



Catholic  
Social  
Services  
of the Miami Valley

# ***Catholic Social Services of the Miami Valley***

***Faith...Service...Charity***

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## ***Safety Handbook***

***For employee/volunteers working out of the Center for Families,  
Eckerle Administration Center and Northern Counties' office***

***Updated November 2017***

## Employee Acknowledgement of Safety Handbook.

CSSMV's Safety Handbook exists to communicate safety expectations and standards. This Safety Handbook should be kept for use as a resource.

CSSMV does not consider this handbook to be comprehensive, complete, or a legal document. It serves only as a guide and, therefore, information has been summarized to encourage ease of use and simplicity.

Additionally, CSSMV reserves the right to interpret and apply the provisions of this handbook in its sole discretion and may change, delete, discontinue, depart from or suspend any part or parts of the handbook, at any time. Employees, however, will be notified of such changes in writing. All policies in this handbook supercede all prior policies, written or verbal.

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By signing my name below, I am acknowledging receipt of the CSSMV Safety Handbook. I understand it is my obligation to read, understand, and abide by the policies and procedures stated herein as well as any revisions thereafter.

\_\_\_\_\_  
Employee Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (please print legibly)

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## The Ten Commandments of Safety.

1. **LEARN** the safe way to do your job before you start.
2. **THINK** safety and **ACT** safely at all times.
3. **OBEY** safety rules and regulations; they are for your benefit
4. **WEAR** proper clothing and protective equipment.
5. **CONDUCT** yourself properly at all times.
6. **OPERATE** only the equipment you are authorized to use.
7. **INSPECT** equipment for unsafe conditions or practice.
8. **ADVISE** your supervisor promptly of any unsafe conditions.
9. **REPORT** any injury immediately to your supervisor.
10. **SUPPORT** your safety program and take an active part in it.

## I. INTRODUCTION

### **Position Statement.**

The personal safety of employees, volunteers and clients of Catholic Social Services of the Miami Valley (CSSMV) is of primary importance. The prevention of injuries ranks as a top priority in all of the agency's work situations. Wherever possible, management will provide the necessary guidelines and equipment required for the personal safety of agency employees, volunteers and clients.

CSSMV will maintain a set of safety guidelines which, in order to be successful, will embody the proper attitudes toward injury prevention on the part of all employees, clients and volunteers. Cooperation is required in safety matters between not only the supervisor and employee/volunteer, but also between an employee/volunteer and his/her fellow workers. Only through such a cooperative effort can a safety record in the best interest of all be established and preserved.

### **Purpose.**

The purpose of this Safety Handbook is to provide safety guidelines that will prevent the likelihood of injuries; not merely in keeping with the agency's past history on safety matters, but surpassing these efforts as well. Our goal is **ZERO** accidents and injuries.

### **Overview.**

The safety guidelines at CSSMV include –

- Providing mechanical and physical safeguards to the maximum extent possible;
- Conducting a program of safety inspections to find and get rid of unsafe working conditions or practices, to control hazards, and to comply fully with safety standards for every job;
- Training all employees and volunteers in good safety practices;
- Developing and enforcing safety rules including requiring employees to cooperate with these rules; and
- Investigating, promptly and thoroughly, every accident to find out its cause, and correcting problems so that they do not occur again.

### **• Program Responsibilities.**

All agency employees and volunteers shall be fully responsible for implementing the provisions of the safety guidelines as they pertain to operations under his/her jurisdiction and share responsibility in the prevention of personal injury and property

By establishing the following rules and regulations, the agency seeks to encourage safety and security consciousness in all staff/volunteers, which will minimize the risks, to staff, clients and agency friends

on a daily basis.

The responsibilities listed below are MINIMUM and shall in no way be construed to limit individual initiative to implement more comprehensive procedures to curb agency losses.

### **Executive Staff**

All Directors have full authority to, and total responsibility for, maintaining safe working conditions within their jurisdiction whether it is in the field or in the office. It is expected that an unrelenting effort be directed toward controlling injuries, collisions, liabilities and waste of materials in each area. Therefore, all Directors will –

1. Provide encouragement and support for compliance by all personnel under their direction;
2. Provide the leadership and positive direction essential in maintaining safety practices as a prime consideration in all operations and loss prevention policies as a prime consideration in all operations;
3. Review safety policies and monitor training compliance on a periodic basis;
4. Demonstrate a personal concern about program safety by interviewing, directly or through a responsible representative, each worker and his/her supervisor who has –
  - Lost work time from an injury because of negligence
  - Involved in a vehicular collision because of failure to comply with traffic laws
  - Any safety issue involving the employee, volunteer and/or a client
5. Hold each manager and supervisor responsible for an explanation of the preventable injuries, collisions, and liabilities incurred by his/her employees and breach in security procedures. (An excessive number is an indication that some management policies and practices need re-evaluation.)

### **Managers and Supervisors**

All managers and supervisors shall be fully responsible to their Director for compliance with provisions of the safety and security guidelines within his/her program(s).

They are responsible for developing the proper attitudes in themselves and in those they supervise, and for performing all operations with the utmost regard for the safety of all personnel, volunteers, and clients involved. Therefore, every supervisor has the responsibility for the safe actions of employees and volunteers and the safe operation within his/her operating area, and has full authority to enforce the provisions of this handbook to keep injuries/accidents at an absolute minimum. Each manager and supervisor shall –

1. Assume responsibility for a safe working area for employees and volunteers while they are under his/her supervision; and that all personnel are briefed and fully understand program work procedures and existing policies that enforce their use;

2. Ensure that all accidents caused by his/her employees and volunteers are thoroughly investigated, recorded and promptly reported in accordance with existing direction.
3. Take the initiative in recommending correction of deficiencies noted in facilities, work procedures, employee job knowledge, or attitudes that directly affect agency loss control efforts;
4. Monitor the implementation of all management policies for maximum efficiency of each job;
5. Be firm in enforcement of work policies by being impartial in taking disciplinary action against those who fail to conform, and by being prompt to give recognition to those who perform well;
6. Monitor that each employee and volunteer is fully trained for the job he/she is assigned and that he/she is familiar with safety procedures in the work area;
7. Brief all employees/volunteers on work hours, building hours and existing policies that enforce their use;
8. Brief all employees/volunteers regarding security procedures for entering and leaving the building; and
9. Monitor the distribution and receipt of keys, card keys, and/or identification badges before an employee leaves employment with CSSMV.

### **Employees and volunteers**

Employees are responsible for wholehearted, genuine cooperation with all aspects of the safety and security guidelines including compliance with the rules and regulations, and for continuously practicing safety while performing their duties.

Employees are required to exercise due care in the performance of their work to prevent injuries to themselves and to their fellow workers, and to conserve materials. Each employee is to –

1. Report all unsafe conditions and infractions of security procedures to his/her supervisor;
2. Keep work areas clean and orderly at all times;
3. Report all accidents immediately to his/her supervisor;
4. Avoid engaging in horseplay and distracting others.
5. Enter the agency buildings by using the main doors or employee entrance. Other doors to the building will remain locked. These doors can all be used as exits at any time. The doors are to be security closed upon leaving the building. No door shall be left propped open for re-entry.
6. Return all agency property upon termination of employment, including, but not limited to keys, card keys and identification badges.



## **Safety Concerns.**

Each general program meeting should include agenda time for employee and volunteer safety concerns. Concerns that are related to individual case situations will need to be addressed by the program manager or supervisor. Those concerns related to the facility or policy issues are to be brought to the attention of the Administrative Staff for review and response.

## **II. EMERGENCY PROCEDURES**

### **Emergency Procedures.**

#### **First-aid**

- Know the contents and location of the First Aid kit in your building.
  - Center for Families – locations:
    - In the bathroom/Erma's House and at the reception desk
    - In the Director of Social Services office and In the Link storage area
  - Eckerle Administration Center – location:
    - In the room with the fax machine (by front desk) – upper left cabinets
    - In the pantry area
  - Northern Counties Office – locations:
    - In the kitchen in marked drawer
    - In the cabinet in the hall by the reception office

#### **Evacuation**

Emergencies can strike quickly and without warning; therefore, it is the agency's goal to provide a program which ensures that all necessary precautions are taken. Catholic Social Services of the Miami Valley has established an evacuation plan to facilitate a safe and orderly escape route in the event that a fire or disaster would occur.

Becoming familiar with your building and its surroundings can mean the difference between a safe escape or serious injury. It is of vital importance that all employees and volunteers become familiar with the emergency procedures provided, so they will be able to successfully evacuate the facility without unnecessary panic or confusion.

CSSMV will maintain periodic evacuation activity in order to assure a safe and orderly exit in an emergency. To be successful, such a program must embody the proper attitudes toward injury on the part of supervisors, employees and volunteers.

