

Emergency Procedures



Heartspring

Emergency Action Procedures

Plan Owner(s): Facility Services

Effective Date: November 15, 2023

The purpose of the **Emergency Action Procedures Document** is to promote safety in an emergency by providing procedures/actions to be taken for the situation.

This Emergency Action Plan and its accompanying appendices cover emergency procedures for the following situations:

- a. Fire Evacuation
- b. Bomb Threat
- c. Severe Weather
- d. Utility Failures
- e. Medical Emergencies
- f. Intruder or Active Shooter

While it is impossible to be completely prepared for unexpected events, being educated about emergency and/or disaster response procedures prepares people to work through emergency procedures much more effectively when they do occur. Keep in mind that:

- Disaster/emergencies can occur at any time and any place.
- Our students/clients require special consideration when planning for disasters/emergencies.
- Heartspring is vulnerable to varying degrees of disasters and emergencies.
- If a disaster/emergency exceeds the agency's capabilities, external services and resources will be required and contacted as needed.

Taking preparatory actions can help ensure the health and safety of all Heartspring students/clients and staff.

A copy of this plan will be kept in each onsite and off-site building for review of the plan and procedures.

Dialing '0' from any campus phone will connect you to the Administration building front desk receptionist to report an emergency. The front desk will alert staff through multiple modes of communication, including but not limited to the phone intercom or overhead paging system. In the school portions of the building, including the CIE building and Rec Center, you can use the intercom call button (rocker switch) to contact the school front desk to report an emergency.

EMERGENCY CONTACT NUMBERS	
Police / Fire / Ambulance	911
Poison Control Center	800-222-1222
Eergy (Power Outages)	800-544-4857
Kansas Gas Service (Gas Leak)	888-482-4950
ON-CALL PHONES	
Campus Supervisor On-Call	316-308-1793
Maintenance On-Call	316-393-7843
CMA On-Call (evenings, weekends)	316-209-7993
School Nurse On-Call (after 9 PM)	316-249-7203

General Procedures

The staff member with the highest level of authority on the scene shall assume control of the situation and contact a member of the Emergency Response Team (ERT). The ERT member contacted will inform the other ERT members of the emergency. All ERT members will contact their direct reports, as necessary, to alert them of the emergency and require assistance when needed. An emergency Control Center shall be established in a safe, stable location, on campus when possible, and set up as directed by the Executive Leadership Team (ELT). The President/Chief Executive Officer (CEO) or designee shall assume control upon arrival and be assisted by the department leadership as necessary. Using available people and resources, staff should determine the extent of damage, buildings that are safe and usable, and the number of students/clients requiring off-campus support. All resources including people, facilities, and materials are to be available for use to the extent necessary to meet the existing needs arising from emergency conditions. A determination will need to be made whether any buildings on campus are usable for temporary housing for students.

In case of a catastrophic disaster that includes extensive damage to all buildings, a member of ELT or ERT will notify the following agencies, giving the location and extent of the damage, immediate assistance required including shelter, and long-term assistance, if anticipated.

1. Emergency Services (Police-Fire-EMT) - 911
2. South Central Kansas Red Cross 316-219-4000
3. Sedgwick County Emergency Management – 316-660-5959
4. United Way of the Plains - 211

Continued Operations

Heartspring will make every attempt necessary to triage an emergency situation, including contacting local, state, and other aid organizations, if necessary, to assist with residential service and other emergency needs. The ERT will work with Emergency Services, Red Cross, and other agencies and community partners to provide temporary shelter for our residential students and ensure the therapeutic school & group homes remain operational to the extent possible. Heartspring ELT and School Leadership Team (SLT) will contact contracting school districts and parents/guardians to determine additional plans in the best interest of each individual student. All residential student information, including medical, physical, behavioral, and emotional health is updated regularly and located on the intranet and in the medical office.

If Outpatient Services is unable to provide services, the outpatient staff and families will be notified of any closure and/or cancellation of services as directed by the Director of Outpatient Services.

Plans for Additional Support Staff During a Crisis Situation

Heartspring group homes are staffed 24 hours a day, seven days a week with supervisory staff who are responsible for contacting extra relief staff in the event of a crisis situation.

- a. Heartspring group homes staff will contact the Director of Residential Services or Residential Managers for backup assistance or extra support. If safe and appropriate, the Director of Residential Services may deploy backup staff.
- b. The Director of Residential Services or Residential Managers will mandate staff to remain with the students and will call in additional staff to assist as needed.
- c. Heartspring medical staff will secure the necessary medical assistance from the community. In the absence of medical staff, the Superintendent of the Therapeutic School shall contact the necessary medical assistance.

