

HEALTH AND SAFETY

WELCOME AND PURPOSE

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PURPOSE

This manual is designed to provide guidance to ensure the safety and protection of consumers, staff and visitors of The Arc of Tri-Cities. These policies and procedure establish roles and responsibilities of the staff and consumers relating to safety.

Section 1

SAFETY PROGRAM

1.1 Basic Safety

It is the safety policy of this company that no task is so important that an employee or volunteer must violate a safety rule or take a risk of injury or illness in order to get the job done.

1.2 Work Place Safety

The Arc of Tri-Cities shall maintain an adequate safety system with appropriate internal controls to safeguard clients, employees, and visitors. The Arc of Tri-Cities has established a workplace safety program that includes policies and procedures, employee input, a Safety Committee, Safety Bulletin Board, and Training Curriculum. This program is designed to involve management and employees in identifying and eliminating hazards that may develop during our work process.

1.3 Safety Committee

The Arc of Tri-Cities devotes resources necessary to support a Safety Committee that is made of representatives from each department within the agency. The purpose of Health and Safety Committee is to improve workplace health and safety through employee involvement in the review and evaluation of programs. A manager is assigned to the committee and annual employee elections are required to fill the rest of the Health and Safety Committee.

- The Arc of Tri-Cities Safety Committee will consist of representatives from different departments.
- Employees will elect from among themselves a representative to be on the committee.
- The safety committee members will elect a chairperson.
- A committee member will be designated each month to keep minutes.
- Minutes will be e-mailed to office staff and posted in designated areas.
- Committee will review incidents and make recommendations for improved safety.

1.4 Safety and Health Responsibilities

Manager Responsibilities

The Arc of Tri-Cities Management is an important part of safety of employee's clients and volunteers and therefore must check the workplace for unsafe conditions, watch for unsafe actions and take prompt action to eliminate any hazards. Managers must ensure the following:

Agency's safety committee is carrying out its responsibilities.

- Each employee has received an initial orientation before beginning work.
- Promptly correct any unsafe practices. Provide training and take corrective action as necessary.
- Evaluate employees each year to make sure they are carrying out their responsibilities.
- Incidents are fully investigated and corrective action taken to prevent hazardous conditions or practices from reoccurring.
- Maintain a record of injuries.
- Set a good example by following established safety rules and attending required training.

Employee Responsibilities

The Arc of Tri-Cities employees must immediately report any unsafe condition to their appropriate supervisor. Employees are responsible to check their workplace to ensure safe conditions and take prompt action to eliminate any hazards. Employees are responsible for following safety rules described in this program including the following:

- Report unsafe conditions or actions to their supervisor promptly.
- Report all injuries to their supervisor promptly regardless of how minor or serious.
- Report all near-miss incidents to their supervisor promptly.
- Always use personal protective equipment as determined by responsibilities.
- Prior to use, ensure protective equipment is in good working condition.
- Encourage co-workers by their words and example to use safe work practices.

1.5 How to Report Unsafe Conditions and Practices

If you see something that is unsafe or someone working unsafely, immediately report it to your program manager. Employee concerns will be treated as such at The Arc until management can fairly evaluate for actions, changes, or resolutions with the employee. Employee concerns will be addressed within 48 hours. The concern will be resolved within 6 months.

Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. "Employees concerns will be expressed without fear of reprisal"

1.6 Basic Community Safety

- No Home Visits after Dark
- Home visits that occur in a potentially dangerous neighborhood, 2 employees will attend
- Lock Vehicle
- Place valuables in trunk

1.7 Accident Prevention

- Never do anything that is unsafe in order to get the job done
- Do not remove or disable any safety device!
- Never operate a piece of equipment unless you have been trained and are authorized
- Use your personal protective equipment whenever it is required
- Obey all safety warning signs
- Clean spills immediately
- Horseplay, running, and fighting are prohibited
- Return all tools and supplies after use
- Do not allow items to accumulate where they will become a hazard
- Good housekeeping helps prevent accidents, clean up spills immediately. Replace all tools and supplies after use. Do not allow supplies or waste to accumulate where they will become a hazard
- Do not lift over 50 pounds without assistance
- Do not stand on chairs or tables

Employees who violate safety standards, cause hazardous or dangerous situations, fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

1.8 Code of Conduct

To assure orderly operations increase safety and provide the best possible program and work environment, The Arc of Tri-Cities expects participants, employees and volunteers to follow a code of conduct that will protect the interests and safety of all employees, clients, and the organization

The following is the conduct required from staff, participants, and volunteers while participating in The Arc of Tri-Cities programs. The Code of Conduct secures an environment where teamwork, respect of others, and community can be the focus.