#### **Responsibilities in the case of an Evacuation**

##### **Safety Coordinator – Directors of Finance, Social Services, and Northern Co.**

Oversees evacuation plans for respective areas or floors. Assures evacuation plans are posted in each hallway showing escape routes to the nearest exit;

- Makes certain that all employees and volunteers are provided with the necessary instructions they are to follow in the evacuation plan;
- Assigns a representative to oversee each floor who will signal occupants to evacuate; directs occupants in assigned area to proper exits; checks for stragglers/impaired individuals and assists them exiting;
- Coordinates shutting off all electrical and gas utilities;
- Directs activities to aid fire and police personnel; and
- Keeps an orderly flow to the safe area away from the building;

### **Employees and volunteers**

- Keep the receptionist and your program informed of your comings and goings
- Becomes familiar with area escape routes and knows of at least two possible escape routes;
- Keeps an orderly flow to the safe area or out of the building; and
- Attempt to determine if anyone is missing.

The following **procedures** are to be followed in the event of an **evacuation** –

### **Manager and supervisors –**

1. Go to assigned location outside of the building;
  - ✓ Center for Families – front parking lot
  - ✓ Eckerle Administration Center – Tennis Courts in the park (Orth Ave)
  - ✓ Northern Counties – Side parking lot by the light pole
2. Make a head-count and ask other employees/volunteers if anyone is missing;
3. Be aware of possible trauma in fellow employees/volunteers; and
4. Report the number of evacuated persons to the coordinator.

### **All Other Employees/volunteers –**

1. Remain calm,
2. Alert other employees/volunteers,
3. Do not take time to gather personal belongings,
4. Close office doors,
5. Do not use elevator (if available),
6. Proceed to the nearest exit and meet at appropriate area:
  - ✓ Center for Families – front parking lot
  - ✓ Eckerle Administration Center – Tennis Courts in the park (Orth Ave)
  - ✓ Northern Counties – Side parking lot by the light pole
7. Do not talk during evacuation so that instructions may be heard.

#### **PLEASE NOTE:**

- *Floor plans consisting of locations for emergency exits will be posted in every hallway.*
- *First aid kits will be available in all buildings.*
- *Life hazard versus man-hour loss is the prime consideration during an emergency.*

- *All areas/floors will be notified by the sound of a safety horn, fire alarm or paging system in the event of an evacuation or other disaster occurrence.*
- *Emergency Evacuation memo distributed annually*

## Disaster Procedures

### Fire

Any out of control fire is frightening and creates a situation for immediate action. The most important step to remember is to remain calm. **For any fire, 9-1-1 should be called immediately.**

If the fire is small and contained (such as a fire in the waste basket), you should first attempt to use the fire extinguisher in your area. If help is needed, call the switchboard and give them the location. Additional staff will respond and attempt to put the fire out, while the operator notifies the appropriate Fire Department, if necessary.

If the fire is *contained* –

- a. Locate the nearest fire extinguisher.
- b. Pull out pin.
- c. Pull out nozzle.
- d. Squeeze handle.
- e. Soak burning material.

If the fire is *out of control*, and escape from the building is possible –

- a. Crawl low under any smoke to escape, keeping your head 12-24 inches above the floor.
- b. Feel all exit doors with the back of your hand to assure fire is not on other side.
- c. Close all windows and doors behind you.
- d. Use stairways, NOT elevators, to escape from a burning building.
- e. Leave the building and call the fire department with 9-1-1.

If you are unable to escape the building –

- a. Protect your hands, face, nose, and mouth with wet cloth and dampen your clothes, if possible.
- b. If your clothes catch on fire, stop right where you are. Drop to the ground and roll to put the flames out.

#### **PLEASE NOTE:**

- *Smoking is prohibited in all buildings and near exits/entrances and in any areas where clients that are minors could view staff or volunteers smoking.*
- *All flammable waste materials are to be disposed of in metal containers with lids.*
- *Combustible materials should be stored within agency facilities only if absolutely necessary, to reduce risk of fire danger to staff and clients. When combustible material must be stored on site, centralized storage must be identified and used to minimize the possible spread of fire and to permit convenient access for fire fighting. Storage must not obstruct windows, doors or other exit areas.*

- *Locations, type and operation of fire extinguishers should be known.*
- *Evacuation procedures should be known and understood.*

## **Severe Thunderstorms and Lightning**

1. A severe thunderstorm WATCH means that storms are possible.
2. A severe thunderstorm WARNING means that storms are imminent.
  - If a Severe Storm Warning is issued, stay away from windows, water, faucets, and sinks..
3. Turn off and unplug any electrical equipment in your area.
4. Stay away from any metal.

## **Tornado**

1. A tornado WATCH means that a tornado is possible.
  - Plan where you would go to safety and practice a safety drill.
  - Be alert to weather conditions and signs of an approaching tornado, such as blowing debris or the sound of a freight train.
2. A tornado WARNING means that a tornado has been spotted or is about to strike.
  - Go to the assigned safety areas listed on the hallway posting or to areas marked with disaster stickers. The safety areas are:
    - a. Center for Families –
      - i. Erma's House and Link staff/volunteers/clients – Erma's pool table room
      - ii. Adoption/PC/FC and Wellness Counseling staff/volunteers/clients – Erma's game room
    - b. Eckerle Administration Center – Proceed to the basement:
      - i. Development staff/volunteers –Client & Handicapped bathrooms
      - ii. Remaining staff/volunteers on the main floor – Locker room (beside handicapped bathroom)
      - iii. Staff/volunteers on the top and bottom floor and visitors to agency – Handicapped bathroom
    - c. Northern Counties –
      - i. Receptionist hallway – all staff
  - Stay away from windows.
  - If you can't make it to an assigned "safe" area, go to the lowest floor and into a bathroom, closet, or interior hallway in the center of the building.
  - Protect yourself under something sturdy and protect your head.
3. If a tornado has occurred, please notify the switchboard operator of any noticeable electrical problems or gas leak. The switchboard operator will contact the appropriate utility authorities.

## **Flash Flood and Flood**

1. A flood WATCH means that flooding is possible.
2. A flood WARNING means flooding is occurring or will occur soon.
3. Agency facilities are not near flood zones. But if you are temporarily in a flood zone area when a flood warning is issued, be ready to evacuate on a moment's notice. And if a flash flood warning

is issued, follow evacuation procedures, if instructed to evacuate and leave low-lying areas immediately.

### **Earthquake**

1. Go to the assigned safety area if it is close.
2. Crouch under a heavy desk or table to be safe from falling objects.
3. Pick a spot away from windows, bookcases, or tall furniture that could fall on you.
4. Don't be surprised if the fire alarm comes on.

### **Bomb Threat**

At most our facilities, CSSMV is in regular contact with people who are in various stages of mental distress. Therefore, it is conceivable an angry client or mentally ill client could threaten to bomb the agency's facilities. If such an event does occur, we must be prepared.

If a bomb threat is received by mail, evacuate immediately and notify the local Fire and Police Departments. If it is received by telephone, remain calm and do the following –

- Stay on the line and talk to the caller to obtain as much information as possible, such as asking the caller the location of the bomb and when it is to go off, what kind of bomb it is, why the person planted the bomb, date and time of call, etc.,
- Hand-signal a co-worker and write out the nature of the call, have them notify police,
- Try to keep the person on the phone,
- Check your work area for unfamiliar items, but do not touch suspicious items; report them to the Police.
- When the police arrive, attempt to transfer the call to them,
- Discuss the call with your supervisor and the police, and
- Start evacuation procedures, if necessary. Do not close doors when evacuating (Bomb squad will need to look in the rooms for potential bomb).

## **III. WORKER SAFETY**

CSSMV makes every effort to provide a pleasant and safe environment so that employees and volunteers can perform their jobs without any unnecessary risk of accident or injury to themselves or others. It is the agency's policy to strive for the highest possible safety standards.

### **Workplace Safety.**

Safety does not occur by chance. It is the result of careful attention to all agency operations by those who are directly and indirectly involved. Employees at all levels must work diligently to execute the agency's policy of maintaining a safe workplace; together we can assure the safety of all agency employees, volunteers and clients. CSSMV will operate in compliance with all applicable federal and state safety laws.

The following are a few agency safety regulations –

- Keep valuables in a secure place (i.e. keep purses locked in the trunk of your car or a desk drawer).
- Avoid lifting and carrying anything heavy alone.
- Report all injuries to supervisor immediately.
- Report suspected safety hazards to supervisor immediately.
- Report fires to the Receptionist, who will sound the alarm and notify the local fire department.

Employees and volunteers are responsible for familiarizing themselves with the floor plan and evacuation procedures posted in their building.

