

Emergency Procedures



Heartspring



Fire Evacuation Procedure

Procedure Owner(s): Facility Services

Effective Date: October 17, 2022 | **Revised Date:** June 15, 2026

1. Procedure Objective

This procedure provides guidance to keep students/clients, 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/clients, and visitors on the Heartspring campus.

3. Procedure Statement

During a fire emergency, Heartspring staff will follow the procedures outlined to protect the safety of staff, students/clients, and visitors. Heartspring staff will follow directives from the EMS team leader.

3.1 Fire Evacuation Procedure – General

- Pull the fire alarm and call 911 for fire and emergency responders, giving them Heartspring's address (8700 E. 29th Street North) and where the fire is located.
- To report a fire in a building, set off the nearest fire alarm. This will automatically contact the Fire Department. If no fire alarm is found, notify the closest staff member or the Administration front desk.
- When the fire alarm sounds, all persons must immediately evacuate the building.
- Do not return to your classroom, office, or workstation; do not re-enter the building.
- Communicate to the staff near you that there is a fire and its location as you evacuate the building.
- Assist anyone who may need help evacuating the building.
- Close all doors when exiting.

- A staff member should be the last person out of the building and should close the door behind him/her, being sure to leave it unlocked if applicable.

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 East 29th Street North) and where the fire is located. 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 and assemble in the school courtyard. If the need arises to move out of the courtyard, school staff will communicate this with the Superintendent, Principal or other leader as appropriate.
- 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 (preferred) or the school parking lot.
- Behavior Services and Talent Development staff will help evacuate students.
- The School Office personnel will take a walkie-talkie with them to coordinate with other evacuating areas and to ensure the 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.

Building Areas	All-Clear Personnel
Medical	Main: Nursing Director Backup: APRN
School Building	Main: Principal Backup: Superintendent

Dedicated All-Clear staff will remain in contact with the person in charge for further 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 East 29th Street North) and group home number. There are signs on the outside of the fences to help first responders locate the group home.
- The Home Supervisor or Home Supervisor Assistant, or their designee, will notify the on-campus supervisor of the situation. The on-campus supervisor, or

designee, will contact Residential Managers or the Director of Residential Services so they can assist and contact other staff for assistance.

- Staff are responsible for all students' safety and supervision during the emergency and will work as a team to keep everyone safe.
- 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/designee of the group home will account for all students and staff.

Building Areas	All-Clear Personnel
Group Home	Main: Home Supervisor Backup: On-Call Supervisor

The supervisor and staff will then meet at a safe location, preferably in the gym, on the playground, or at the pavilion, if possible.

3.4 3rd Shift Evacuation Procedure

- Pull the fire alarm (if equipped) or call 911 for fire and emergency responders, providing them with Heartspring's address (8700 East 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 the other group homes' staff that there is a fire in your house. One staff member from each group home, when possible, will come to the safest door 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.
- 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 on-campus supervisor, Residential Managers, and the Residential Services Director of the situation, including information on the fire's location, safety of students and personnel, and any pertinent information.

Building Areas	All-Clear Personnel
Group Home	Main: Home Supervisor Backup: On-Call Supervisor

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.

- **G8: 9507 E 43rd St. North, Wichita, KS**
- **G9: 9509 E 43rd St. North, Wichita, KS**
- Call 9-1-1 to report the fire. Give your name and the address of the group home.
- The Home Supervisor or Assistant/designee will account for all students and staff 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, Residential Managers, and the Residential Services Director of the situation, including information on the fire's location, safety of students and personnel, and any pertinent information.

Building Areas	All-Clear Personnel
Group Home	Main: Home Supervisor Backup: On-Call Supervisor

3.6 Fire Evacuation Procedure – Administration & Conference Center

- Pull the fire alarm (if equipped) or call 9-911 (desk phone) for fire and emergency responders, providing them with Heartspring's address (8700 East 29th Street North) and the building in which the fire is located.
- Using a desk phone to notify staff:
 - To page through overhead speakers: press the ExPg softkey, then '0' to announce through overhead speakers of the fire emergency and the need to evacuate. Note- this does not page to Conference Center, Group Homes, Gym, CIE building.
 - To page through desk phone speakers: press InPg softkey and then "1" for Administration.
- Conference Center- use phone or other communication device to notify the Administration Building of a fire.
- Staff will exit via the nearest safe door to their location.
 - Staff exiting the Administration Building or Conference Center will assemble in the Conference Center parking lot.
- Staff of either location will take a walkie-talkie and/or electronic communication devices 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 Program Officer Backup: Chief Talent & Culture Officer
Cafeteria, Kitchen, Mailroom (A123-A128)	Main: Nutrition Services Manager Backup: Mailroom/Purchasing Agent
Admin Cubicles & Restrooms (A108-A122)	Main: Facility Services Director

