

MOUNTAIN REGIONAL SERVICES, INC.

EMERGENCY DISASTER PLAN

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"Assisting Each Person Served In Achieving The Highest Quality Of Life!"

EMERGENCY/DISASTER PLAN INTRODUCTION

This Emergency/Disaster Plan has been prepared in compliance with the Commission on Accreditation of Rehabilitation Facilities (CARF) that mandates facilities such as Mountain Regional Services, Inc. (MRSI) to have a written disaster plan that will be reviewed and updated annually. In addition, this plan is subject to an OSHA review and approval.

Both natural disasters and disasters caused by acts of man could affect MRSI at any time. It is an obligation of those charged with the responsibility for the care of others to provide an effective disaster preparedness program that will ensure maximum safety and well-being for all individuals.

Each employee of MRSI is expected to be completely familiar with the contents of this plan in order to carry out his or her responsibilities during an emergency. Employees are encouraged to submit recommendations to the safety committee for improvement of this plan at any time.

Cheyenne Wright
President/CEO

Adopted: 10/85
Reviewed/Revised: 01/21, 05/21, 06/21, 01/22, 05/23, 11/23

MOUNTAIN REGIONAL SERVICE'S, INC. EMERGENCY/DISASTER PLAN

AUTHORITY

Commission on Accreditation of Rehabilitation Facilities (CARF) Standards for Organizations.

PURPOSE

- a. To provide, through advance planning, for effective actions which would minimize injuries and loss of life among persons receiving services and employees should a disaster affect this facility.
- b. To establish guidelines for the maximum utilization of our talents and facilities should this establishment be needed by the community to care for disaster victims during a state of disaster or state of extreme emergency.

PLANNING BASIS

- a. MRSI facilities can be affected at any time by the occurrence of a variety of emergency events or disasters which could jeopardize the safety and well-being of persons receiving services and staff. These disasters can be caused by acts of nature and by accidental or intentional acts of man.
- b. Plans must be prepared and maintained to offset the effects of such occurrences as fires, earthquakes, and other natural and man caused disasters, which can be dangerous and potentially a destroyer of both life and property. The possibility of chemical accident, falling aircraft, explosions, and accidents in transporting radioactive material cannot be overlooked.

ORGANIZATION

- a. A safety committee shall be formed and maintained. It will consist of the following persons.
 - 1) Staff representative (Chairperson)
 - 2) Consumer representative when available.
 - 3) Other staff as assigned.
- b. The disaster organization is based on the premise of employees doing, under emergency conditions, those things that they do on a day to day basis. Assignment of specific tasks to individuals cannot be made because of the differences in working shifts and the lack of knowledge as to when a disaster or emergency may occur. Therefore, emergency tasks are assigned to functional areas, which will be in operation regardless of time or number of personnel available.

OPERATIONAL CONCEPTS

General

- a. The basic mission of MRSI Emergency Guidelines include:
 - 1) Ensuring the safety and well-being of persons receiving services and staff in all situations.
 - 2) Providing assistance to injured persons during periods of a declared "State of Disaster" through the maximum utilization of MRSI employees, physical plant, and equipment.
- b. Any disaster or emergency event that directly affects MRSI will require a decision regarding if evacuation is the appropriate response, determined by the president, or designated representative.

Warning

Warning of an impending disaster can come to MRSI via radio, television, police, fire departments and emergency management officials etc., disaster warning sirens, Code RED or from within the organization itself. In some instances the first warning will be the sudden occurrence of the disastrous event, i.e., earthquakes, explosions, fires and vehicular accidents, (including aircraft). When a warning of impending disaster is received from any source or a disastrous event occurs, the president of MRSI or a staff member in charge, will immediately ensure the safety of the persons receiving services. All employees on duty will be notified and given instructions by the on-call supervisor or a member of the safety committee.

Specific Actions

The following prescribe certain specific actions to be taken under various emergency conditions. These actions are intended as a guide and not to be considered as all encompassing. Common sense and good judgment at the time must predominate.

- 1) Disruptions
- 2) Fire
- 3) Bomb Threats
- 4) Natural Disasters
- 5) Utility Failures
- 6) Medical Emergencies
- 7) Safety during violent or other threatening situations

DELEGATION OF AUTHORITY

During the absence of the President or if President is incapacitated, authority to implement all or a portion of this plan is delegated in the priority shown below.

- 1) Safety committee chairperson
- 2) Trainer
- 3) Director(s)

Communication Disruption, Emergency Response, Provider Incapacity, Staffing Shortages, Etc.

In the event a disaster disrupts communication, emergency response, provider incapacity, staffing shortages, etc., key personnel will be responsible for oversight of specific locations where services are delivered. Staff members should make their way to their assigned locations as soon as possible to ensure participants/staff are adequately supported.

Day Facility, CLS Independence: Training Director, COI/CH Director

CLS Highridge: Facilities Maintenance Supervisor, Facilities Maintenance Assistant

CLS Alpine: Director of Program Coordination

CLS Lodgepole: HR Staff Scheduler

CLS Herschler: CEO

RL - 503 Cale: Program Coordination Assistant

Provider Incapacity:

In the event a MRSI Direct Support Professional (DSP) or other provider becomes incapacitated, the other DSP(s) on-site will provide immediate assistance to both the incapacitated DSP and the participants. If there are no other DSP staff on-site, the participants have access to emergency numbers

such as 911 and MRSI on-call. There is an on-call supervisor available during all shifts in the event of an emergency.

MRSI has offered participants an opportunity to be certified in CPR/1st Aid. The provider incapacity procedure is included in the emergency disaster topics which are reviewed monthly on a rotating basis. Participants have training and/or instruction on when and how to call for help in the event their staff is incapacitated. Immediate aid will be rendered to the DSP as needed and if an emergency exists, 911 will be called and an ambulance transport arranged, as appropriate. The alternate DSP/on-call will assume care of participants.

Safety Committee

The safety committee will meet on a monthly basis. It shall review the Emergency Disaster Plan annually and make recommendations as necessary. The safety committee will review all drills and rehearsals of this plan as determined by the president.

TRAINING OF STAFF

Upon adoption of this plan all employees will be instructed in its contents during new hire orientation and during annual re-certification.

FIRE!

MRSI Center

Immediate Action:

If the fire alarm is activated, the front desk person will call 911 and give them the location of the fire if at all possible.

Get everyone in your area out of the building, checking assigned areas if it is possible to do so without putting yourself in danger. If someone refuses to leave during a fire, report them to the area commander, front desk person, main commander, or the fire department personnel.

Make sure people get away from the building and stay out of driveways so fire and emergency personnel have clear access. Go to designated meeting site.

Supervisor/designee will inform everyone to go to the designated meeting site.

Supervisor/designee will do a quick check to make sure all persons have left the room.

Supervisor/designee will shut off all lights and appliances.

Supervisor/designee will close door behind them and take the staff assignment sheet to designated meeting site.

Supervisor/designee will do a head count at designated site and inform area commander of any persons not accounted for, and last known location of person.

Area commander will inform main commander of any missing person and last known location of person.

Main commander will inform emergency personnel of all known missing persons, or if the building has been evacuated.

Administer first aid as necessary. Seriously injured will be evacuated to Evanston Regional Hospital.

Make certain that no one re-enters the building until you have received permission to do so.

FIRE!

Community Home

Immediate Action:

If the smoke alarm is activated, staff will call 911, and give them the location of the fire if at all possible. If you cannot call 911 from the HOUSE, use your cell phone or go to a neighboring house to call.

Get everyone out of the house, checking assigned areas if it is possible to do so without putting yourself in danger. If someone refuses to leave during a fire, inform fire department personnel.

Call the on-call supervisor.

Make sure that people get away from the house and stay out of driveways so fire and emergency personnel have clear access.

Go to the designated assembly point that has been pre-established by your supervisor.

Do a head count of all residents and staff to make sure everyone is accounted for. If you are missing someone, make sure to inform fire department personnel.

Make certain that no one re-enters the building until you have been given permission to do so.

Maintenance of Fire Extinguishers

All fire extinguishers are inspected annually by an authorized company. Fire extinguishers are visually checked monthly to ensure that the gage in is in the green area and hose is not cracked. This is documented on the monthly inspection record attached to the extinguisher. At the main center this is done by the safety chairperson or their designee. At the community living sites this is done by the supervisor of the house or their designee. If any fire extinguisher has a problem, staff will inform a director or maintenance personnel. The extinguisher will be taken to be recharged, repaired or replaced.



BOMB THREAT!

Although bomb threats are typically seen as the work of cranks or not-so-funny pranksters, recent increases in terrorism have made it important that all bomb threats be taken seriously. It is much better to assume that a threatening call is deadly serious than to shrug it off as a prank only to find out through a tragedy that there really was a bomb.

