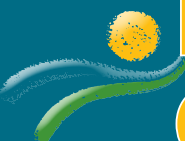


UCP Central PA
Emergency
Response
Guide



*because life without limits means being
prepared to respond in all situations*

UCP CENTRAL PA EMERGENCY RESPONSE GUIDE:

A COMMITMENT TO SAFETY AND SECURITY FIRST

UCP is committed to the safety and security of our employees, program participants, and visitors to our sites. When emergencies occur, a comprehensive and organized approach to crisis management is vital. No program, training, or written guide can fully prepare you for every contingency of an emergency situation. However, effective planning and preparedness can help protect the well-being of all involved.

The **UCP Emergency Response Guide** briefly outlines courses of action to be taken in the event of various emergencies. The procedures and safety/security information in this Guide serve as a resource for use before, during, and after an emergency. *All staff should become familiar with its contents and must also participate in all relevant drills or exercises.*

Awareness of—and ability to follow—the actions and procedures outlined here are essential to the success of any emergency response. Ultimately, however, it is the responsibility of UCP management and onsite staff to ensure effective implementation of this Guide in the event of emergency.

UCP Emergency Response Contacts

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BRIDGET PUGH-----717.753.5988
SENIOR DIRECTOR OF OPERATIONS

UCP COMPLIANCE HOTLINE..... 877.410.9091

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POISON CONTROL.....800.222.1222

CHILDLINE HOTLINE.....800.932.0313

ADULT PROTECTIVE SERVICES HOTLINE.....800.490.8505

in the event of a life-threatening emergency: CALL 911

INCIDENT MANAGEMENT

WHAT YOU SHOULD KNOW

- Be aware of ALL 20 categories of reportable incidents as identified in the Incident Management Bulletin number 00-21-02.

INCIDENT MANAGEMENT CATEGORIES

- Abuse
- Behavioral Health Crisis Event
- Death
- Exploitation
- Fire
- Law Enforcement Activity
- Missing Individual
- Neglect
- Passive Neglect
- Rights Violation
- Self-Neglect
- Serious Illness
- Serious Injury
- Sexual Abuse
- Site Closure
- Suicide Attempt
- Physical Restraint
- Medication Error
- Declared Emergency
- Public Health
Emergency

WHAT YOU SHOULD DO

- Ensure individuals' health and safety needs are being met first.
- Provide any necessary care to the individuals.
- Call and report the incident to a trained point person within 24 hours.
- Follow up with a written report to the supervisor.
- Do NOT discuss the incident with others unless instructed to do so by UCP Management Staff.

INCIDENT MANAGEMENT

REPORTING EMERGENCIES

WHAT YOU SHOULD KNOW

In most emergency situations, you will be the first line of defense. Know that others will take their cues from you. Act accordingly.

WHAT YOU SHOULD DO

FIRST AND FOREMOST: SEE SOMETHING, SAY SOMETHING.

Trust your gut instinct.

CHECK THE SCENE AROUND YOU.

If safe to do so, move yourself and those in your care to safety. A safe location has been pre-determined for all UCP program sites and offices. Know it.

CALL 911 AT THE FIRST OPPORTUNITY.

Be prepared to give your location and the nature of the emergency.

CARE FOR AFFECTED INDIVIDUALS AS DIRECTED.

Follow instructions of 911 dispatch; provide first aid until emergency personnel arrive on the scene.

NOTIFY UCP LEADERSHIP AS SOON AS THE SITUATION ALLOWS.

Personal contact with a member of UCP management is essential; simply leaving a message is not sufficient.

ONLY UCP EMERGENCY RESPONSE CONTACTS ARE AUTHORIZED TO SPEAK TO THE MEDIA ON BEHALF OF UCP.

REPORTING EMERGENCIES

MEDICAL EMERGENCIES

WHAT YOU SHOULD HAVE

- First Aid Kit
- Emergency Disaster Kit

WHAT YOU SHOULD KNOW

- Location of both First Aid and Emergency Disaster Kits
- Location of AED(s)
- Location of wheelchair(s)
- Location of medication(s)

WHAT YOU SHOULD DO

CHECK THE SCENE AROUND YOU.

