



# Emergency Preparedness Plan

**Developed:** July 2006 by Mary Jo Walla, Stephanie Bell, and Amy Smerick

**Revised:** March 2008  
December 2009  
August 2010  
October 2011  
November 2012  
December 2013  
October 2014  
April 2015

## Table of Contents

The Arc Vision, Purpose, and Core Values Statements	3
Executive Summary	4
Disasters: General Information	5
The Emergency Preparedness Kit	7
Notification Protocol	10
Keeping Updated	11
Sheltering in Place	12
Evacuation	13
Drill Procedures	15
Disaster Specific Guidelines	16
Floods	16
Hurricanes	17
Tornadoes, Severe Windstorm, or Thunderstorm	18
Earthquake	19
Structural Fire	21
Forest Fire/Wildfire	23
Drought or Extreme Heat	24
Winter Storms/Cold Weather	25
Riot, Civil Disturbance, and Bomb Threat	27
Hazardous Materials & Radiation Release	28
Resource Shortage	30
Terrorism	32
Pandemic Flu	35
Elopement	36
Suicide & Attempted Suicide	37
Medical Emergencies	37
Violence	38
Directions to Carroll Hospital Center from all Arc sites	39

## Vision Statement

We are a leading organization that champions for and supports people with developmental disabilities, while cultivating relationships that enrich our community.

## Purpose Statement

To support people in their individual pursuit of a fulfilling life.

## Core Values

*Innovation* - our founders pioneered the opportunities that exist today for people with developmental disabilities. We build on their courageous tradition of innovation and creativity in the design and delivery of our services

*Integrity* - we operate with integrity in all that we do - as a service provider, as an employer, and as members of our community

*Respect* - we treat everyone with respect. Dignity, choice, ability, privacy and opinion are fundamental principles of who we are

*Quality* - we embrace the highest standards in all that we do. Quality in service and character drives our actions and attitudes

*Caring* - we act with a genuine sense of caring. A sincere interest in and concern for the complete well-being of all people define our actions

## Executive Summary

A disaster can strike quickly and without warning, and everyone would need to adapt to the conditions resulting from the emergency in order to keep those receiving supports and all staff safe. This plan was developed to give all staff and people receiving supports from The Arc Carroll County guidelines to follow in the event of an emergency or disaster.

This plan follows the regulations set forth in Maryland State House Bill 770. It has information about what emergencies and disasters are, what should be in an emergency kit, a notification protocol, guidelines on sheltering in place, evacuation procedures, and protocols for specific emergencies and disasters.

This plan is designed to be a supplement to the regulations and orders given by Carroll County or Maryland state emergency personnel, not a replacement. **In a disaster, any order given to you by county or state personnel should be followed instead of this plan.**

It is necessary to become familiar with this plan before a disaster occurs. This plan contains the information needed to take the action in order to maintain the health and personal safety of everyone affected.

## Disasters: General Information

### Definitions: Watches and Warnings

When watching the news, these two definitions are important:

**Watch:** A watch means that severe weather may occur in the area. During a watch, continue to monitor the radio or television for information and advice.

**Warning:** A warning means that the event is happening **now**; it is about to happen or has been seen on weather radar. This is the time to **immediately** begin protective measures.

Some events happen very quickly, so warnings may not be given or received in time. Always pay attention to the weather and take action if it appears something may be moving into the area, even if no official warning is given on the radio or television.

### After the Disaster: Environmental Changes

Disasters have many effects. Some are expected and others are not. It is important to know what can happen and what the area may be like after a disaster.

- In disasters that have high winds, a great deal of shaking may take place, which can break things and scatter debris. Hanging objects, such as plants, mirrors, and pictures, are likely to fall. Books may be flung from bookcases and the bookcases themselves may fall. In offices, file cabinets, computers, and other unsecured items may fall. Acoustical ceiling tiles and all of the dust behind them may drop. Large and heavy furniture (such as couches, chairs, beds, and dressers) may move back and block the pathway completely or in part.
- Floods and winter storms can cause sidewalks and roadways to crack or become impassable. Roads and sidewalks may be covered by mud, water, or debris, making it difficult to tell where they begin and end. There could be so much debris left on the streets that it would take weeks to clear away, leaving people stranded at home and keeping caregivers from reaching a residence. Road signs may be down. Traffic lights and walking signals used to cross the street may malfunction, or not work at all. This can disrupt cues used to cross the street. Travel time may be longer because of detours and added traffic. During a flood, the water may be moving very rapidly, which can make it impossible to leave an area.
- Familiar landmarks used as a guide may move or be destroyed, both indoors and out.

- Service animals, like a guide dog or hearing dog, may be hurt or too scared to work after a disaster.
- Houses may be destroyed, cut off from others, or have enough damage to make it unlivable for a long time.
- The way you buy groceries, medications, and medical supplies may be closed. It may take several days before stores open again, so it may be impossible to replace basic items.
- It may be hard to reach or get help from police and fire departments, ambulances, doctors, hospitals, pharmacies, or veterinarians.
- Utilities like electricity, water, gas, and phone service may not work for a long time. This means you may not be able to cook, cool or heat your house, or use anything that needs power.
- You may not be able to get cash through an automatic teller machine or the banks may be closed.
- You may not be able to fill vehicles with gasoline since pumps may not be working.
- Public transportation may not be working. Routes and schedules may be changed. Public and private wheelchair transport services or paratransits may not be operating.
- Noisy surroundings, like a shelter, may interfere with how well a hearing aid works. Also, the vibrations a person with a hearing impairment need may be disturbed. A noisy environment can be confusing for people with sight issues as well.
- Both staff and residents are used to being in a certain environment. However, a disaster can change the environment. Any medical conditions may become worse because of reactions to stress. For example, people who do not need the aid of devices on a daily basis may need a wheelchair after a disaster because of a stress reaction.
- After a disaster, people may need to ask for help to do things they normally could do alone. This may make these people feel vulnerable.

## The Emergency Preparedness Kit

Each ALU will have three days of supplies to last for all residents and staff that would be on duty at any given time. These items should be kept in one easy-to-carry plastic storage container located in a convenient place.

The stored water and food supplies should be rotated every six months (write dates on the containers). The supplies should be checked annually, or right after it has been used to make sure the kits are full.

### *Kit Contents*

#### *Essentials*

Battery operated radio and extra batteries

Flashlight and extra batteries (Do **not** include candles! Candles cause more fires after a disaster than anything else!)

Water: Store three gallons of water per person (one gallon for each day for each person, to have two quarts for drinking, two quarts for food preparation and sanitation).

Food: Store at least a three day supply of non-perishable food. Select foods that require no refrigeration, preparation, or cooking and little or no water. Ready to eat canned meats, canned fruits and vegetables, dried fruits, and nuts are excellent choices for the kit.

