

KVC – NEBRASKA CRISIS RESPONSE MANUAL



CRISIS RESPONSE MANUAL

**CRISIS RESPONSE
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**KVC CRISIS TEAM
Definitions**

Spokesperson:

The *only* person to make statements to agencies, media, etc. As soon as possible, develops a brief statement of facts to be used by the person answering the phone. The spokesperson is designated by the President and/or the CEO of KVC Health Systems.

1. General Counsel
2. President/Vice President (backup)
3. Director of Public Affairs

Coordinator:

Coordinates all activities throughout the crisis. Instructs staff and children, communicates with spokesperson, and coordinates/relays needs to volunteer coordinator.

1. President
2. Vice President
3. Service Area Director
4. Supervisor

Communication Control:

Director of Public Affairs

Coordinates all communications between team members. Makes necessary contacts, as instructed. Recites statement issued by spokesperson to callers.

Volunteer Coordinator:

1. Vice President/Office Systems Administrator
2. Volunteer (as designated by the Vice President)
3. Supervisor

Enlists and assigns volunteer tasks as needed (i.e. hotel arrangements, transportation, additional, supplies, clothing, etc.)

Medical Representative:

KVC Designated Nurse
Consulting Psychiatrist/Doctor
Consultant on medical needs/questions

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TELEPHONE PROTOCOL DURING A CRISIS SITUATION

Reporting Center:

1. Administrative Department: 913-322-4900
Monday through Friday 8:00 am - 5:00 pm

2. KVC Admissions Department: 913-322-4900
Monday through Friday after 5:00 pm
Saturday and Sunday
Business Office Holidays

Protocol for Receiving Calls Regarding Crisis:

Do not relay any information regarding the situation unless you have been personally instructed by the spokesperson of the KVC Crisis Team.

Remain calm and in a reassuring manor request the caller to contact the *Reporting Center* for further information.

Reporting Center Receiving Calls Regarding Crisis:

Until you are otherwise instructed by the spokesperson from the KVC Crisis Team, relay the following message:

"We are currently assessing the situation. There is no further information. Please leave your name and phone number and someone will be getting back with you as information becomes available."

Office Relocation Protocol:

In the event that it should become necessary to relocate during an emergency, staff shall report to the alternate location listed below in order to resume business.

Alternate Facility Locations

Beatrice Office:	Lincoln Office – 825 M Street, Suite 100, Lincoln, NE 68508
Lincoln Office:	Omaha Office – 10909 Mill Valley Road, Suite 100, Omaha, NE 68154
Nebraska City Office:	Lincoln Office – 825 M Street, Suite 100, Lincoln, NE 68508
Omaha Office:	Lincoln Office – 825 M Street, Suite 100, Lincoln, NE 68508
Seward Office:	Lincoln Office – 825 M Street, Suite 100, Lincoln, NE 68508

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ADMINISTRATOR EMERGENCY NOTIFICATION PROTOCOL

Local offices and residential centers may have steps for pager activation to reach Supervisors or Facility Directors. It is your responsibility to become familiar with any such process.

In the event of a true emergency situation these people must be notified:

KVC Nebraska Management Team:

Sandra Gasca-Gonzalez, *President – Nebraska*
Stacey Brewer, *Vice President – Nebraska*

KVC Executive Management Team:

Wayne Sims, *President/CEO*
Anne Roberts, *Chief Operations Officer*
Sherry Love, *Chief Clinical Officer*
Paul Klayder, *Chief Financial Officer*
Renny Arensberg, *Sr. Vice President – Administrative Services*
Kyle Kessler, *Vice President – Governmental Affairs*

Service Area Directors:

Jodie Austin, *Director of Family Preservation – ESA*
Dan Little, *Director of Permanency – ESA*
Sandra Miller, *Director of Clinical Services*
Sheryl Schrepf, *Director of Family Based Services - SESA*

Admissions Director:

Jennifer Rogers

Administrator Pager Number: 913-676-7067

Procedure:

Dial 913-676-7067. Tell the answering service operator that you are calling to notify the KVC Administration of an emergency/crisis situation. Give them the names to be paged and the message.

Give the answering service operator the following information but keep it short (the “page” can only have up to 100 characters):

1. Type of emergency (i.e. fire, death, etc.)
2. Location of emergency (what office or residential center)
3. Name of person reporting emergency
4. Phone number of person reporting emergency

**UNNATURAL LIFE THREATENING INCIDENT
POLICY AND PROCEDURE**

All Staff should be alert to the presence of strangers in or around KVC facilities at all times. The ultimate goal is the safety of the children.