## **Cell Phones and Safety**

All employees are expected to follow applicable state or federal laws or regulations regarding the use of cell phones at all times.

An employee whose job responsibilities include regular or occasional driving is expected to refrain from using his/her cell phone while driving – use of a cell phone while driving is not required by the agency.

***Safety must come before all other concerns.*** Regardless of the circumstances, including slow or stopped traffic, an employee is required to pull off to the side of the road and safely stop the vehicle before placing or accepting a call. Special care should be taken in situations where there is traffic, inclement weather or the employee is driving in an unfamiliar area.

An employee who is charged with a traffic violation resulting from the use of his/her phone while driving will be solely responsible for all liabilities that result from such actions.

Staff and volunteers are encouraged to dial \*67 prior to making calls to clients on their cell phones for their safety and privacy.

## **Reporting of Safety Hazards**

Employees should report any safety hazards to their immediate supervisor, including environmental hazards in the buildings.

## **Incident Reports for Injuries or Major Unusual Incidents**

Staff/volunteers/clients should IMMEDIATELY obtain professional medical care, if necessary, and/or protect any property involved. All incidents or accidents (no matter how small) that pose a danger to the health, safety and physical or emotional well being of persons served, staff or volunteers of the agency shall be reported on the accident/incident report form within the day of occurrence. That report shall be submitted to the Quality Improvement Manager, who distributes copies to:

- The Director responsible for the program in which the incident occurred and
- Any additional Directors whose areas of responsibility are effected by the incident and
- The Safety Officer, if the incident was related to client or worker safety and

- The Executive Director in all incidents that involve more than one Director and those that are reported to the local ADAMHS board.
- All employee injuries should be relayed to Human Resources immediately due to workers compensation issues

Danger to health and safety refers to danger or threat to physical and emotional well being. The incident report shall give detail as to the incident including the injury or threat, the cause and occurrence of events.

In addition to the Unusual Incident Report prepared for CSSMV's internal review and use, all major unusual events involving mental health services shall be reported to the local ADAMHS Board within twenty-four hours of the event.

All major unusual incidents and corresponding corrective actions, as needed, are monitored and reviewed monthly, with special attention to pattern and trends. Quarterly and annual summaries are reported to appropriate committees as defined in the agency's Quality Improvement Plan.

## **Supporting and Responding to Safety Concerns of Staff.**

This Protocol addresses situations occurring both in the client home and on agency property. ***This protocol should be used in conjunction with all other safety protocols.***

### **Preventive Measures**

1. All direct service staff will make known their whereabouts during and after regular work hours, (whenever they are working outside their assigned work location on agency business) by following the protocol of their program. Any changes in an employee's schedule should be reported to the supervisor and clerical staff in their area. The worker should advise their supervisor of a potentially high-risk situation so the supervisor can be especially conscious of the workers whereabouts. In high-risk situations, supervisor and employee will discuss options, such as working in pairs.
2. Whenever supervisory staff become aware of a High-Risk Client or Dangerous Location, then the appropriate procedure should be followed.

## **Dangerous Locations.**

When a worker identifies a concern related to a high risk/dangerous location, where he/she feels threatened or where activity is of a level indicating or demonstrating risk, the activity listed below will occur.

- The address of the location thought to be dangerous or high risk will be brought to the attention of the worker's supervisor.
- The worker and supervisor will review the concerns to identify risk indicators.

Examples of concerns include, but are not limited to:

- Groups of people at the house or building, with much activity going on in and out of the house or around the house;
- Sales or transactions for drugs;
- Staff approached to buy drugs;
- Windows nailed shut or boarded up;
- Special equipment located at the entry, such as crossbar brackets on the door, double entry/exit doors, slots in doors, video equipment around doors, etc;
- Evidence of weapons on or around the location; and
- Uncontrolled dogs

Other situations that concern workers should be discussed with the supervisor or manager in the worker's program area.

The supervisor shall write up the concerns and bring them to the attention of his/her Manager or Director. The Manager/Director, or his/her designee, shall be responsible for contacting the appropriate law enforcement agency to share the worker's concerns and to determine if the location is an area identified by the police as high-risk. If there are concerns related to the condition and safety of the building, the Manager/Director may also want to contact the local housing inspector to determine its involvement. (Another contact to use in determining risk may be the Visiting Nurses Association, since this group designates high-risk areas where their staff do not make visits.)

Based on the information received, the Manager/Director shall work with the police, supervisor, and worker to develop a plan of action that will assure that an investigation of risk to the CSSMV client involved can be carried out while reducing risk to the worker. This plan is to be documented in writing.

If police and others identify an area as high-risk in the community, that information is to be shared with other agency managers to assure the safety of others who are working in the same location. All active families residing at the location are to be identified, and all workers and supervisors involved are to be notified of the high-risk area.

The Manager/Director will be responsible for making monthly contacts to assess continuing risk. Information will be shared on a monthly basis with involved staff as to the continuing status of the location.

## **High-Risk Clients.**

When a worker identifies a concern related to a high-risk or dangerous client (adult or child) where a worker feels threatened, the activity listed below will occur.

The situation will be brought to the attention of the worker's supervisor as soon as possible after safety concerns are identified. The worker and supervisor will review concerns to identify risk indicators. Examples of such concerns are –

### 1. Drug related clientele –

- Users of illegal drugs who owe money to drug dealers and/or have been threatened by drug dealers;



- Drug dealers the worker has reason to believe may be or has the potential to be involved in violence due to drug activity;
  - Clients involved in drug activity, and other people always in the home who do not live there or are "semi" residents; and
  - Persons currently under the influence of substances;
2. Previous or ongoing threats of violence towards CSSMV staff;
  3. Mentally ill clients with a history of violence or violent tendencies;
  4. Clients with a history of domestic violence or physical confrontations within the family;
  5. Clients with numerous weapons, particularly those who reportedly carry weapons at all times; and
  6. Clients identified as dangerous by law enforcement agencies.

The supervisor will write up the concerns and bring them to the attention of the Manager or Director for review. The Manager/Director, or his/her appointee, may consult with the appropriate law enforcement agency to share the worker's concerns and further assess potential danger to the employee. Based on the information received, shall work with the police supervisor and worker to develop a plan of action to assure that protection issues for the family are addressed while reducing risk to the employee. This plan is to be documented in writing.

The Manager or Director will immediately notify other Managers who have staff working with the family, and make them aware of the dangerous situation.

### **Threatening Situations/De-Escalating Clients**

1. All employees working directly with clients are to be trained in the area of de-escalation of clients. Employees are responsible for notifying their supervisor of their lack of training in this area.
2. Whenever a client situation poses a potential threat to staff, the supervisor will notify the manager/director immediately. The staff and supervisor will then follow the Safety Protocol for High-Risk Client.
3. Whenever a client actually threatens a staff member, staff are expected to immediately remove themselves from the situation. Staff members are expected to adhere to the following safety tips:
  - Always assess the level of hostility/threat in a situation.
  - State clearly who you are and why you are there. Use the clients' name to personalize and humanize your conversation.
  - Speak slowly and softly.
  - Avoid jargon; it tends to confuse and frustrate.
  - Encourage client's participation in solving problems by asking for their opinions and suggestions. "Reflection" may also be used to clarify what has been said.
  - Listen carefully to what a person is **really** saying.

- Use silence and restatement to clarify messages.
  - Don't be judgmental.
  - Allow clients to "blow off steam" (Ventilation saps energy and diffuses intensity). Watch for nonverbal signs indicating imminent violence; for example, flared nostrils, dilated pupils, crouched torso, clenched fists, gritted teeth.
  - If the situation continues to escalate (involving verbal threats or physical assault), leave and call for help immediately. Under no circumstances should you turn your back on a disturbed client and do not allow them to walk behind you.
  - Keep a clear path to an exit, if necessary.
  - Immediately report the incident to your supervisor.
  - Try to obtain whatever help the client needs such as psychiatric hospitalization, probate action, etc.
  - Call 9-1-1 if necessary.
4. Staff are expected to immediately remove themselves from a situation involving physical assault. If not possible, staff can engage in Non-aggressive self defense procedures.
5. If applicable, appropriate action should be taken after a client attacks a staff person:
- Seek medical attention, if injury has occurred.
  - Immediately report the incident to the supervisor.
  - Call law enforcement.
  - File criminal charges and follow through on them.
  - Try to obtain whatever help the client needs such as psychiatric hospitalization, probate action, etc.
  - Modify the case plan to restrict visitation and contact with client.
  - Complete a "Client Accident/Incident Report" form.