If MRSI receives a written bomb threat, the note should be handled as little as possible in order to preserve fingerprint, handwriting, postmarks, typewriting and other evidence. The person receiving it should save all items connected with the note, such as the envelope and its contents. The note and other items should be placed in a bag and delivered to the police. **HANDLE AS LITTLE AS POSSIBLE.**

More commonly, bomb threats are received over the phone. When this occurs, the person taking the call should try to give someone nearby a note about the call and ask him or her to call 911.

The following guideline will help the person receiving a bomb threat call to respond appropriately:

Be calm and get as many details as possible. Do not hang up the phone even if the caller does!

Get maximum information. Keep the caller on the telephone if possible and **WRITE DOWN** as much information on the Bomb Threat form (available in this document and at the front desk) as you can.

CALL 911 IMMEDIATELY. It is important that they know this is a bomb threat. Report as follows:

Give your name and location.

Describe the threat in detail, especially claimed time of explosion.

Meet law enforcement personnel at the building entrance they have indicated and once more identify yourself.

Do **NOT** use the fire alarm. Turn off all radios and cell phones. Clear the building by having someone let every room know that they are to evacuate the building and move to the designated meeting site. Use same procedure as “fires” to ensure everyone has evacuated the building. Have people move far away from the building.

If a bomb goes off in the building, use the fire alarm to evacuate everyone.

BOMB THREAT CALL PROCEDURES (NEXT PAGE)

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist.

If a bomb threat is received by phone:

Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.

1. Listen carefully. Be polite and show interest.
2. Try to keep the caller talking to learn more information.
3. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
4. If your phone has a display, copy the number and/or letters on the window display.
5. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
6. Immediately upon termination of the call, do not hang up, but from a different phone, contact the police department immediately with information and await instruction.

If a bomb threat is received by handwritten note:

- Call 911
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call 911
- **Do not** delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- DO NOT Activate the fire alarm.
- Touch or move a suspicious package.

BOMB THREAT CHECKLIST

Date:	Time:
Time caller hung up:	# where call was received:

ASK CALLER

Where is bomb located? (building, floor, room, etc.)
When will it go off?
What does it look like?
What kind of bomb is it?
What will make it explode?
Did you place the bomb?
Why?
What is your name?

EXACT WORDS OF THREAT:

INFORMATION ABOUT CALLER:

Where is the caller located? (background sounds, level of noise) Estimated Age:

Does voice sound familiar? If so, who?

Other points:

Caller's voice	Background noise	Threat Language
Accent	Animal noises	Incoherent
Angry	House noises	Message read
Calm	Kitchen noises	Taped
Clearing throat	Street noises	Irrational
Coughing	Booth	Profane
Cracking voice	PA system	Well-spoken
Crying	Conversation	
Deep	Music	
Deep breathing	Motor	
Disguised	Clear	
Distinct	Static	
Excited	Office machinery	
Female	Factory machinery	
Laughter	Local	
Lisp	Long distance	
Loud	Additional information:	
Male		
Nasal		
Normal		
Ragged		
Rapid		
Raspy		
Slow		
Slurred		
Soft		
Stutter		

EARTHQUAKE!

Preparing for an Earthquake:

An earthquake is often accompanied by a loud noise like the rushing of a train. Initial earth movements and swaying of structures caused by an earthquake could be followed sometime later by aftershocks, usually of decreasing severity. The actual movement of the ground in an earthquake is seldom the direct cause of death or injury. Most casualties result from falling objects and debris. In some areas, earthquakes can also generate landslides and seismic sea waves. There is no way yet to predict the time or place that an earthquake will occur.

Before an Earthquake:

- (1) Establish a plan. Know the designated meeting site where you will meet if separated during the quake. Know where the safe areas (designated meeting area) are for the center and community living site(s).
- (2) Make your area/CLS safer. Anchor shelves, water heaters and free-standing furniture to the walls or floors. Keep large or heavy objects and books on lower shelves.

During an Earthquake:

- (1) **Keep Calm.** Expect the earthquake to last from a few seconds to a few minutes. Remember, most casualties are caused by falling objects and debris.
- (2) **If indoors, stay there.** Don't run outside; you may be hit by falling glass and debris. Take cover under a sturdy desk or table and hold on until shaking stops.
- (3) Avoid shelves, heavy objects, or furniture that may fall over. Keep away from windows and mirrors. Don't dash for exits, as stairways may be broken and jammed with people. Power for elevators may fail.
- (4) **If you are outside, stay there.** Move away from buildings to avoid crumbling walls and falling debris. Stay away from power lines and dangling electric wires.

After an Earthquake:

- (1) **Expect aftershocks.** Additional tremors which may cause further damage and cause weakened structures to collapse are likely. Be prepared to take cover again. If you are outside, do not enter or re-enter damaged buildings.
- (2) **Check for Injuries.** However, do not try to move injured persons unless they are in immediate danger. (Exercise caution, don't injure yourself. Get help if necessary.)
- (3) **Be alert for gas or water leaks and broken electrical wiring.**
- (4) After the initial shock and as soon as it seems safe, clear the building and assemble at the designated meeting site. Do a head count to make sure all persons are safe and out of the building.

Immediate Action:

- (1) **Stay Calm, Think Clearly!**
- (2) **DROP** to the floor, **TAKE COVER** under something sturdy like a desk or table, **HOLD ON** to it, and be prepared to move with it!!
- (3) Stay away from glass and exterior walls.
- (4) Cover your head with your arms and hands or heavy clothing.
- (5) Hold that position for a few seconds or minutes while the earthquake lasts.
- (6) Do not enter elevators or stairwells while the building is shaking.
- (7) After the initial shock, assemble outside the building. Stay clear of trees, power lines, and other buildings. Meet at the designated meeting site to determine that everyone has evacuated the building safely.
- (8) Be prepared for aftershocks. Protect yourself at all times.

DROP COVER AND HOLD



TORNADOS AND SEVERE THUNDERSTORMS!

Immediate Action, Tornado Watch:

- (1) The person hearing of a tornado watch will notify the front desk person. This person will notify the president, safety chairperson and director(s).
- (2) In the event of a power failure, emergency flashlights are located in each group room, at the front desk, all occupied offices, and in all community living sites. The main center has lighting in group rooms and hallways that stay on in case of an electrical outage.

Preparing for a Tornado Watch or Alert::

The National Weather Service issues a tornado watch when tornadoes are possible in your area. Remain alert for approaching storms. This is the time to remind everyone where the safest places are located and listen to the radio for further developments.

Preparing for a Tornado Warning:

A tornado warning is issued by the National Weather Service when a tornado has been sighted or indicated by weather radar. If a tornado warning is issued for your area and the sky becomes threatening, move to your pre-designated place of safety.

Immediate Action, Tornado Warning!!

- (1) Direct all persons to take cover in one of the following areas:
 - a) Go to the lowest level of the building.
 - b) Move to a small interior room or hallway on the lowest floor and get under a sturdy piece of furniture.
 - c) Stay away from windows and go to the center of the room. Stay away from corners because they attract debris.
 - d) Get out of automobiles immediately and seek shelter in a nearby building. If a building is unavailable or there is no time, get out of the car and lay in a ditch or low-lying area away from the car. Be aware of potential for flooding.
- (2) Stay there until told that it is safe to leave.
- (3) To the extent it is reasonably safe to do so, see that your area has been cleared of occupants.

Emergency flashlights are located in each group room, at the front desk, all occupied offices, and in all community living sites.



WINTER STORMS/EXTREME COLD

Winter storms in Wyoming can be very harsh. When road conditions are dangerous all MRSI staff and persons receiving services will need to stay indoors. There is not to be any driving around town or going on any outings. Staff will be informed by the on-call supervisor, department director(s), or the president if outings are permitted. Staff will need to use common sense when deciding if the road conditions are dangerous or not.

Listen to the radio or television for weather reports and emergency information. Dress for the season.

When at Home:

- (1) Stay indoors as much as possible.
- (2) Conserve fuel if necessary by keeping your house cooler than normal. Temporarily “close off” heat to some rooms.
- (3) Hang blankets over window at night (let the sun shine in during the day). Stuff cracks around doors with rugs, newspapers, towels or other such material.
- (4) When using alternative heat from a fireplace, wood stove, space heater, etc., use safeguards and ensure proper ventilation.
- (5) If you have no heat, close off unneeded rooms and place towels or rags under the doors. Cover windows at night.
- (6) Eat to supply heat and drink to avoid dehydration.
- (7) If your water pipes freeze:
 - a) Call the on-call supervisor and inform them of the problem.
 - b) The on-call supervisor will call the necessary person(s) to take care of the problem.
 - c) Never try to thaw a pipe with an open flame or torch.
 - d) Always be careful of the potential for electric shock in and around standing water.