	Backup: Facilities Services Administrative Assistant or designee
Conference Center	Main: Restricted Revenue Manager Backup: VP of Advancement
MAIN ALL-CLEAR FOR ALL AREAS	Facilities Services Administrative Assistant or designee

Dedicated All-Clear staff will remain in contact with further instructions from EMS.

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 East 29th Street North) and the fire is located in the Outpatient Clinic.
- Staff closest to the fire doors will close them when the alarm sounds.
- 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 or as directed by staff.
 - 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: ABA Clinic Director Backup: ABA Supervisor (BCBA/Autism Specialist) designated by supervisor
Outpatient Wing (C201-C221)	Main: Interdisciplinary Clinic Director Backup: Designated IDT Therapist

Dedicated All-Clear staff will remain in contact with further instructions from EMS.

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION
5/5/2025	v.2	Updated titles throughout the procedure.
6/9/2026	v.2	Annual review, updated designated personnel.



Bomb Threat Procedure

Procedure Owner(s): Facility Services

Effective Date: October 17, 2022 | **Revised Date:** April 15, 2026

1. Procedure Objective

This procedure provides guidance to keep students/clients, 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/clients, and visitors.

3. Procedure Statement

Any person receiving a bomb threat should attempt to remain calm and obtain as much information as possible. Heartspring staff will follow directives from the EMS team leader once they are on-site.

If the threat is received from a caller:

If you are able, use School Gate Guardian to alert Heartspring leaders of the situation.

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 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. If you are not able to locate the Bomb Threat Form, write down the time, sounds, or anything police will need to know about the call/person making the threat.

Do not use cellular devices, i.e., walkies and cell phones, to notify others. Laptops and computers are not cellular devices; Teams messages and email may be used.

Flag down another staff member to call 911 or use your computer and send a Teams message if possible.

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, proceed with the Intruder or Active Shooter Procedure.

Notification of a Bomb Threat:

The staff member in the environment with the highest level of authority will notify an ELT member, who 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 from a desk phone 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 emergency services agency can declare an "All Clear."

Dedicated All-Clear staff will remain in contact with further instructions from EMS.

4. Forms or Related Policies/Procedures

- [Bomb Threat Report](#)

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION
5/5/2025	v.2	
4/15/26	v.3	Annual review.



Severe Weather Procedure

Procedure Owner(s): Facility Services

Effective Date: October 17, 2022 | **Revised Date:** June 9, 2026

1. Procedure Objective

This procedure provides guidance to keep students/clients, 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/clients, 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/clients 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, outdoor activities on-campus can continue should conditions allow. If a severe weather watch is issued while an outing is taking place, staff and students/clients shall return to campus immediately. If the NWS issues a severe weather warning, all outings and outdoor activities will be suspended until the severe weather alert is lifted. If a severe weather warning is issued, while a group is off-campus at an outing, the group should take immediate shelter and follow the location's instructions. The person with the highest level of authority on the outing should communicate with their Heartspring supervisor and/or principal or superintendent to inform them of the situation.

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. When a severe weather watch is issued during school hours, students may be dismissed to the group homes early by the Superintendent or Principal. Should this occur, day-only students will remain in the school building. The principal or superintendent will determine if students who live in off-campus homes will remain in the school building or return to their homes. Day students will remain in the school with the teacher or other designated staff until school district transportation arrives.

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 Therapeutic School

All crisis-trained staff available on campus will 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 or storm shelters. 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 the 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-Campus Supervisor gives the "all-clear".

3.6.3 Outpatient Services

Staff and clients are to immediately go to a primary shelter. All staff who do not have a client during the event of a tornado warning are to assist in transitioning clients to a shelter safely. If a client refuses the directive to take 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 clients are to remain in the shelter until the Outpatient Services area leader or designee gives the “all-clear”.

3.6.4 Administration

Administration staff are to go immediately to a primary or secondary shelter area. Any administrative staff who are crisis intervention trained will assist with transitioning students/clients from the school and outpatient to shelter as safety allows.