#### *First Aid Kit*

Assemble a first aid kit for the residence and one for the vehicle. A first aid kit should include the following:

Sterile, adhesive bandages in assorted sizes

Assorted sizes of safety pins

Cleansing agent/soap

Latex gloves (2 pairs)

Sunscreen

2-inch sterile gauze pads (4-6)

4-inch sterile gauze pads (4-6)

Triangular bandages (3)

2-inch sterile roller bandages (3 rolls)

3-inch sterile roller bandages (3 rolls)

Scissors

Adhesive tape

Tweezers

Needle  
Moistened towelettes  
Antiseptic  
Rubbing alcohol  
Thermometer  
Tongue blades (2)  
Tube of petroleum jelly or other lubricant

#### *Nonprescription Drugs\**

Aspirin or nonaspirin pain reliever  
Antidiarrheal medication  
Antacid (for stomach upset)  
Syrup of ipecac (use to induce vomiting if advised by the Poison Control Center)  
Laxative  
Activated charcoal (use if advised by the Poison Control Center)

#### *Sanitation*

Toilet paper, towelettes  
Soap, liquid detergent  
Feminine hygiene supplies  
Personal hygiene supplies  
Plastic garbage bags, ties (for personal sanitation uses)\*  
Plastic bucket with tight lid  
Disinfectant\*  
Household chlorine bleach  
Facial tissues

#### *Clothing & Bedding*

One complete change of clothing and footwear per person  
Rain gear  
Blankets or sleeping bags  
Hat and gloves  
Thermal underwear  
Sunglasses

#### *Tools & Supplies*

Mess kits or paper cups; plates and plastic utensils  
Cash  
Nonelectric can opener, utility knife  
Pliers, screwdriver, hammer, crowbar, assorted nails, wood screws  
Shutoff wrench to turn off household gas and water  
Duct tape



Compass  
Matches in a waterproof container  
Aluminum foil  
Plastic storage containers  
Signal flare  
Paper, pencil\*  
Needles, thread  
Medicine dropper  
Adhesive labels  
Heavy work gloves  
Whistle\*  
Heavy cotton or hemp rope  
Patch kit and can of seal-in-air  
Disposable dust masks  
Plastic sheeting  
Map of the area (for locating shelters)  
Emergency information\*  
Flashlights\*

### *Entertainment*

Games and books

### *Disability-Related Supplies and Special Equipment*

Glasses\*  
Eating Utensils  
Grooming and dressing devices  
Writing devices  
Hearing devices\*  
Oxygen  
Suction equipment  
Dialysis equipment  
Sanitary supplies  
Urinary supplies\*  
Ostomy supplies  
Wheelchairs and repair kit  
Walker  
Crutches  
Cane  
Dentures  
Any other adaptive equipment required for someone

\* These supplies should also go into a portable disaster supplies kit.

## Notification Protocol

### Community Living:

Once the disaster starts, the Coordinator, the Deputy Executive Director, and the Executive Director will begin communications. Once those staff are fully briefed, **they** will contact each unit. Do **NOT** attempt to reach the administrative staff and block the phone lines. They will contact the residences. At that point, they will tell you what you need to know regarding sheltering in place or evacuation, and establish a communication procedure for the remainder of the disaster.

### Employment Services:

Once the disaster starts, the administrative staff will contact each job coach in the field to convey information. Do **NOT** attempt to call the Arc's administrative building and block the phone lines.

### Exceptions:

In some situations, cell phones and local phone lines may not be functioning properly, which may keep the administrative staff from making contact. If you do not hear from an administrative staff within an hour, try sending a text message from a cell phone. Sometimes, cell phone lines can be down, but text messages will still work. If this does not work, call the long distance contact person. The long distance contact is currently Mary Jo Walla, Deputy Executive Director.

### Family Contacts:

Program Coordinators will ensure that families have been contacted. Do **NOT** attempt to call families yourselves and block the phone lines.

### DDA Notification:

The Deputy Executive Director or the Assistant Director of Quality Assurance will contact DDA staff with any key issues.

### Important Phone Numbers:

Please see the *Community Living Emergency Coverage Numbers* posted in each ALU for phone numbers of Community Living and Administrative staff, including the long distance contact number.

Carroll County 911 Non-emergency:	410-386-2260
Carroll County 24-Hour Emergency Information:	1-888-462-TIPS (8477)
Fire Marshall:	410-552-0154
Hampstead Police Department:	410-239-8954
Manchester Police Department:	410-239-6900
Sykesville Police Department:	410-795-0757
Taneytown Police Department:	410-751-1150
Westminster Police Department:	410-848-4646
Maryland State Police:	410-386-3000
Carroll County Bureau of Utilities:	410-386-2164
Carroll County Health Department:	410-857-5000; 410-876-2152
Poison Center:	1-800-492-2414
American Red Cross:	410-848-4334
Allegheny Power:	1-800-255-3443
Baltimore Gas and Electric:	1-877-778-2222; 410-685-0123
Northern Pharmacy	1-866-580-6775

### **Keeping Updated**

To get information during an emergency, check these places.

Radio: WTTR 1470 AM, 100.7 WGRX FM, 97.9 WIYY FM, 1090 WBAL AM

Television: WMAR Channel 2, WBAL Channel 11, WJZ Channel 13, and WBFF Channel 45

A preprogrammed NWS weather radio (if available)

Phone: 1-888-5 GET EOC (1-888-543-8362) for information on county programs and services during an emergency.

### **Sheltering In Place**

During most emergencies in this area, the most common course of action is sheltering in place. **It is The Arc's preference to shelter in place due to the special needs and medical issues with the residents.** When sheltering in place, each site is to be

secured with all people receiving support safely inside. The emergency kit should be used if needed.

If a chemical or other biohazard related disaster occurs in the immediate environment of where you are, please follow these guidelines:

- Close and lock all windows.
- Seal gaps under doorways, windows, exhaust fan grilles, stove and dryer vents, and air conditioning units with wet towels, duct tape, plastic sheeting, wax paper, or aluminum wrap as available.
- Close all fireplace dampers.
- Close as many doors as possible.
- Turn off all ventilation systems, including furnaces, air conditioners, vents, and fans.
- Close all drapes, curtains, and shades if local authorities warn of potential explosions. Stay away from windows to prevent injury.
- Remain in protected interior areas of the site.
- Stay tuned to radio or television. County officials will send notification when it is safe to go outside.
- **NEVER** use gas ovens, stovetops, or grills to heat the home. They pose a serious threat of fire and creation of poisonous carbon monoxide. Kerosene heaters should always be used in a well-ventilated room, and never be refueled inside the home or in an attached garage. Keep heater 3 feet away from combustible items. When removing ashes from the fireplace, make sure that the ashes have been cooled, and are placed in a metal container away from the home. If the site has a generator, **NEVER** place it indoors to run. Position it outside the site.
- The Residential Advisor and the Program Assistant will be responsible for staff scheduling.

### Turning off Utilities

If there is damage to the residence or instructions are given to turn off the utilities:

- Locate the electric, gas and water shut-off valves. These are clearly marked at each ALU.
- Keep necessary tools near gas and water shut-off valves.
- Teach all staff how to turn off utilities.
- **If the gas is turned off, a professional must turn it back on. Do not attempt to do this.**

## Evacuation

### **Evacuation Protocol: Community Living**

In the event of evacuation, these steps will be followed:

1. Families will be contacted by designated staff and if their residences are in functional condition and routes are unblocked and safe, the residents should stay there if possible.
2. If there is any additional space in another functional ALU, displaced residents will go there until their house is up and running again.
3. If there is not adequate space, hotel rooms will be secured if possible for the residents.
4. If all other options fail, residents will go to an emergency shelter.