Outside:

- (1) Avoid overexertion, such as shoveling heavy snow, pushing a car or walking in deep snow. The strain from the cold and the hard labor could cause a heart attack - a major cause of death in winter. Sweating can lead to a chill and even hypothermia.
- (2) Watch for signs of frostbite and hypothermia.
- (3) If you should become stranded:
 - a) Seek shelter to stay dry.
 - b) Cover all exposed parts of the body.
 - c) If no shelter is nearby, prepare a lean-to, windbreak or snow cave for protection from the wind. Build a fire for heat and to attract attention.
 - d) **Do not eat snow as it will lower your body temperature. Melt it first.**

On the Road:

- **Buckle your seat belts!!!!!!**
- Be prepared to turn back and seek shelter if conditions become threatening.
- In fog, drive with your headlights set on dim, or use fog lights. If the fog is too dense, pull off the roadway at a safe location. Do not drive five to ten miles per hour.
- In rain, fog snow or sleet, do not overdrive your headlights. Stay within the limits of your vision.
- Keep your window clear of snow and ice. Do not start until your windshield is defrosted.
- Drive slower and increase your following distance. Your speed should be adjusted for the condition and match the flow of traffic.

- Roadway conditions may vary depending on the sun, shade, or roadway surface. Watch for slick spots especially under bridges, on the overpasses and in shaded spots. Be prepared to react physically and mentally to deteriorating conditions.
- If the pavement is snow or ice covered, start slowly and brake gently. Begin braking early when you come to an intersection. If you start to slide, ease off the gas pedal or brakes. Steer into the direction of the skid until you feel you have regained traction then straighten your vehicle.
- When a snowplow is coming toward you, allow plenty of room for the truck to pass. When the center line is being cleared and salted, the plow tip may be on or over the line. Snowplows are big, heavy pieces of equipment. Play it safe and give them room to pass.
- When you approach a snowplow from behind, pass with care and only when you can see the road ahead of the truck. You should not try to pass in blowing snow; there may be a vehicle in that cloud of snow. Allow more distance between you and the plow which may be spreading salt.
- Be alert when you approach a cloud of snow that covers the road, especially on passing lanes of interstates or freeways. A snowplow may be at work clearing the lane or preparing to turn around.
- Be careful after a minor rear end accident. If you are bumped from behind and you do not feel comfortable exiting your vehicle, motion the other driver and drive to the nearest police station or other safe location.
- While traveling refuel often keeping your gas tank near full to prevent ice in the tank and fuel lines which could leave you stranded. These frequent stops help relieve tense muscles.

If Stranded:

- Pull as far off the road as possible, set your hazard lights to “flashing” and hang or tie a colored cloth (preferably red) to your antenna, window, or door. After snow stops falling, raise the hood to indicate trouble.
- If you have a cellular phone or citizens band radio, call for help.
- Stay in your vehicle where rescuers are most likely to find you. Do not set out on foot unless you can see a building close by where you know you can take shelter. Be careful, distances are distorted by blowing snow. A building may seem close but be too far to walk to in deep snow. Visibility can diminish quickly in wind-driven snow. This, added to the cold, can leave you disoriented.
- Run the engine and heater (after making sure the exhaust pipe is not blocked) about ten minutes each hour to keep warm. Turn on the dome light at night when running the engine. When the engine is running, open a window slightly for ventilation. The fresh air will protect you from carbon monoxide poisoning. Periodically clear away snow from the exhaust pipe.
- Exercise to keep blood circulating and to maintain body heat by vigorously moving arms, legs, fingers, and toes. But, avoid overexertion. In extreme cold or if you don't have blankets, use road maps, seat covers and floor mats for insulation. Huddle with passengers and use your coats as blankets.
- Take turns sleeping. One person should be awake at all times to look out for rescue crews.
- Be careful not to use up battery power. Balance electrical energy needs (the use of lights, heat and radio) with supply.
- If stranded in a remote rural area or wilderness area, spread a large cloth over the snow to attract attention of rescue personnel who may survey the area by airplane. Once the blizzard passes, you may need to leave the vehicle and proceed on foot.

Recommended Winter Attire:

- Wear loose fitting, lightweight, warm clothing in several layers (the trapped air between the layers insulates). Layers can be removed to avoid perspiration and subsequent chill.
- Wear outer garments that are tightly woven, water repellent, and hooded. Wear a hat (half of body heat is lost through the top of the head).
- Wear mittens that are snug at the wrist. Mittens offer better protection. Gloves allow your fingers to cool much faster than mittens.
- Cover the mouth and nose with scarves to help protect lungs from cold air.
- Attempt to keep your feet as dry as possible. Wear boots and wool socks.

Frostbite and Hypothermia:

Frostbite is a severe reaction to cold exposure of the skin that can permanently damage fingers, toes, the nose and ear lobes. Symptoms are numbness and a white or pale appearance to the skin. When symptoms are apparent, seek medical help immediately. If medical help is not immediately available, slowly warm the affected areas. If the victim is also showing signs of hypothermia, always warm the body core before the extremities.

Hypothermia, or low body temperature, is a condition brought on when the body temperature drops to less than 95 degrees F. Symptoms include slow or slurred speech, incoherence, memory loss, disorientation, uncontrollable shivering, drowsiness, repeated stumbling and apparent exhaustion. If these symptoms are detected, take the person's temperature. If below 95 degrees F, immediately seek medical attention. If medical help is not available, begin warming the person slowly. Always warm the body core first. Do not warm extremities (arms and legs) first. This drives the cold blood toward the heart and can lead to heart failure. Get the person into dry warm clothing and wrap them in a warm blanket covering the head and neck. As a last resort, use your own body heat to warm the victim. Do not give the victim alcohol, drugs, coffee, or any hot beverage. Warm broth is better.

FLOODS

Prolonged rainfall over several days can cause a river or stream to overflow and flood the surrounding area. A flash flood from a broken dam, levee or after intense rainfall of one inch or more per hour often catches people unprepared.

Regardless, the rule for being safe is simple: head for the high ground and stay away from the water. Even a shallow depth of fast-moving flood water produces more force than most people imagine. The most dangerous thing you can do is to try walking, swimming, or driving through such swift water.

Still, you can take steps to prepare for these types of emergencies.

Know What to Expect:

If it has been raining hard for several hours, or steadily raining for several days, be alert to the possibility of a flood.

Listen to local radio or TV stations for flood information.

Floods can take several hours to days to develop:

A flood **WATCH** means a flood is possible in your area.

A flood **WARNING** means flooding is already occurring or will occur soon in your area.

Flash floods may take only a few minutes to a few hours to develop.

POWER OUTAGE

A power outage can occur any time any day. The following guidelines will help everyone be as comfortable as possible during the outage.

What to do When an Outage Occurs:

- (1) Before calling Rocky Mountain Power, check your breakers or fuse box to determine if the cause of the outage is a blown fuse or tripped breaker. Look for lights at your neighbors' homes or other businesses to see if they are affected.
- (2) If it's not a breaker or fuse box, call to report the outage at 1-877-508-5088. The company may request you call again later for outage updates.
- (3) Turn off all electrical equipment to prevent overloading the circuits in your home - and the company's electrical system - when power is restored. Most major appliances can be turned off at your breaker box.
- (4) If your lights are very dim or are unusually bright when the power returns, turn off the power at the breaker or fuse box and call again. There may still be a problem.

Prepare for outages ahead of time. Keep an emergency kit handy include the following:

Flashlight

Extra batteries

Bottles of water

Blanket

- (1) In the main center there is emergency battery powered lighting.
- (2) Emergency flashlights are located in each group room, the front desk, all occupied offices, and in all community living sites.
- (3) Be sure and check on any co-workers who may need extra help.

During a Power Outage:

At the houses:

- (1) Call the on-call supervisor if possible and let them know of the situation.
- (2) Never use kerosene or propane heaters inside without proper ventilation; they create dangerous fumes. Also, don't use charcoal in your house or garage.
- (3) Preserve body heat by wearing multiple layers of clothing. Add a hat and blankets to stay warm. Blankets and towels around your windows and doors help keep the heat in.
- (4) Protect your pipes during freezing weather by wrapping them with insulation.
- (5) Leave faucets dripping so water won't freeze and crack the pipes.
- (6) Your full freezer should keep food frozen and safe for about two days when kept closed.

Downed Lines:

Call the power company immediately at (1-877-508-5088) if you see a downed power line. Don't touch it.

Keep everyone, including pets, out of the area. You cannot look at a downed line and determine if it's "live."

Do not touch a person if a power line is touching them. Immediately call 911.