- Be kind to others
- Respect others and their property

- Do not threaten, push, shove, hit, scratch or grab another person
- Do not participate while under the influence of alcohol or illegal drugs
- No swearing, yelling, and/or verbal abuse of any kind
- No smoking in non-smoking areas
- Kids Programs- no smoking
- No sexual or other unlawful harassment
- No possession of dangerous or unauthorized materials, such as explosives or firearms
- When participating in an activity, inform staff and/or leader when need to leave group area
- If you have a problem inform staff
- During transportation obey seat belt law
- During transportation must stay seated
- Follow instructions of the staff

Section 2 CLIENT SAFETY

2.1 Definition of Vulnerable Adult

- Vulnerable adult means a person eighteen (18) years of age or older who:
- Is sixty years of age or older who has the functional, mental, or physical inability to care for himself or herself; or
- Is found incapacitated under Chapter 11.88 RCW; or
- Has a developmental disability as defined under RCW 71A.10.020; or
- Is admitted to a licensed facility (i.e., boarding home, nursing home, adult family home, soldiers' home, residential habilitation center, or any other facility licensed by DSHS); or
- Is receiving services from home health, hospice or home care agencies licensed or required to be licensed under Chapter 70.127 RCW; or
- Is receiving services from an individual provider; or
- Self-directs his or her own care and receives services from a personal aide under Chapter 74.39 RCW.

2.2 Treatment of Clients (*based DDD Policy 5.13*)

The effectiveness of the agency services and its regard in the community is dependent upon confidential relationships. All personnel and volunteers accept responsibility for maintaining the

confidence and dignity of the persons receiving services. Failure to do so and /or any other abuse of people served by counselors is considered cause of immediate dismissal. The following guidelines have been established by The Arc of the Tri-Cities in order to provide The Arc of the Tri-Cities employees and volunteers a clear understanding of The Arc's position

- Persons receiving services should be treated with kindness, dignity and respect at all times. Physical abuse, sexual abuse, emotional abuse, neglect or mistreatment is not permitted under any circumstance.

The following definitions are provided in order to make it as clear as possible to staff/volunteers what is considered abuse, neglect and mistreatment of clients

Abuse An willful act or inaction that inflicts injury, unreasonable confinement, intimidation, or punishment on a vulnerable adult. In instances of abuse of a vulnerable adult who is unable to express or demonstrate physical harm, pain, or mental anguish, the abuse is presumed to cause physical harm, pain, or mental anguish. Abuse includes sexual abuse, mental abuse, physical abuse, and exploitation of a vulnerable adult, which have the following meanings:

Mental Abuse Any willful action or inaction of mental or verbal abuse, mental abuse includes, but is not limited to, coercion, harassment, inappropriately isolating a vulnerable adult from family, friends, or regular activity, and verbal assault that includes ridiculing, intimidating, yelling, or swearing.

Exploitation -Act of forcing, compelling, or exerting undue influence over a vulnerable adult causing the vulnerable adult to act in a way that is inconsistent with relevant past behavior, or causing the vulnerable adult to perform services for the benefit of another. Physical Abuse

Physical Abuse is defined as any non-accidental act or incident, which may result in bodily injury or physical mistreatment. This includes, but not limited to the following: teasing, slapping, arm or leg-twisted, physical teasing, dragging, hitting, biting, pinching, hair or ear pulling, or any other action which may cause physical pain or harm to a client. This includes restraints that are otherwise being used inappropriately.

Sexual Abuse -Sexual abuse includes, but is not limited to, the following: sexual harassment, rape attempted rape, incest, and indecent liberties. Sexual intercourse between a provider and a client is in this context, clearly a matter of conflict of interest and will be treated as abuse.

Emotional Abuse Emotional abuse is defined as verbal or nonverbal actions which constitute harassment including, but not limited to the following: teasing, belittling or ridiculing a client's family background, race, culture, disability, or appearance, frequent or consistent use of profanities or obscenities in the presence of a client, shouting, yelling or screaming at a client; use of derogatory names for a client; withholding of meals, portions of meals, personal belongings, or family contact as disciplinary action, capricious withdrawal of privileges when they are important to a client.

Neglect or Mistreatment -Neglect or mistreatment is defined as any act or omission that evidences a serious disregard for consequences which are of such importance as to cause danger or possible danger to the client. This includes but not limited to such actions as leaving a client without reasonable supervision, even briefly; failing to provide necessary support in essential tasks such as eating, toileting, and mobility. It is also considered neglectful for counselors/volunteers knowingly (1) allow a client to physically abuse him/herself when such abuse is preventable/ (2) allow a client to abuse anyone else; (3) allow anyone else to abuse a client.