If a person enters a facility and threatens immediate use of a weapon do not attempt to physically disarm the person. Try to maintain a calm situation and calm demeanor. Avoid panic and follow the procedure below:

1. Front desk will use the intercom/phone system and reply, "Mrs. Green, please report to the atrium". If an intercom/phone system is not available, use a phone tree procedure to alert all employees.
2. Call 911 and inform the police department of a possible threatening situation in existence. Staff should take guests/clients/families to their offices/conference rooms and lock the doors. Contact the main office if during business hours. Otherwise contact the person on call. If the intruder leaves the building, immediately put the office under lock down until the situation is resolved.
3. Pull all blinds shut. Do not leave the room until the all clear is given.
4. Do not proceed until you receive further instructions from authorized agency supervisory personnel or law enforcement.
5. Complete Reportable Condition report, as applicable, whenever conditions are determined as safe from authorized Administration/Supervisory personnel or law enforcement.

BOMB THREATS

Definition: Any verbal or written communication that indicates that an incendiary/explosive device will/may be located and/or detonated on KVC property.

Response Procedures:

The bomb threat will usually be made by telephone and will be brief. The following questions should be asked by the person answering the phone:

1. Exact location of the bomb
2. Time set for detonation
3. Description of explosive or container
4. Type of explosive
5. Reason for call or threat

The person receiving the call should note the following:

1. Date and time of the call
2. Exact language used
3. Sex of caller
4. Estimated age of caller
5. Identifiable accent
6. Identifiable background noise such as music, loud machinery, traffic or other conversation.

No call or threat should be disregarded. The following procedure should be followed:

1. Call 911.
2. Evacuate the staff and clients/guests from the building. Evacuation requires that those involved move at least 300 feet away from the building in a clear space; away from parking lots, dumpsters, and bushes/shrubs.
3. Contact the administrative office during business hours or the person on-call.
4. Following the procedure, if the building is inaccessible, relocation will be determined by management.

**MEDICAL EMERGENCIES POLICY
(CHILD)**

A current list of phone numbers and medical services locations to be used in case of emergencies is posted at each KVC office. All staff members must become familiar with the information on this posting including the locations of all pertinent doctors and hospitals.

This is the procedure to be followed for emergency medical care at KVC:

Determine if the child is actually in an "emergency" situation or if medical care can wait until a supervisor can be contacted. If you are not sure, treat as an "Emergency."

1. If it is an "emergency", the staff should:
 - a. Remove other persons to another area and engage them in a calming/distracting activity.
 - b. Call the office Director or a Supervisor.
 - c. Contact another KVC staff person if back-up staff is needed.
 - d. Proceed to the nearest hospital.

2. The Director/Supervisor should:
 - e. Proceed immediately to the facility.
 - f. Contact the President/Vice President or "on-call" Administrator
 - g. (For Neutral Ground/Non-Contract Clients Only)
 1. Contact the parents and explain the situation
 2. Ask the parents to go to the hospital as soon as possible.

3. If the child cannot be moved:
 - a. Call 911 immediately
 - b. Contact another KVC staff person if back-up staff is needed.
 - c. Staff member should follow the child to the hospital.
 - d. If not already contacted, call the Service Area Director and on-call Supervisor after you get to the hospital.

4. All staff present during the emergency should file a *Critical Incident Report* as soon as possible; before current shift ends.
 - a. The Family Service Coordinator and Admissions must be verbally notified of the "*Critical Incident*" immediately, and the verbal report must be followed up in writing within 1 hour.
 - b. A basic report **must be submitted to Admissions and DHHS within one (1) hour of the critical incident. A detailed report must be submitted to Admissions and DHHS within two (2) hours of the critical incident.** During business hours notify the assigned CFS Specialist. After business hours, contact the DHHS Hotline.
 - c. **Admissions will fax a copy of the Critical Incident Report to the local Health Department within 24 hours. (Not sure what is happening with this bullet – need confirmation)**

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MEDICAL EMERGENCY (ADULT CLIENT/VISITOR)

1. Assess the situation. Determine whether or not the person is in an "emergency" situation or if medical care can wait until a Supervisor can be contacted. If you are not sure, treat as an "emergency".
2. If it is an "emergency" situation, call 911.
3. Use First Aid guidelines to treat a conscious/unconscious victim.
4. *Do not follow to the hospital.*
5. The Director or Supervisor will complete a Variance Report to be filed at the main office no later than the next business day.