If a power line falls across your vehicle, stay in the car and wait for emergency personnel to cut the power. If your vehicle is on fire and you are in imminent danger and you must get out of the vehicle, JUMP - with both feet together as far from the car as possible. If a part of your body touches the car and the ground at the same time, you could be electrocuted.

MEDICAL EMERGENCY

Medical emergencies and accidents can occur at any time and may involve a person receiving services or an employee. Some emergencies may only require first aid care, while others may require immediate medical attention. When in doubt, it is better to err on the side of caution and dial 911. Medical emergencies must be reported to the supervisor and on-call supervisor who will notify everyone else.

Procedures:

- (1) Dial 911 or direct someone to do so.
- (2) Provide the following information:
 - a. Address, including nearest cross street(s).
 - b. Exact location within the building/house.
 - c. Your name.
 - d. Nature of the emergency.
 - e. That you are with Mountain Regional Services.
- (3) Do not hang up until advised to do so by dispatcher.
- (4) Notify the on-call supervisor that an individual has a medical emergency and an ambulance has been called.
- (5) Stay calm. Keep victim warm with a coat or blanket.
- (6) Do not move the victim unless there is danger of further injury.
- (7) Do not give the victim anything to eat or drink.
- (8) Write a detailed GER before the end of the work day.

NATURAL GAS SAFETY

Natural gas is used by more than 50 percent of American households as their main heating source. Natural gas is clean, efficient, and relatively safe. However, because there are potential dangers associated with natural gas usage, it is recommended that consumers remember these safety tips.

Carbon Monoxide (CO) Poisoning:

The chemical properties of natural gas make it a clean fuel source. However, those same properties make it potentially dangerous for consumers if their natural gas appliances are not properly maintained. One of the dangers of poorly maintained or improperly used appliances is carbon monoxide poisoning. If a faulty furnace does not burn natural gas properly, or is not vented properly, carbon monoxide can begin to build in the home. When a person breathes carbon monoxide, their brain and organs are robbed of the oxygen necessary to function properly, and they can become sick and incapacitated very quickly.

Symptoms of carbon monoxide poisoning are similar to those of the flu without a fever. Those experiencing these symptoms should get out of the house and call 911, the fire department, or emergency medical services immediately. To reduce the risk of carbon monoxide poisoning, here are a few tips:

- (1) Install a carbon monoxide detector. These devices work similarly to a smoke detector, only they measure the amount of carbon monoxide in the air. MRSI has carbon monoxide detectors on each level of the home and near any gas appliance at the main center.
- (2) Have appliances that use natural gas inspected by a qualified repair person. To inspect the vents, flues, and chimneys of all gas water heaters, furnaces, and fireplaces to ensure proper ventilation of exhaust. MRSI has the furnaces checked by a professional to ensure that they are in good working order.
- (3) Never use an oven to heat the house. This can damage the oven and cause carbon monoxide to be released into the home. At MRSI ovens are never to be used to heat the home.
- (4) Never sleep in a room heated by a gas or kerosene space heater that does not have proper venting. At MRSI, gas or kerosene space heaters are not to be used.

Gas Line Leaks:

While rare, natural gas line leaks can be extremely dangerous. The most telling sign of a natural gas line leak is the familiar rotten egg odor. This odor is added to the natural gas so it can be detected in the event of a leak. The biggest hazard of a gas leak is an explosion. When natural gas builds up in an enclosed area, it becomes extremely volatile. A gas build up has the potential to be explosive, or could make those in the area very sick. Gas leaks in the home can be easily prevented by ensuring flexible gas lines are inspected regularly and installed properly by licensed professionals.

Gas leaks outside the home are dangerous as well. Most gas lines coming into the home are buried underground. Before doing any job that requires digging outside, homeowners should call the utility company to mark the lines they own. After the lines have been marked, safe, careful digging can begin. If you detect a strong gas odor, follow these tips:

- (1) Do not attempt to locate the leak.
- (2) Do not turn on or off any electrical appliances.
- (3) Do not smoke or use any open flames.
- (4) Leave the house and, from a safe distance, call the utility company and 911.
- (5) When digging outside, if a natural gas line is damaged, call the utility company immediately. Do not attempt to repair the line.

By following these safety tips, natural gas can continue to be a safe and efficient source of energy for the home.

INTRUDER/HOSTAGE

An intruder is any person that is not authorized to be in the center or the house.

All authorized persons that are at the center or the houses have identification badges to prove that he/she is authorized to be at these locations. If the person is a visitor, they will have an identification badge that states they are visiting.

Immediate Action:

If you see any persons just walking around the center and you are not 100% sure that they belong, please do the following:

- (1) Politely greet this person and identify yourself.
- (2) Ask if you can be of any help.
- (3) Inform them that they must check in at the front desk before they are allowed to go to any of the offices or group rooms.
- (4) If the person does have a legitimate reason for being in the building, escort them to the front desk for further assistance.
- (5) If the person does not have a legitimate reason for being in the center or home ask them to leave and escort them out of building.
- (6) If the person refuses to leave the building, walk away and inform the front desk. Let the front desk person know what this person looks like and the vicinity that the intruder was last seen.
- (7) Front Desk person or staff will call the police to come and handle the situation.

Hostage:

- (1) If hostage taker is unaware of your presence, do not intervene.
- (2) Call 911 immediately. Give dispatcher details of situation.
- (3) Seal off area near hostage scene.
- (4) Notify president of the company.
- (5) Give control of scene to police.
- (6) Keep detailed notes of events.

If Taken Hostage:

- (1) Follow instructions of hostage taker.
- (2) Try not to panic. Keep participants calm.
- (3) Treat the hostage taker as normally as possible.
- (4) Be respectful to hostage taker.
- (5) Ask permission to speak and do not argue or make suggestions.

HAZARDOUS MATERIAL EMERGENCY

How You Will Be Notified of a Hazardous Material Emergency:

- (1) If there is a hazardous material emergency, the community's warning and notification system will alert you. CODE RED, PAWS - system consists of sirens strategically placed around the community and a public address network that immediately captures the "Emergency Alert System" (EAS) radio stations and cable TV stations

Code Red:

Sign up to receive code red notifications at:

Evanston: <https://public.coderedweb.com/CNE/DE953DCD3F6A>

Outdoor Warning Siren System:

Outdoor warning sirens are designed to give reliable warning to persons outside. This is because people outdoors may not have the same access to warning and information via the media as those inside. Also people, often in large numbers, gather outside in parks, playgrounds and ball-fields, etc. They need time to reach shelter and access information via the media.

Sirens Activation:

The sirens activate for any major emergency facing the city. Sirens can provide warning but no details. To get people's attention (for example, if a hazardous chemical release forces us to evacuate part of the city) they may use the sirens, and then send out a Code Red Message by voice, text, email or use IPAWS (Integrated Public Alert & Warning System) which can send information to the media to give official instructions.

Actions to take:

- Stay Calm
- Go indoors, close all windows, doors, fireplace dampers and vents, and turn off fans, heating or air conditioners.
- If you are in a vehicle, close all windows and vents and stop at the nearest building for shelter.
- Turn on an EAS radio station for information and instructions. The message will be repeated on the EAS stations as necessary until conditions change.
- If you are instructed to protect your breathing, cover your nose and mouth with a handkerchief or other cloth, wet if possible.
- Stay indoors until instructed to do otherwise.
- Do not use the telephone unless you have an emergency. The lines are needed for official business, and your call could delay emergency response.
- As soon as it can be determined that the hazardous condition has passed, local authorities will announce the emergency is over.
- If the emergency involves a toxic gas release, at the "All Clear" you may be instructed to open windows and doors, ventilate the building, and go outside.

EMERGENCY ALERT INSTRUCTIONS

All EAS messages begin with a description of the emergency, including time and location. The instructions that follow depend on the severity of the emergency. Residents will hear directions for one of four emergency procedures: Warning Alert, Shelter in Place, Prepare to Evacuate, or Evacuate.

Shelter in Place:

In certain hazardous material incidents it is safer to keep community residents indoors rather than to evacuate them. The following are typical instructions for SHELTERING IN PLACE:

- a) If you are outdoors, protect your breathing until you can reach a building.
- b) Go to an inside room, preferably one with no or few windows.
- c) Close all windows, doors, vents, and cover cracks with plastic wrap, tape or wet rags.
- d) Keep your pets inside.
- e) Listen to an EAS radio station for further advice.