### **Imminent Danger**

Imminent danger is when a client is out of control, posing a danger to self, family, staff or others, including but not limited to –

- A client threatening suicide
- Someone having a psychotic episode
- A person is "high", sick or intoxicated
- Someone is being held hostage
- Someone brings a weapon on the premises and refuses to relinquish it

In situations where staff assess imminent danger, they shall immediately remove themselves from the situation and call 9-1-1 or designate another staff person to call 9-1-1. Staff shall apprise their supervisor of the situation as soon as possible.

## **Bloodborne Pathogens Management.**

### **General Procedures**

Staff and volunteers who provide direct services that require intimate contact such as feeding, bathing, toileting and diapering, and medical procedures are particularly vulnerable to the transmission of bloodborne pathogens and the diseases caused by them. To protect him/herself, each staff member must be responsible for using universal precautions and to follow other guidelines outlined in the following procedures.

**Definition of Bloodborne Pathogens:** Bloodborne pathogens are pathogenic microorganisms that are present in human blood and bodily fluids and can cause disease in humans. These pathogens include, but are not limited to the hepatitis B virus (HBV), hepatitis C, and the human immunodeficiency virus (HIV)/AIDS.

### **Universal Precautions**

The bloodborne pathogens management system is based on the Universal Precaution Concept. *This concept requires that every person, all blood, and all body fluids be considered potential carriers of infectious disease.* Because not every person who may transmit infectious bloodborne pathogens knows of their condition and may not be identified to the agency, the use of Universal Precautions will resolve uncertainty.

### **Reducing Risk**

The Agency will use four major thrusts to reduce staff, volunteer and client risk of exposure to the spread of bloodborne pathogens. These are as follows –

1. *Infection Controls:* e.g., proper containers for disposal of diapers, towelettes, washcloths, and regulated waste soaked with blood (tampons and sanitary napkins);
2. *Work Practice Control:* e.g., train staff to clean up all bodily fluid spills; thorough and frequent hand washing; use of waterless soap when hand washing facilities are not readily available; keeping eating, smoking, or handling of lip balms or contact lenses away from situations of occupational exposure; disinfecting toys; disinfecting any piece of equipment or part of a vehicle after any spill of body fluid (including saliva); closely monitoring clients with poor or inconsistent hand washing skills; not permitting personal toileting items to be shared; not permitting mouth-to-mouth sharing of food or other objects (i.e., toys);
3. *Barrier Precautions and Personal Protective Supplies:* e.g., gloves, waterless soap, plastic or vinyl car seat covers, lotion soap, and other protective equipment/supplies;
4. *Proper Facility-Keeping Practices:* e.g., use of approved solutions to clean all areas, especially when there has been a body fluid spill; handling of contaminated laundry as little as possible, and disinfecting with a bleach solution.

## **Employee and volunteer Responsibilities**

Employees and volunteers have a responsibility to take safe actions to reducing the risks associated with bloodborne pathogens:

1. Follow Agency General Procedures for reducing risk and adopt the concept of universal precautions at all times;
2. Keep immunizations current;
3. Care should be taken to minimize breaks in the skin. Because breaks in the skin are potential portals of entry for infection, persons with broken skin should be especially meticulous about their personal hygiene. Hand lotion can be used to minimize chapping. Some petroleum-based lotions, however, can affect the integrity of gloves.

## **Confidentiality**

Confidentiality is to be given the utmost importance when making decisions regarding the sharing of information about an individual who has been exposed to bloodborne pathogens and contracted a disease caused by them. Since all blood and other bodily fluids are considered infectious, it is not essential for all staff to have information concerning the infectious disease status of others.

## **Staff Training for Infection Control**

1. All new staff will be trained about infection control measures.
2. Staff shall be reminded of the Universal Precaution concept and methods to reduce the risk of being exposed to bloodborne pathogens.
3. Whenever new information is available, staff shall receive that updated information.

## **Bloodborne Pathogens Exposure Control Plan**

### **Exposure Determination**

OSHA defines occupational exposure as reasonably anticipated skin, eye, mucous membrane (*contamination of the eyes or mouth*), or parenteral (*by direct inoculation through the skin as in the case of a needlestick*) contact to blood or other potentially infectious materials that may result from the performance of an employee's duties. Infection of an individual requires physical contact with blood or other potentially infectious material (*semen, vaginal secretions, cerebrospinal fluid, synovial fluid, amniotic fluid, pleural fluid, pericardial fluid, saliva in dental procedures, and body fluid visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids*).

### **Implementation**

Universal precautions will be observed at all agency facilities to prevent contact with blood or other

potentially infectious materials. All blood or other potentially infectious material will be considered infectious whatever the perceived status of the source individual.

Infection controls will be used to eliminate or minimize exposure to employees at the agency and during client contact. The following infection controls will be used –

- *Hand Washing:* Employees will be provided hand washing facilities that are readily accessible. In the instance they are not, appropriate antiseptic hand cleaner with clean paper towels or antiseptic towelettes should be used. Hands will be washed with soap and running water as soon as feasible after using such materials. Employees will wash their hands immediately or as soon as feasible after client contact.

All cars and vans transporting clients should be equipped with alternative hand washing supplies.

- *Work Area Restrictions:* Eating, drinking, smoking, applying cosmetics or lip balm and handling contact lenses should be avoided in any work area where there is a reasonable likelihood of occupational exposure.

All procedures involving blood or other potentially infectious materials shall be performed in a way that minimizes splashing, spraying, splattering, and generation of droplets of these substances.

- *Protective Barriers:* Gloves shall be used where there is reasonable anticipation of employee hand contact with blood, other potentially infectious material, mucous membranes and non-intact skin when handling or touching contaminated items or surfaces. Disposable single use gloves shall be replaced as soon as practical when contaminated, or as soon as feasible if they are torn, punctured or when its ability to function as a barrier is compromised. Single use gloves are not to be washed or decontaminated for use. Utility gloves may be decontaminated if their integrity is not compromised.
- *Housekeeping:* All work sites will be maintained in a clean and sanitary condition.

When necessary, decontamination at Agency facility and vehicle should be accomplished by using at least one of the following materials –

- Bleach solution 1:10; Chlorasorb; or Dimension 256
- Other products approved by the local county health department

All contaminated work surfaces will be decontaminated after completion of procedures. This should also take place as soon as feasible after any spill of blood or other potentially infectious materials. Changing-table paper shall be removed and replaced after each diaper change.

Bins, pails, cans, and similar receptacles intended for reuse, which have a reasonable likelihood for becoming contaminated, shall be inspected and decontaminated.

Broken glassware, whether contaminated or not, shall not be picked up directly with the hands. It shall be cleaned by mechanical means such as a broom or brush and dustpan, tongs, or forceps. Vacuuming of this material is not allowed.

- **Regulated Waste:** Regulated waste refers to any liquid or semi-liquid blood or other potentially infectious materials including the following: contaminated items that would release blood or other potentially infectious materials in liquid or semi-liquid state if compressed; items that are caked with dried blood or other potentially infectious materials and are capable of releasing these materials during handling; pathological and microbiological wastes containing blood, or other potentially infectious materials.

Regulated waste shall be placed in containers that are closeable, constructed to contain all contents, prevent leakage of fluids during handling, and are labeled according to the Standard. These containers will be closed before removal to prevent spillage or protrusion of contents during handling, storage, transport or shipping.

- **Agency Vans and Truck Seats:**
  - All areas that come in contact with children should be a washable surface.
  - All contact areas should be sprayed with antiviral solution in the case of a spill of bodily fluid. Areas should air dry at least 15 minutes between each group of children.
  - The interior should be cleaned daily. All washable surfaces (seats, armrests, headrests, dashboard, door handles, and inside windows) should be sprayed with an antiviral solution.
- **Restrooms are to be equipped with the following infection control equipment/supplies:**
  - Antibacterial lotion soap and dispensers
  - Disposable paper towels and dispensers
  - Foot-controlled containers with lids (for tampons and sanitary napkins)
  - Disposable toilet seat covers
  - Posted hand washing signs

## **Airborne Pathogens Management**

### ***What is tuberculosis and how does TB transmission occur?***

**TB Is Predominantly An Airborne Disease:** It is spread from person-to-person through the air. TB is carried in airborne particles, known as droplet nuclei. These particles are produced when persons with active/infectious TB sneeze, cough, speak, or sing. These infectious particles are so small that they remain suspended in the air and can be inhaled by someone sharing the same air.