Financial Exploitation:

Using clients to perform work that should be done by paid employees

- Using client financial resources for personal gain or for activities not related client care

Self-Neglect:

Vulnerable adults who neglect themselves are unwilling or unable to do needed self-care. This can include such things as:

- Not eating enough food to the point of malnourishment
- Wearing clothes that are filthy, torn, or not suited for the weather
- Living in filthy, unsanitary, or hazardous conditions
- Not getting needed medical care

2.3 Physical /Manual Interventions

The Arc of Tri-Cities provides services to persons with developmental disabilities in the least restrictive and least intrusive manner as possible.

When a person's behavior presents a threat of injury to self or others, threatens significant damage to the property of others, or interferes with the rights of others, steps must be taken to protect the person, others, or property from harm (DDD Policy 5.17)

Any employee or volunteer of The Arc of the Tri-Cities attacked by a client so that his/her life or limb is in danger, or if a client is acting in such a way as to be a danger to him/herself or others, it is expected that the employee/volunteer will use good judgment and exercise reasonable means to protect him/herself, the client or others who are endangered.

The following Physical/Manual Interventions which are permitted without a Behavior Support Plan:

- **Avoiding** - Eluding/escaping physical contact through use of slides, stance, and are/hand maneuvers without holding on to the body of the person
- **Deflecting** - Using physical contact, such as step and guide maneuvers
- **Blocking** - Obstructing or hindering using physical contact
- **Releasing** - Escaping a physical hold, this may involve holding on briefly to the person to release oneself and/or another person's
- **Supporting Ambulation** - Physically holding a person to steady or support them while walking to keep them from falling or slipping.

2.4 Abuse and Neglect Definition & Reporting Procedure**Purpose**

To reduce the possibility of participant abuse or neglect by defining abuse and neglect and outlining the procedure to be followed if abuse or neglect is suspected to have occurred.

Participant Abuse or Neglect

Clients participating in the programs of The Arc have the same rights to freedom of abuse as any other citizen living in the community. In addition, clients in our programs have a right to certain levels of

care and supervision.

- Abuse, broadly defined, occurs when an individual, is treated in a manner, which is considered distasteful, unpleasant, painful or is physically or emotionally harmful to them. Behavior, which results in a client self-abusing, may also be considered abuse.
- Neglect, broadly defined, occurs when an individual fails to receive proper supervision, care or treatment at the hands of another who is responsible to provide such supervision.

Expectations of The Arc of Tri-Cities Employees and Volunteers

Employees and/or Volunteers of The Arc of Tri-Cities are expected to provide services free from any form of abuse or neglect. It is recognized, however, that in spite of the best efforts and intentions of counselors that abuse or neglect can be accidental or unintentional. Regardless of the circumstances, any act or failure to act that results in the abuse or neglect or suspected abuse or neglect of a participant, must be properly reported.

Counselor interactions and relations with the participants are expected to be maintained on a professional level focused entirely on promoting the participant's best interests.

Section 3 INCIDENT REPORTING

3.1 Policy

It is the policy of The Arc of Tri-Cities to record in writing all incidents that occur within the scope of operations of each of its programs. An incident is broadly defined to mean "any occurrence" which results in or has the potential to result in harm to any participant, staff or other individual falling under the purview of our normal course of activities and/or any occurrence which results in major disruption to participant(s) program.

3.2 Purpose

Incident reports are to be utilized to reduce risk to clients, staffing and agency. Meet contract requirements. Assist in development of individual and/or group programming.

3.3 Incident Reporting

Incidents involving participants should be reported immediately and directly to the Program Manager or in their absence, to the Executive Director.

Incident reports are required to be dated and signed by staff recording the report.

All incidents are to be described objectively based upon observable facts and valid information. Conclusions and opinions should be carefully formulated and described as such.

3.4 Role of Program Manager/Executive Director

The Arc of Tri-Cities Program Manager or in their absence, the Executive Director will only forward

those required by contract to DDD, or the Department of Human Services or other organizations/persons affiliated with service delivery within 24 hours.

3.5 Record Procedure

A copy of each incident report that is forwarded to DDD and/or the Department of Human Services or other organizations/persons affiliated with service delivery is to be filed in the client's file.

3.6 Serious Injury or Accident

Incidents such as when a participant has had a serious injury or accident will be immediately reported by the Program Manager or in their absence the Executive Director via telephone to concerned parties and those required by contract to Division of Developmental Disabilities or to the County within 24 hours.

Ben-Franklin Transit and School District agreements require notification within the same day of service delivery.

3.7 Action Taken

All incidents are to be reviewed by a supervisor and appropriate action taken to eliminate or reduce the likelihood of similar occurrences being repeated in the future.