EVACUATIONS:

The need to evacuate the center/house can occur for many reasons, (fire, bomb threat, earthquake, etc). The guidelines for evacuating these facilities are:

Main Center:

- (1) When the fire alarm or blow horn is heard, or by word of mouth to evacuate, **ALL** persons must leave the center.
 - (a) Supervisor/designee will inform everyone to go to the designated meeting site.
 - (b) Supervisor/designee will do a quick check to make sure all persons have left the room.
 - (c) Supervisor/designee will shut off all lights.
 - (d) Supervisor/designee will close door behind them and take the staff assignment sheet to designated meeting site.
 - (e) Supervisor/designee will do a head count at designated site and inform area commander of any persons not accounted for, and last known location of person.
 - (f) Area commander will inform main commander of any missing person and last known location of person.
 - (g) Main commander will inform emergency personnel of all known missing persons, or if the building has been evacuated.
 - (h) Administer first aid as necessary. Seriously injured will be evacuated to Evanston Regional Hospital.
- (2) Receptionist or designee will call 911 if the alarms are activated at the center, and give all pertinent information to emergency response personnel. (SC = Safety chairperson)
 - (a) Receptionist/SC/designee will call 911 if it is safe to do so. If it is not safe, receptionist will go to nearby business or phone and call 911.
 - (b) Receptionist/SC/designee will stay on the line to give information to emergency personnel.
 - (c) Receptionist/SC/designee will return to designated meeting area as soon as possible.
- (3) No one will re-enter the building until the all clear sign has been given by the main commander.
- (4) If building is not occupy-able (unsafe), main commander will give instructions to go to another location.

Houses:

- (1) At the house staff will call 911 and give information. If it is not safe to call 911 at the house, staff will ask a neighbor to do this for them.
- (2) Call the on-call supervisor to inform them of the situation.
- (3) All persons will evacuate to the designated meeting site.
- (4) Supervisor/designee will do a head count of all persons.
- (5) Supervisor/designee will inform emergency personnel if there is any one still left in the home and the approximate location of where they may be.
- (6) Administer first aid as necessary. Seriously injured will be evacuated to Evanston Regional Hospital.
- (7) Do-not re-enter home until given the all clear.
- (8) If house is not occupy-able (unsafe), the on-call supervisor will give instructions to go to another location.

EVACUATION ORDERED BY CITY, COUNTY, OR STATE:

Prepare to Evacuate:

You may be asked to PREPARE TO EVACUATE if a situation has the potential of escalating to the point where an evacuation is required. During this time, authorities will act to alleviate the emergency and also will prepare for an orderly evacuation if it becomes necessary.

Preparing to Evacuate:

The following are typical instructions for PREPARING TO EVACUATE.

- (1) All persons should stay indoors and prepare to evacuate.
- (2) If you are in your home, pack only items you need most, such as clothing, medication, flashlights, blankets, portable oxygen tanks, etc.
- (3) If you are at the main center, stay in your group room. The healthcare services department will do everything possible to ensure that all essential medications for persons receiving services are gathered.
- (4) Supervisor/designee will take Staff Assignment Sheet and ensure all persons are present and accounted for.
- (5) Stay tuned to your EAS radio or TV station for further instructions.
- (6) Call the on-call supervisor and inform them of the possible evacuation.
- (7) On-call supervisor will notify the president. If the president is not available, on-call will notify the department directors.
- (8) Staff will stay with the participants at all times and help calm any fears they may have.

Evacuate:

An EVACUATION may be ordered if the community is threatened and there is time to evacuate safely. Make sure the EVACUATE order applies to your area.

The following are typical instructions for any EVACUATION:

- a) All persons should evacuate in an orderly manner.
- b) In certain circumstances you may need special equipment for evacuation. Under those conditions you are required to remain in your home until fire department personnel arrive with the equipment and instruct you in its use.
- c) Lock your house and turn on the porch light as you leave.
- d) Drive or walk toward the main roadway in your area. Emergency personnel stationed along

- these routes will direct you away from the emergency area toward an evacuation shelter.
- e) Keep all vehicle windows, doors and vents closed.
 - f) Turn on your car radio for information.
 - g) If you can't find transportation, walk to nearest MAIN emergency route in your area; you can get a ride there. If you are not able to walk to area, call 911.
 - h) Law enforcement personnel will be in place in the evacuated area.
 - i) Follow all emergency personnel directions. They will direct you to the nearest evacuation site.
 - j) Staff is available to ensure participant needs are being met.
 - k) Supervisors/designee will call the on-call supervisor to inform of location and information on staff and participants. On-call supervisor will keep track of all persons involved in the evacuation.
 - l) You may return home as soon as the emergency is declared over and it is safe to return.

Essential Services if being evacuated from MRSI

Participant Needs

Staff will remain with participants at all times. Staff will ensure that all participants have:

- | | |
|-------------------|----------------------------|
| Clothing X 3 sets | Medication |
| Oxygen | Any non-perishable food |
| Water | First Aid kit |
| Hygiene items | Emergency information book |
| Flashlight | Blanket |

Staff will stay with the participants until cleared to go back to the house or center.

Staff will call the on-call phone and inform them of the location, names of participants, and staff that are at the evacuation site, and if there are any injuries.

On-call supervisor will call: President and COI/CH Director to inform them of the location where staff and participants have been evacuated.

EMERGENCY ASSISTANCE

If you need medical assistance, or if you need to report a fire or violation of the law, call 911. Give your name, address, the nature of the emergency, and stay on the line.

Emergency Phone Numbers

- On Call307-679-4774
- COI/CH Director (Lanita).....307-679-1451
- Police.....911
- Ambulance911
- Fire Department911
- Poison Control1-800-222-1222

VEHICLE EMERGENCY /EVACUATION PROCEDURES

In a vehicle accident or emergency situation the driver must use his/her best judgment to decide what action shall be taken. As a driver, your primary responsibility is the safety of others in the vehicle. In an emergency, it may be necessary to evacuate the vehicle.

A Vehicle Must Be Evacuated in These Situations:

The vehicle is on fire. It must be stopped and evacuated immediately. Passengers will move to a point 100 feet or more from the vehicle and remain there until the vehicle driver has determined that no danger remains. If a vehicle is unable to move and is close to existing fire or highly combustible materials, the danger of fire shall be assumed and all passengers must be evacuated.

The vehicle is stopped in an unsafe location and is unable to proceed (e.g., due to an accident or weather conditions). The driver must determine immediately if it is safer for passengers to remain in the vehicle or to evacuate. For example, if the vehicle is in the path of any train, or on/or closely adjacent to any railroad tracks.

The vehicle could change position and increase the danger. For example, if a vehicle were to come to rest near a body of water or precipice where it could slide into the water or over a cliff, it must be evacuated.

If there is danger of collision, under normal traffic conditions, the vehicle should be visible for a distance of 300 feet or more. A position over a hill or around a curve where such visibility does not exist should be considered reason for evacuation.

Important Factors in Vehicle Evacuation:

The safety of the occupants is of utmost importance and must be given first consideration. Prior to evacuation, the emergency brakes shall be set, ignition turned off, the transmission placed in an appropriate gear; and hazard flashers turned on to warn traffic. The driver should stay in the vehicle during evacuation to facilitate the evacuation procedures. The driver should be familiar with any extra equipment on the vehicle that would aid in an evacuation of passengers with a disability and assure that the passengers are safely evacuated.

Passengers should be instructed to evacuate on side of the vehicle away from the roadway—typically the passenger side. Evacuations shall be conducted with deliberate speed. A time interval of 1½ to 2 seconds per passenger has proven to be the safest and most efficient. A vehicle should be completely evacuated in 2 ½ minutes. To insure a safe exit, passengers must have their hands free. They must leave personal belongings in the vehicle except those needed for their safety (coats, etc.). During an evacuation, passengers must be directed to a safe point at least 100 feet from the vehicle and remain there until given further directions.

Upon evacuation, the driver should attend to any injured passengers and immediately contact emergency service (call 911 and the on-call supervisor). Discuss the accident only with police and on-call

supervisor. Do not leave the scene of an accident until the safe transportation of all passengers has been arranged.

Emergency Equipment: The driver should be familiar with and appropriately use emergency equipment during an evacuation. Emergency equipment for a small vehicle may include the following: reflectors; vehicle-mounted hazard flashers; first aid kits; fire extinguishers.

NATIONAL SECURITY EMERGENCIES

Terrorism

What is Terrorism?:

Terrorism is the use of force or violence against people or property to create fear and to get publicity for political causes. Terrorists are criminals and when they are caught they are put on trial. Acts of terrorism include: threats of violence, assassinations, kidnappings, hijackings, bomb scares, bombings, and the use of chemical, biological and nuclear weapons.

Targets for Terrorism:

Targets for terrorism include government buildings, large airports, big cities and national landmarks. Terrorist might also target large public gatherings, water and food supplies, and utilities such as electric plants. Terrorist might also spread fear by sending explosives or chemical and biological agents through the mail.