Communications

Internal Communications with staff members shall be timely and intentional, keeping them informed as new developments occur. Methods used may be texting, telephone, electronic devices, and staff meetings.

The person in charge at the location will establish and maintain external communications with first responders until a supervisor is onsite to provide communication or delegate staff to communicate with first responders. Critical information needed to respond to the situation will be exchanged.

Communication with the media shall be coordinated through the Communications Director or designated communication person. Media inquiries shall be directed to the Communications Director, President/CEO, or designee.

Communication of important information to parents/guardians will be established and implemented with the assistance of the communications department. School Districts and The Department of Children and Families Services will be notified of all emergency actions that affect students/clients.

Off-campus incidents

An emergency can occur when students are outside of the school facility or group home but still under Heartspring supervision. Staff must have the following on each outing:

- An accurate roster of students and staff leaving campus will be taken when off-site,
- Maintain an accurate headcount of students/staff,

- A working communication device (cell phone, radio, etc.),
- A list of emergency contact information for those attending the off-campus event,
- A first aid kit (located in the vehicle)

Accountability Procedures (Accounting for All Persons)

Accounting for all persons during an emergency is critical in identifying the whereabouts and well-being of students, staff, and visitors, and identifying those who may be missing.

- General accountability principles should include:
 - An accurate roster of students and staff,
 - An accurate determination of who is present,
 - An accurate determination of who is missing,
 - An accurate determination of anyone who is at the location but is not on the roster of staff/students.
- An administrator or designee in each area should:
 - Account for all students/clients, staff, and visitors.
 - Identify any missing and injured individuals and report to the person in charge at the location or their designee.
 - Account for and maintain records of anyone who is released from the scene.

Reverse Evacuation Procedures

When a threat or imminent danger is outside and there are students and staff in outdoor areas, reverse evacuation will be used to bring them into the safer environment of the building. The following protocols will be utilized:

- Announce by any means available to notify those outside to move to the nearest indoor location.
- Call 911, if necessary.
- Notify main desk personnel to make an announcement via intercom informing others of the situation.
- Take the closest & safest route to the building.
- Assist those with special needs.
- Teachers should take attendance once in the building. Office staff should account for any staff & visitors.

Emergency Preparedness drills are conducted on an annual basis or as required by law or regulations with documentation maintained by the Facility Services department. The Emergency Action Plan is reviewed by the Safety Committee on an annual basis.

Forms or Related Policies and Procedures

- Bomb Threat Procedure

- [Emergency Drill Record](#)
- Intruder or Active Shooter Procedure
- Medical Emergency Procedure
- Severe Weather Procedure
- [Significant & Critical Incident Reporting](#)
- [Significant and Critical Incident Reporting Procedure](#)
- Utility Failure Procedure

Applicable Laws/Regulations

- CARF Medical Rehabilitation Standard 1.H.5
- [Office of the State Fire Marshall](#)

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION



Fire Evacuation Procedure

Procedure Owner(s): Facility Services

Effective Date: October 17, 2022 | **Revised Date:** February 5, 2024

1. Procedure Objective

This procedure provides guidance to keep students, staff, and visitors safe in the event of a fire in any environment. Specific instructions for each area/building are included.

2. Scope

This procedure applies to all staff, students, and visitors on Heartspring campus.

3. Procedure Statement

During a fire emergency, Heartspring staff will follow the procedures outlined to protect the safety of staff, students, and visitors.

3.1 Fire Evacuation Procedure – General

- Pull the fire alarm (if equipped) or call 911 for fire and emergency responders giving them Heartspring’s address (8700 E. 29th Street North) and where the fire was at.
- To report a fire in a building, set off the nearest fire alarm. This will automatically contact the Fire Department.
- When the fire alarm sounds, all persons must immediately evacuate the building. Do not return to your classroom, office, or workstation.
- Assist anyone who may need help evacuating the building.
- Close all doors when exiting.
- A staff person should be the last person out of the building and should close the door behind him/her, being sure to leave it unlocked.

3.2 Fire Evacuation Procedure – School

- Pull the fire alarm (if equipped) or call 911 for fire and emergency responders giving them Heartspring’s address (8700 E. 29th Street North) and where the fire was at. The school will evacuate moving away from all buildings until a safe position has been reached.

- Staff and students in the classrooms will exit via the nearest safe exit door to their designated location and assemble in the school courtyard.
- Staff and students in the Medical Office, School Office, and School Administration area will exit via the nearest exit door, either into the school courtyard or the school parking lot.
- The School Office personnel will take a walkie-talkie with them to coordinate with other evacuating areas and to ensure evacuation of the building is complete.
- Each classroom will be contacted via walkie-talkie by the Superintendent, Principal, Office Assistant, or another designated person to account for students and staff.
- Staff must remain with students in the safe area until an administrator in charge gives instructions.