Assess and confirm the situation to the best of your ability. Try to remain calm.

CALL 911 IMMEDIATELY.

Be prepared to give your location and the nature of the emergency.

Follow instructions of 911 dispatch; provide first aid until emergency personnel arrive on the scene.

CARE FOR AFFECTED INDIVIDUALS AS DIRECTED.

Gather as much information as you can:

- How many individuals are involved? Are they breathing? Conscious? Bleeding? Do they have a pulse?
- Unless specifically trained, DO NOT render assistance beyond basic first aid and CPR.
- Do not attempt to move the affected individual unless he/she is in immediate danger.
- Calmly reassure the individual that help is on the way.
- Assign someone to meet and escort the medical team to the affected individual(s).
- Remain on the scene to assist the authorities with pertinent information about the incident/emergency.
- NEVER leave the affected individual(s) alone.

EVACUATION PROCEDURES

WHAT YOU SHOULD KNOW

- Familiarize yourself with the evacuation procedure upon arrival at any UCP facility.
- Know where you are going should you need to evacuate.
- On a monthly basis, review and practice primary and secondary evacuation routes to exit the building.

WHEN TO EVACUATE:

1. You detect fire or smoke, or discern other unusual events that suggest remaining in the facility is unsafe.
2. An alarm sounds.
3. You are instructed to evacuate by emergency officials.

WHAT YOU SHOULD DO

REMAIN CALM AND HELP OTHERS DO THE SAME.

WALK WITH PURPOSE--DO NOT RUN--TO THE DESIGNATED EMERGENCY EXIT LOCATION.

Assist individuals as needed.

DO A THOROUGH SWEEP OF THE BUILDING.

Check nearby restrooms, storage rooms, closets, etc. for any individuals who may not have heard the call to evacuate.

MOVE AWAY FROM THE BUILDING TO THE DESIGNATED EVACUATION AREA.

Be sure to gather and take with you all emergency contact sheets, medications, medical and other records.

ACCOUNT FOR EVERY INDIVIDUAL (STAFF, PROGRAM PARTICIPANTS, AND VISITORS).

Immediately report anyone missing to authorities.

REMEMBER TO TAKE YOUR WEATHER RADIO.

EVACUATION PROCEDURES

TRANSPORTATION EMERGENCY/COMMUNITY OUTINGS

WHAT YOU SHOULD KNOW

- **KNOW YOUR LOCATION AT ALL TIMES.**

If you are traveling or on a community outing, know where you are.

- **ROSTER OF INDIVIDUAL NAMES AND CONTACTS.**

In most emergencies, you will likely be the first line of defense. Transportation accidents can occur at any time, under any conditions. Keep a current roster handy of individuals traveling in UCP vehicles, so you have ready access to emergency contact information should you need it.

- **KEEP UP YOUR SITUATIONAL AWARENESS (YOUR RADAR--RECOGNIZE ASSESS DECIDE ACT REVIEW).**

Know what is going on around you and pay attention--wherever you may be. Shopping malls, movie theaters, large spectator venues, and other target-rich locations are more susceptible to acts of violence or violent incidents.

WHAT YOU SHOULD DO

CHECK THE SCENE AROUND YOU.

Identify location of accident and extent of injuries. Assess the situation. Try to stay calm.

CALL 911 IMMEDIATELY.

- Speak slowly and clearly. Try to provide all of the information that the dispatcher is requesting.
- Inform the dispatcher if the affected individual(s) has a disability or special accommodation.
- Follow dispatcher instructions to the best of your ability until emergency personnel arrive on the scene.

CARE FOR AFFECTED INDIVIDUALS AS DIRECTED.

- Make sure victim(s) are cared for and comfortable until emergency personnel arrive.
- The designated UCP program manager/director will coordinate making identifications and notifications to family/guardian(s).
- UCP designee will coordinate additional transportation needs and reunification.

NOTIFY UCP OF THE INCIDENT AS SOON AS POSSIBLE.

You must speak to a UCP supervisor or director by phone. Leaving a message is not sufficient notice.

If driver is incapacitated, contact information for UCP program staff is available in the glovebox/dashboard area of the vehicle.