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

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

Staff are to remain in shelter until the Facility Services Director or designee gives the “all-clear”.

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 Facility Services Director, or designee, gives the “all-clear”.

3.6.6 Reverse Evacuation Procedures

When a threat or imminent danger is outside and there are students/clients and staff in outdoor areas, reverse evacuation will be used to bring them into the safer environment of a building or the nearest shelter. 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 announce via intercom and/or desk phones, informing other staff of the situation.
- Take the closest & safest route to the building or nearest shelter.
- Assist students/clients as appropriate.
- Teachers/Home Supervisors or their designee will take attendance once in the building and/or shelter.
- Area leaders will account for staff & visitors in their areas.
- Staff will stay inside until the all clear is given to leave the shelter.

4. Forms or Related Policies/Procedures

- [Building Tornado Shelters](#)

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION
5/5/2025	v.2	Updated titles throughout the procedure.
6/15/2026	v.3	Updated section 3.4.



Utility Failure Procedure

Procedure Owner(s): Facility Services

Effective Date: October 17, 2022 | **Revised Date:** June 9, 2026

1. Procedure Objective

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

2. Scope

This procedure applies to all staff, students/clients, 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 area of the campus experiences a loss of electricity during business hours, Facility Services is 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 promptly.

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, School Superintendent, and/or Executive Director of the Therapeutic School 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. Appropriate staff will be identified to wait for transportation with day-only students.

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 applicable.

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 Outpatient Services Director(s), VP of Clinical Operations, or a designee may opt to contact families and cancel/reschedule appointments until the power has been restored.

3.1.3 Group Homes

All 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 quarterly 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 Residential Services Director, or Superintendent, to report the power outage and keep them informed of the situation.

If the power outage lasts longer than 2-3 hours, the Residential Services Director 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 (SLT) and the Executive Leadership Team (ELT) 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

Staff working in the Administration and/or the Conference Center will receive directions from their immediate supervisor on whether to remain on campus or work from home if possible.

There is an emergency generator that will supply power to the server room in the Administration building in case of electrical failure.

3.2 Water Compromise

When a water contamination event or boil advisory is issued by the Kansas Department of Health and Environment (KDHE) or local utility authority, Heartspring will implement protective measures immediately.

During the advisory period, water used for drinking, cooking, oral hygiene, washing hands, or medication preparation must be bottled, approved potable water, or boiled and cooled prior to use. Disposable eating utensils, plates, bowls, cups, etc., will be used during the advisory period.

Operations will continue as normal, using bottled or potable water until the advisory period is no longer in effect.

If the boil advisory lasts more than 24 hours, area leaders will provide guidance for ongoing water compromise. Prepackaged wipes may be used during this time for bathing and/or other personal hygiene needs.

Laundry Use During Boil Advisory

Laundry operations may continue during a boil advisory, as the risk associated with water contamination is primarily related to ingestion.

Staff should use standard laundering practices, including the use of detergent and, when appropriate, hot water cycles. Items should be **thoroughly dried using a dryer** prior to use.

For items that may come into contact with the face, mouth, or vulnerable populations (e.g., clothing, towels, linens), staff should:

- Use the **hottest appropriate water setting**, and
- Ensure **complete drying** before reuse.

Tap water must **not be used for activities involving ingestion**, including drinking, food preparation, oral hygiene, or cleaning of items intended for contact with the mouth.

Additional precautions may be implemented as directed by public health authorities (e.g., KDHE) or organizational leadership.

Area leaders will stay in contact with their respective environments for updates and guidance.

3.3 Suspected Natural Gas Leak

Heartspring uses natural gas in the School Cafeteria, Gymnasium/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. In the event of inclement weather, students/clients may be evacuated to another building on campus, such as the Conference Center. Staff will contact the Facility Services department immediately after evacuation. If a natural gas leak is suspected after regular business hours, the on-campus supervisor will contact the Residential Services Director, or designee, for further directions after evacuating the location.

During an evacuation, staff will assist students in evacuating the group home with a suspected leak and the nearest home(s) immediately. Do not take time to open windows, turn off pilot lights, or turn off other equipment. A staff member will physically notify the homes on either side of the gas leak and call the Residential Services Director, or designee, from outside of the home. 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.). Electronic devices 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, Teams Messaging, texting the Facilities Services area leader listed in the emergency numbers, or calling extension 8700 Monday – Friday 8-5.

