehicles were damaged in the fire, other transportation will be arranged.

○ Wildfire

- When Benco has identified there is hazardous air quality affecting the Corvallis area, Benco will set up an emergency response team and develop a communication plan based on the severity of the air quality. Outdoor activities and community access may be limited for the health and safety of employees and individuals. Employees can access the Department of Environmental Quality (DEQ) website or download the OregonAir app for mobile devices to monitor the current Air Quality Index (AQI).
- If the Corvallis area is impacted by wildfires and emergency officials have identified evacuation levels, Benco will form an emergency

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response team. The emergency response team will develop a communication plan and an action plan to prepare all impacted programs for evacuation. Benco will follow the Oregon Department of Emergency Management's "Be Ready. Be Set. Go Now!" guidance. If relocation is necessary, individuals and employees will relocate to the location(s) listed on page 73 or as directed by state emergency officials to the nearest Mass Care Shelter.

○ Power Outage

- Employee(s) will ensure all individuals and other employees are present. All employee(s) and individuals should stay in one area/room. Close doors so that the area/room will keep heat in. If it is summer weather, close the window coverings to keep it cooler. While one employee stays with the individuals, another employee will do a visual inspection of the inside and outside of the program or apartment building to ensure that the power outage is not due to a fire or other hazard that would make it unsafe to stay in the program or apartment building. If there is only one employee, the employee will stay with the individuals and call the Program Coordinator for backup help if needed.
- The employee(s) will call the power company and report the power outage and inquire as to how long it will be out. If employee(s) have access to the internet, employees can go to Pacific Power's website to report the power outage and see how long it will be out.
- Employee(s) will have the individuals dress appropriately according to the weather. Employee(s) will gather blankets and jackets; if appropriate, gather flashlights and battery-operated lanterns and plan simple meals ahead of time such as sandwiches, or take the individuals out to eat if money is available and it is safe to do so. If the weather permits and temperatures are at least 50 degrees, employee(s) and individuals will be able to stay at the program for at least 24 hours without power.
- If the power is out for longer than 24 hours, employee(s) will access the emergency kit, fill the ice chest with ice and remove items from the refrigerator into the ice chest. Only open the freezer door once to get all the ice out and any food you will need; do this as quickly as possible and close the door; leave food you are not using in the freezer; do not open it again for the remainder of the power outage.

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- If the freezer is not opened more than once for a few minutes or so, frozen food will last 24 hours or more without power. If the internal temperature of the program is less than 50 degrees or the power is out for more than 24-hours the employee(s) will move the residents and themselves to the evacuation locations listed on page 73. The employee(s) will call the Program Coordinator and/or the Residential Director.
- Make sure all heaters are a safe distance away from all other objects. Once the group arrives at the Stone Street Program or the Administrative office or a hotel, make sure to stay in one room and keep the doors closed. If it is not safe to drive, the employee(s) will call the Program Coordinator and/or the Residential Director to plan transportation from the program.
- Pandemic- a widespread outbreak of disease
 - Benco will follow local State and Federal mandates that address a specified pandemic. Benco will form an internal task force to review mandates and implement specific procedures and guidance for employees to follow. Benco will ensure timely communication and appropriate training to address all outlined risk mitigation procedures. Benco will identify specific scenarios employees may encounter based on possible exposure incidents. Each scenario will specifically direct the employee to notification procedures and expectations for staying home or being expected to come into work.
 - Individuals will remain in the program or apartment building. Individuals, who will tolerate it, will wear face masks and employee(s) will wear face masks at all times. Employee(s) will attempt to entertain the individuals as much as possible to ensure the individuals do not feel lonely or isolated from everyone else. The employee(s) will wash their hands and the individuals' hands often or use hand sanitizer. Employees will use SDS approved chemicals to disinfect all surfaces several times a day. Benco will ensure that all programs keep an extra stock of SDS approved chemicals in the emergency kit.
- Toxic Release
 - If the program or apartment building becomes unsafe, employee(s) will evacuate themselves and the individuals to the designated area for fire drills and ensure that all individuals and employee(s) are present.