3.3 Fire Evacuation Procedure – On-Campus Group Homes

- Pull the fire alarm (if equipped) or call 911 for fire and emergency responders giving them Heartspring’s address (8700 E. 29th Street North) and group home number. There are signs on the outside of the fences to help first responders locate the group home.
- Occupants of the group home will be evacuated immediately using the nearest safe exit. Once outside of the building, students and staff are to proceed away from the building to maintain a safe distance.
- Once all persons have been evacuated, the Home Supervisor or Assistant of the group home will account for all students and staff.
- The Home Supervisor or Assistant will use a walkie-talkie to alert other group homes of the emergency.
- Notify the on-campus supervisor of the situation so they can assist. Staff are responsible for all the students’ safety and supervision during the emergency and will work as a team to keep everyone safe.
- Notify the Director of Residential Services as soon as you can with information on the safety of students and staff, the location of the fire, and anything else that is pertinent.

3.4 3rd shift Evacuation Procedure

- Pull the fire alarm (if equipped) or call 911 for fire and emergency responders giving them Heartspring’s address (8700 E. 29th Street North) and group home number. There are signs on the outside of the fences to help first responders locate the group home.
- Immediately communicate with other group homes that there is a fire in your house. One staff member from each group home, when possible, will come to the rear doors of the group home and assist in the evacuation of students.
- Evacuate students using the nearest safe exit; coordinate with other staff members to safely get students out and away from the building.

- When all occupants have reached a safe distance away from the building the 3rd shift supervisor will account for all students and staff.
- Notify the on-campus supervisor of the situation so they can assist. Staff are responsible for all the students’ safety and supervision during the emergency and will work as a team to keep everyone safe.
- Notify the Director of Residential Services as soon as you can with information on the safety of students and staff, location of the fire, and anything else that is pertinent.

3.5 Fire Evacuation Procedure – Off-Campus Group Homes

- Pull the fire alarm (if equipped) or call 911 for fire and emergency responders giving them the address of the appropriate group home.
- Call 9-1-1 to report the fire. Give your name and address of the group home.
- The supervisor will account for all students at the designated meeting place across the street. Staff are responsible for walking students to this meeting spot.
- Group home staff are responsible for the supervision of all students and will work as a team to keep everyone safe.
- Notify the On-Campus Supervisor and the Director of Residential Services of the situation, including information on the fire’s location, safety of students and personnel, and anything else that is pertinent.

3.6 Fire Evacuation Procedure – Administration & Conference Center

- Call 911 to report the fire or pull nearest fire alarm. NOTE: There are no fire alarm pull stations in Administration building.
- Notify the Administration Front desk to alert staff to evacuate, or using a desk phone, press the ExPg softkey, then ‘0’ to announce through overhead speakers of the fire emergency and the need to evacuate.
- Staff will exit via the nearest safe door to their location.
 - Staff exiting the front entrance of the Administration building or Conference center will assemble in the Conference Center parking lot.
 - Staff exiting the north Administration building staff entrance will assemble across the driveway.
- Staff of either location will take a walkie-talkie and/or use their cell phones to coordinate with other evacuating areas.
- Dedicated “all clear” staff will ensure all interior doors are closed and all persons have evacuated before evacuating themselves.

Building Areas	All-Clear Staff
Leadership Area (A101-A107 and restroom)	Main: Chief Compliance Officer Backup: Chief People Officer
Cafeteria, Kitchen, Mailroom (A123-A128)	Main: Cafeteria Manager Backup: Mailroom/Purchasing Agent
Admin Cubicles & Restrooms	Main: Director of Facility Services

(A108-A122)	Backup: Facilities Coordinator
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Conference Center	Main: Training Department Backup: Development Manager
MAIN ALL-CLEAR FOR ALL AREAS	Administration Front Desk

Dedicated All-Clear staff will remain in contact with the person in charge for further instructions.

3.7 Fire Evacuation Procedure – Outpatient Services

- Pull the fire alarm (if equipped) or call 911 for fire and emergency responders giving them HeartSpring’s address (8700 E. 29th Street North) and where the fire is at.
- Staff will direct clients, families, and other visitors to the nearest safe exit.
 - Persons exiting the front entrance will assemble in the grass beyond the parking lot.
 - Persons exiting the staff entrance will assemble in the grass near the gazebo.
 - Dedicated “all clear” staff will ensure all interior doors are closed and all persons have evacuated before evacuating themselves.