MEDICAL EMERGENCY (EMPLOYEE)

1. Assess the situation. Determine whether or not the person is in an "emergency" situation or if medical care can wait until the employee's Supervisor and Human Resources representative can be contacted. If you are not sure, treat as an "emergency".
2. If it is an "emergency" situation, call 911.
3. Use First Aid guidelines to treat a conscious/unconscious victim.
4. *Do not follow to the hospital.*
5. If not previously contacted, call the on-call Supervisor or Human Resources representative.
6. The Director or Supervisor will complete a Reportable Condition report to be sent to the main office no later than the next business day.
7. If the situation is not an emergency, proceed with the normal Workers' Compensation Reporting Procedure. Immediately contact the employee's Supervisor and Human Resources for instructions on where to report for evaluation/treatment.

VEHICLE EMERGENCY

1. Mechanical Failure:

- a. Assess situation and determine safety factor of remaining in vehicle or evacuating vehicle.
- b. Contact a KVC area office for assistance locating a tow company.
- c. If children are present, engage them in a calming activity. If necessary, move children to a safe distance from the vehicle.
- d. If it is necessary to leave the vehicle, place a sign on the vehicle or on the front dashboard:
 - KVC Behavioral HealthCare
 - Number of children/staff
 - Which direction you went
 - Walk to the nearest phone (stay together)
- e. Flag down person to call for help.
- f. Contact your Supervisor/on-call Supervisor to coordinate transportation.

2. Vehicle Collision:

In the event of a collision, it is the driver's responsibility to avoid further damage and protect the passengers in their care.

- a. If the vehicle is inoperable, remain in the vehicle with seat belts fastened. Put the vehicle in park, turn off the ignition, engage the emergency brake and turn on the emergency flashers.
- b. If the vehicle is still operable, move it to the shoulder or a safe location out of traffic. Put the vehicle in park, turn off ignition, engage the emergency brake and turn on the emergency flashers. Once the vehicle is safely out of traffic, remain in the vehicle, with seat belts fastened. If you believe that there is a possibility of being struck from behind, exit the vehicle in a safe manner and well away from traffic and vehicle. Exit from the side of the vehicle facing away from traffic. *Never stand behind or directly in front of the vehicle.*
- c. Check your passengers for injuries and provide first aid if necessary. Do not move anyone that is injured unless the situation becomes life threatening.
- d. Use a cellular phone to call for assistance; if someone is injured call 911. Calmly inform the dispatcher of your location, how many vehicles are involved in the crash, if someone is injured and if the crash is blocking the lanes of traffic. Provide the dispatcher with your cell phone number in case they need to reinstate contact. Notify your direct Supervisor of the situation immediately.

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- e. When appropriate, obtain driver's license number and license plate number. Get the insurance company name and policy number, along with the model, year and make of vehicle. Record the name, address and phone numbers of the drivers and any witnesses. Obtain the name and badge number of the investigating law enforcement officer.
- f. Make a diagram of the crash scene noting time of day, direction of travel, weather and road conditions. Show positions of all vehicles before and after the crash. Document any apparent damage to all vehicles involved in the crash.
- g. Be courteous but don't admit blame for the crash to other driver(s), witnesses or the investigating officer.
- h. Contact a representative with your insurance company as soon as possible to report the crash.
- i. All participating staff members must complete a Critical Incident/Reportable Condition form before going off duty.
- j. Supervisor or Director must approve the Critical Incident Report and submit it to Administrative office by the next business day.

Note: KVC children present in a vehicle, involved in a crash, are to be taken to a hospital and examined for injuries.

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EMERGENCY EQUIPMENT PLAN

All emergency equipment and supplies are to be kept at each office for use in the event of an emergency.

Emergency Equipment

First Aid Kit
Batteries
Battery operated radio
Weather Radio
Flashlights
Candles
Matches
Masking tape
Rope

First Aid Kit Equipment

Gauze pads
Roller Bandage
Band-Aids - Variety
Ice Pack
Alcohol
Peroxide
Eye Dropper

Vehicle Emergency Equipment

KVC Vehicles Only

First Aid Kit
Jumper Cables
Emergency Reflectors
Fix a Flat
Phone Numbers for KVC area offices
Flash Light
Blankets
Activity Kit

Variety Tylenol
Antibiotic Ointment
Scissors
First Aid Manual
Disposable Gloves
Thermometer – Oral & Rectal

EMERGENCY PLAN - NATURAL DISASTERS

In the unlikely event of a natural disaster (flood, tornado, earthquake, etc.), the following procedures shall be followed:

1. Staff on duty shall account for all clients/visitors and attempt to calm all clients/visitors/staff present.
2. Emergency First Aid shall be provided to all clients/visitors in need of such services.
3. In the event of a life-threatening injury, emergency medical help shall be sought by KVC Staff members. Call 911 immediately.
4. The staff shall assess the damage to ensure the safety of remaining in the facility; keep all clients/visitors/staff together to ensure that any rescue teams can easily determine that the office is occupied and assistance is needed.
5. In the event that a KVC facility is not safe to occupy, use the Relocation Procedure, if applicable.