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Employee(s) will call the Program Coordinator to explain the situation and get help if needed. The Program Coordinator will call the local fire department to get information about the toxic release. Employee(s) will call 911 if a medical emergency occurs and follow the same steps as outlined in the Medical Emergency section for both individuals and employees. If the program or apartment building is uninhabitable, individuals and employee(s) will relocate to the evacuation locations listed on page 73.

○ Hurricanes/High Winds/Tornadoes

- In case of a hurricane, tornado, or high winds employee(s) will ensure that the individuals and other employees are present. Employee(s) will watch the news or listen to the radio and follow local authority's mandated advisory instructions. If the employee(s) are unable to get the news or listen to the radio, the employee(s) will call the Program Coordinator for instructions. Employee(s) will follow the same instructions for a power outage in the emergency plan. In the case of a hurricane, employee(s) will move themselves and the individuals away from the windows and take precautions to shield themselves and the individuals from broken glass. In case of a tornado or high winds, employee(s) will move the individuals and themselves to a hallway or bathroom.
- If the program or apartment building becomes unsafe, employee(s) will call the Program Coordinator and/or Residential Director for help and evacuate themselves and the individuals to the evacuation locations listed on page 73.

○ Blizzards/Ice Storms

- Employee(s) will ensure all individuals and employees are present and everyone will stay inside. Employee(s) will follow the inclement weather guidelines sent out by Benco. Employee(s) who live close by will attempt to walk to work if he or she feels safe walking. Employee(s) will be looking ahead at the weather to prepare for further shifts up to a week in advance. Employee(s) who live farther out will be expected to plan for their own transportation to work.
- Employee(s) who are on shift need to remain at the program until someone arrives to relieve the employee. Employee(s) will not attempt to walk the individuals or drive the individuals in the snow or ice until

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approval is given by a Residential Director. If the program loses power, follow the steps outlined in the power outage section.

○ Floods

- In case of a flood, employee(s) will ensure all the individuals and employee(s) are present. Employee(s) will watch the news or listen to the radio and follow local authority's mandated advisory instructions. If the employee(s) are unable to get the news or listen to the radio, the employee(s) will call the Program Coordinator and/or Residential Director for instructions. Employee(s) will stay at the program or apartment building unless the local authorities or a Benco Administrator has said to evacuate, or if the program or apartment building is unsafe to stay in, such as water coming into the building, or a medical emergency has happened.

○ Earthquake

- In case of an earthquake, employee(s) will ensure all individuals and other employees are present. Employee(s) will immediately gather the individuals together, stay indoors and get everyone under a sturdy desk or table or stand against an interior wall. Employee(s) and individuals will stay away from exterior walls, kitchens and windows or glass of any kind. Employee(s) and individuals will stay that way until the earthquake is over. If employee(s) and individuals do not have enough time to get under a sturdy desk or table or against an interior wall, employee(s) will drop to the ground and help the individuals get down on the ground and cover the individuals' and their own heads with hands and arms.
- Once the earthquake is over, employee(s) will remove the individuals to a safe area of the program or apartment building, away from debris and objects that could fall or break. If need be, employee(s) will quickly clean up an area such as one small room for everyone to stay in. Employee(s) will call the Program Coordinator and/or Residential Director as soon as possible. Employee(s) will watch the news or listen to the radio and follow mandatory instructions given by local authorities. If the phones are not working, wait for local authorities or a Benco Administrator to contact the employee(s). If the program or apartment building is unsafe to stay in, employee(s) will move the individuals to a safe place outside and call 911.

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- No Running Water
 - Each program will keep on hand a three-day supply of water at the program. Employee(s) will call the Program Coordinator and/or Residential Director. The Program Coordinator and/or the Residential Director will call maintenance to inspect the problem; if the problem cannot be resolved by maintenance, the Residential Director will call a plumbing service to evaluate the problem and get it repaired. If there is no running water for more than 48 hours, employee(s) will take the residents and themselves to the evacuation locations listed on page 73.