Things to Know:

Since you may need to evacuate due to a terrorist attack, it is a good idea to have some supplies that you can take with you quickly, perhaps stored in a backpack or box that is easily carried.

Stay Alert:

You don't have to be afraid, but it's always a good idea to be aware of your surroundings. That means, notice if something around you doesn't seem quite right. Know where exits are in buildings. Don't accept packages from strangers and don't touch any suspicious packages. If you're asked to evacuate a building, even in a drill, take it seriously. Get far away from windows or glass doors and get under another kind of shelter if possible. Follow the directions of officials/staff on the scene and stay out of the way of the emergency officials who may be responding to the area!

EXPLOSIONS

What To Do If There Is an Explosion:

If you are in a building that has an explosion - first, stay calm. You are in charge of yourself, and you can get out! You should leave the building as quickly as possible. Do not stop to get anything or even make a phone call. If things are falling around you, get under a sturdy table or desk until they stop falling; then leave quickly, watching for weakened floors and stairs as you leave.

If There Is a Fire:

Stay low to the floor and get out as quickly as possible.

Cover your nose and mouth with a wet cloth.

When approaching a closed door, use the back of your hand to feel parts of the door. If the door is NOT hot, open slowly and check to see if fire or smoke is blocking your escape route. If not, get out by crawling if you need to! If your escape route is blocked, shut the door right away and find another way

out, such as a window. If the door is hot, DON'T open it. Escape through a window. If you cannot escape, hang something to signal firefighters that you need to be rescued. Since smoke and poisonous gases collect along the ceiling, stay low at all times.

If You are Trapped Under Debris:

DON'T move around or kick up dust. Cover your mouth with a handkerchief or clothing. Tap over and over on a pipe or wall so that rescuers can hear where you are. Shout only as a last resort when you hear sounds of rescuers and think someone will hear you. Shouting might make you breath dangerous amount of dust. Try to think of things that make you happy and stay calm. Rescuers are ON THE WAY.

WHAT TO DO IF THERE IS A CHEMICAL BIOLOGICAL ATTACK

What are Chemical Weapons?:

What are chemical weapons? They are poisonous vapors, aerosols, liquids or solids that are toxic to people, animals or plants. They can be released by bombs, sprayed from the air, or used as a liquid to create a hazard to people and the environment. Some chemical weapons may have no smell or taste. It is important to know that chemical agents are deadly but very difficult to deliver and produce. There has never been a chemical weapon attack in the U.S.

What are Biological Weapons?:

Biological weapons are organisms or toxins that can kill or injure people, livestock and crops. The three basic groups of biological agents that might be used as weapons are bacteria, viruses and toxins. These biological agents may be put out in the air, water, or food. It's important to remember that most biological agents are difficult to grow and maintain. The only biological weapon to be used in the U.S. happened in the fall of 2001 when anthrax spores in a white powder were mailed to people in the government and media.

If there is a chemical or biological weapon attack near you, authorities will tell you what to do. Listening to the radio or television is a good way to know what authorities want people to do. Authorities may tell you to evacuate right away and to take shelter at a specific place, or they may tell you to stay exactly where you are and seal off the building or room. Staying in place is called "Sheltering in Place." Take a battery powered radio with you so you know when it's "all clear." You will only stay in this room for a few hours at the most.

If you feel you have come in contact with a chemical or biological substance during an attack, such as breathing fumes or from touching a substance, tell a staff member or co-worker immediately. They will get you medical treatment.

RADIOLOGICAL INCIDENT

Notification shall be by emergency personnel or department heads.

Shelter in place Notification:

Stay in building.

Close all exterior doors and windows.

Turn off any ventilation leading outdoors.

Cover up food not in container or put in the refrigerator.

If advised, cover mouth and nose with handkerchief, cloth, paper towels or tissue.

Evacuation Notification:

Notice will be over the phone or in person.

Close all windows and doors.

Keep Calm.

Turn off lights, electrical equipment, gas, water faucets, air conditioning, and heating system.

Lock doors.

Do a head count to make sure all persons assigned to your area are present.

Follow evacuation plan.

WEAPONS AND VIOLENCE GUIDELINE

The Company is concerned with providing employees a safe and productive work environment. As such, the Company strictly prohibits the possession or use of any and all weapons, including handguns on Company premises by an employee, participant, vendor, or other visitor, whether licensed or unlicensed and whether concealed or visible, unless the individual has a valid concealed weapons permit from the proper governmental authority. The Company premises not only include the main facilities, but also entrances and exits, break areas, parking lots, vehicles and pathways. Company employees and participants are further prohibited from the possession or use of any and all weapons while conducting business on behalf of the Company away from Company premises.

Employees aware of another employee or participant possessing a weapon while on Company property or on a Company function must immediately report it to their supervisor. If the supervisor has a weapon or is unavailable, the employee should report this to the human resource department or any department director as soon as possible.

Employees who are threatened, witness, or overhear a threat of bodily harm must immediately report it to their supervisor. If the supervisor made the threat or is unavailable, the employee should report it to the human resource department or any department director as soon as possible. If you receive a threat away from Company property even though not within the course of your employment duties, such a threat should be reported if you believe it may be carried out on Company property or during Company business.

As determined by the Company, any employee possessing a weapon or responsible for threats or violence, is subject to corrective action, up to and including termination of employment.

MRSI MISSING PERSON GUIDELINES

This Mountain Regional Services, Inc. protocol applies to people eligible for Home and Community-Based Services that are suspected to be missing. It outlines immediate action steps for people living in supported residential settings and procedures for people living independently. A brief overview of information in the protocol is listed here.

The Home and Community-Based Services Section definition of elopement is as follows for a critical reportable ELOPEMENT: The unexpected or unauthorized absence of an individual for more than four hours when that person is receiving waiver services or the unexpected or unauthorized absence of any duration.

Report incident to the State of Wyoming Home and Community-Based Services, Department of Family

Services, Protection and Advocacy, Guardian, and Law Enforcement.

Persons in Immediate Danger if Missing:

The person who was the last in contact with the missing person should immediately call the on-call supervisor and then the following protocol:

The on-call supervisor will call the director of program coordination, president, and COI/CH director. The director of program coordination will call the participant's guardian and case manager. The team will immediately assess the risk of the person reported missing. The risk may be greater for people who require regular monitoring or medical supervision. Direct care staff will begin search immediately and will contact the police within four hours if participant is not located.

Information Needed When Reporting a Missing Person:

- 1) The time and place last seen.
- 2) Description of the clothing the person was wearing.
- 3) Any unusual identifying marks or characteristics and a picture if available.
- 4) Note if the person carries a cell phone.
- 5) Any immediate medical needs.
- 6) Note any location where the person has gone before, has talked about going, or has been found in the past.

WILDFIRE EMERGENCY

Definition of a Wildfire:

According to the National Interagency Fire Center (NIFC), a wildfire is defined as a nonstructural fire, other than prescribed fire, that occurs in the wild land.

Characteristics:

There are plenty of signs for wildfires including smoke and flames. Some things that make a wildfire unique include:

- 1) High rate of speed.
- 2) Flames from a few feet to 200 plus feet.
- 3) They're affected by environment.
- 4) Produce large amounts of debris.
- 5) May require large amounts of resources for control.
- 6) May produce many hazards.
- 7) May produce fire tornados.

Hazards:

Many substances provide fuel for growth when it comes to wildfires including:

- 1) Thick continuous grass, weeds, shrubs, or brush.
- 2) Pine needles and scattered pine trees.
- 3) Scattered palmettos or shrubs over three feet tall.
- 4) Limited view into undeveloped areas.
- 5) Stacked firewood.

Prevention:

Some ways to help keep your work area safer before a wildfire happens:

- 1) Regularly clean roof and gutters.
- 2) Maintain an area within 30 feet from the building that is free from anything that burns (hazards).
- 3) Connect garden hose that can reach any part of the building, fill trash cans, tubs and any other container with water.

Steps to Take During Wildfire:

Some things to do during a wildfire warning:

- 1) Turn on TV/Radio to the EAS to get the latest weather and emergency update.
- 2) Know where the fire is located.
- 3) Keep vehicle fueled and emergency equipment stocked.
- 4) If evacuation is needed, move away from the fire.
- 5) If Northbound fire, move south.
- 6) If Southbound fire, move north.

In Case of a Fire in the Building:

If a fire exists inside the building, you should take these steps:

- 1) Ensure the safety of yourself, manage the evacuation route.
- 2) Ensure the safety of the persons you serve, evacuation out of the building through the safest route.
- 3) Make sure everyone is away from the building and away from possible fire outside of the building.
- 4) Area commander will notify main commander of any missing person and last known location. Main commander will notify emergency medical services of all known missing persons.
- 5) Evacuate area going opposite of the fire to safest possible area.
- 6) Administer first aid as necessary. Serious injuries will be assessed by emergency medical services.
- 7) Follow instructions given by main commander at all times.