### **Evacuation Protocol: Albright Building**

Evacuation maps are placed in each room of the building and show the primary and secondary exit routes.

Everyone in the building will be alerted by the interior alarm bells or by the telephone paging system of the need to evacuate.

The following general duties will be carried out by staff in the event of an evacuation:

1. Notify the Administration.

2. Direct people to the closest exit.
3. Transport and or assist people who are unable to evacuate quickly.
4. Check the restrooms and assist anyone who is using these areas.
5. Assist individuals getting to and staying at the assembly area. The place of assembly is on the grass past the bus parking area on the Krider's Church Road side of the building. Individuals using wheelchairs will be positioned on the edge of the driveway as close as possible to the grass.
6. Job coaches should take attendance upon arrival to the assembly point using the attendance record.
7. If the building cannot be used, people will be transported to Krider's United Church of Christ by van, shuttle, or on foot. The Executive Director has a key to this site, making it available at any time. This will provide shelter while the Arc organizes getting individuals home to their families, residential sites or with the approval of the Executive Director or the Deputy Executive Director, staff may choose to bring individuals to their own homes if it is a safe alternative and the home meets the needs of the individuals. If it is not safe to transport people to any home, then procedures 2-4 of the Community Living protocol will be followed.

If there is a mandatory evacuation ordered or the house is unsafe to remain, then these guidelines should be followed.

- If an evacuation is ordered, information will be given through the Emergency Alert System, radio, television, and local officials. Government agencies and the Red Cross, among others, will provide emergency shelter if necessary.
- Shut off water, gas, and electricity if instructed to do so and if time permits.
- Wear clothing appropriate for conditions and sturdy shoes.
- Take the disaster supplies kit. Ensure that the medical information with each person served is included with the supplies.
- Bring a sleeping bag or bed roll, change of clothing, bathing and sanitary supplies, pre-filled prescriptions and other medical needs, denture and eye care supplies, and special dietary supplies or requirements.
- Before leaving the residence, lock all doors and windows. If there is time, unplug appliances.

- Notify the administrative staff person of where you are going. If cell phones and local lines are down, notify the out of area contact.
- All administrative staff will keep track of each person evacuating, time of evacuation, and where they are going. It will be the administrative staff's responsibility to follow up as necessary with each evacuation.
- Always follow specific evacuation routes. DO NOT take short cuts because they may be blocked. Before returning to the residence, continue to listen to the radio for information and instructions. DO NOT return until officials say it is safe. DO NOT take any kind of flame into a damaged building. There may be leaking gas or other flammable materials present. If gas is smelled, DO NOT turn on lights because they can produce sparks that could ignite gas. Leave the house immediately and notify the gas company. Never turn the gas back on; call the gas company and have them turn it on.
- Call the power company if you see downed power lines during evacuation.
- Follow health department instructions on using food items after a disaster.
- Confirm upon arrival at an emergency shelter that it can meet special care needs.
- After the emergency has passed, call the appropriate administrative staff to let he or she know how everyone is doing.
- The Residential Advisor and the Program Assistant will be responsible for staff scheduling.

## **Drill Procedures**

Drills testing the response to various emergencies will occur each month at all locations owned by The Arc. Fire drills will be conducted monthly at all sites, and 6 other drills will rotate and test the various strategies present in this plan. People receiving support and all staff will receive training the first time a new drill is conducted. Drill reports will be completed to document each test.

## Disaster Specific Guidelines

### Floods

Floods are the most common and widespread of all natural hazards. Flooding causes billions of dollars in damage each year. It also causes the greatest number of deaths of any natural disaster.

Be aware if the site is in a flood-prone area. See if check-valves have been installed in the sewer traps. These valves prevent floodwater from backing up in the sewer drains. Store materials like sandbags, plywood, and plastic sheeting to help protect the site from floodwaters.

Flash floods are quick-rising floods usually resulting from heavy rains over a short period of time, often only several hours or even less.

Coastal flooding occurs when strong onshore winds push water from an ocean, bay or inlet onto land. This can take the form of storm surges associated with tropical storms and hurricanes, or can be associated with non-tropical storms such as “nor’easters.”

### Response:

- As flood waters rise:
  1. Shut off water, gas, and electricity.
  2. Seal openings (doors and windows) or other vulnerable areas (cracked foundation) by using sandbags.
  3. Secure all outdoor items, such as furniture, lumber, etc.
  4. Move valuables to upper levels.
  5. Move cars to higher ground.
  6. Check emergency supplies.
- Do not attempt to drive on flooded roads or through underpasses.
- Do not cross streams where water is above the knees.
- If a flash flood warning is given, move immediately to higher ground.



- Listen for evacuation announcements.

#### Recovery:

- Clear drains of debris.
- Be aware that there may be fires, flooding, or impairment to your site's fire protection system.
- Exercise caution around damaged or submerged power lines.
- Do not use food that has come into contact with floodwaters.
- Have all drinking water tested.
- Check for structural damage before re-entering any building.
- Let buildings air out for several minutes before re-entering and do not use matches or lanterns inside.
- Shovel out mud while it is still moist.

#### **Hurricanes:**

Hurricanes are storms with winds that exceed 74 miles per hour and have torrential rains and flooding. They typically occur from mid-June through mid-November. If forecasters warn of any of the following, it is important to take the necessary precautions:

Alert (the hurricane conditions post a possible threat over the next 72 hours)

Watch (the potential for hurricane conditions is good over the next 36 hours)

Warning (the hurricane conditions are expected within the next 24 hours. Begin precautionary action at once).

#### Readiness:

- Reinforce houses to withstand wind and flooding.
- Avoid coastal areas.
- Secure outdoor objects such as furniture, garbage cans, or bicycles.

### Response:

- Monitor the storm by getting updates from the National Weather Service.
- Take precautions as soon as a hurricane warning is announced.
- Follow advisories regarding evacuation, but, do not try to travel during high winds and storm surges.
- Do not think the hurricane has passed while the eye of the storm is in the area.
- Leave only after the “all clear” signal is given over the radio or television.

### Recovery:

- Be aware that there may be fires, flooding, or impairment to the site’s fire protection system.
- Clear roof drains of debris to prevent water from pooling on the roof, which could lead to roof collapse.
- Avoid loose or dangling wires; report them to the power company.
- Report broken sewer or water mains to the water company.
- Protect against further damage by boarding broken windows, placing a tarp on a damaged roof, etc.

### **Tornadoes, Severe Windstorm, or Thunderstorm:**

Tornadoes are violent storms with whirling winds that can reach up to 300 miles per hour. They appear as rotating funnel-shaped clouds that range from gray to black in color. The funnel extends toward the ground from the base of a thundercloud. Tornadoes can come one at a time, or in clusters, and they vary greatly in length, width, direction of travel, and speed. They can leave a path from 50 yards wide to over a mile wide. They may touch down for only seconds or remain in contact with the ground for over an hour.