If the telephone failure disrupts any daily operations, staff are to notify their immediate supervisor or designee.

External communication with the public and families will be done by the Marketing & Communications Director or designee.

Supervisors in the group homes shall contact families via email with updates as needed per instructions from the Marketing & Communications Team or an area leader.

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION
5/5/2025	v.2	Updated titles throughout the procedure.
5/29/26	v.3	Updated titles, section 3.2 updated language
6/15/26		



Medical Emergency Procedure

Procedure Owner(s): Facility Services, Medical

Effective Date: October 17, 2022 | **Revised Date:** June 15, 2026

1. Procedure Objective

This procedure provides guidance to keep students/clients, staff, and visitors safe in the event of a medical emergency. Staff will provide medical help within their scope of practice and/or First Aid and CPR training.

2. Scope

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

3. Procedure Statement

3.1 On-Campus Student Medical 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, Therapeutic School, Conference Center, G4, and G8.
- During business hours: Direct another staff member to contact the Medical Department. After business hours: Direct staff to contact the nurse on call.
- 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.

Heartspring staff will follow directives from the EMS team leader

If a student is transported to a medical facility by EMS, a Medical Staff member or other designated staff member assigned by the Superintendent, Vice President of Clinical Operations, or Residential Director, or their designee will accompany the student in the ambulance or follow in a Heartspring vehicle. After the individual has been transferred to the care of Emergency Medical personnel, staff will:

- Contact the immediate supervisor regarding the nature of the emergency and debrief the incident.

- The on-call nurse or medical designee will notify the student's parents and the School Nursing Director.
- Supervisor, or designee, will contact the Executive Leadership Team, who will determine if the Communications Director should be notified.
- Complete a Special/Critical Incident Report Form.

A staff member, who will be identified by the Superintendent, and/or Residential Services Director, and HR will remain with the student throughout his/her stay at the hospital unless relieved by a parent or guardian or otherwise designated.

3.2 Off-Campus Medical Incident

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

- 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. Utilize an AED machine if available.
- During business hours: Direct another staff member to contact the Medical Department. After business hours: Direct staff to contact the nurse on call.
- 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.
- Heartspring staff will follow directives from the EMS team leader
- If a student is transported to a medical facility by EMS, a Heartspring staff member will accompany the student in the ambulance or follow in a Heartspring vehicle. The student's medical information will be taken to the hospital by the staff accompanying the student.

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 and debrief the incident.
- The on-call nurse or designee will call the student's parents and the Heartspring Nursing Director.
- The area supervisor or designee will contact the Executive Leadership Team, who will determine if the Marketing & Communications Director should be notified.
- Complete an Incident Report Form.
- Debrief per 3.6
- A staff member, who will be identified by the Superintendent, and/or Residential Services Director, and HR will remain with the student throughout his/her stay at the hospital unless relieved by a parent or guardian or otherwise designated.

3.3 Group Homes Student Incident

- Staff member in charge or designee will follow the same procedures as outlined above in 3.1 (and 3.2 if off campus).
- The on-call nurse will meet staff and student at the hospital.
- The on-call nurse or medical designee will call the student's parents and School Nursing Director.
- A staff member, who will be identified by the Superintendent, and/or Residential Services Director, and HR 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 an accident or injury, attending staff will identify the nature of the emergency and carry out the following per First Aid and CPR training:

- In the absence of a heartbeat, pulse, or breathing, call 9-1-1 and get help from closest staff member.
- Initiate CPR as appropriate while waiting for an ambulance to transport the individual to the hospital. AED machines are located in Outpatient Services, Therapeutic School, Conference Center, G4, and G8.
- A staff member will call the client's parents/guardians to notify of incident
- During business hours: Direct another staff member to contact the Medical Department
- 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.
- Heartspring staff will follow directives from the EMS team leader
- If a client is transported to a medical facility by EMS, an Outpatient staff member will accompany the client in the ambulance or follow in a Heartspring vehicle.

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

- Contact the immediate supervisor regarding the nature of the emergency and debrief the incident.
- Supervisor, or designee, will contact the Executive Leadership Team, who will determine if the Marketing & Communications Director should be notified.
- Complete an Incident Report Form
- Debrief per 3.6

3.5 Employee Medical Emergency

- If an employee suffers a medical emergency, staff will carry out the same procedures listed in Section 3.1.