Building Areas	All-Clear Personnel
Main Outpatient (C101-C132)	Main: Dir. of Outpatient Services Backup: ABA Manager
Outpatient Wing (C201-C221)	Main: Interdisciplinary Therapy Manager Backup: ABA Supervisor

Dedicated All-Clear staff will remain in contact with the person in charge for further instructions.

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION



Bomb Threat Procedure

Procedure Owner(s): Facility Services

Effective Date: October 17, 2022 | **Revised Date:** February 5, 2024

1. Procedure Objective

This procedure provides guidance to keep students, staff, and visitors safe in the event of a bomb threat in any environment. Specific instructions for each Heartspring environment are included.

2. Scope

During a bomb threat emergency, Heartspring staff will follow the procedures outlined to protect the safety of staff, students, and visitors.

3. Procedure Statement

Any person receiving a bomb threat should attempt to remain calm and obtain as much information as possible.

If the threat is received from a caller: Ask questions from the Bomb Threat Report and record the responses, making every effort to write down the exact words of the caller. Note any possible background noises, music, train, machinery, or other identifiable sounds, and also for anything that might help to identify the caller, (e.g., sex, age, accent). The person receiving the bomb threat is to notify their immediate supervisor of the threat as soon as possible. If possible, the person receiving the call will ask someone else to notify the supervisor by writing a note while remaining on the telephone with the bomb-threat caller. Do not use cellular devices at this time for notifying others.

If the threat is received through an email or written note: physically go to your supervisor or another supervisor to report the bomb threat.

If received from a person on-site: Start the Intruder or Active Shooter Procedure.

Notification of a Bomb Threat:

The staff member with the highest level of authority will determine if the evacuation process is necessary. All staff and persons served will exit the facility according to the fire evacuation procedure specific to their building/area and meet at the

designated location. The staff member with the highest level of authority will call 911 to report the bomb threat and provide a current status report. The person in charge is to remain on the line until the dispatcher advises that it is OK to hang up.

If the caller mentioned a location for the device, that information should be communicated as soon as possible to the staff as well as local authorities.

Upon notification of a bomb threat, all staff are to follow these procedures:

- DO NOT TURN ON/OFF lights or other electrical equipment (use flashlights if necessary).
- DO NOT USE two-way radios, cell phones, or other cellular/transmitting equipment.
- DO NOT TOUCH OR MOVE anything unusual or suspicious. If staff see anything they cannot identify, staff are to contact his/her supervisor or the closest supervisor immediately.

A staff member may be assigned to meet the responding agency at a specific location (example: front entrance) so the responding agency personnel can be directed to the person in charge.

All Clear:

The responding agency will provide direction to the facility person in charge depending on the scenario:

- A bomb has been found.
- A bomb has not been found, but the threat remains credible.
- The threat is declared to be unfounded.
- Only the responding agency can declare an “All Clear.”

Based on directives from the responding agency, the person in charge or his/her designee will then communicate the appropriate message(s) to staff.

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Severe Weather Procedure

Procedure Owner(s): Facility Services

Effective Date: October 17, 2022 | **Revised Date:** February 5, 2024

1. Procedure Objective

This procedure provides guidance to keep students, staff, and visitors safe in the event of severe weather in all Heartspring environments. Specific instructions for each environment are included.

2. Scope

This procedure applies to all staff, students, and visitors on the Heartspring campus.

3. Procedure Statement

In the event of a severe weather advisory, watch, or warning being issued by the National Weather Service (NWS), supervisors should ensure all staff are aware of any weather advisories for the area. Staff shall remain alert and ready to respond appropriately. Supervisors are responsible for accounting for all staff and students in their environment. If supervisors are not present, senior staff are to assume responsibility. Each group home has a weather radio. The NWS will provide Sedgwick County with weather advice and categorize severe weather in three (3) terms:

1. Advisory—Weather is expected to disrupt normal routines but not be life-threatening.
2. Watch—Weather conditions are present for the development of severe weather.
3. Warning—Severe weather conditions are occurring in the area.

3.1 Emergency Kits

Emergency kits are stored in designated shelters and include the following items:

- Water bottles
- Blankets
- First aid kits
- Flashlights

Facility Services is responsible for checking the emergency kits in the main building, Conference Center, CIE, and Rec Center every quarter to ensure all items are present and functioning properly, and to monitor expiration dates. The

Home Supervisors are responsible for checking the emergency kits in their assigned group homes every quarter.