At the House:

- 1) Ensure the safety of yourself, manage the evacuation route.
- 2) Ensure the safety of the persons you serve, evacuation through the safest route.
- 3) Make sure everyone is at the fire meeting area associated with the house. Call 911 and give them the location and all information regarding injuries.
- 4) Call on-call supervisor.
- 5) Move away from the fire, watching for wildfire in the area.
- 6) Evacuate away from the area going the opposite direction from the fire to the safest possible area.
- 7) Administer first aid as necessary. Serious injuries will be assessed by emergency medical services.
- 8) Follow instructions given by on-call supervisor

Returning to a Building:

When re-entering a building after a fire, and given the ok, you need to watch for certain hazards.

- 1) Maintain a fire watch for several hours after an incident.

- 2) Watch for smoke, sparks, or hidden embers throughout the building.
- 3) Watch for hot spots throughout the building where there was burning. These areas may reignite without warning. Evacuate if this possibility occurs.

BEHAVIORAL EMERGENCY

Definition of Behavioral Emergencies:

Abnormal or atypical behavior that is unacceptable in a given situation with the potential that serious harm is imminent. This type of situation may occur any place at any time.

- Unusual and seriously alarming behavior
- Any medical/trauma situation that alters normal behavior and physical functioning
- Medical conditions
 - abnormal blood sugar level, hypoxia, stroke, tumor, drug or alcohol intoxication, pain, medications, severe infections, head trauma, stress, psychiatric disorders

Signs and Symptoms:

- Observable signs
 - Body language: Expressions or actions
 - Agitation—anxious, restless, panicky, nervous, rapid speech and movement
 - Anger, aggressively hostile
 - Defiance
 - Violence: Threatening self, others
 - Suicidal gestures or talk
 - Shouting, crying out, crying
 - Isolates self, refuses to talk
 - Obsessive-compulsive actions
 - Personal appearance: Poor hygiene, grooming, dress
 - History of alcohol or drug abuse
 - Delusions or visions: Hears voices, may want to follow “orders” of voices; talks to unseen persons
 - Persecution: Believes others are plotting against him, no one understands him, blames others for problems
 - Speech or language
 - Cannot talk or does not appear to understand what you are saying (aphasia)
 - Result of brain injury (head trauma, stroke, brain tumor, neurological disease, epilepsy, migraine) to specific brain areas - NOT a cognitive disorder
 - Talks, but word choice is unusual

Symptoms:

- Possible rapid pulse rate
- Possible rapid breathing rate
- Trouble breathing
- Complains of headache or other pains
- Depression or suddenly coming out of a depression and feeling better

ACTIONS AND PRECAUTIONS

General:

- Assess the area for dangers or safety problems.
- Protect yourself and others.
- Have others leave room or area to a safer location.
- Watch for changes in behavior from calm to violent.
- Be alert for weapons or items that can be used as weapons.
- If the person is a visitor, ask them to leave the premises.
- Alternately, have someone call for help, 911.
- Inform on-call of the situation.
- Take safety actions with threat of danger.

Retreat, call law enforcement

Specific:

The suicidal person:

- Take suicidal threats seriously.
- Get eye-level with person; sit next to person; maintain eye contact.
- Talk to person about thoughts and feelings; listen.
- Talk to person about previous attempts or plans.

The aggressive or hostile person:

- Ensure safety: Watch for sudden changes in behavior, movements, actions.
- Be alert for weapons.
- Move all persons possible to a safe location.
- Call 911 for assistance.

The psychiatric patient:

- Ensure safety: Watch for sudden changes in behavior, movements, actions.
- Use positive body language: Smile, position self at eye level, have hands relaxed at sides or in lap.
- Do not play along with hallucinations.
- Do not lie or make promises you cannot fulfill.

The person reacting to stress:

- Act calmly and take control of the situation.
- Move persons to a safe area.
- Let the person know you are there to help.
- Treat the person as an individual who has feelings and merit.
- Do not rush the person.
- Give the person time to interact with you

GUIDELINE FOR SUSPECTED OVERDOSE

Mountain Regional Services' DSP staff is trained in First Aid and CPR to notice changes in behavior and signs of distress. Staff is trained to establish safety and notify 911.

DSP staff will follow Medical Emergency and/or Critical Incident reporting guidelines.

On-call will notify the team.

Staff will write a GER in Therap for any participant.

If an employee is involved, staff will send a SComm to the Department Directors with the details of the incident.

A department director will debrief persons involved.

Safety Committee will review for any recommendations.

COMMUNICABLE DISEASES GUIDELINE

Mountain Regional Services, Inc's. (MRSI) decision involving person(s) who have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risk of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternative for responding to a person(s) with a communicable disease.

Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection, AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS), including the SARS-CoV-2 (corona virus) and tuberculosis. MRSI may choose to broaden this definition within its best interest and in accordance with information received through Federal (CDC) and Wyoming Department of Health recommendations.

INFECTIOUS DISEASE CONTROL GUIDELINE

MRSI will take proactive steps to protect the workplace in the event of an infectious disease outbreak (such as COVID 19). It is the goal of MRSI during any such time period to strive to operate effectively and ensure that all essential services are continuously provided and that all persons are safe within the organization (workplace).

MRSI is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required steps to be taken in the event of an illness or outbreak.

Preventing the Spread of Infection in the Workplace:

MRSI will ensure a clean workplace, including the regular cleaning, sanitizing and fogging of objects and areas that are frequently used, such as bathrooms, break rooms, conference rooms, group rooms, door handles and railings light fixture etc on a daily basis as needed. A committee will be designated to monitor and coordinate events around an infectious disease outbreak, as well as to create rules that could be implemented to promote safety through infection control. Please inform any person on the Safety Committee of any concerns you may

have. (John Lively, Facilities Maintenance Supervisor/Safety Chairperson; Lanita Bintz, COI/CH Director; Monyka Benson, Training Director.)

We ask all employees and participants to cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy remains the most obvious – FREQUENT HAND WASHING with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets. Hand sanitizers have been installed throughout the facilities.

Unless otherwise notified, our normal attendance and leave policies will remain in place. Individuals who believe they may face particular challenges reporting to work during an infectious disease outbreak should take steps to develop any necessary contingency plans. For example, employees might want to arrange for alternative sources of childcare should schools close and/or speak with supervisors about the potential to work from home temporarily or on an alternative work schedule.

Telework:

Telework requests will be handled on a case-by case basis. While not all positions will be eligible, all requests for temporary teleworking should be submitted to the CEO/President for consideration.

Staying Home When Ill:

Many times, with the best of intentions, employees report to work even though they feel ill. During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing the following symptoms: Fever, cough, sore throat, runny or stuffy nose, bodyaches, headaches, chills or fatigue. Currently, the Centers for Disease Control and Prevention recommends that people with an infectious illness such as the flu remain at home until at least 24 hours after they are free of fever (100 degrees F.) or signs of a fever without the use of fever-reducing medications. Employees who report to work will be sent home in accordance with these health guidelines.

Requests for Medical Information and/or Documentation:

If you are out sick or show symptoms of being ill, it may become necessary to request information from you and/or your health care provider. In general, we would request medical information to confirm your need to be absent, to show whether and how an absence relates to the infection, and to know that it is appropriate for you to return to work. As always, we expect and appreciate your cooperation if and when medical information is sought.

Confidentiality of Medical Information:

Our policy is to treat any medical information as a confidential medical record. In furtherance of this policy, any disclosure of medical information is in limited circumstances with directors, supervisors, first aid, safety personnel, and officials as required by law.

Social Distancing Guidelines for Workplace Infectious Disease Outbreaks:

In the event of an infectious disease outbreak, MRSI may implement these social distancing guidelines to minimize the spread of the disease among the staff and participants.

During the workday, staff and participants are requested to:

1. Avoid meeting people face-to-face. Maintain six feet apart, wear PPE's (personal protective equipment). Everyone is encouraged to use the telephone or Therap SComms to conduct business as much as possible, even when in the same building.
2. If a face-to-face meeting is unavoidable, minimize the meeting time and choose a large meeting room.
3. Avoid any unnecessary travel. Cancel or postpone nonessential meetings, gatherings, workshops, and training sessions.
4. Do not congregate in work rooms, pantries, break rooms, or other areas where people socialize.
5. Bring lunch and eat at your desk or away from others.
6. Encourage staff members and others to request information and orders via phone, SComms, and e-mail in order to minimize person-to-person contact. Have the orders, materials, and information ready for fast pick-up or delivery.