Section 4 REPORTING SUSPECTED ABUSE (*based DDD Policy 5.13*)

4.1 Mandated Reporters

Abuse and neglect of children and vulnerable adults is prohibited by law and will not be tolerated. All employees and volunteers are considered Mandated Reporters and must report every incident of observed, reported, or suspected abandonment, abuse, financial exploitation, neglect or self-neglect of clients, as well as injuries of unknown origin

- Mandated Reporters do not have to witness or have proof that an incident occurred. As long as there is reasonable cause to believe that a child or a vulnerable adult has been abused or neglected, a mandated reporter must make a report
- When an employee or volunteer in the course of his/her duties has reasonable cause to believe that any client has been abused, neglected, or exploited, regardless of the source of information, he/she must notify their supervisor immediately.
- "Immediately" means there should be no delay between staff awareness of the incident/allegation and making the report. Reporting should occur as soon as the safety of all clients is assured and all necessary emergency measures have been taken.
- If there is reason to suspect that physical or sexual abuse occurred, mandated reporters must also immediately report the incident to the appropriate local law enforcement agency

4.2 Information Needed to Report Suspected Abuse

- Name and address of the child or vulnerable adult
- The nature and extent of the abandonment, abuse, financial exploitation, neglect or self-neglect;
- Any known history of previous abandonment, abuse, financial exploitation, neglect, or self-neglect;
- The identity of the alleged perpetrator, if known; and
- Other information that may be helpful in establishing the extent of abandonment, abuse, financial exploitation, neglect, or self-neglect.
- If suspected abuse occurred during The Arc of Tri-Cities activities - Staff will collect witnesses names and phone numbers and general information to pass on to authorities

See Attachment - Incident Report Form

Section 5 COMMUNICABLE DISEASE

5.1 Policy

The Arc of Tri-Cities makes all efforts to assure communicable diseases are not spread among The Arc of Tri-Cities consumers. Clients who demonstrate pre-determined symptoms will not be permitted to remain in care at The Arc of Tri-Cities programs. Clients demonstrating the following symptoms will not be permitted to remain in care:

- Persistent diarrhea- More than 3 times in 24 hours
- Vomiting
- A fever of 100 F
- Drainage from the eye, or a pink color in the white of the eye.
- A sore throat
- A rash, particularly a draining rash
- Fatigue that prevents participation in regular activities.
- Lice and scabies
- Open or oozing sores, unless properly covered, or 24 hours has passed starting antibiotic treatment.

If a communicable disease is confirmed, the consumer will not come to The Arc of Tri-Cities program until the communicable stage is passed. The Arc asks for Doctor Confirmation that communicable stage be passed before re-entrance into The Arc of Tri-Cities programming.

Section 6

LIFTING

6.1 Back Injuries

The Arc of Tri-Cities wants employees, volunteers and clients to be safe from injury while working. The Arc of Tri-Cities also recognizes that nearly 1,000 American workers injure their backs on the job every day. The majority of these injuries occur while an employee is lifting, carrying, or unloading materials. Once injured, backs are more susceptible to reinjure and back injuries contribute significantly to lost workdays and lost productivity.

6.2 Lifting Guidelines

The Arc of Tri-Cities has put the following guidelines in place to protect employee's backs from injuries.

- Avoid long forward reaches when lifting over an obstruction
- Warm up. Stretch your legs and your back before lifting anything
- Take many small breaks between lifts if you are lifting a number of things
- Don't overdo it--don't try to lift something too heavy for you. If you have to strain to carry the load, it's too heavy
- Make sure you have enough room to lift safely. Clear a space around the object before lifting it
- Plan your lift in advance, look around before you lift and make sure you can see where you are walking
- Avoid walking on slippery, uneven surfaces while carrying something
- Don't rely on a back belt to protect you. It hasn't been proven that back belts can protect you from back injury
- Do not lift materials that weigh more than about 50 pounds by yourself
- Do not overexert!
- Do not twist while lifting
- Keep load close to your body
- Walk as close as possible to load

6.3 How to Lift

Test the load before doing the lift

- Test every load before you lift by pushing the object lightly with your hands or feet to see how easily it moves. This tells you approximate weight level. Remember, a small size does not always mean a light load.

Check the load to be lifted is packed correctly

- Make sure the weight is balanced and packed so it won't move
- Loose pieces inside a box can cause accidents if the box becomes unbalanced

Be sure you have a tight grip on the object before you lift it

- Handles applied to the object may help lift it safely.
- Use carts and dollies to move materials that do not have good handles or that are heavy.

Make it easy to reach the load

- To avoid hurting your back, use a ladder when you're lifting something over your head.
- Get as close as you can to the load. Slide the load towards you if you can.
- Don't arch your back when reaching out for an object.
- Do the work with your legs and your arms--not your back.

The best way to pick up an object

- Use slow and smooth movements.
- Hurried, jerky movements can strain the muscles in your back.
- Keep your body facing the object while you lift the item.
- Twisting while lifting can hurt your back.
- Keep the load close to your body. Having to reach out to lift and carry an object may hurt your back.

Lift with your legs

- To lift with your legs, bend your knees, not your back, to pick up the load. Keep your back straight.
- Try to carry the load in the space between your shoulder and your waist. This puts less strain on your back muscles.