Severe windstorms or thunderstorms, not accompanied by a tornado, can also cause severe damage or personal injury.

### Readiness:

- Be informed of daily weather conditions and storm alerts.
- Designate a safe area at each site; usually the basement or lowest floor interior space is the safest. Stay away from windows or areas partitioned with glass.

Response:

- Go to the designated shelter area or take cover under solid furniture or mattresses.
- Avoid large, poorly supported roofs.
- Stay indoors.
- If driving in open country, drive at a right angle to the tornado's path when it is safe to do so.
- If walking in the open, lie flat in a ditch or ravine.
- Get away from any body of water.
- Evacuate the building and call the fire department immediately if any fires start. Only attempt to extinguish small fires.
- Give first aid and call emergency medical assistance immediately for anyone struck by lightning.

Recovery:

- Re-enter buildings with extreme caution.
- Be alert for fire hazards.
- Clean up fallen trees, branches, and debris.
- Report any downed electrical wires to emergency personnel.

## **Earthquake**

Earthquakes are caused by the breaking and shifting of rock beneath the Earth's surface. The ground shaking that occurs from an earthquake can cause damage to

buildings and bridges, disrupt gas, electric, phone, and cable services, and can also trigger other natural disasters (floods, mudslides, etc.) An earthquake strikes suddenly and without warning. This can occur any time of the day or any period of the year. In some cases, the earthquake can then be followed by several aftershocks that could last for weeks or even months.

Most injuries that occur from earthquakes come from collapsed walls, flying glass, and falling objects.

Response:

- Inside Building
  - “As recommended by federal guidelines, Drop, Cover, and Hold on”
  - Drop to the ground and take cover by getting under a sturdy table or other piece of furniture and hold on until the shaking stops. If there isn’t a table or desk available, cover your face and head with your arms and crouch in an inside corner of the building.
  - Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
  - Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
  - Stay inside until the shaking stops and it is safe to go outside.
- Outdoors
  - Stay outside. Move away from buildings or anything else in the area that could fall.
  - Once in the open, drop to the ground and stay there until the shaking stops.
- Inside a Moving Vehicle
  - Stop as quickly as is safe and stay inside the vehicle. Do not stop near buildings, trees, overpasses, or anything else that could fall.
  - Once the shaking has stopped, proceed carefully. Do not take routes that involve roads, bridges, or ramps that may have been damaged.
- If Trapped Under Debris

- Do not light matches.
- Do not move and kick up dust.
- Cover your mouth with clothing or a handkerchief.
- Tap on a nearby pipe or wall to alert rescuers, or use a whistle if available. Shouting should only be used as a last resort due to the risk of inhaling dangerous levels of dust.

Recovery:

- Expect aftershocks.
- Use a telephone only for emergency calls.
- Open all cabinets or closet doors carefully, as objects could have shifted and may fall.
- Stay away from damaged areas.
- Help any injured or trapped people.
- Clean up any spilled chemicals immediately. Leave the area if you smell gas or strong fumes from other chemicals.
- Inspect chimneys and utilities for damage and report if necessary.

**Structural Fire**

Check electrical wiring and appliances. Replace worn or frayed cords. Do not overload circuits with too many appliances. Do not string extension cords under rugs. Use irons, curling irons, and other heat appliances with caution.

Flammable liquids should be stored in approved containers. Never use flammable liquids indoors or near flames. They ignite readily from a spark. Dispose of rags soaked with flammable liquid in metal containers. Improper disposal could lead to fires.

Have fireplaces, furnaces, and stoves cleaned and inspected each year.

Do not put paper, magazines, or other flammable materials on radiators, near stoves, or fireplaces. Do not let light bulbs touch lampshades or other objects. Do not use grills indoors or on balconies.

In case of fire:

- Stay low. If in bed, roll out and crawl on the floor under the smoke.
- Crawl to the door, using the wall as a guide. Check the door for heat with the back of a hand before opening.
- If the door is cool to the touch, open slowly so that it can be shut quickly if flames or smoke are on the other side.
- If the door is hot or smoke is seeping underneath, do not open the door. Put a blanket, towel, robe, or heavy clothing in the crack.
- Using the wall as a guide, crawl to a window and open it. Take a sheet or large piece of cloth and wave it and shout for help if unable to climb out of the window to the ground to safety.
- Take short breaths to avoid breathing in fumes and smoke.
- Shout “fire” once outside the heavy smoke to signal to others. While still inside the house, signal to others in the home by pounding on walls or floors. Assist any individuals served with mobility issues keeping them from evacuating independently.
- Once out of the fire, do not go back in. Let the firefighters know if anyone is missing.
- Escape first. If firefighters are not at the scene, call or tell someone to call 911. Do not go back inside to make the call.

### ***Smoke Alarms***

Smoke alarms can warn that there is a fire. Maintain smoke alarms in proper working order. Check and replace batteries every six months (changing batteries during daylight savings time is an easy way to remember). Some units will beep when the batteries need to be replaced. Clean the alarm annually to keep out dust that can damage the unit. Test the alarm monthly by pushing the test button. The National Bureau of Standards test shows that alarms lose approximately half of their dependability in about 10 years. Because of this, it is recommended that the alarm be replaced every 10 years.

#### **Readiness:**

- Do not store combustible materials in closed areas or near a heat source.

- Plan alternate escape routes from every room of each site; conduct fire drills and be sure each participant knows each exit. Ensure evacuation plans are present and posted in a convenient location.

Response:

- Immediately report any fire after evacuating.
- Contain the fire if possible (i.e. close the doors).
- Stay low in a burning building, away from smoke and toxic fumes.
- Check doors before opening; do not open a door that feels hot.
- If clothing catches fire - stop, drop, and roll.

### **Forest Fire/Wildfire**

Forest fires or wildfire often begin unnoticed and spread quickly, sometimes changing direction with the wind and igniting brush, trees, and homes. Weather conditions can directly contribute to the occurrence of wildfires through lightning strikes, or indirectly through an extended dry spell or drought that contributes to the availability of fuel.

Readiness:

- Learn how to recognize dangerous fire conditions.
- Keep chimneys clean and avoid open burning during dry weather.
- Plan several escape routes from forested areas.
- Clear an open space around your site.

Response:

- Leave immediately if officials are evacuating the area.
- If in the forest when a fire breaks out, note weather conditions and wind direction before planning appropriate escape routes.
- If caught in a fire, look for a body of water, rock outcropping, or cleared area to obtain shelter.

- Breathe through a wet cloth; try to breathe air close to the ground where it is cooler and contains more oxygen and less smoke.
- Do not try to outrun a fire that is burning uphill - travel at right angles to the fire if possible.

#### Recovery:

- Check carefully for hot spots upon re-entering burned forest area.
- Replant burned area quickly to reduce soil erosion.

### **Drought or Extreme Heat**

Drought is caused by long periods of time with little or no rainfall. Extreme heat occurs when the temperature reaches excessively high levels or when the combination of heat and humidity causes the air to become oppressive. Drought or extreme heat can occur in any area of the country. Extreme heat is especially dangerous to medically fragile individuals, the very young, and the elderly. Pay particular attention to these individuals in times of extreme heat.