EMERGENCY PLAN - SEVERE WEATHER CONDITIONS

When notice of severe weather is announced on the weather radio or TV, take the following actions:

1. Locate flashlights, candles and matches and place near the emergency light in case of power failure.
2. Locate battery powered weather radio and extra batteries. If available, tune battery powered radio to weather coverage or an "all news" station. Turn on and place near emergency light.
3. Place first aid supplies by emergency light and weather radio.
4. Locate fresh bottled water (in case water supply is affected) and place near emergency light and supplies.
5. All drapes/blinds shall be closed and occupants shall stay away from windows.
6. In the case of a potential tornado, all staff and guests/clients shall move to the basement or the designated tornado shelter area located at each KVC office.
7. If there is no basement available, staff and guests/clients shall move to an inside hallway or room away from windows. Staff and guests/clients shall remain in the designated area until tornado warnings have been lifted.

KVC Evacuation Plan

Each KVC office will have specific plans posted as approved by local Civil Defense, Fire Departments, Health Departments, or Police Departments. When you hear the alarm or the local signal, prepare and take action as if there is an emergency. Begin evacuation of the building immediately.

All KVC offices will follow local evacuation plans to meet at an assigned assembly point for a head count.

Follow these safety precautions during the evacuation of a building:

1. Do *not* use the elevator. Use the stairs designated in the fire evacuation plan. Never use the elevator to evacuate the building.
2. When using stairs to evacuate, stay on the right-hand side, use the rail and stay as close to the wall as possible. Remain calm and keep all clients/children with the group. This is important because other people may be entering the stairs to evacuate.
3. Close all doors behind you as you leave the building. (In case of fire)
4. If smoke or gas fumes are present, stay as close to the floor as possible.
5. Once outside, stay with your group. The assembly point will be at a safe distance, at least 100 feet from the building. Do not return for forgotten articles.
6. If members of the press ask you questions, refer them to designated emergency response personnel. (Fire, Police, etc.)
7. Ignoring an alarm may put you in serious danger. Act immediately.
8. The designated administrative “sweeper” will walk through the building to ensure that all children and staff have evacuated. The designated “sweeper” will be assigned by the Supervisor of each site.
9. Initiate notification of the KVC Crisis Team once you have insured the safety of children and staff.
10. Complete the Reportable Condition report.

Evacuating Individuals with Disabilities:

When evacuating individuals with disabilities, please follow the guidelines listed below:

1. Designated personnel (Buddies) are to provide assistance to all disabled individuals (or those requiring assistance) in the event of an evacuation.
2. Direct care staff are to assist guests/clients while Supervisory staff are to assist coworkers. Administrative Assistants/Receptionists are to assist visitors unaccounted for.

If an individual has a disability, the Buddy and a designated assistant are to first note the location of the disabled individual and then move the individual to a Refuge Area. An alternate Refuge Area should be designated in the event that the primary area is unsuitable or must be abandoned. The area of refuge should have telephone communication, a sprinkler system, a fire-rated door and be clearly marked. Once in the Refuge Area, the assistant is to remain with the disabled person while the Buddy goes outside to inform the emergency personnel that an individual is in the Refuge Area and needs assistance in exiting the building. Emergency personnel would then enter the building and evacuate the disabled individual.

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Some individuals with mobility impairments are able to walk independently to the exit assembly point with only minor assistance from the Buddy and a designated assistant. If danger is imminent, the evacuation of the disabled individual should wait until the heavier traffic has cleared. The assistant would then accompany the individual to the exit point while the Buddy notifies emergency personnel of their route. If there is no immediate danger, the individual would be given the choice to either wait in the Refuge Area until emergency personnel arrive or to be escorted out of the building.

Individuals with hearing impairments may not notice or hear alarms. The Buddy is responsible for alerting the disabled individual of an emergency situation by turning the room light off and on in order to gain his or her attention. A note should be written indicating the nature of the emergency and the exit route to be taken. The Buddy is to accompany the hearing impaired individual during the evacuation.

Individuals with visual impairments may be familiar with the immediate area but may not be aware of the best evacuation route. The Buddy is to inform the individual of the nature of the emergency and then offer to guide him or her during the evacuation. During the evacuation, the Buddy is to advise the individual of his or her location and of any obstacles.

******Thank you for your attention to these details. Your assistance and attentiveness will help best serve the children and families in Nebraska. ******