### ***What factors enhance TB transmission?***

#### **Factors That Enhance Transmission Include:**

- anatomical site of disease (pulmonary, laryngeal)
- presence of cough
- duration of symptoms
- positive acid fast bacilli (AFB) in the sputum smear result
- presence of cavitation on chest x-ray
- failure of the patient to cover his or her mouth when coughing

- incorrect, lack of, or short duration of antituberculosis treatment
- contact between susceptible persons and an infectious patient in small, enclosed spaces
- inadequate ventilation

***What are the symptoms of TB?***

**Symptoms may include:**

- persistent cough that has lasted for three or more weeks
- anorexia, weight loss
- fever, night sweats
- bloody sputum (material coughed up)

***What is the risk of occupational exposure to TB?***

TB poses a risk to workers that are exposed to patients, the incarcerated, clients and others with active disease. The disease spreads more easily in crowded living settings, and is made worse by poor ventilation. Employees and volunteers who work in hospitals, long term care facilities for the elderly and other health care facilities, prisons, homeless shelters, individuals with HIV or drug users, or individuals who have traveled or emigrated from a country with a high rate of infection, etc. are most likely to come into contact with people who have an infectious case of TB.

***What test is used to identify TB infection?***

There are two forms of TB testing. The first is the tuberculin skin test (TST), which utilizes the previously recommended Mantoux method. The TST will be the most commonly used method. The other form of testing is a blood assay for Mycobacterium Tuberculosis (BAMT).

***What can be done to prevent the spread of TB?***

- Screening: Staff that work in areas where there is a potential for a high rate of TB are skin-tested. A baseline skin test is performed at the time of hiring and on an annual basis thereafter. Workers should also be skin tested ten weeks after there has been a definite exposure incident. An "exposure incident" means that a worker has been exposed to airborne TB in a situation where there are engineering controls or other exposure control measures, such as wearing a respirator.
- Treatment: Workers that have converted from a negative to a positive skin test are provided with a medical evaluation, including a chest x-ray. Workers that are diagnosed with active disease are provided with proper medical treatment.
- Worker Training: All employees and volunteers receive training in infection control procedures, including information on tuberculosis, such as what it is, how it is spread, prevention and treatment.
- 

***Please Note:*** *There currently are no programs of CSSMV that are considered to have the potential for a high rate of TB exposure. Should any change in the risk of TB exposure occur (as per Office of Public Health Dayton & Montgomery County), or notification by the USCCB, CSSMV will begin a program of targeted skin –testing. This testing would be limited to the directly related staff that work in effected program teams, in keeping with current CDC recommendations.*

- **Infection Control.**

In conjunction with workplace safety, employees and volunteers should take precautions to promote infection control. If a client, volunteer or fellow employee becomes sick or injured, immediate assistance should be sought from a healthcare provider. Employees must follow up with the supervisor regarding the incident.

Additionally, to stop the Infection Control chain, employees should –

- Wash their hands with soap and water for 10-15 seconds following the use of the restroom and before eating.
- Not expose others when ill, including covering their mouth when coughing or sneezing, and disposing of used tissues and staying home when contagious.
- Take every precaution to avoid contact with another's blood or bodily fluids. If employees have exposure to such, they should wash their hands with soap and water and report the exposure to their supervisor.

## **IV. FACILITIES AND SECURITY**

### **Office Safety Guidelines**

#### **Housekeeping**

- Housekeeping in the overall work area, including materials and equipment, is the responsibility of the person working in such area. Work areas are to be kept clean at all times.
- Accumulation of materials and debris is to be kept cleared from all work areas, building hallways and stairs.
- Common space areas such as meeting rooms, hallways, stairwells, lunchrooms and restrooms are a shared responsibility of the facilities' cleaning services, volunteers and employees.

#### **Facility Walkways**

- Aisles, walkways, and stairways are to be kept clear at all times.
- Exit lights and lights needed for safety or security are to be kept on at all times.
- Rugs are to be in good condition and fastened securely to prevent slipping or tripping. All floors are to be kept clean and free from obstructions, including extension cords, boxes, files, etc.

#### **Storage**

- Storage material is to be stacked to prevent it from falling and injuring others.
- Supplies are to be stored and maintained in an orderly condition.

#### **Electrical**

- Electric cords are to be maintained and arranged so as not to present fire or tripping hazards.



- Electrical circuits are not to be overloaded by using adapters that permit more than two (2) cords per receptacle.
- Equipment mechanisms are to be checked regularly to see that connections are secure.

## **General**

- No open flames (candles, etc.) are allowed in the facilities
- Broken glass should be cleaned up with a broom/dustpan and should be placed in the dumpster.
- Only one drawer of a file cabinet should be opened at any given time.
- Materials used for decorations are to be non-combustible or flameproof.
- When lifting, bend your legs to get close to the object to be lifted, get a firm grip and straighten your legs. Do not lift with your back.
- All injuries and potential safety hazards are to be reported to your supervisor.

## **Agency Security**

### **General Guidelines**

#### **Regular Work Hours**

- During regular work hours, agency buildings will be opened.
- A staff person opening an agency building will ensure the alarm system deactivated. A staff person closing the building for the evening will ensure the alarm system is activated. In offices with a contract security guard - the guard will lock the building and activate the system each evening during the week.
- Staff are to wear identification badges while working in another location other than their normal location or when working in a facility not owned or rented by CSSMV. Visitors (not clients) are to wear Visitor identification badges.
- Entry by non-employees must be made through the main entrances.
- Clients or visitors are to be escorted by a staff person to and from the appointed meeting room.

#### **Non-Work Hours**

- Due to client needs, most, if not all, of our offices offer evening hours, and may also offer weekend hours.
- It is not recommended that staff remain in the buildings or see clients when the building is officially closed. However, if such happens, arrangements must be made with the employee's supervisor. The staff person responsible for convening the meeting must monitor any visitors/clients and ensure that they have exited before securing the building. Additionally, no doors are to be left unlocked or blocked open awaiting the arrival of any individual. (Staff members who plan to remain in the building during non-work hours must make special arrangements for securing the building, locking doors and activating alarm).

## **Keys**

Authorized staff will be issued key(s) (and card keys, where appropriate) with the expectation that the key(s) are returned at termination of employment. No duplicate key(s) are to be made by staff.

### **Contract Security Service Procedures (EAC and CFF only)**

#### **Eckerle Administration Center (EAC)**

The EAC has two part-time, contracted security guards that monitor client flow and client behavior during pantry operating hours. The duties of this security guard are to provide professional security presence and to support the Pantry staff and volunteers by investigating and reacting to unusual conditions, performing protective and limited enforcement duties, and escorting and maintaining control of unruly persons.

#### **Center for Families**

The Center for Families has two purposes for guard duty. One guard works Tuesday-Thursday from 4-8pm to provide many of the same services as the EAC guard. The other guard is a presence while Erma's House is open to clients, for exchanges and visits and will provide security services to the Erma's House staff and volunteers.

#### ***Regarding the security guards –***

##### 1. How can the guard help?

- Respond promptly, in person, when called (which in itself may de-escalate the situation).
- Restrain or remove threatening person, if necessary.
- In extreme situations, call police for further back up.
- Be present at meetings where safety risk is identified and documented ( if within the guards scheduled hours)

##### 2. When should staff or volunteers call for the guard?

- When they perceive there is clear and present danger to their person or agency property.
- When they observe a co-worker being verbally or physically threatened and staff intervention does not resolve the situation.
- When a worker is planning for meetings where there is a potential safety risk from a previously identified hostile client, staff member, or visitor.
- When a client or visitor is obviously under the influence of drugs/alcohol and making verbal threats to persons, buildings or vehicles.
- When a client or visitor calls and states they are in route to the agency with intentions to harm a worker or damage property.

##### 3. Procedures for requesting the guard.

- Call the switchboard to page.
- If you experience any problems, please call the switchboard operator to assist you in locating a Director and/or follow the STELLA plan.

## Appendix A

### Catholic Social Services of the Miami Valley Emergency Response/ Business Continuity Plan Last Update November 28, 2017

#### Crisis Response Assignments

##### ***Emergency Management Liaison*** – CEO

Role: Serves as a member of the internal Emergency Management Team and addresses coordination with appropriate local, state and federal governmental authorities and emergency responders, as well as providing coordination and communication of information between those entities and relevant stakeholders, including governing body. (If CEO is not available, Director of Finance and Administration assumes this role)

***Facility and Building Security Coordinator(s)*** – Director of Social Services/Dayton (CFF), Director of Northern Counties (Sidney), Director of Finance and Administration (EAC), Director of Lincoln Academy. (VA Campus)

Role: Assesses the liability, viability and survivability of the building(s) during emergencies such as fire, flood, gas line explosion, hostage situations, bomb threats, unlawful intrusion, physical assault and other life threatening situations and/or situations involving harm or violence, or the threat of harm or violence; addresses medical emergencies that occur: such as accidents, illness and deaths; arranges for security and/or transfer of equipment to alternate sites; keeps inventory records as necessary for service continuation.