#### Readiness:

- Conserve water throughout the year.
- Acclimate to heat.
- Be able to recognize and treat heat impairment symptoms.

#### Response:

- Use water only for essential purposes
- Reuse water whenever possible.
- Avoid overexertion.
- Pace yourself while working and wear light-colored, loose-fitting clothing.
- Keep body fluid and salt level as close to normal as possible.
- Rest regularly.



### Recovery:

- Put heat victim in the shade and give water to drink.
- Lower body temperature
- Get immediate medical attention to anyone who faints from heat exposure.

### ***Heat Disorder Symptoms and Treatment***

- Sunburn: Redness and pain. Severe cases may result in swelling of the skin, blisters, fever, and/or headaches. Use over the counter sunburn relief preparations for mild cases. If blisters appear, do not break. If the blisters do break, apply a dry, sterile dressing. For serious cases, consult a physician.
- Heat Cramps: Painful muscle spasms may occur in the legs and/or abdomen. Use firm pressure on cramping muscles, or gentle massage to relieve the spasms. Give sips of water to replace water lost through sweating. Discontinue water if nausea occurs.
- Heat Exhaustion: Heavy sweating, weakness, skin is cold, pale, and clammy. Pulse is weak and shallow. Normal temperature is possible. Fainting and vomiting may occur. Get victim out of the sun. Lay him/her down and loosen clothing. Apply wet, cool cloths.
- Heat Stroke: High body temperature (106 degrees Fahrenheit or higher). Skin is hot and dry. Pulse is rapid and strong. Possible unconsciousness. **HEAT STROKE IS A SEVERE MEDICAL EMERGENCY.** Call 911 for emergency medical assistance. Get the victim to the hospital. Until help arrives, move victim to a cooler environment, reduce body temperature with cool, damp cloths or sponges, use fans or air conditioning, and do not give any fluids. Repeat cooling process if the victim's body temperature rises again.

### **Winter Storms/Cold Weather**

Cold weather and associated winter storms are common throughout most of the United States. However, shifts in the jet stream can force extremely cold, arctic air into warmer regions. Winter storm precipitation can include snow, sleet, or freezing rain. A winter storm watch means adverse winter weather is possible in the watch area. A winter storm warning means adverse winter weather will occur in the watch area. Heavy snow is an accumulation of 6 inches or more in 12 hours, or 8 inches or more in 24 hours. A blizzard is sustained winds or frequent gusts up to 35mph or greater, considerable falling snow and/or blowing snow, reduced visibility to less than

a quarter mile for three hours or more.

Readiness:

- Keep posted on weather conditions.
- Have heating systems inspected every fall.
- Provide adequate building heat during cold weather to prevent freeze up of sprinkler system and other interior water piping. Pay particular attention to the temperature of crawl spaces or other poorly heated areas through which piping may run.
- Install alternate heat sources.
- Keep an adequate supply of heating fuel on hand as well as a battery-powered radio, flashlight, and extra batteries.
- Know how to use emergency heating and lighting equipment to prevent fires or dangerous fumes.

Response:

- Determine if early closing or delayed opening of program sites is necessary.
- Avoid all unnecessary trips.
- Know when the body is tiring and prevent overexertion.
- If it is necessary to be outdoors, wear several layers of loose fitting clothing and keep mouth covered to protect lungs from cold air.
- If the vehicle breaks down during a winter storm, display a trouble signal.
- Do not leave the vehicle unless it is certain there is help available within one hundred yards. While in the vehicle awaiting assistance, run the engine to stay warm for about 10 minutes each hour - but remember to keep snow away from the exhaust pipe and keep a window open for ventilation. Also remember to vigorously move arms, legs, fingers, and toes from time to time to keep blood circulating.

Recovery:

- Clear snow from paths, sidewalks, driveways, exits, fire protection equipment, wheelchair ramps and utilities. In Carroll County, road crews concentrate on

keeping snow emergency routes passable. These roads are cleared to bare pavement as soon as possible after a storm is over. A storm has ended when wind has diminished and temperatures start to rise above freezing. Plowing begins when snow becomes 1-3 inches deep and the temperatures indicate that there will be no melting. Even after plowing, snow that has been hard packed by traffic often remains on the street, and the plows are unable to remove it completely. In this type of situation, salt and other melting products are spread to provide adequate traction. Clearing driveways, entrances, and sidewalks is the responsibility of the property owner. Arc owned driveways will be cleared by the agency. **The staff on duty are responsible for clearing all entrances into sites and sidewalks. DO NOT shovel snow into roadways.** Trucks cannot plow through if vehicles are parked in the street. When a storm is predicted, always park vehicles in the driveway if possible.

- Check roofs for damage from heavy snow and inspect roof drains to ensure there is no ice build up.
- Avoid overexertion while clearing snow.
- Check sprinkler systems and other pipes for evidence of freeze damage i.e. leaks or cracks.

### **Riot, Civil Disturbance, and Bomb Threats**

Civil disturbance can range from mischievous pranks to mass armed aggression. Bomb threats, though they often turn out to be hoaxes, should always be taken seriously. If they are not, the results could be disastrous. Albright Building staff have been trained on procedures to handle disturbances on site. This information will not be published in order to protect the integrity of the procedures.

#### Readiness:

- Install and use effective locks on all doors and windows.
- Fire extinguishers should be placed at all sites and all staff should take the required Fire Safety course.
- Report, but not handle, suspicious packages, actions or conditions.
- Train telephone operators in how to handle calls from suspected bombers.
- Designate a safe place in each site for shelter in violent situations.

### Response:

- When violence or looting happens, leave the area immediately.
- Do not move any unidentified package in a building where there is a bomb threat; evacuate the building and report the threat to authorities.
- After receiving a bomb threat; turn off all portable radios including two-way radios as the signals could detonate the bomb. Use the public address system or other means of communication to alert staff, depending upon the message relayed from the person making the threat. The staff person receiving the bomb threat is responsible for notifying the administration of the problem.
- Notify emergency services as needed for fire, ambulance, or police response.

### Recovery:

- Obtain recovery information from the local emergency manager.
- Salvage undamaged goods and equipment and re-secure facility by boarding windows, changing locks, arranging for 24 hour guard service, etc.

## **Hazardous Materials and Radiation Release**

A hazardous material is anything that corrodes other materials, explodes, is easily ignited, reacts strongly with water, is unstable when exposed to heat or shock, or is otherwise toxic to humans, animals, or the environment. Hazardous materials can include: explosives, flammable gases and liquids, poisons or poisonous gases, corrosives and caustics, nonflammable gases, oxidizers, water-reactive materials, and radioactive materials.

Hazardous materials commonly found in homes include bleach, oily rags, laundry detergent, diesel fuel, nail polish & removers, lighter fluid, propane tanks, oven cleaner, gasoline, hair spray, fertilizer, aerosol deodorants, ammonia, paint, varnish, thinners, aerosols, pesticides and herbicides, and perfume/cologne.