3.2 Outings and Other Outdoor Activities

If the NWS issues a severe weather watch/warning, all outings and outdoor activities will be suspended until the severe weather alert is lifted. If a severe weather alert is issued while an outing is taking place, staff and students shall return to campus immediately, if a watch is issued, or take immediate shelter if a warning is issued and communicate with a supervisor their location.

3.3 General Shelter Information

Each Heartspring building has designated shelters in the event of a tornado or other weather event that requires shelter. Primary and secondary shelters are identified in the maps attached to this document.

If staff, students/clients, or visitors are unable to make it to a primary or secondary designated shelter for their area, they are to stay away from windows and are advised to avoid large open rooms such as cafeterias, gymnasiums, or auditoriums. Bathrooms, basements, and interior rooms such as closets or hallways away from windows are appropriate shelter locations.

3.4 Thunderstorm or Tornado Watch

During a severe thunderstorm or tornado watch, all Heartspring operations shall continue as normal. Staff are to stay alert and monitor conditions for additional weather alerts. If a severe weather outbreak is highly likely or becomes imminent during school hours, students may be dismissed to the group homes early by the Superintendent or Principal.

3.5 Thunderstorm Warning

During a severe thunderstorm warning, all Heartspring operations shall continue, while staying in place inside the building. Staff are to stay alert and monitor conditions for additional weather alerts.

3.6 Tornado Warning

3.6.1 School

All NCI trained staff available on campus should help where needed.

Option 1: If advanced notification and time allows, the Superintendent or Principal will direct staff to take students to their primary group home to seek shelter in the basement. Staff will be assigned by teachers to escort students to their home. Day-only students and any students refusing to go to group home will go with their staff to the basement or secondary shelter.

Option 2: If time does not allow transition to the homes, staff and students will seek shelter in alternate locations by tier. Tier green students will be taken to the basement below the cafeteria. Tier yellow and red students will be taken to classroom bathroom or interior room without windows and use mats for cover. Staff and students in music/PE/vocational classes will go to the shelter room in the CIE building. If a student refuses to go to a shelter, staff are to implement appropriate crisis intervention techniques to ensure safety. If unable to safely get to a primary or secondary storm shelter, staff should seek shelter with students in an alternative location. Staff and students shall crouch down and cover their heads for the duration of the warning.

Staff and students are to remain in the shelter until the School Principal or designee gives the “all-clear”.

3.6.2 Group Homes

Staff and students are to immediately go to the primary shelter in the basement or designated storm shelter. If a student refuses the directive to go to the shelter, staff are to implement appropriate crisis intervention techniques to ensure safety. If unable to safely get to a primary or secondary shelter, staff should seek shelter in an alternative location such as a bathroom or interior room. Staff and students shall crouch down and cover their heads for the duration of the warning. **All NCI trained staff available on campus should help where needed.**

Staff and students are to remain in the shelter until the On-Call Supervisor gives the “all-clear”.

3.6.3 Outpatient Services

Staff and clients are to immediately go to a primary shelter. All staff that do not have their own client during the event of a tornado warning are to assist in transitioning clients to a shelter safely. If a client refuses the directive of taking shelter, staff are to implement appropriate crisis intervention techniques to ensure safety. If unable to safely get to a primary or secondary storm shelter, staff should seek shelter in an alternative location. Staff and clients shall crouch down and cover their heads for the duration of the warning.

Staff and students are to remain in the shelter until the Division Director of Outpatient Services or designee gives the “all-clear”.

3.6.4 Administration

Administration staff are to go immediately go to a primary or secondary shelter area. Any administrative staff that are NCI trained are encouraged

to assist with transitioning students from the school to shelter as safety allows.

If visitors or vendors are present, staff are responsible for directing these individuals to a shelter.

The front desk receptionist is responsible for locking the front door before seeking shelter if time allows.

Staff are to remain in shelter until the Director of Facility Services gives the “all-clear”. If the Director is not present, senior staff are to assume responsibility.

3.6.5 Conference Center

Staff are to go to a primary or secondary shelter area.

If visitors or vendors are present, staff are responsible for directing these individuals to a shelter.

Staff are to remain in shelter until the Director of Facility Services gives the “all-clear”. If the Director is not present, senior staff are to assume responsibility.

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Utility Failure Procedure

Procedure Owner(s): Facility Services

Effective Date: October 17, 2022 | **Revised Date:** February 5, 2024

1. Procedure Objective

This procedure provides guidance to keep students, staff, and visitors safe in the event of a utility failure.

2. Scope

This procedure applies to all staff, students, and visitors on the Heartspring campus.