***Agency Relations/Communications Liaison*** – Director of Marketing and Development

Role: Interacts with the media; drafts all official statements and communicates with the public; keeps in touch with other agencies (as needed), communicates new information and responds to needs. Oversees the use of social media, if deemed a relevant means of disseminating information.

***Donation/Contributions Coordinator*** – Accounting Managers/Dayton and Sidney

Role: Keeps records; deposits all monetary contributions

***Referral Liaison*** – Director of Finance and Administration

Role: Makes priority lists, identifies resources, and disseminates information.

**CSSMV Staff & Client Liaison** – Appropriate Program Manager, Clinical Manager, or Center Director and/or designee

Role: Sees to the special needs of the impacted agency staff (including evaluation of persons with mobility challenges and other special needs), accounts for the whereabouts of staff and clients and addresses coordination and communication with clients.

<b>Precautionary Measures</b>	
<b>Item</b>	<b>Responsible Party</b>
Annually evaluate property (and related) insurance coverage and present to Board Finance Committee	Director of Finance and Administration
Assure staff who work with clients outside of agency facilities, have signed the cell phone policy and are eligible for partial reimbursement ( to assist with the cost on off-site use in an emergency)	Human Resource Manager:
Update employee phone directory, including emergency contact information, as needed and distribute on or about January 1 and July 1 each year to Director-level staff, or more often if needed	Human Resource Manager: Dayton IS Specialist: Sidney Administrative Assistant – Lincoln Academy Supervisors update for their appropriate staff
Dayton file server is backed up to hosted cloud, every working day and weekly. Success of back-ups are monitored.	IT Manager: Dayton
Northern Counties has a off-site back-up plan in place	IS Manager: Sidney
Assures battery back-ups for phone and server equipment are operational; inspected twice annually.	IT Manager: Dayton/ IS Manager: Sidney
Cold server re-start instructions arrangement with contracted vendor	
Inventory (and replace as required) first-aid supplies as stored in appropriate and marked location at all facilities on or about January 1 and July 1 each year.	Support staff
Distribute copies of business continuity plan to supervisors and review roles and responsibilities	Human Resource Manager
Distribute and review safety handbook information with staff and volunteers at initial on-boarding orientation	Human Resource Manager
Inventory computer hardware and software	IT/IS Manager

Keep organizational charts updated	Human Resource Manager/ IS Specialist
Designate who can perform supervisory duties if the supervisor is incapable	Directors
Conduct staff meeting to discuss Business Continuity Plan; discuss plan with new hires, at initial on-boarding orientation	Supervisors/Human Resource Manager
Review Business Continuity Plan with Board	CEO
Identify temporary worksites in the event of facility closure: Northern Counties programs – <ul style="list-style-type: none"> <li>✓ <u>Mental Health services</u> – either the Center for Families or Eckerle Administration Center</li> <li>✓ <u>PASSPORT</u> - staff work from home</li> <li>✓ Area agency on Aging – agreement to get into their PIMS systems</li> </ul>	Director, Northern Counties
Identify temporary worksites in the event of facility closure: Admin/Development Teams housed at EAC– <ul style="list-style-type: none"> <li>✓ If not also damaged/affected – use CFF or work from home</li> <li>✓ If needed, Lincoln Academy or the Sidney office would also be alternate work sites, especially for those who need to work in the office, such as accounting and HR</li> </ul>	CEO
Identify temporary worksites in the event of facility closure : CFF programs – <ul style="list-style-type: none"> <li>✓ <u>Erma's House</u> – arrangements have been made with the Greene County Family Visitation Center, to provide visitation services and exchanges at their facilities.</li> <li>✓ <u>Mental Health &amp; SAFE</u> – If not also damaged/affected – use EAC; or the Sidney office.</li> <li>✓ <u>Parenting Supports</u> – staff would work from home and/or in EAC; Lincoln or Sidney.</li> <li>✓ <u>Refugee Resettlement</u> – Staff would work from home linking with the Manager for direction, guidance, and coordination; and/or in EAC; Lincoln or Sidney.</li> <li>✓ <u>Senior Outreach</u>– staff mostly work in the field and would continue to do so. Staff could also work from home and/or in and/or in EAC; Lincoln, or Sidney</li> </ul>	Director of Social Services

<p>Identify emergency back-up facilities for the services in the Eckerle Administration Center (EAC) –</p> <ul style="list-style-type: none"> <li>✓ <u>Pantry/FSS</u> – arrangements have been made with St. Vincent DePaul in order to continue pantry services. FSS clients would be contacted as necessary and meetings could be held in other CSSMV locations or alternative locations, such as the library.</li> <li>✓ <u>Mission Service volunteers</u> – Volunteer &amp; Resource Coordinator would coordinate appropriate volunteer work from home until other arrangements made.</li> </ul>	<p>Manager, Mission Services</p>
<p>Identify emergency back-up facilities for the Lincoln Academy –</p> <ul style="list-style-type: none"> <li>✓ Due to licensing, it would not be possible to continue services in another facility</li> <li>✓ Lincoln Academy staff would coordinate with Head Start centers and local child care facilities to place the children elsewhere until current building fixed or temporary housing (such as mobile units) is obtained.</li> </ul>	<p>Director of Lincoln Academy</p>
<ul style="list-style-type: none"> <li>✓ Will keep a record of ongoing clients in a safe, locked place at home or in their automobile, which will include the clients' initials, address and phone numbers.</li> <li>✓ Will maintain emergency contact information for service recipients</li> <li>✓ If a crisis would occur, staff will contact Manager to ensure their safety and their family's safety. At this time, a plan to work from home or in another building would be initiated with a call-in time each day (for at-home workers) as well as an update with any programs or concerns. The staff will also contact the Manager at the end of their work hours to ensure safety and if they need assistance with anything the next day. Staff will contact clients by phone if possible and will start to make home visits or community center/school visits when able.</li> <li>✓ If unable to obtain client records from the office or the cloud, staff will initiate a new file, by completing a new assessment and other intake paperwork on located clients. Possible need to develop new forms will be support staff duty.</li> </ul>	<p>Program manager, where, legally permissible and <u>only</u> if client information not available in the cloud</p> <p>All program staff, if applicable</p> <p>All program staff</p>

✓ Meetings will be held at either the home of the Manager or another CSSMV site.	As needed
Staff, visitors and volunteers required to sign in and out of facility to ensure safety of staff	Support Staff, staff and volunteers
Ensure evacuation routes are posted on all floors of buildings	Human Resource Manager, Directors of Lincoln Academy, Dayton Social Services and Northern Counties
Hold fire drills at least annually	Human Resource Manager, Directors of Lincoln Academy, Dayton Social Services and Northern Counties

**Emergency Planning – Procedures and steps done immediate after an interruption to business**

<b>Item</b>	<b>Responsible Party</b>
Ensure the safety and status of all affected employees	Appropriate Program Manager and/or supervisor
Announce suspension of normal operations and initiation of crisis emergency plan	CEO and/or appropriate Director
Identify essential personnel and release non-essential staff	Appropriate Program Manager, Clinical Manager or Director
Secure exterior of facility	Appropriate Director(s)
Secure inside of the facility – shut down electricity, computers (on advice of IT/IS Managers)	Appropriate Director(s)
Prepare to move essential files, equipment, etc. to off-site location	Directors of Lincoln Academy, Dayton Social Services, Northern Counties; Director of Finance, Program Managers
Reconvene essential staff to alternate location	CEO and/or appropriate Director
Determine needs for sheltering either off-site or on-site	Appropriate Director(s)
<i>If Alternate Site is necessary</i>	
Notify Alternate Site(s) and prepare such	Appropriate Director and/or Program Manager
Essential material/equipment transfers Move essential computers, peripherals and other equipment (including using labels to identify what pieces belong where) to secure area in building and, if necessary, prepare for move to alternate site	IT/IS Managers, Directors of Lincoln Academy, Dayton Social Services and Northern Counties Director of Finance, Program Managers
Move file server to off-site location	IT/IS Managers
Arrange phone operations at alternate site and change auto attendant messaging	IT/IS Managers, Directors of Lincoln Academy, Dayton Social Services and Northern Counties

**Aftermath Activities**

Assess facility	Appropriate Director(s)
Report broken water/power lines to authorities; document property damage	Appropriate Director(s)
Call Insurance company to report damage; work with insurance company to repair damaged areas	Director of Finance and Administration
Place message on Emergency Line or call staff regarding who should report to work, when and where	CEO, Directors of Lincoln Academy and Northern Counties



Reconvene essential staff to coordinate aftermath actions	CEO
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<b>Disaster Recovery</b>	
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Reconvene all staff to begin assessment of response, continuing need, update of plans, replacement of damaged equipment, storage boxes, etc.	CEO and/or appropriate Director
Anticipate need for additional cash resources and withdraw from operating account to enhance petty cash	Accounting Assistant
Gather and box/secure non-essential files and supplies, if necessary	Staff
Work with contractors to fix damaged areas, depending on need, and work with janitorial service for clean-up	Director of Finance and Administration

## Additional Provision for Pandemic Medical Event

CSSMV must anticipate new threats to the health and safety of employees and their families, clients, and overall business continuity as a result of a potential pandemic.