- Medical staff will not accompany the Heartspring staff member to the hospital unless directed by ELT or a designee to do so.
- Staff will provide first aid as necessary until emergency services arrive.
- An HR staff member or a designee will contact the staff member's emergency contact.

3.6 Staff Debrief After Emergent Situation

- Staff, supervisors, and HR staff member(s) will debrief in a timely manner after the situation to address any support needs for staff and students/clients.

4. Forms or Related Policies/Procedures

- [First Aid Kit Maps](#)

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION
5/5/2025	v.2	
6/15/2026	v.3	Annual review, updated titles.



Intruder, Suspicious Individual, or Active Shooter Procedure

Procedure Owner(s): Facility Services

Effective Date: February 8, 2013 | **Revised Date:** June 15, 2026

1. Procedure Objective

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

2. Scope

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

3. Procedure Statement

3.1 See Something, Say Something

If an employee sees an unknown individual on campus who does **not** have a visitor badge, is **not** accompanied by staff, **and** is exhibiting concerning behavior, the employee must immediately contact office staff (8 AM-5 PM), area leader, or an ELT member—using any available method—to report the individual to their supervisor or designee.

If at any point the individual appears threatening to students, staff, or visitors, or poses an immediate danger, or has a weapon, the employee should call 911 and notify office staff or an administrator as soon as it is safe to do so.

School Gate Guardian will be used to send an alert to Heartspring Leaders Monday-Friday 8 AM – 5 PM.

On-Call Supervisors are to notify their supervisor, area leader, or ELT member. The area leaders, ELT team members, or their designees will assess the situation and call for a Lockdown as appropriate.

Examples of concerning behavior include, but are not limited to:

- Attempting to access secured or restricted areas without authorization
- Refusing to identify themselves or explain their presence on campus
- Loitering in areas where visitors are not typically present

- Verbal aggression, such as yelling, threatening language, or confrontational behavior
- Physical aggression or gestures that imply possible violence
- Carrying weapons or items that could be used as weapons
- Following or stalking students or staff
- Acting erratically, such as pacing, muttering, appearing agitated, or behaving in a way that suggests impairment
- Attempts to remove students from campus or group homes without authorization

DO NOT ACTIVATE THE FIRE ALARM SYSTEM

3.2 Initiating Lockdown

Lockdown will be communicated to staff by all available means- phones, emails, walkies, etc.

- Close and lock interior doors and close blinds/curtains if equipped
- Gather all other staff, students/clients/clients, and visitors in the nearest areas with doors that close, or another safe shelter area.
- Staff and students/clients/clients who are in the hallways should move into a room without windows, if possible
- Staff and students/clients who are outside will report to the nearest, safe, and lockable location

All staff members will remain in place with clients, students, and visitors until notified by the on-site authority (i.e. law enforcement, etc.) of the “all clear”. All-clear notifications will be sent through appropriate means depending on the situation.

3.3 Active Shooter

3.3.1 If the intruder is an active shooter in your building:

RUN

- If you are able, call 911 and leave the line open
- Have an escape route and plan in mind
- Assist students/clients/others escape
- Leave your belongings behind
- Prevent individuals from entering the area you just left
- Keep your hands visible so the shooter does not see you as an immediate threat
- Do not attempt to move wounded people

When safe to do so: Call 911 and provide the following information:

- Location of the active shooter,
 - Number of shooter(s)
 - 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.

HIDE

- If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
- Behind a locked door, away from a clear view through a window
- Move any furniture in front of the door
- Silence your cell phone or any other devices
- Turn off any source of noise
- Hide behind large items
- Remain as quiet as possible

FIGHT

- If you are not able to **RUN** or **HIDE**, do anything necessary to fight back, to disrupt or incapacitate the active shooter
 - Act aggressively against him/her, yell, scream, hit, punch, kick, bite, etc.
 - Throw items and use improvised weapons
 - Commit to your actions.

3.3.2 Intruder is an active shooter outside of a building:

- Immediately call 911
- Direct another staff member to start notifying staff through all means possible
- Lock any exterior doors of all buildings on campus, where possible.
- All staff, students/clients, and visitors are to gather in the nearest lockable space and lock the door.
- Staff and students/clients 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.