3. Procedure Statement

Any event of utility failure shall be reported to the Facility Services department. If utility failure occurs during normal business hours, please contact the Administrative Assistant of Facility Services at 316-634-8700. Group Home staff experiencing utility failure after regular business hours shall follow the appropriate procedures below.

3.1 Loss of Electrical Power

If any portion of campus experiences a loss of electricity during business hours, Facility Services are responsible for contacting Evergy to report the outage and to receive an estimate on the time for repair. Facility Services will communicate information to all staff in a timely manner.

3.1.1 School Services

If a power outage is expected to last less than one hour, staff and students are to continue regular classroom operations as safety allows. If the power outage is expected to last longer than an hour and disrupt classroom operations and the safety of students/staff, the School Principal may opt to send students home for the remainder of the day. School front desk administration will be responsible for contacting day-only student school districts for transportation services.

3.1.2 Outpatient Services

If a power outage is expected to last between 1-2 hours, staff and clients are to continue therapy and operations safely.

If the power outage is expected to last longer than 3-4 hours and disrupt services or operations and the safety of clients/staff, the Divisional

Director of Outpatient Services may opt to contact families and cancel/reschedule appointments until the power has been restored.

3.1.3 Group Homes

Both on and off-campus group homes have flashlights and lanterns to provide necessary illumination during power outages.

Home Supervisors or Assistants are responsible for checking the batteries in the flashlights/lanterns regularly to ensure they are fully functional. The on-campus supervisor is responsible for contacting Evergy to report the power outage and receive an estimated time for repair. The on-campus supervisor is also required to report this information to the Facility Services department at facilities@heartspring.org. The on-call supervisor shall also inform the Director of Residential Services to report the power outage and keep him/her informed of the situation.

If the power outage lasts longer than 2-3 hours, the Director of Residential Services may opt to have the group homes purchase ready-to-eat food goods (e.g., products that do not require heating or cooking) and ice to preserve perishable goods. Coolers are available in all the group homes for this purpose.

If an extended outage is expected, or if extreme temperatures pose a threat to health and safety, the School Leadership Team will meet to discuss what measures are to be taken (e.g., purchase/use of generators, evacuation, etc.), and review alternative housing options, if necessary.

3.1.4 Administration/Conference Center

There is an emergency generator that will supply power to the server room in the Administration building in case of electrical failure. Staff working in the Administration or the Conference Center will receive directions from their immediate supervisor on whether to remain on campus or work from home if possible.

3.2 Water Compromise

If the City of Wichita alerts the public of a water compromise, communication for any instructions will be sent out by the Facility Services department. Facility Services is responsible for contacting the city for updates and communicating with Heartspring.

If the disruption is short (24 hours or less), students and staff should refrain from unnecessary water usage (i.e., laundry, showers, dishwasher, etc.). If the water shortage is expected to be long-term, the School Leadership team will meet to discuss what measures are to be taken. If the water shortage is the

result of a large-scale emergency in the area, local government sources or large water suppliers may provide large quantities of potable water. In most cases of a water compromise, a boil advisory will be put into place. Any water that is being used for cooking, drinking, or teeth brushing must be bottled water, potable water, or boiled water.

Any appliances that use a water filter shall also not be used due to the inability to properly filter out harmful bacteria. Using a washer to do laundry is permissible.

It is not recommended to use a dishwasher or wash dishes by hand using tap water. If possible, use paper or plasticware.

Following a boil advisory, instructions will be given for resuming water use safely.

3.3 Suspected Natural Gas Leak

Heartspring uses natural gas in the School Cafeteria, Rec Center/CIE building and all group homes.

Signs of a natural gas pipeline release include:

- A loud roar or squeal from the area of a pipeline,
- A natural gas odor (rotten eggs),
- Fire or explosion in the area of a pipeline,
- Continuous flying debris or water from an evacuation site or pipeline,
- Bubbling in wet areas, marshlands, rivers, or creeks.

In any occurrence where a natural gas leak is suspected, the building(s) shall be evacuated immediately following the fire evacuation procedure. Staff should contact the Facility Services department immediately after evacuation. If a natural gas leak is suspected after regular business hours, the on-call supervisor will contact the Director of Residential Services for further directions after evacuating the location.

During an evacuation, staff will assist students in evacuating the group home with suspected leak and nearest home(s) immediately. Do not take time to open windows, or turn off pilot lights, or other equipment. Do not take the time to call for assistance. Staff should avoid any activity that could cause vapors to ignite, such as lighting matches or lighters, starting an engine, or operating any electronic devices (telephone, cell phones, light switches, etc.). iPods should immediately be stowed and not used to collect data until staff and students are in a secure area away from the suspected leak. Staff should *not* attempt to extinguish any fire on a pipeline or operate any pipeline equipment.