Public Health officials will coordinate community response and provide instructions and guidelines relevant to the spread of a specific medical threat.

CSSMV has set forth the following plan which parallels closely with the general emergency planning efforts, described earlier in this manual:

1. *Pandemic Medical event Coordinator* – orchestrates the agency-wide pandemic medical event plan, including emergency and business contingency planning, employee education, prevention and response measures and internal/external communications
  - a. CEO, alternate Director of Finance/Administration
  - b. *Pandemic Medical Event Team* – Cross-functional, decision-making team that assist with the decision-making regarding handling of an outbreak of pandemic medical event; works in conjunction with local Emergency Management Associations and public health department.
    - o Human Resource Manager – Assists with communication to staff, answering staff questions regarding leave time or policies.
    - o Director of Marketing/Development – interacts with the media, drafts all official statements, keeps in touch with other agencies, communicates new information and responds to needs.
    - o Director of Northern Counties, Lincoln Academy Director, and Director of Social Services – Assesses the liability of ceasing program operations and recommends alternative work patterns; first line of communication to supervisory staff.
2. *Site Pandemic Medical Event Coordinator* – Responsible for roll out of local pandemic medical event plan, including emergency and business contingency plans, employee education, prevention and response measures, and coordination with corporate and local health authorities.
  - a. CEO, alternate Director, Finance/Admin – EAC
  - b. Director, Northern Counties, alternate Clinical Manager – Sidney
  - c. Lincoln Academy Director, alternate Administrative and Program/QA Specialist – VA
  - d. Director of Social Services, alternate Manager, Parenting Supports Services – CFF
  - e. *Site Pandemic Medical Event Team* – Cross-functional, decision-making team that assist with the decision-making regarding handling of an outbreak of pandemic medical event (major functions are represented in the planning effort); keeps up-to-

date and, as appropriate, acts on pandemic medical event information and new threat information.

- Managers/Supervisors/Team Leaders at each location – Assesses the liability of ceasing program operations and recommendation alternative of work patterns; first line of communication to line staff; sees to the special needs of the impacted agency staff
  - Accounting Managers – Keeps agency supervisory staff up-to-date regarding financial matters; evaluates cost to agency regarding recommendations for closure or alternative work patterns
  - IT/IS Managers – Assists with telecommuting possibilities and ensures privacy of information if employee has VPN.
  - Emergency planning committee – Keeps up-to-date on pandemic medical event information and new threat information
3. Scenarios likely to impact the demand for our services during a pandemic medical event –
- Closing of food places/grocery stores – could increase the demand for pantry services – in this case, staff and volunteers could be pulled from current position in order to assist as able.
  - Due to illness, we could see a decrease in need for service in programs, such as Counseling and Erma’s House – Part-time non-exempt staff may work less hours
4. Staff and/or volunteers, as able, will be cross-trained to work in other agency positions or programs in order to assist.
5. Staff and/or volunteers will be kept up-to-date with prevention information, as available.
- Pertinent information should be routinely communicated and may include mechanism(s), of infection and transmission, incubation period, symptoms and contagious period.
  - Employees/volunteers will be provided information on personal and family preparedness.
  - Forms of communication will include posting information in agency bathrooms, volunteer newsletters, e-mails, emergency hotline, web site, radio/TV (for closures), and supervisors calling or texting staff, as appropriate.

Planning for the Impact of a Pandemic Medical Event on the employees/clients:

Use of PTO

1. PTO Leave – Staff must stay home if they are ill or have been exposed to the pandemic flu/disease and should not return to work until they are no longer infectious..

- Staff must use PTO leave as outlined in the handbook, unless exception is granted by the CEO, during a specific pandemic medical event.
2. Staff should minimize human-to-human transmission/infection potential as much as possible through hygiene and social distancing practices.
    - Telecommuting, where practical – many staff have VPN's (Virtual Private Networks) and are able to work from home.
    - Staggered/flexible work hours, where practical
    - Reduce mass gatherings, such as staff meetings
    - Following proper handwashing and disease prevention techniques
    - Limit the frequency and type of face-to-face contact, through use of conference calling calls, avoiding of handshaking, calling clients instead of doing home visits (if able), avoiding of close seating arrangements, and expanding personal space to at least 3 feet from another individual.
    - Employees/volunteers are discouraged from using other employees' phones, desks, offices, computers, etc.
  3. In October/November of each year, encourage staff/volunteers, that are not otherwise mandated, to receive the influenza vaccination;
  4. Staff must not travel to affected geographic areas or must be evacuated from working in or near an affected site when an outbreak begins.

Resources are allocated to protect employees/clients during a pandemic

1. Sufficient and accessible infection control supplies are in all business locations, such as hand sanitizer, tissues, soap, disposable paper towels, protective gloves, and waste receptacles.
2. Telecommuting may be used, as needed, since many staff have access to VPN and/or are able to access e-mail from home.
3. Communication with the cleaning company will be kept current and requests made for additional cleaning of high contact surfaces, such as countertops, doorknobs, workstations, restrooms, kitchens, meeting rooms, and other common areas.
4. Air conditioners and HVAC systems are checked annually.
5. Maintain health insurance coverage to staff. Evaluate employee access to and availability of healthcare services, including mental health services, during a pandemic and suggest improvements as needed. The agency health care plan also includes a Wellness Plan.

- Staff are encouraged to live a healthy lifestyle, including good nutrition, exercise, and smoking cessation, which will impact their body's immune system. Information regarding healthy lifestyle choices will be posted in common areas or e-mailed to staff.
6. Remind staff regarding the agency EAP services, which are provided free to staff.

## **Appendix B**

### **DISASTER GUIDELINES – Eckerle Administrative Center (EAC)**

In the case of a disaster, the following are guidelines to assist staff/managers...

#### **During Office Hours and phones are functioning properly**

##### **Responsibilities (EAC) –**

CEO is notified of the emergency/disaster situation. If CEO is not available, notify Director of Finance and Administration.

CEO notifies Front Desk Staff/ Receptionist, who is asked to perform an “all page” to the staff in the building. CEO will determine if evacuation is necessary and request the “all page” include that information.

CEO alerts other Directors/Managers to the emergency situation, including the Director of Social Services. Directors/Managers make sure that all employees, including staff in the field, are informed of the emergency/disaster and the appropriate actions to take.

If necessary, the floor evacuation supervisors will ensure evacuation of all persons out of the building and will report to evacuation coordinator (Director of Finance/Admin).

Director of Finance and Administration will coordinate shutting off all electrical and gas utilities, as well as any non-essential equipment, and directs activities to aid emergency personnel, as necessary.

After Disaster Debrief – After returning to normal operations, Managers/Directors meet to discuss what procedures worked, didn’t work, and how to improve response plan.

Staff are made aware and offered aid through the Agency’s EAP Program. The phone number is 1-800-999-7222 or online at [www.anthemep.com](http://www.anthemep.com), user ID and password is AOC.

## **DISASTER GUIDELINES – Eckerle Administrative Center (EAC)**

### **During Office Hours and phones are NOT functioning properly**

#### **Responsibilities (EAC) –**

CEO is notified of the emergency/disaster situation. If CEO is not available, notify Director of Finance and Administration.

CEO or designee notifies Marcie Lumpp, x1112 or Jefferson Alcott, x1146. They will then follow the Emergency Redirect Procedures with ProOnCall's assistance. If neither are available, Director or designee should follow the Emergency Redirect Procedures

CEO or designee will alert other directors/managers to the emergency/ disaster. Once alerted, they will make sure that all employees, including staff in the field, are informed of the emergency and the appropriate actions to take.

If you are a staff person in the field during a disaster and it is safe, please report to your building for further instruction. If it is not safe to go to your building, call your supervisor or reach someone who can provide further instruction.

If necessary, the floor evacuation supervisors will ensure evacuation of all persons out of the building and will report to evacuation coordinator.

Director of Finance and Administration will coordinate shutting off all electrical and gas utilities as well as any non-essential equipment and directs activities to aid emergency personnel, as necessary.

After Disaster Debrief – After returning to normal operations, Managers/Directors meet to discuss what procedures worked, didn't work, how to improve response, etc.