### Readiness:

- Know where nuclear power plants, radioactive materials storage sites and radioactive waste dumps are located.
- Learn the major transportation routes through and around the community.

- Material Safety Data Sheets (MSDS) for all chemicals used in the Albright building are available at the available in the day program and transportation offices.
- Plan several evacuation routes and conduct periodic drills.
- Know what to do and whom to call if exposure to radioactive materials occurs.

#### Response:

- If an accident occurs in the community, an emergency official will send an alert.
- Move far away from the scene of the accident and help keep others away. The staff person who notices the incident is responsible for clearing the area of all people receiving support and of notifying the administration of the problem.
- Do not walk into or touch any spilled substances.
- Avoid inhaling gases, fumes, and smoke. Keep in mind that harmful gases may be colorless and odorless.
- Isolate clothing and shoes after exposure to a radioactive substance; shower for 15 minutes with soap & water and seek emergency medical assistance.
- Evacuate immediately or stay indoors, depending on instructions from local emergency officials.
- In the event of a hazardous material spill, instruct staff to turn off all air and heating vents. Close all doors and windows and seal gaps under doorways and windows with wet towels.

#### Recovery:

- Do not clean up strange spills or substances without consulting a qualified radiation authority. Consult local newspapers, radio and television for clean up and recovery instructions.
- Follow local instructions concerning locally produced food and water supplies.
- Clean up any residue carefully; follow instructions from local media or chemical manufacturer on cleanup methods.

## Resource Shortage

Resource shortages can include water, power, and food shortage.

### Readiness:

- Use personal conservation measures.
- Reduce dependency on any single resource.
- Teach all staff and individuals served conservation measures.
- Keep a supply of emergency food, water, and medicines.
- Stock battery powered lamps and batteries.

### Response:

- Consult local media for recommended conservation practices and sources of special assistance.
- Avoid opening a refrigerator during a power failure; food can be kept no longer than two days.
- Go to a local shelter if there is no heat; follow evacuation procedures if necessary.

### Recovery:

- Take only what is needed as a resource becomes available; do not hoard supplies.
- Continue conservation practices.

### ***What to do when electrical power is lost:***

Disruption of power can occur as a result of many things, including lightning, high winds, ice and heavy snow, and equipment failure. Usually service is restored in a short period. However, major power outages can happen for extended periods of time. When power is lost:

*Check to see if neighbors have power.* It may only be a blown fuse or a tripped circuit. If the neighbors are also without service, call the local power company. If

downed power lines are located, do not go near them or touch anything they may be in contact with.

*Turn off major appliances.* Leave two or three light switches on in the home and the front porch light. When major appliances (refrigerators, electric water heaters, air conditioners and pumps) are left on, they could overload electric lines when power is restored, causing a second outage.

*Keep refrigerator and freezer doors closed.* Food can be kept cold enough for a day or two if the doors are kept closed. During the winter, some items could be stored outside in a proper container. If temperatures are below freezing, it is possible to freeze water outside in containers and place them inside the refrigerator to help keep food cold. Try to consume perishable foods first. Some partially frozen foods can be refrozen as long as they contain ice crystals or are not warmer than 40 degrees Fahrenheit. Do not refreeze seafood, poultry, ice cream, cream sauces, or anything susceptible to spoilage. Remember, when in doubt, throw it out.

During times of prolonged outages, the power company may provide dry ice at a designated location; bring an ice cooler or suitable container to transport it back to the residence. As a rule of thumb, 25 pounds of dry ice will keep a 10 cubic foot freezer at the proper temperature (32 degrees Fahrenheit) for three to four days.

*Flashlights or battery-operated lanterns* should be used to illuminate the home. Candles and kerosene lanterns are not recommended for lighting because of the inherent fire safety hazards and fumes.

*Portable emergency generators* can be used to provide limited electrical power during an outage. Take care to ensure that they do not pose a threat. Never fuel or run a portable generator in the home or garage, as gas-powered generators pose a serious fire and carbon monoxide threat. Generators should be installed in compliance with the local utility's guidelines. Make sure the generator is equipped with a double-throw transfer switch that protects electrical equipment and prevents feedback on power lines. Always operate according to the manufacturer's instructions.

*Water systems with electric pumps*, such as wells or cisterns, will not operate when the power is out. Use alternate sources of water until power is restored.

*Gas appliances* may not work if the electricity is off because the equipment may require electricity for ignition or valve operation.

*Water heaters* that are drained to prevent damage from freezing must have their power circuit shut off as well. Failure to do so could result in the loss of the heating element when power is restored. NEVER turn on a water heater unless the tank is full.

*Plumbing* can freeze when power is lost during cold weather periods. Turn the pump off, drain supply lines at the lowest point in the house, water heaters, boilers and traps in drains of tubs, sinks, toilets, washing machines, and dish washers. To avoid major flooding when temperatures rise, turn off supply lines to outside spigots.

*Life support equipment* required for individuals who depend on these devices (respirators, ventilators, oxygen equipment, or other life-sustaining devices) should be listed with the power company, with the doctor's approval. There should be a contingency plan that always includes an alternate power source for the device and relocating the person.

*Trees* are a primary cause of power outages in Carroll County. Power companies have regularly scheduled programs for trimming trees. When planting and/or trimming trees on the property, always seek professional help in trimming limbs or branches that are close to power lines.

*Keeping Warm.* Select a single room in the home in which the entire group can live; ideally a room that gets sunlight during daylight hours. Use fireplaces and wood-burning stoves with care and always supervise them when burning. Make sure the fireplace is in proper working condition and has been inspected before use. Wear layers of clothing, including sweaters and coats, which entrap warm air and helps to maintain body heat for longer periods. For homes with natural gas heaters, keep meters and vents clear of ice and snow.

## **Terrorism**

Terrorists could use several different types of weapons in an attempt to cause harm. Some examples include explosives, biological agents, chemicals, and radiation.

### *Biological Threats*

A biological threat is the release of germs or other biological substances that can make someone sick. Most agents must be inhaled, enter the body through a break in the skin, or be eaten in order to do this. Some biological agents, such as anthrax, are not contagious. Many others, like the smallpox virus, can result in diseases that are contagious.

*The following is an overview of the agents most likely to be used in a bioterrorism attack.*

- **Anthrax:** Anthrax can enter the human body three different ways: by inhaling, touching, or eating the bacteria or an anthrax spore. If anthrax were intentionally released, inhalation would be the biggest risk. Symptoms associated with inhaled anthrax include fever, fatigue, and weakness, which



could progress to respiratory distress. Anthrax is not contagious. Individuals exposed to the bacteria are treated with antibiotics.