3.4 Telephone Line Failure

Report any telephone line failure to the Facility Services department by contacting facilities@heartspring.org or call extension 8700.

If the telephone failure disrupts any daily operations, staff are to seek information from their supervisor.

External communication to the public and families will be done by the Communications Director.

Supervisors in the group homes shall contact families via email with updates as needed.

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Medical Emergency Procedure

Procedure Owner(s): Facility Services, Medical

Effective Date: October 17, 2022 | **Revised Date:** February 5, 2024

1. Procedure Objective

This procedure provides guidance to keep students, staff, and visitors safe in the event of a medical emergency on campus.

2. Scope

This procedure applies to all staff, students, and visitors on the Heartspring campus.

3. Procedure Statement

3.1 On-Campus Incident

In the event of an accident or injury, attending staff will identify the nature of the emergency and carry out the following:

- In the absence of a heartbeat, pulse, or breathing, call 9-1-1 and then ensure the safety of the person. Initiate CPR if possible while waiting for an ambulance to transport the individual to the hospital. AED machines are located in Outpatient Services, School, Conference Center, G4, and G8.
- If there is heavy bleeding, control the bleeding and ensure 911 is called.
- When 911 is called provide dispatch with the closest entrance to the individual, and direct another staff member to meet them at that entrance.
- When emergency responders arrive, relay the necessary information and any action that employees have taken.

When the individual has been transferred to the care of Emergency Medical personnel, staff should:

- Contact the immediate supervisor regarding the nature of the emergency debriefing the incident,
- Supervisor will contact a family member as soon as possible (if applicable),
- Supervisor will contact Executive Leadership Team, who will determine if the Communications Director should be notified,
- Complete a Special/Critical Incident Report Form.

3.2 Off-Campus Incident

If the individual is not on the premises (i.e., out for a recreational activity, transporting, etc.) and an accident or injury occurs; staff will do the following:

- Provide emergency First Aid,
- Call 911 if medical care is needed beyond basic first aid. When the individual has been transferred to appropriate medical care, staff and others should return to Heartspring as soon as possible. Staff should follow the steps in Section 3.1 once they return to Heartspring.

3.3 Group Homes

- Staff member in charge will follow the same procedures as outlined above. They will also:
- Call the on-call nurse and inform them of the situation.
- Accompany the student in the ambulance or follow in a Heartspring vehicle if the student is transported.
- Take the Emergency Medical Information for the student to the hospital.
- The on-call nurse will meet staff and student at the hospital.
- The on-call nurse will call the student’s parents and Heartspring Medical Director.
- A staff member will remain with the student throughout his/her stay at the hospital unless relieved by a parent or guardian or otherwise designated.

3.4 Outpatient Services

- In the event of a medical emergency with a client, staff will carry out the same procedures outlined in Section 3.1.
- Non-emergency medical situations should be dealt with by notifying the parent or guardian of the client.

3.5 Employee Medical Emergency

- If an employee suffers a medical emergency, staff will carry out the same procedures listed in Section 3.1.
- Staff will provide first aid as necessary until emergency services arrive.

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION



Intruder or Active Shooter Procedure

Procedure Owner(s): Facility Services

Effective Date: February 8, 2013 | **Revised Date:** February 5, 2024

1. Procedure Objective

This procedure provides guidance to keep students, staff, and visitors safe in the event of a violent or threatening situation on campus.

2. Scope

This procedure applies to all staff, students, and visitors on the Heartspring campus.

3. Procedure Statement

3.1 Assessing the Situation

Employees should be constantly aware of their environment and surroundings so that they recognize a situation that could be considered dangerous. Examples of dangerous situations:

- Witnessing an exchange with a hostile intruder,
- Anyone in a verbal or physical confrontational exchange,
- Hearing gunfire or popping noises that are believed to be gunfire,
- Presence of a weapon on a visitor,
- Any other dangerous situation either inside or outside the buildings that feels threatening.

DO NOT ACTIVATE THE FIRE ALARM SYSTEM

3.2 Action Steps – Intruder in the building

If an employee witnesses an individual exhibiting concerning behaviors, but the individual has not yet acted in a way that warrants an overt emergency response, the employee can covertly initiate a lockdown by using the silent alarm phrase “Please bring me the red folder”. For example, an employee is engaging with an individual who is acting suspiciously, showing signs of agitation, and carrying a large, concealed item that could potentially be a weapon. The other employee will acknowledge they have received the silent alarm phrase by saying, “I’ll get that for you right away”.