Building Areas	All-Clear Personnel
Administration	Main: Chief Talent and Culture Officer Backup: Chief Program Officer
School	Main: Superintendent Backup: Principal
Main Outpatient (C101-C132)	Main: VP of Clinical Operations Backup: Outpatient Clinic Office Manager
Outpatient Wing (C201-C221)	Main: Interdisciplinary Clinic Director Backup: Designated IDT Therapist
Conference Center	Main: Restricted Revenue Manager Backup: VP of Advancement

3.3.3 Action Steps – Modified Lockdown

If there is a danger in the community that does not directly involve Heartspring staff or clients/students/clients, 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 .
- During the school day, Administration front desk will make an announcement via intercom, walkies, and any other means necessary that we are in a “modified lockdown.”
- Staff and students/clients will remain inside the building or home. All staff and students/clients who 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 identification and a purpose of being on campus (e.g. outpatient clients, staff, etc.).
- The staff and students/clients 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 “all clear” will be given by the Facilities Services Director, area leader, or designee, to area supervisors. The supervisor in charge of each area will announce when the modified lockdown is over.
- Parents will be notified of Modified Lockdown via e-mail from the Marketing & Communications Director before the end of the school day or in a timely manner as appropriate.

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION
5/5/2025	v.2	Updated titles and language throughout the procedure.
6/15/2026	v.3	Annual review.



Alternative Housing

Procedure Owner(s): Facilities Services, Therapeutic School/Residential Services

Effective Date: March 19, 2026 | **Revised Date:** June 15, 2026

1. Procedure Objective

This procedure outlines the steps staff must follow to safely relocate residential students to an alternative housing setting when residential homes or campus buildings are determined to be structurally unsafe due to a disaster or other emergency. It also applies when circumstances require temporary off-campus relocation. The procedure ensures continuity of care, student safety, and appropriate supervision during all phases of relocation.

2. Scope

This procedure applies to all Heartspring staff members and Heartspring residential students.

3. Procedure Statement

In the event of a disaster whereby all residential homes and campus buildings are deemed unlivable, Heartspring staff shall implement established procedures to ensure the safety and well-being of students and staff during relocation to an alternative housing site. These procedures are designed to support safe transport, continuity of care, and appropriate supervision throughout the transition to temporary shelter.

3.1 Contact the American Red Cross (ARC)

- A member of ELT, or a designee, will contact the ARC at (316) 219-4000 to start disaster relief efforts.
- A list of students and staff will be provided to the American Red Cross ("ARC") for headcount, meals, and allergy information
- The ARC will designate an area of a facility(s) for our students and staff while parents and guardians make plans for the students to transition back with their parents/guardians or other arrangements for the student's safety can be made.
 - The ARC has contracts with local churches, schools, and other facilities that are large enough to house staff and students.
 - The ARC has contracts with local and regional grocers to provide food for staff and students.

3.2 Additional Support Staff

- For further guidance, refer to the “Plans for Additional Support Staff During a Crisis Situation” section listed in Emergency Procedures at the beginning of this document.
- Medical staff will work to continue providing medical services as close to schedule as possible.
- Additional community medical staff will be requested through ARC, Sedgwick County Emergency Management, or other community agencies by the Nursing Director or designee to inquire if additional medical staff are available to dispense medications and/or provide medical treatment if necessary.

3.3 Staff, Parent, and Guardian Notification

Follow the Communications procedures listed in the Emergency Procedures.

3.4 Heartspring Staff Will Work with Parents/Guardians and other Facilities as Necessary

- Parents will be encouraged to be with their child as soon as it is safe to travel into the area.
- If alternate housing is needed for longer than two weeks, students will be transitioned to another residential facility or with their parents until Heartspring is available to provide services.
 - Depending on the needs of students, transition discussions may start as soon as possible for the safety of the students.

3.5 Transitioning Back to Campus

- The transition back to campus will happen after all repairs have been made and the required authorities have given the all-clear.
- Executive leadership will work with organizational directors and managers to create a plan to restart services safely and strategically.

4. Forms or Related Policies and Procedures

- [Emergency Drill Record](#)
- [Emergency Procedures](#)
- [Significant & Critical Incident Reporting](#)
- [Significant and Critical Incident Reporting Procedure](#)
- IT Plan

5. Applicable Laws/Regulations

- CARF Medical Rehabilitation Standard 1.C.6 and 1.H.5
- [KS DCF Laws and Regulations for Licensing Residential Centers and Group Boarding Homes for Children and Youth](#)
- [Office of the State Fire Marshall](#)

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION
6/15/26	V.1	Annual Review- no revisions