- **Botulism:** Botulism is caused by the botulinum toxin, which is produced by bacteria called *Clostridium botulinum*. The toxin is one of the most poisonous substances known. It can enter into the body by eating contaminated food or by breathing air that contains it. About one day after the toxin has entered the body, symptoms such as progressive muscle paralysis that leads to respiratory distress require the individual to seek emergency medical care. Botulism is not contagious. Treatment for botulism includes administration of the antitoxin, and/or supportive care to help the person breathe until it is no longer in the body. Supportive care could last for several months.
- **Plague:** Plague is caused by the bacterium, *Yersinia pestis*. In the event of an intentional release, the bacteria would be inhaled and the person would begin feeling sick in less than a week. The first symptoms of plague include fever, cough, and shortness of breath. If a person knows that he or she has been exposed to the plague bacteria and has begun to have symptoms, it is important to seek immediate medical attention. Plague is contagious, meaning the disease can be spread from person to person. Treatment for plague includes antibiotic therapy.
- **Smallpox:** Smallpox has not been seen in the United States since 1949, and the last case in the world occurred in 1978. One case of smallpox would be a worldwide emergency. Smallpox illness begins with fever, headache, extreme backache, and fatigue. The rash begins two to four days later, and the individual is contagious from the time the first bumps appear until the last scab falls off. The bumps are very painful, firm, and progress at the same rate until scabs have formed. In the event of a smallpox outbreak, the federal government has stated that there will be enough vaccine for all Americans.
- **Tularemia:** The bacterium that causes tularemia could be released into the air. Symptoms of tularemia include fever, fatigue, and weight loss and could progress to pneumonia. Tularemia is not contagious. Antibiotics are used to treat tularemia.
- **Viral Hemorrhagic Fevers:** There are many viruses in this group that can cause illness. Some of the more well-known include Ebola, Marburg, Yellow Fever, and Dengue Fever. The viral particles could be released in the air then inhaled by individuals in the area. Signs and symptoms of viral hemorrhagic fevers include fever with flushing, bleeding, swelling, low blood pressure, and confusion. The extreme blood loss can be life threatening. Treatment includes fluid replacement, medications, and supportive care to provide comfort to the ill patient.

### **Chemical Threats**

Chemical terrorism involves the deliberate or threatened release of agents in the form of poisonous vapors, aerosols, liquids, or solids that have toxic effects on people, animals, or plants. They can have either an immediate effect (a few seconds to minutes) or a delayed effect (several hours to several days). In case of a chemical attack, authorities will advise you of the best course of action, whether it be evacuating the area immediately or sheltering in place.

If caught in an unprotected area:

- Attempt to get upwind of the contaminated area.
- Attempt to find shelter as quickly as possible.
- Listen to the radio for official instructions.

**Immediate symptoms of chemical exposure may include runny nose and tearing eyes, blurred vision, drooling, cough, difficulty breathing, and nausea. If you are exposed to a chemical agent and immediate attention by professional medical personnel is not available, decontaminate yourself:**

- Remove all clothing and other items in contact with the body. Avoid pulling contaminated clothing over face and eyes. Place clothing in a plastic bag.
- Decontaminate the body by using soap and water.
- Remove contact lenses. Eyeglasses should be removed and soaked in a bleach solution.
- Flush eyes with lots of water.
- Change into uncontaminated clothing. (Clothing in a closed closet or drawer is most likely not contaminated).
- When advised to do so, proceed to a medical facility for screening.

### ***Radiation Threats***

Radiation is a form of energy that is present everywhere. It can affect the body in a number of ways ranging from sunburn to cancer or death. Many of the consequences of contamination are not seen for many years after exposure. Radioactive materials could be released by a nuclear power plant accident, an atomic bomb explosion, an accidental release from medical or industrial devices, or an intentional release of radioactive materials. Radiation fallout cannot be seen, smelled, felt, or tasted. In

the event of a release of radioactive materials, remember to listen to the radio for official instructions.

The three basic ways to reduce radiation exposure are through:

- Time: Decrease the amount of time spent near the source of radiation.
- Distance: Increase the distance from a radiation source.
- Shielding: Shielding is anything that creates a barrier between people and the radiation source. Depending on the type of radiation, it can be as thin as a window glass or as thick as several feet of concrete.

You should also know the community's warning system as well as where fallout shelters are located. A basement or any underground area is the best place to shelter.

## **Pandemic Flu**

Influenza, often called the flu, is a respiratory disease caused by a virus. In the United States, the flu is an annual occurrence that begins in December and ends in March. This is called seasonal flu. Rarely, a new type of flu virus may appear that people have not been exposed to before, so they have no natural resistance to it. This could cause flu more serious than a seasonal or "typical" flu. This is called pandemic flu. Pandemic flu spreads easily from person to person around the world in a very short time and causes serious illness and death. Unlike the seasonal flu, pandemic flu infects large numbers of people of all ages, causing serious illness and deaths. Symptoms include:

- Diarrhea
- Extreme tiredness
- Headache
- Body ache
- Cough
- Sore Throat
- Fever and chills
- Runny or stuffy nose

Contact a health care provider if there are any questions about your specific symptoms. Make good hygiene a habit and take other actions to prevent the spread of germs, including:

- Washing hands with soap and water or cleaning them with a hand sanitizer.

- Covering mouth and nose with a tissue when coughing or sneezing, and cleaning hands afterwards. Use soap and water or a hand sanitizer.
- Staying home if sick. Get plenty of rest and drink a lot of fluids.
- Avoiding close contact with people who are sick.
- Keeping living and work areas clean.

During a flu pandemic, public health officials may impose community-level restrictions to prevent the flu virus from spreading. People may be asked to stay home for an extended period of time even though they are not sick. Schools, workplaces and places of worship may be closed temporarily and mass transportation such as subways, trains and air travel may be limited. Be prepared to provide care for individuals served with the flu if the hospital cannot handle all additional patients.

## Elopement

Elopement is when a person receiving support leaves an Arc site without telling staff. If this happens, the following guidelines should be used:

- If someone attempts to leave and a staff member notices, the person should be asked to stay.
- If the person continues to leave and there are more than one staff person present or the person has a 1:1 ratio, someone should follow him or her and gently prompt them to return every two minutes.
- If the person continues to leave and there is only one staff person present and cannot leave, that staff person should stay with the other individuals and immediately contact an administrative staff to implement the search procedures.
- For people discovered missing in the employment services program, staff should first check the sign in log to determine whether someone was picked up. If there is no entry, administrative staff should be notified to implement search procedures.
- Search procedures will be implemented for individuals eloping, or individuals who have been discovered missing. This procedure includes the following:

1. For individuals discovered missing at the Albright building, an administrative staff will contact the person's residential staff/family to ensure they were not picked up and just not signed out.
2. All staff not providing supervision to people receiving support will be sent to search the surrounding area for the person. If found, he or she should be prompted to return to the site. Otherwise, he or she should be shadowed by the locating staff person.
3. If someone is not found within 30 minutes of discovery, the police should be called.

### **Suicide or Attempted Suicide**

If an individual threatens to commit suicide or makes an attempt, call 911 immediately. Arc staff are not trained to counsel anyone in this situation, and staff should not attempt to do so. If an individual attempts to end their own life, staff should utilize techniques learned in the Behavioral Principles and Strategies course to attempt to keep them from doing so, only if the staff person is not placed in danger by doing so.

Some individuals have a documented history of threatening suicide for attention seeking means. For those individuals, please utilize the procedures developed by their planning team documented in their individual plans.