Section 7 HEALTH & SAFETY EXPOSURE CONTROL PLAN**7.1 Expectations**

Each employee is expected to comply with The Arc's Health and Safety Exposure Control Plan and to exercise caution in all work activities.

7.2 Purpose of the Health and Safety Exposure Control Plan

The control plan establishes measures for the protection of clients, employees and volunteers from exposure to both blood borne pathogens as required by the Occupational Safety and Health Administration (OSHA) Blood borne Pathogens Standard (29 CFR 1910.1030), and non-blood borne pathogens which are not regulated by OSHA. The control plan includes protection procedures, which are contained in Appendix A. The control plan will be reviewed and updated:

- Annually by November of each year
- When changes occur with job tasks or in the work environment which affect occupational exposure of employees
- When new or revised functional positions are established which involve occupational exposure risks
- When the risk of client exposure is affected because of changes in The Arc program activities

7.3 Controls

The controls adopted by The Arc to mitigate pathogen hazards include program scope, engineering controls, work protection procedures, and personal protective equipment. A combination of these controls establishes the level of protection needed to prevent exposure to employees and clients. These controls are reviewed annually for their applicability and effectiveness for the protection functions intended.

7.4 Program Scope

The scope of services and activities provided by The Arc limits the range of exposure to infectious materials. The Arc does not provide medical care, use sharps, or provide overnight housing to its clients. Due to this boundary in programs, clients, employees and volunteers do not encounter hazards associated with major medical procedures and convalescent care.

7.5 Engineering Controls

Engineering controls isolate or remove pathogen hazards from the workplace. Protection control functions are built into facility design and equipment to prevent exposure to blood or other potentially infectious materials. The following engineering controls are utilized at The Arc facility:

- Hand Washing
- Proper disinfecting hard faced Floors and Counters
- Kitchen separated from other activities
- Trash Removal and Pickup
- Hand Washing Facilities

7.6 Training

Training consists of general orientation to the hazards of pathogen exposure as well as specific requirements applicable to various tasks. Training updates are provided annually.

Retraining will follow infractions. Full compliance with the requirements set forth in this manual is necessary for The Arc of Tri-Cities to assure protection for its clients, employees and volunteers. Non-compliance will result in disciplinary actions including termination.

Section 8 BLOOD BORNE PATHOGEN

8.1 Universal Precautions

The Arc of Tri-Cities will practice the use of “Universal Precautions.” As a result, we treat all human blood and body fluids such as semen and vaginal secretions as if they are known to be infectious for HBV, HIV, or other blood borne pathogens.

In circumstances where it is difficult or impossible to differentiate between body fluid types, we assume ALL body fluids to be potentially infectious.

It is the policy of The Arc of Tri-Cities to promote safe working practices in an effort to minimize the incidence of illness and spread of infection. The Arc believes that there are a number of “good” general principles that should be followed when working with blood borne pathogens. Risk of exposure to blood borne pathogens should never be underestimated.

The Arc of Tri-Cities will continue to institute as many practices as possible to eliminate or minimize client/employee/volunteer exposure to blood borne pathogens. The Arc has implemented the following practices and controls.

The agency will provide training regarding blood borne pathogens and other infectious illnesses to all employees who have potential for exposure risk.

The agency will provide employees the necessary means for appropriate precautions.

The agency will provide training regarding personal hygiene and hand washing which are to be practiced by each employee.

Section 9 HAND WASHING

9.1 Hand washing Key to Prevent Infections

Hand washing is the single most important procedure for preventing infections. Just from contact with body secretions, employees' hands can carry bacteria, viruses and fungi that may be potentially infectious to themselves and others.

Hand washing is recommended when there is prolonged and intense contact with any person. Hand washing is necessary before and after situations in which hands are likely to become contaminated, especially when hands have had contact with mucous membranes, blood and body fluids, secretions or excretions, and after touching contaminated items.

As a general rule, when in doubt, employees should wash their hands. Even if gloves are worn, hand washing is still extremely important when gloves are removed. Gloves may become perforated and bacteria can multiply rapidly on gloved hands.

Hand sanitizers may be used but are not believed to be as effective as washing with soap and water. Hand sanitizers are never appropriate when there is significant contamination such as would occur during a visit to a petting zoo or farm, after changing a diaper, or after using the restroom.