Outside of work Activities:

1. Avoid being in public areas, crowds, or public transportation.
2. Avoid recreational or other leisure activities where there is a possibility of coming into contact with contagious people.

MRSI 2023

Technology Plan

Hardware

Current Environment

- There are 40 active desktop computers, 7 active laptops, 14 active printers, 6 active scanners, 2 copiers
- 6 Schlage Time Clocks, 1 at the Center (Ethernet), 1 at each house (modem)
- All of MRSI's computer systems are tracked in a database application maintained by the IS Director called "PCBase".
- The IS Director is responsible for maintaining all PC's, Printers, Servers, Network infrastructure, and Updating Web site content.
- There is a computer in each group room for Therap and our time system and Misc.
- There are 32 Cellular enabled Samsung Tablets assigned to each house to be used by staff for Therap and our time system.

Current Plans

- Update all Tablets with system updates, Knox license update, and new training videos from the trainer.
- Purge outdated and unused equipment, and access all the equipment that was used in the Cheyenne location.

Recommendations

- None

Software

Current Environment

- Microsoft Office Pro– word processing, spreadsheet, outlook email, presentations, access
- Therap – Home and Community based Services electronic data management system for documentation and file management – Annual Contract
- Centerpoint by Redwing – Payroll software – Annual Maintenance Contract
- Quickbooks 2017 – Accounting software
- Print Boss – MICR check encoding software – Annual Maintenance Contract
- Timestar by Insuperity – Time tracking software – Annual Maintenance Contract
- eFileCabinet – Document storage software – Annual Maintenance Contract
- People-Trak – Human Resource database software – Annual Maintenance Contract
- Adobe Acrobat DC – Editing and viewing pdf's
- VSS Pro – Human Resource scheduling software

- Panda Endpoint Protection – Anitvirus – Annual Mainenance Contract

Current Plans

- Research eFileCabinet and alternatives if there is a better option.

Recommendations

- None

Network and Internet

Current Environment

Network

- Network infrastructure is all CAT5 UTP, and all switches are currently HP V1910 series.
- There are 5 servers in use, 2 Novell Netware and 3 Windows Server S8, all RAID Level 1.

Internet

- Internet for the main office is business DSL 100/100 on fiber from Allwest Communications.
- Visionary Communications hosts our website and our email, and maintains our mrsi.org domain.
- We use Webex remote access when administrative staff need to work from home or on the road, we currently have 10 accounts.
- We use zoom for board meeting video conferences.
- We use doxy.me and zoom for psychological and therapy meetings for participants, but this is at the providers choosing. There are two computers set up solely for this purpose in the telehealth offices.

Communications

- Our PBX system is a NEC UX5000 system with voicemail. We currently have 7 hunted lines supporting the center.
- We have two additional analog phone lines, one for the fax line, and the other for modem communications to our time clocks at the houses.

Current Plans

- We purchased a new server to replace our outdated servers, and the old servers will now be virtualized on the new box.
- Update our website with new look and functionality on mobile devices, we have a web team that meets and discusses the look and content.

Recommendations

- Update the from the Strategic Planning Committee meetings.

Security

Current Environment

- Internet security is a Barracuda NextGen F180 hardware firewall.
- Server security is password protected, and only authorized usernames can login.
- There are no guest logins.
- Servers are secured in a locked room.
- The Samsung tablets are secured under the Samsung KNOX configure program.

Current Plans

- None

Recommendations

- None

Confidentiality

Current Environment

- Only authorized users are given access to confidential applications
- Confidential data is stored on servers locked in the network room.

Current Plans

- None

Recommendations

- None

Assistive Technology

Current Environment

- All group rooms have a computer for participant use.
- There is a laptop at the front office that can be checked out if a participant so chooses.
- Also, participants may take classes at BOCES for Introduction to Microsoft windows, introduction to social media. Participants have purchased and use tablets, lap tops, etc.
- We use doxy.me and zoom for psychological and therapy meetings for participants, but this is at the providers choosing. There are two computers set up solely for this purpose in the telehealth offices.

Current Plans

- None

Recommendations

- None

Disaster Recovery Preparedness

Current Environment

- We have offsite cloud backups using iDrive of all our critical data and applications.
- We also maintain an offsite list of software vendors.

Current Plans

- None

Recommendations

- None

Virus Protection

Current Environment

- Our ISP (Visionary) filters for viruses and spam for all our email.
- We currently have a yearly contract with Panda for 100 seats of the cloud virus protection, which is installed on each machine.
- At our main building in Evanston, we have a Barracuda firewall which also scans all internet traffic for viruses.

Current Plans

- Asses the number of seats needed at the next renewal date.

Recommendations

- None

Backup Policy

It is the responsibility of each computer user to back up their own personal data, and to ensure all work related data is stored in a location to be backed up by scheduled backups under the administration of the I.S. Director. Backup up file locations and schedules:

IDrive Cloud Backup (Monday – Friday 8:00PM)

Backed up from MRSICMP-203 using IDrive utility – results emailed to dthomas@mrsi.org

MRSICMP-75 (Accounting Server)

[F:\APPS\ckpro4\]

[F:\APPS\ckpro55win8\]

[F:\APPS>IDMAKER2\]

[F:\APPS\IDMaker20\
 [F:\APPS\PCBASEMR\
 [F:\APPS\PrntBoss\
 [F:\APPS\quickendata\
 [F:\APPS\quickenw\
 [F:\APPS\rwbs2S\
 [F:\DEON\
 [F:\DATA\
 MRSICMP-121 (Personnel Server)
 [I:\DATA\
 [I:\APPS\STOPS\
 MRSICMP-205 (EFC, Centerpoint, Quickbooks)
 [C:\EFC\Program Files C\
 [C:\EFC\Program Data C\
 [E:\EFC\E\
 [C:\Centerpoint\
 [C:\Quickbooks\
 MRSICMP-207 {10.0.0.209}(People-Trak)
 [P:]
 MRSICMP-209 (Program Coordinator)
 [W:]
 MRSIMSC-186 {10.0.0.211}(DISKSTATIONMRSD)(NAS)
 [X:\Software\
 [X:\Temp\
 [X:\Retirement\
 [X:\CheyEFC\
 [X:\EFC\Program Files C\
 [X:\EFC\Program Data C\
 [X:\EFC\E\
 [X:\Web\
 [X:\Reshab\
 [X:\People Trak\

Offsite Cloud Storage

March 5, 2021 – Purchased a 2 year contract for 5T with iDrive.com

Local Backup

1. User Files - Backed up from MRSICMP-174 (Monday-Friday 8:00pm) using Windows Backup Utility stored on NAS(10.0.0.211) - MRSIMSC-186 in directory \center
 - Monday.bkf - approx 60gb
 - Tuesday.bkf - approx 60gb
 - Wednesday.bkf - approx 60gb
 - Thursday.bkf - approx 60gb
 - Friday.bkf - approx 60gb
 - [F:\APPS\ckpro4\
 [F:\APPS\ckpro55win8\

[F:\APPS\IDMAKER2\
[F:\APPS\IDMaker20\
[F:\APPS\PCBASEMR\
[F:\APPS\PrntBoss\
[F:\APPS\quickendata\
[F:\APPS\quickenw\
[F:\APPS\rwbs2S\
[F:\DEON\
[F:\DATA\
[I:\apps]
[I:\data]

2. Applications

- a. VSSPRO – Backup up from MRSICMP-127 (Monday-Friday 5:00pm) using Windows Backup Utility stored on MRSICMP-121 (Personnel Server)
VSSPRO.bkf
[G:\Data\Shared\VSSPRO\Backup]
- b. Centerpoint – Manually backup up from within program Yearly, Quarterly, Monthly, Bi-weekly – Stored on the NAS (10.0.0.211)
[\\DISKSTATIONMRSI\Centerpoint]
- c. Quickbooks – Scheduled automatically within Quickbooks to backup daily to:
[\\DISKSTATIONMRSI\Quickbooks]
- d. Timestar – Backed up on Timestar server itself
- e. eFileCabinet – Synced using @MAX SyncUP from MRSICMP-210 (mapped drives) to NAS (10.0.0.211)
[\\DISKSTATIONMRSI\EFC]
- f. PeopleTrak – Synced using @MAX SyncUP from MRSICMP-210 (mapped drive) to NAS (10.0.0.211)
[\\DISKSTATIONMRSI\People Trak]
- g. Website – Backed up nightly with the user files.
[F:\DEON\Web]
[\\DISKSTATIONMRSI\Web]
- h. STOPS – Backed up nightly with the user files.
[I:\apps]

Current Plans

- Access backup logs to ensure all important data is backed up.

Recommendations

- None