Staff are made aware and offered aid through the Agency's EAP Program. The phone number is 1-800-999-7222 or online at [www.anthemeap.com](http://www.anthemeap.com), user ID and password is AOC.

## **DISASTER GUIDELINES – Eckerle Administrative Center (EAC)**

### **Outside Business Hours**

#### **Responsibilities (EAC) –**

CEO is notified of the emergency/disaster situation. If CEO is not available, notify Director of Finance and Administration.

The following is the protocol for notification to staff regarding whether or not to report to work:

1. If the agency phones are working, CEO or designee leaves a message on x4299, which is the designated emergency hotline extension.
2. If the agency phones are not working, supervisors will try to reach staff via their cell phone (text or call). Supervisors will be given updated lists of staff addresses/phone numbers twice yearly.
3. If staff are unable to communicate with the agency or their supervisor and there is no government messages disallowing travel, staff should report to their building (CFF or EAC) at 9:00am and/or their normal start time, if start time is later than 9:00am.

If applicable, CEO or designee contacts media outlets with information for employees and consumers on closures, delays, alternative business plan, etc.

CEO works closely with other Directors to coordinate plans/procedures to resume operations. CEO also maintains contact with the Lincoln Academy and Sidney offices.

After Disaster Debrief – After returning to normal operations, Managers/Directors meet to discuss what procedures worked, didn't work, how to improve response, etc.

Staff are made aware and offered aid through the Agency's EAP Program. The phone number is 1-800-999-7222 or online at [www.anthemeap.com](http://www.anthemeap.com), user ID and password is AOC.



## **DISASTER GUIDELINES – Center for Families (CFF)**

### **During Office Hours and phones are functioning properly**

#### **Responsibilities (CFF) –**

Director of Social Services (DSS) is notified of the emergency/disaster situation. If DSS is not available, a Manager is notified.

DSS notifies Front Desk Staff/ Receptionist, who is asked to perform an “all page” to the staff in the building. DSS will determine if evacuation is necessary and request the “all page” include that information.

DSS or designee alerts other Managers to the emergency situation, including the CEO. Director/Managers make sure that all employees, including staff in the field, are informed of the emergency/disaster and the appropriate actions to take.

If necessary, the floor evacuation supervisors will ensure evacuation of all persons out of the building and will report to evacuation coordinator (Director of Social Services).

Director of Social Services will coordinate shutting off all electrical and gas utilities as well as any non-essential equipment and directs activities to aid emergency personnel, as necessary.

After Disaster Debrief – After returning to normal operations, Managers/Directors meet to discuss what procedures worked, didn't work, how to improve response, etc.

Staff are made aware and offered aid through the Agency's EAP Program. The phone number is 1-800-999-7222 or online at [www.anthemep.com](http://www.anthemep.com), user ID and password is AOC.

## **DISASTER GUIDELINES – Center for Families (CFF)**

### **During Office Hours and phones are NOT functioning properly**

#### **Responsibilities (CFF) –**

Director of Social Services (DSS) is notified of the emergency/disaster situation. If DSS is not available, a Manager is notified.

DSS or designee notifies Marcie Lumpp, x1112 or Jefferson Alcott, x1146. They will then follow the Emergency Redirect Procedures. If neither are available, Director of Finance or Accounting Manager or designee should follow the Emergency Redirect Procedures.

Director of Social Services and/or designee will alert other managers/supervisors to the emergency/disaster. Once alerted, they will make sure that all employees, including staff in the field, are informed of the emergency and the appropriate actions to take.

If you are a staff person in the field during a disaster and it is safe, please report to your building for further instruction. If it is not safe to go to your building, call your supervisor or reach someone who can provide further instruction.

If necessary, the floor evacuation supervisors will ensure evacuation of all persons out of the building and will report to evacuation coordinator.

Director of Social Services will coordinate shutting off all electrical and gas utilities as well as any non-essential equipment and directs activities to aid emergency personnel, as necessary.

DSS or designee notifies CEO of emergency situation, if able.

After Disaster Debrief – After returning to normal operations, Managers/Directors meet to discuss what procedures worked, didn't work, how to improve response, etc.

Staff are made aware and offered aid through the Agency's EAP Program. The phone number is 1-800-999-7222 or online at [www.anthemep.com](http://www.anthemep.com), user ID and password is AOC.

## **DISASTER GUIDELINES – Center for Families (CFF)**

### **Outside Business Hours**

#### **Responsibilities (CFF) –**

Director of Social Services (DSS) and CEO are notified of the emergency/disaster situation. If DSS is not available, a Manager is notified.

The following is the protocol for notification to staff regarding whether or not to report to work:

1. If the agency phones are working, CEO or designee leaves a message on x4299, which is the designated emergency hotline extension..
2. If the agency phones are not working, supervisors will try to reach staff via their cell phone (text or call). Supervisors will be given updated lists of staff addresses/phone numbers twice yearly.
3. If staff are unable to communicate with the agency or their supervisor and there is no government messages disallowing travel, staff should report to their building (CFF or EAC) at 9:00am and/or their normal start time, if start time is later than 9:00am.

If applicable, Director of Social Services coordinates with CEO regarding media outlets with information for employees and consumers on closures, delays, alternative business plan, etc.

DSS works closely with other Directors to coordinate plans/procedures to resume operations.

After Disaster Debrief – After returning to normal operations, Managers/Directors meet to discuss what procedures worked, didn't work, how to improve response, etc.

Staff are made aware and offered aid through the Agency's EAP Program. The phone number is 1-800-999-7222 or online at [www.anthemeap.com](http://www.anthemeap.com), user ID and password is AOC.

## **DISASTER GUIDELINES – Northern Counties Office (NCO)**

### **During Office Hours and phones are functioning properly**

#### **Responsibilities (NCO) –**

Director notified of emergency situation – If Director is not available, notify one of the Managers.  
Director alerts Managers and Team Leaders to the emergency.

Receptionist performs an “All Page” to staff in the building and takes a copy of the daily agency calendar with them.

Disaster Team makes sure that all employees are informed of the emergency and the appropriate actions to take. Director supervises evacuation of all persons out of the building, if appropriate, coordinates shutting off all electrical and gas utilities, as well as any non-essential equipment, if applicable, directs activities to aid emergency personnel, and directs Managers to contact any employees that are out of the office on agency business to inform them of the emergency and advise them of what steps to take to ensure safety.

Director notifies CEO of emergency situation.

After Disaster Debrief – After returning to normal operations, Managers/Director meet to discuss what procedures worked, didn't work, how to improve response, etc.

Staff are made aware and offered aid through the Agency's EAP Program. The phone number is 1-800-999-7222 or online at [www.anthemep.com](http://www.anthemep.com), user ID and password is AOC.

## **DISASTER GUIDELINES – Northern Counties Office (NCO)**

### **During Office Hours and phones are NOT functioning properly**

#### **Responsibilities (NCO) –**

Director notified of emergency situation – If Director is not available, notify one of the Managers.  
Director alerts Managers and Team Leaders to the emergency.

Receptionist takes a copy of the daily agency calendar with them to have a staff location list.

Disaster Team makes sure that all employees are informed of the emergency and the appropriate actions to take. Director supervises evacuation of all persons out of the building, if appropriate, coordinates shutting off all electrical and gas utilities, as well as any non-essential equipment, if applicable, directs activities to aid emergency personnel, and directs Managers to contact any employees that are out of the office on agency business to inform them of the emergency and advise them of what steps to take to ensure safety (if cell phones are working).

Director notifies CEO of emergency situation, if able.

After Disaster Debrief – After returning to normal operations, Managers/Director meet to discuss what procedures worked, didn't work, how to improve response, etc.

Staff are made aware and offered aid through the Agency's EAP Program. The phone number is 1-800-999-7222 or online at [www.anthemep.com](http://www.anthemep.com), user ID and password is AOC.

## **DISASTER GUIDELINES – Northern Counties Office (NCO)**

### **Outside Business Hours**

#### **Responsibilities (NCO) –**

Director notified of emergency situation – If Director is not available, notify one of the Managers.  
Director notifies CEO of emergency situation, if able.

Director alerts Managers, who will contact all employees to inform them of the emergency and advise them of what steps to take to ensure safety.

If applicable, Director coordinates with CEO regarding media outlets with information for employees and consumers on closures, delays, alternative business plan, etc.

Director works closely with CEO and maintains contact with Dayton office, if able, to coordinate plans/procedures to resume operations.

After Disaster Debrief – After returning to normal operations, Managers/Director meet to discuss what procedures worked, didn't work, how to improve response, etc.

Staff are made aware and offered aid through the Agency's EAP Program. The phone number is 1-800-999-7222 or online at [www.anthemep.com](http://www.anthemep.com), user ID and password is AOC.