9.2 Hand Washing Must Occur

- After using the restroom
- After contact with anybody secretions, handling soiled diapers, garments, or removing disposable gloves
- BEFORE- Drinking or eating; Handling clean utensils, equipment or food

Section 10 Personal Protective Equipment

10.1 Protective Barriers

Universal precautions require the use of protective barriers whenever there is a reasonable likelihood of exposure to blood or other body fluids. Protective barriers reduce the risk of exposure of the employee's skin or mucous membranes to potentially infective materials. Personal protective equipment is considered the "key components of universal precautions" and the "last line of defense" against pathogens. The Arc provides suitable personal protective equipment necessary for protection against such exposure. Protective equipment includes:

- Gloves-Non-sterile latex or vinyl (intact) disposable - dispose after each contact. Employees who have open cuts, sores, or dermatitis on their hands must wear gloves for all client contact.
- Aprons/T-Shirts-are worn when there is exposure to body fluids containing blood that may contaminate the employees' clothing. Employees are advised to have a fresh change of clothes at the agency.
- Masks and protective eye wear for personal care activity that is likely to generate droplets of body fluids.

10.2 Gloves

Gloves should be worn when direct hand contact with body fluids is anticipated (treating bloody noses, handling clothes soiled by incontinence, cleaning small spills by hand). Disposable (single use) gloves such as surgical or examination gloves, either vinyl or latex, shall be replaced as soon as possible when contaminated or immediately if they are torn, punctured, or when their ability to function as a barrier is compromised. Disposable gloves are available in all Arc settings where contact with blood or other body fluids is likely to occur including the 1455 building located in the janitorial room, changing room, and pantry in the kitchen, Ben Franklin Transit Vehicles and changing bags.

Hands must be washed after removal of gloves. Gloves used for this purpose should be put in a plastic bag or lined trashcan, secured, and disposed of daily.

Gloves should be worn when:

- An employee has an open lesion on his/her hands
- Handling contaminated disposable items (tissues, diapers, etc.)
- Direct hand contact with body fluids is anticipated
- Cleaning up body fluid spills
- Diapering

Section 11

HOUSEKEEPING

11.1 Housekeeping Procedure

The Arc of Tri-Cities will maintain good housekeeping procedures to protect clients and employees from hazardous chemicals and materials.

Frequent dusting and vacuuming help stop the build-up of dirt and bacteria, keep the kitchen and bathroom as clean as possible.

11.2 Bathroom

- Flush toilet after every use.
- Hang towels out to dry and replace with clean ones regularly.
- Clean the toilet and mop the floor frequently.
- Dispose daily of sanitary napkins, bandages or other things that may contain bodily fluids.
- Be sure the plumbing is kept in good repair. Standing water can lead to the growth of bacteria.

11.3 Kitchen

The Arc of Tri-Cities has made available to employees a kitchen with a microwave and use of a refrigerator. Counters, sinks and floors in the kitchen and eating area should be kept free from food particles, dishes and cleaned regularly.

- Use bleach or disinfectant soaps for cleaning in these areas in the kitchen.
- Cover and refrigerate foods that can spoil; don't use spoiled food.
- Clean the tops of cans before opening them.
- Wash fruits and vegetables before serving.
- Use hot water and soap to clean cutting boards and other surfaces that have come in contact with raw meat.
- Frequently wipe cooking and eating surfaces.
- Mop the floors regularly.
- Dispose of garbage daily.

11.4 Trash Handling and Disposal

- Trash is placed in plastic garbage bags
- Plastic garbage bags are to be placed in dumpster
- After placing trash in appropriate dumpster, employees must follow hand-washing procedures
- Employees are responsible for the areas they are assigned to ensure their garbage is emptied on a regular basis

11.5 Hazardous Chemicals and Materials

Policy

In order to protect clients, employees and volunteers and clients in The Arc of Tri-Cities programs from hazardous chemicals and materials, we will endeavor to handle potentially hazardous products in the safest manner possible.

11.6 Labeling and Storage

Hazardous materials will be labeled and when necessary stored in locked storage when not in use. Employees will be instructed regarding the use and storage of hazardous materials.

Procedure

Program Specialists are responsible for assuring that adequate measures are taken to assure the protection of clients from hazardous chemicals and materials in use at The Arc. Safety Committee will monitor The Arc for compliance. In the event materials are not secured, the Safety Committee will create corrective actions for responsible department.

The following are examples of products that must be locked when not in use:

- Gasoline
- Paint and paint thinners
- Oil

The products that must be clearly labeled, but are not required to be locked up include:

- Liquid hand soap
- Bleach
- Spray bleach water

Section 12 EMERGENCY MEDICAL PROCEDURES

12.1 Scope of Services

The Arc of Tri-Cities is not a medical facility and does not employ health professionals to provide or support services. The Arc of Tri-Cities defines an emergency as those indicated below or any situation that warrants calling 911.

12.2 Emergency Preparedness

The Arc staff will have access to participants' home phone numbers and emergency contact information, as provided by the family or providers, during service hours.

12.3 Emergency Situations

The Arc of Tri-Cities classifies a Health/and or behaviorally related emergency to be one that staff is unable and/or uncomfortable in dealing with.