FIRE OR EXPLOSION

WHAT YOU SHOULD KNOW

- **LOCATION OF FIRE ALARM PULL STATIONS.**

Test them during monthly drills.

- **LOCATION OF EMERGENCY EXITS.**

Have a plan for which exit(s) would serve as primary and secondary in an emergency. Share the plan.

- **EVACUATION PROCEDURES.**

Each UCP location--whether a day program, residential program, or office--has specific and individual evacuation procedures. Familiarize yourself with the evacuation procedures upon arrival at any UCP location.

WHAT YOU SHOULD DO

FIRE

- Evacuate the building. Activate Fire Alarm Pull Station.
- Crawl low under any smoke to your exit. Heavy smoke and poisonous gas collect along the ceiling.
- If there is smoke blocking your door, use an alternate route.
- Before opening a door, feel the knob or door. If either is hot, keep the door closed and find an alternate route.
- If you can't get to someone needing assistance, leave the area and call 911. Tell the dispatcher the location of the person in question.
- If you can't get out, close the door and cover cracks or vents with clothing, tape, or anything you have to keep smoke out. Signal for help at a window.
- If your clothes catch fire: Stop, Drop, and Roll. Stop immediately, drop to the ground, and cover your face with your hands. Try smothering the flames with a blanket or towel.
- If you observe someone whose clothing is on fire, get them flat on the ground; try smothering the flames with a blanket or towel.

EXPLOSION

- Get under a sturdy table or desk if things are falling around you. When they stop falling, leave the building quickly. Look out for fallen debris, weakened floors, and damaged stairways.
- Do not use elevators.
- Once you are out, move as far away from the building as possible.
- If trapped in debris. signal your location: Tap on a pipe or wall so emergency responders can hear where you are.
- Avoid unnecessary movement to prevent against kicking up dust.

SEVERE WEATHER

WHAT YOU SHOULD KNOW AND DO

ALL UCP FACILITIES HAVE WEATHER RADIOS! LISTEN TO YOUR WEATHER RADIO AND/OR TELEVISION FOR UPDATES. SHOULD YOU NEED TO EVACUATE, TAKE THE RADIO WITH YOU.

THUNDER/LIGHTNING

- Keep an eye on the sky. Look for darkening skies, flashes of light, or increasing wind.
- Listen for the sound of thunder. If you can hear thunder, you are close enough to be struck by lightning.
- Remember the 30/30 Lightning Safety Rule: If, after seeing lightning, you cannot count to 30 before hearing thunder--go indoors. Stay indoors for 30 minutes after hearing the last clap of thunder.
- During lightning event, do not use wired telephones. Cordless or cell phones are safe to use.
- Do not use electrical appliances of any kind. Avoid contact with plumbing, as plumbing and bathroom fixtures can conduct electricity.
- Do not use running water: DO NOT wash hands, take a shower, wash dishes, or do laundry.

FLOODING

- If it has been raining hard for several hours, or steadily for several days, be alert to the possibility of a flood.
- Do not walk through flowing water. Drowning is the number one cause of flood deaths. Six inches of swiftly moving water can knock you off your feet.
- Stay indoors and limit travel to absolutely necessary trips only.

TORNADO

- Tornado danger signs include dark, greenish sky; large hail; or a large, dark, low-lying cloud or a loud roar, similar to a freight train.
- Heed shelter or evacuation requests made by officials or announcements on radio/television.
- Seek shelter in a centrally located room on the lowest possible floor, away from windows and exterior doors.
- Stay away from doors, windows, and exterior walls. Stay in the shelter location until the danger has passed.

SEVERE WEATHER POLICY

UCP's inclement weather policy is reviewed and distributed each year. Three things to keep in mind:

- In-home, community, and residential programs NEVER close. Staff are directed to do the best they can with the conditions, and to notify their supervisors of any staffing or travel issues.
- Facilities may be forced to make schedule adjustments based on maintenance/snow removal/transportation issues, and the ability of staff to report in order to maintain required "staff to individual" ratios.