### **Medical Emergencies**

If someone receiving support is injured or sick, the staff present must decide whether an emergency medical condition exists. The following situations are always considered emergencies:

- Uncontrollable bleeding
- Accidents causing severe injury
- No heartbeat or pulse
- Loss of consciousness (not related to seizure activity)
- Abnormal seizure activity (refer to individual's nursing plan of care for details)
- Electrical shock
- Drowning
- Extreme physical discomfort, including chest pain, dizziness, or unsteadiness

If an emergency exists, staff will immediately call 911. Then Dimensional Health Care Associates (DHCA) should be called. The person's Program Coordinator will then be

notified, who will then contact the family or caregiver and any other appropriate staff. The coordinator or a staff person designated by the coordinator should go with the person to the Emergency Room with his or her medical book. The coordinator will be responsible for continued communication and further arrangements between the hospital, the person receiving supports, family, and other team members. All follow up including incident reports will be completed and submitted to the Assistant Director of Quality Assurance within 24 hours of the incident occurring.

#### *Non-Emergency Medical Conditions:*

Examples of non-emergency medical conditions include small cuts, splinters, bruises, complaints of minor discomfort, a fever of 101 degrees Fahrenheit, the onset of diarrhea, a rash lasting for several days, a persistent sore throat, complaints of headache, and limping.

Direct care staff will observe the individual for signs of illness and injury. Staff will notify DHCA who will make a determination of the degree of care needed. Staff should follow all instructions provided by DHCA, and follow the incident reporting process.

#### **Violence or threat of violence**

##### Code Phrase Use:

If someone enters the building through the front door and is threatening, either verbally or physically, the receptionist will respond by calmly telling the individual she will call someone who can help him/her. She will then use the all-call function of the phone and say "Will Dr. Green please come to the front lobby." This is the code phrase. Upon hearing this:

- A member of the senior administrative staff will call 911.
- 2 members of the senior administrative staff will go to the lobby to assist.
- Program staff will keep clients in program areas, well away from the lobby, and be prepared to evacuate if told to do so. Other members of the administrative staff will assist program staff and relay information as needed.
- Once the situation has been resolved, all staff will be informed so staff and clients can return to normal activities.

Should someone reenter the building from a location other than the front lobby and display violent behavior, the nearest staff member to a telephone should use the all-call function and state the code phrase and location ("Will Dr. Green please come to the workshop area.") Other staff in the area will calmly and quietly move clients out of the immediate area if possible. Upon hearing the code phrase, senior staff will call 911 and report to the location to assist.

##### Suggested guidelines for dealing with violent or threatening people:

For an angry or hostile encounter

- Stay calm
- Listen attentively

- Maintain eye contact
- Be courteous and patient
- Keep the situation in your control
- Maintain a calm, quiet tone of voice
- Attempt to avoid arguing or making statements that might intensify the individuals angry/hostile demeanor.

For a person shouting, swearing, and threatening

- Signal to a coworker for help (call 911)
- Do not make any calls yourself
- Avoid statements or behaviors that could escalate the individual's statements/behavior.

For someone with a weapon

- Stay calm
- Maintain eye contact
- Stall for time
- Keep talking, but follow instructions of person with weapon
- Don't risk harm to yourself or others
- Don't ever try to be a hero
- Never try to grab weapon
- Watch for a safe chance to escape, call police if they have not already been contacted.

## Directions to Carroll Hospital Center from Arc owned locations

### **Albright Building (10 minutes):**

Head east on Krider's Church Road towards Littlestown Pike/MD-97. (Left out of driveway)

Turn right at Littlestown Pike/MD-97.

Continue onto Pennsylvania Avenue.

Turn left onto W Main Street.

Turn right onto Center Street.

Turn left into hospital entrance at Memorial Avenue.

### **Baronet's (8 minutes):**

Head northeast on Baronet's Court towards Baronet's Drive.

Turn right at Hahn Road.

Turn right at Woodward Road.  
Turn right at Englar Road.  
Turn left at Baltimore Blvd/MD-140 E.  
Turn right onto Center Street.  
Turn left into hospital entrance at Memorial Avenue.

**Bond (6 minutes):**

Head northeast on Bond Street towards West George Street (Left out of driveway).  
Turn right onto Green Street.  
Turn right onto Center Street.  
Turn left into hospital entrance at Memorial Avenue.

**Gist (45 seconds):**

Head on Gist Road towards Center Street (Left out of driveway).  
Turn right onto Center Street.  
Turn right into hospital entrance at Memorial Avenue.

**Greengate (10 minutes):**

Head south on Greengate Court toward Stacy Lee Drive.  
Turn left at Stacy Lee Drive.  
Turn right at Royer Road.  
Turn left at Uniontown Road.  
Continue on W Main St/MD-32.  
Turn right onto Center Street.  
Turn left into hospital entrance at Memorial Avenue.

**Kwanzan (27 minutes):**

Head southeast on Kwanzan Street toward O'Brien Avenue (Right out of driveway).  
Turn left at O'Brien Avenue.  
Turn right at Kenan Street.  
Turn right at Colbert Street.  
Turn right at Bison Street.  
Turn right at Morning Frost Street.  
Turn left at Roth Avenue.  
Turn left at E Baltimore St/MD-140  
At the traffic circle, take the 3<sup>rd</sup> exit onto MD-140/Taneytown Pike.  
Continue to follow MD-140 into Westminster.  
Turn right onto Center Street.  
Turn left into hospital entrance at Memorial Avenue.

**Mayfield (12 minutes):**



Head south on Mayfield Court towards Stacy Lee Drive (Right out of driveway).  
Turn left at Stacy Lee Drive.  
Turn right at Royer Road.  
Turn left at Uniontown Road.  
Continue on W Main St/MD-32.  
Turn right onto Center Street.  
Turn left into hospital entrance at Memorial Avenue.

**Monocacy (24 minutes):**

Head northeast on Monocacy Circle toward Divern Street (Left out of driveway).  
Turn right at Divern Street.  
Turn left at Roberts Mill Road.  
Turn left at Roth Avenue.  
Turn left at E Baltimore St/MD-140  
At the traffic circle, take the 3<sup>rd</sup> exit onto MD-140/Taneytown Pike.  
Continue to follow MD-140 into Westminster.  
Turn right onto Center Street.  
Turn left into hospital entrance at Memorial Avenue.

**Morning Frost (24 minutes):**

Head west on Morning Frost Street toward Bancroft Street (Left out of driveway).  
Turn left at Roth Avenue.  
Turn left at E Baltimore St/MD-140  
At the traffic circle, take the 3<sup>rd</sup> exit onto MD-140/Taneytown Pike.  
Continue to follow MD-140 into Westminster.  
Turn right onto Center Street.  
Turn left into hospital entrance at Memorial Avenue.

**Palmsetta (5 minutes):**

Head east on Palmsetta Court towards Tall Pines Drive (Right out of driveway).  
Turn left at Tall Pines Drive.  
Turn left at Hook Road.  
Turn right at Gist Road.  
Turn left at Center Street.  
Turn right into hospital entrance at Memorial Avenue.