- High Fever
- Severe Vomiting
- Burns
- Lacerations Requiring Stitches
- Shortness of Breath, Choking
- Uncontrolled Bleeding
- Severe Abdominal Pain
- Sprains
- Ingestion of Poison
- Overdose of Medication
- Convulsions
- Head Injuries
- Foreign Bodies in Eyes
- Seizures lasting longer or out of the ordinary
- Mental Disturbances
- Severe Agitation
- Aggressiveness
- Destructiveness to Self/and or others

12.4 Emergency Procedure

In the event there is an accident or injury, staff and clients should follow these procedures:

- Stay with Participant
- Call for other available staff to assist
- Call immediate supervisor, Program Director, and/or Executive Director
- If not available call 911 to notify Ambulance or Police
- Notify family and/or caregiver immediately
- If the client needs to go to the hospital or doctor's office, the supervisor will delegate someone to take the client.
- Complete incident report

Medical situations which are life-threatening or requiring immediate attention:

- If there is no threat of further injury of exposure, leave seriously injured personnel where they are. Only if there is threat of further injury of further exposure to chemical, fire or electrical hazards,

should you remove the injured person(s) to a safer location.

- Proceed with first aid or attempt to control the incident only if you can do so safely and have been trained in first aid or the emergency response necessary to control the incident.
- Provide assistance to the emergency response teams where the incident occurred, inform them of the hazards associated with the area, and provide any other information that will help avoid injuries.
- Employees not involved in the emergency must stay away from the scene and follow the instructions issued from the person in charge. The sounding of a fire bell means immediate building evacuation by the nearest exit.

12.5 First Aid Procedures

The Arc of Tri-Cities policy is to call 911 or Family/Care Providers to administer medical assistance. The Arc of Tri-Cities designated staff are trained in Basic First Aid.

Common sense and a few rules are the keys to effective first aid. It is important that staff and volunteers know what not to do, as well as what to do.

Basic Principles

First aid procedures apply only to immediate, temporary needs. Accepted first aid procedures only should be used. We are not medical doctors, so only minimal first aid should be administered. It is important to remain calm when administering first aid.

12.6 FIRST AID KITS

First Aid Kits are located in program Outing Bags, agencies medicine cabinet and on each vanpool vehicles. First Aid Kits will include the following:

- Band-Aids
- Gauze
- Antiseptic Wipes
- Gloves

Section 13

SEIZURE PROTOCOL

13.1 Policy

In the event of a seizure, The Arc staff will follow basic safety procedures. If families inform The Arc of Tri-Cities regarding a seizure disorder, we will ask that the legal guardian, parent and/or provider to provide The Arc with further instructions, such as who should be notified, under what circumstances we should call 911, etc. This information will be accessible to the direct staff. If no additional

information is provided, The Arc staff will contact 911 when the person has been seizing for two minutes or longer. If a client has a seizure and it lasts for at least 2 minutes the staff will call the ambulance at the 2 minute point, unless there have been other instructions in writing by the client, family, or guardian. If there are other instructions staff will be notified of those instructions and have them readily available to them in the event of a seizure.

13.2 Seizure Procedure

Seeing someone have a seizure can be scary, especially the first time. NEVER put anything into the person's mouth,. These can cause choking or damage to the jaw, tongue, or teeth. Contrary to widespread belief, people cannot swallow their tongues during a seizure (or any other time).

These are the steps that should be followed if someone is having a seizure:

Grand Mal

During the seizure the person may fall, become still and make jerking movements.

- Do help the person lie down
- Do remove any eyeglasses
- Do cushion the person's head
- Do clear the area of sharp or hard objects
- Do not force anything into the persons mouth- not even medicine or liquid
- Do not try to restrain the person
- Do roll the person to one side to allow saliva to drain from the mouth
- Do not offer the person any food or drink

Non-Convulsive Seizure

- Remember that the person's behavior is not intentional; he or she may wander aimlessly or make alarming or unusual gestures.
- Remove any dangerous objects from the area around the person or in his or her path.
- Don't try to stop the person from wandering unless he or she is in danger.
- Don't shake the person or shout.
- Stay with the person until he or she is completely alert

13.3 When to Call 911 For Seizures

In any emergency, it's best to seek help based on your assessment of the situation; and if you're in doubt, it's best to call 911. These guidelines come from the National Institutes of Health, but it's important to remember that they are only guidelines. Other situations may arise that require a call to 911 and/or emergency medical treatment. It is always necessary to call 911 in the following cases:

- Do call 911 if the person is pregnant or has diabetes
- Do call 911 if the person does not begin breathing again or does not return to consciousness after the seizure stops