- If the employee engaged with the individual is alone, he or she will attempt to send an inconspicuous email/text message to someone else in the facility, notifying them of the situation.
- The employee who receives the silent alarm phrase or notice should:
 - Inconspicuously and immediately call 911,
 - Inconspicuously notify other staff members of the situation,
- Once notified of the situation staff members will:
 - Close and lock interior doors and close blinds/curtains if equipped,
 - Gather all other staff, students/clients, and visitors in the designated areas,
 - Staff and students/clients who are in the hallways should move into a room without windows, if possible.
 - Staff and students who are outside should report to the nearest, safe, and lockable location,
- All staff members will remain in place until notified by the on-site authority (i.e. law enforcement, etc.) that the scene is clear.

3.3 Action Steps – Intruder outside

- Immediately call 9-1-1
- Lock any exterior doors of all buildings on campus, where possible.
- During business hours, email the following groups to alert other areas:
 - Receptionists Group
 - Outpatient Front Desk Support
 - Conference Center Group
 - Emergency Response Team
- All staff, students/clients, and visitors are to gather in the nearest lockable space and lock the door.
- Staff and students who are outside should immediately proceed to the nearest, safe, and lockable location.
- All staff members will remain in place until notified by the on-site authority that the scene is clear.
 - **Heartspring Authority:** 1st Chief People Officer or 2nd Chief Compliance Officer
 - **Outpatient Authority:** 1st Division Director of Outpatient Services or 2nd Clinical Director of Interdisciplinary Therapy
 - **School Authority:** 1st Superintendent or 2nd Principal
 - **Residential Authority:** 1st Superintendent or 2nd Director Residential Services
 - **Support Services/Conference Center Authority:** 1st Director of HR or 2nd Director of Facility Services

FOR THESE MEASURES TO REMAIN EFFECTIVE, STAFF MEMBERS WILL NOT USE THE SILENT ALARM PHRASE UNLESS THERE IS A THREAT, AND THIS INFORMATION IS TO REMAIN CONFIDENTIAL.

3.4 Action Steps– Active Shooter

3.4.1 RUN

If there is an accessible escape path, attempt to evacuate the area/premises. Be sure to:

- Have an escape route and plan in mind,
- Leave your belongings behind,
- Assist students/clients escape,
- Prevent individuals from entering an area where the active shooter may be,
- Keep your hands visible so the shooter does not see you as an immediate threat,
- Do not attempt to move wounded people,
- Call 9-1-1- when you are safe,
 - Provide the following information to law enforcement or the 911 operator:
 - Location of the active shooter,
 - Number of shooters, if there is more than one,
 - Physical description of the shooter(s),
 - Number and type of weapons held by the shooter(s),
 - Number of potential victims at the location,
- Follow the instructions of any law enforcement official.

3.4.2 HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view,
- Provide protection if shots are fired in your direction (e.g. an office with a closed and locked door),
- Not trap you or restrict your options for movement,

To prevent an active shooter from entering your hiding place:

- Lock the door,
- Blockade the door with heavy furniture,
- Silence your cell phone,
- Turn off any source of noise (e.g. radios, televisions),
- Hide behind large items (e.g. cabinets, desks),
- Remain as quiet as possible.

If evacuation and hiding out are not possible:

- Remain calm,

- Dial 911, if possible, to alert police to the active shooter’s location,
- If you cannot speak, leave the line open and allow the dispatcher to listen.

Do not leave the sheltered area until instructed by law enforcement to do so.

3.4.3 FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her,
- Throwing items and improvising weapons,
- Yelling,
- Committing to your actions

3.5 Action Steps – Modified Lockdown

If there is a danger in the community that does not directly involve Heartspring staff or clients/students, but could pose a safety risk to campus, a “modified lockdown” can be called by any director or supervisor in charge.

- Immediately announce “Modified Lockdown” using the walkie-talkies .
- An announcement will also be made via intercom that we are in a “modified lockdown.”
- Staff and students will remain inside the building or home. All staff and students that are outdoors should quickly return inside a building or home.
- Front desk staff of each building hearing “modified lockdown” should lock the entry door of their respective building.
- There should be no one entering or exiting the buildings without positive identification and purpose to be on campus (e.g. outpatient clients, staff, etc).
- The staff and students can continue with normal activities throughout the modified lockdown as long as they remain inside the building.
- No outings will be permitted.
- The staff do not need to “shelter in place” unless instructed to do so.
- The supervisor in charge will announce when the modified lockdown is over.
- Parents will be notified of Modified Lockdown via e-mail from the Communications Director before the end of school day.

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