- Active Shooter
 - An active shooter is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area.
 - If an employee on shift receives notification from emergency services, local law enforcement, or Benco administrative employees that there is an active shooter in a specific area, that employee will follow the instructions provided to them.
 - If the area being specified is a location frequented or traveled through by an employee on shift or any individual of the program, the employee(s) will notify the pager person and Program Coordinator of the reported incident.
 - If all individuals are at the program, the Program Coordinator or pager person will ensure that all outings and activities are coordinated to avoid that area until notified by emergency services, local law enforcement, or Benco administrative employees.
 - If there is an individual(s) and/or employee(s) on shift in the community the Program Coordinator or pager person will notify those individual(s) and/or employee(s) of the area to avoid and the known duration to avoid that area. If the individual(s) and/or employee(s) need assistance with transportation out of that area, or need assistance problem-solving an alternate route, the Program Coordinator or pager person will provide instruction.
 - At any time, employees and individuals may receive alternate instruction from local law enforcement or emergency services in the area, which will take precedence over communication from Benco employees.
 - If an employee(s) and/or individual(s) are in a community setting in an active shooter situation, the employee(s) should quickly determine the

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most reasonable way to protect their own life and the life of the supported individual(s). The employee(s) will:

- 1) Run: If there is an accessible escape path, attempt to evacuate the premises.
- 2) Hide: If evacuation is not possible, find a place to hide where the active shooter is less likely to find the employee(s) or individual(s).
- 3) Fight: As a last resort, and only when the employee(s) and/or individual(s) life is in imminent danger attempt to disrupt and/or incapacitate the active shooter.

- When law enforcement arrives, the employee(s) will follow instructions and encourage the individual(s) to do the same. The employee(s) and the individual(s) should remain calm and follow instructions; slowly put down any items in his or her hands (i.e. bags, jackets, etc.); raise hands and spread fingers; keep hands visible at all times; avoid quick movements towards officers, such as holding on to the officer(s) for safety; avoid pointing, screaming, or yelling; and allow officers to focus on finding and incapacitating the shooter.

- Once able, the employee(s) will immediately contact the Program Coordinator and pager person to report the incident and ensure the employee(s) are working together to safely return to the program.

- Hospice Care
 - When an individual begins hospice services, employee(s) are to follow hospice instructions.

- Death-resident
 - Call 911 for an individual who appears to be unconscious and showing no signs of life and follow the steps as outlined in the medical emergency section. Start CPR, if stated in the individual's plan, and continue until emergency personnel arrive or another person relieves you.

- Death-employee
 - Call 911 for an employee who appears to be unconscious and shows no signs of life and follow the steps outlined in the medical emergency section. Start CPR and continue until emergency personnel arrives or another person relieves you.

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- Missing Individual
 - Employee(s) will refer to the individual's missing person's protocol.
- Emergencies
 - For all emergencies listed in this plan, employees will access the emergency kit in the program as needed and write a GER for each individual affected as soon as the emergency is under control.

List of Emergency Numbers:

- Residential Director: Laura Lonski 716-430-6107
- Pacific Power: 1-877-508-5088 Website: www.pacificpower.com
- Corvallis Fire Depart: 541-766-6961
- Corvallis Police Depart. 541-766-6911
- American Red Cross 1/800-733-2767 or visit RedCross.org.
- 211: 1-866-698-6155 or visit 211info.org for local resources from Oregon Health Authority (OHA).
- Address for Stone Street program & Benco Administrative office:
 - Stone Street 1940 SE Stone St. Corvallis, OR 97333.
 - Benco Administrative Office 165 NE Conifer Blvd. Corvallis, OR 97330
- If employees need to take residents to a hotel, employees will take the individuals to:
 - Phoenix Inn Suites 541-926-5696 at 3410 Spicer Dr. SE Albany, OR 97322.

Approved By: _____


Julie Hansen, Benco Board President

Date: _____