**TO CHECK THE STATUS OF UCP PROGRAM AND FACILITY CLOSINGS,
CALL: 1-877-854-2273.**

*Contact UCP Human Resources at 717-737-3477 to request a copy
of the Severe Weather policy if you do not have one.*

SEVERE WEATHER

ACTIVE SHOOTER/OTHER ASSAILANT

WHAT YOU SHOULD KNOW

- **THE RUN, HIDE, FIGHT PROTOCOL.**

Know the steps you and/or others at your UCP location would use to respond to an active shooter or assailant.

- **THE EXIT LOCATIONS AND EVACUATION PROCEDURES FOR YOUR UCP LOCATION.**

Be sure you know both the primary and secondary evacuation procedures.

- **ANTICIPATE THAT INDIVIDUALS MAY USE WEAPONS, MAKESHIFT WEAPONS AT THEIR DISPOSAL, OR OTHER VIOLENT TACTICS TO ENSURE HARM.**

Be alert to your surroundings and vigilant of the individuals in your care.

- **LAW ENFORCEMENT WILL ATTEMPT TO STOP THE THREAT.**

Do EXACTLY what they instruct you to do.

- **LAW ENFORCEMENT WILL NOT STOP TO HELP WOUNDED INDIVIDUALS OR ANSWER QUESTIONS.**

Keep out of their way and let them do their job.

- **REMEMBER, LAW ENFORCEMENT CONSIDERS EVERYONE A SUSPECT UNTIL THEY ARE ABLE TO IDENTIFY (AND SUBDUE) THE SHOOTER OR OTHER ASSAILANT.**

WHAT YOU SHOULD DO

FOLLOW THE RUN/HIDE/FIGHT PROTOCOL.

- **RUN:** Gather in the pre-determined safe place.
- **HIDE:** Barricade yourselves in.
- **FIGHT:** If the assailant starts shooting, this is your only option. Try to create a diversion: use a fire extinguisher, throw objects, make noise.

ALERT LAW ENFORCEMENT.

If it can be done safely, call 911. Give your location.

USE YOUR WORDS TO ALERT PEOPLE TO THE THREAT.

If you have access to an intercom, phone, or speaker system, use it. If not, yell or shout.

NOTE: When evacuating, remove as many people as possible, as quickly as possible. NEVER go back inside once you are out.

When law enforcement arrives, identify yourself as non-threatening.

1. Keep hands visible at all times.
2. Do not reach for cell phone, purse, badge, etc.
3. Make no sudden movements.

DE-ESCALATION STRATEGIES

WHAT YOU SHOULD KNOW

- You **MUST** maintain the safety of individuals at ALL times.
- Be familiar with all the components of an individual's support plan.
- UCP's philosophy is restraint-free supports.

WHAT YOU SHOULD DO

DRESS FOR SAFETY.

- Wear appropriate clothing (no low cut tops or items too short).
- Wear appropriate footwear (no open-toed shoes).
- Avoid loose items (jewelry, glasses, scarves, hair down).

CREATE A SAFE ENVIRONMENT.

- Minimize clutter and excessive stimulation.
- Remove dangerous objects.
- Remove objects that interfere with free movement.
- Avoid cluttered surfaces and unnecessary objects.
- Anticipate possible loud noises.
- Be aware of overly crowded places.

KNOW WHERE YOU ARE AT ALL TIMES (KEEP RADAR).

- **Recognize**--that something is going on--use all your senses.
- **Assess**--what is happening to everyone, starting with self, then the environment.
- **Decide**--what to do after you recognize and assess the situation.
- **Act**--with a verbal response, a generalized physical response, or a specific physical response.
- **Review**--and evaluate results of your actions.

IF DANGEROUS/CHALLENGING BEHAVIOR OCCURS... REMEMBER:

- Follow individual behavior support plan developed strategies.
- Use the least restrictive response to ensure consumer safety.
- Use the safety stance.
- Call 911 if the individual becomes uncontrollable or dangerous.

FOLLOW UP

- Complete ALL documentation including behavior charts and/or an incident report.

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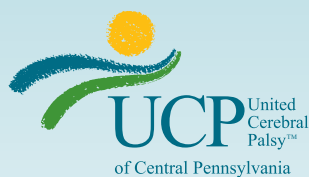
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