- Do call 911 if another seizure starts before the person regains consciousness
- Do call 911 if the persons seizure lasts more than 2 minutes (unless other instructions have been given)
- Do call 911 if the person does not breath after the seizure
- Do call 911 if the person sustained an injury during seizure
- Do call 911 if the person requests one or has a seizure one after the other
- Do call 911 if the seizure happened in the water
- Do call 911 if this is a first seizure or you think it might be

Section 14 FIRE AND LIFE SAFETY PLAN

14.1 Purpose

Fortunately, emergencies do not occur very often, but should an emergency occur, this plan will help us assist each other through such an emergency. The purpose of the plan is to establish a safe, orderly method of evacuating people away from the fire area and out of the building. There will be a coordinated effort between The Arc of Tri-Cities' employees, building tenants and the Fire Department, Police Department and/or other emergency response agencies

The plan also gives practical instructions for other emergencies as well. Success of any emergency procedure is dependent on advance planning and training. With your cooperation, we should be able to minimize any panic and confusion and provide an organized response to an emergency.

14.2 Portable Fire Extinguishers

The Arc of Tri-Cities provides approved fire extinguishers. Extinguishers are mounted, identified and located where employees can easily reach them. All employees will receive training on how to use fire extinguishers as part of their initial orientation. Training will include general principles of fire extinguisher use.

- P Pull the Pin
- A Aim the Nozzle
- S Squeeze the Handle
- S Sweep from side to side

14.3 Fire Drill

A fire evacuation drill will be conducted two times a year.

Rules associated with Fire Drills are when the fire alarm rings:

- Stop what you are doing

- Walk quickly and silently
- Close office door
- Follow the escape route
- Meet outside the building at defined area
- Once outside, stay outside

14.4 Discover a Fire

- If you discover a fire: Tell another person immediately. Call or have them call 911 and a supervisor.
- Pull Fire Alarm
- If the fire is small (such as a wastebasket fire) and there is minimal smoke, you may try to put it out with a fire extinguisher.
- If the fire grows or there is thick smoke, do not continue to fight the fire.
- Tell other employees in the area to evacuate.
- Go to the designated assembly point outside of building.
- After meeting at designated area, do not re-enter the building! Notify the responding fire personnel if you believe anyone is still in the building.

14.5 Building Safety Features

The building is fully equipped with sprinklers. The fire alarm and the flashing strobe lights (where applicable) are an indication that a manual pull station, smoke detector, or water flow switch has been activated in the building. The alarm and strobe lights will remain on until the cause for setting off the alarm has been removed and the system has been reset.

When the fire alarm goes off, unless otherwise notified, you should assume that there is an emergency in the building and react accordingly.

Section 15 EMERGENCY ACTION PLAN

15.1 Emergency - Evacuation

An evacuation is the very deliberate, unhurried, progression of a group of people from an area of danger to a designated safe assembly area. In the event that evacuation is necessary Fire Alarms or Direct Supervisors will inform of the need. Designated Management will assist and direct exiting. When evacuating the building, proceed immediately to the Evacuation Assembly Area.

Any non-ambulatory and/or physically disabled people will need the assistance of staff.

- Everyone must be prepared to report the first signs of an emergency to the nearest manager. In

case of fire, set off the nearest pull station and call 911. Do not assume someone else has or will report the fire.

- Maintain a calm, quiet, steady attitude.
- Use the portable fire extinguishers if possible, but do not take any risk. If the fire cannot be easily controlled - evacuate immediately.
- Before opening any interior door during a fire emergency, touch the door to see if it is hot. A fire on the other side will blast through (back draft) if the door is opened.
- Calmly leave immediately, single file, through the nearest and safest exit. No running, rushing or excessive talking.
- Be sure to close the doors as you exit. If there is a fire, these doors will slow down the spread of fire.
- Do not prop open any doors. All doors with automatic closers should be allowed to close. They also function to keep the fire from spreading.
- If possible, do not use the exit where the Fire Department is entering.
- Defend in place. Obtain fire extinguisher, close door, and block gaps under door where smoke may enter, open windows for ventilation.
- Return to building only upon instruction of Executive Director and/or Emergency Official.
- In any critical situation when exiting is unsafe or blocked, especially during a fire, you may find refuge in a restroom. Close all doors and seal off doorway threshold cracks and vents with wet paper towels and tissues.
- In heavy smoke situations, clear air may be found by crawling on your hands and knees. Keep your face 12" from the floor.

15.2 Evacuation Assembly Area Maps

Evacuation maps for 1455 Fowler Street buildings are posted by each exit. They show the location of exits, fire extinguishers, and phones. A copy of the map is attached to this program. Attachment B & C

15.3 Outside Designated Area

Our emergency evacuation meeting point outside is located at the West Side of Parting Lot. Upon exiting the building via the safest and closest exit, proceed to the designated assembly area.

Check in with your supervisor/manager to be counted. Do not re-enter the building until the supervisor or Executive Director has declared that it is safe to do so.

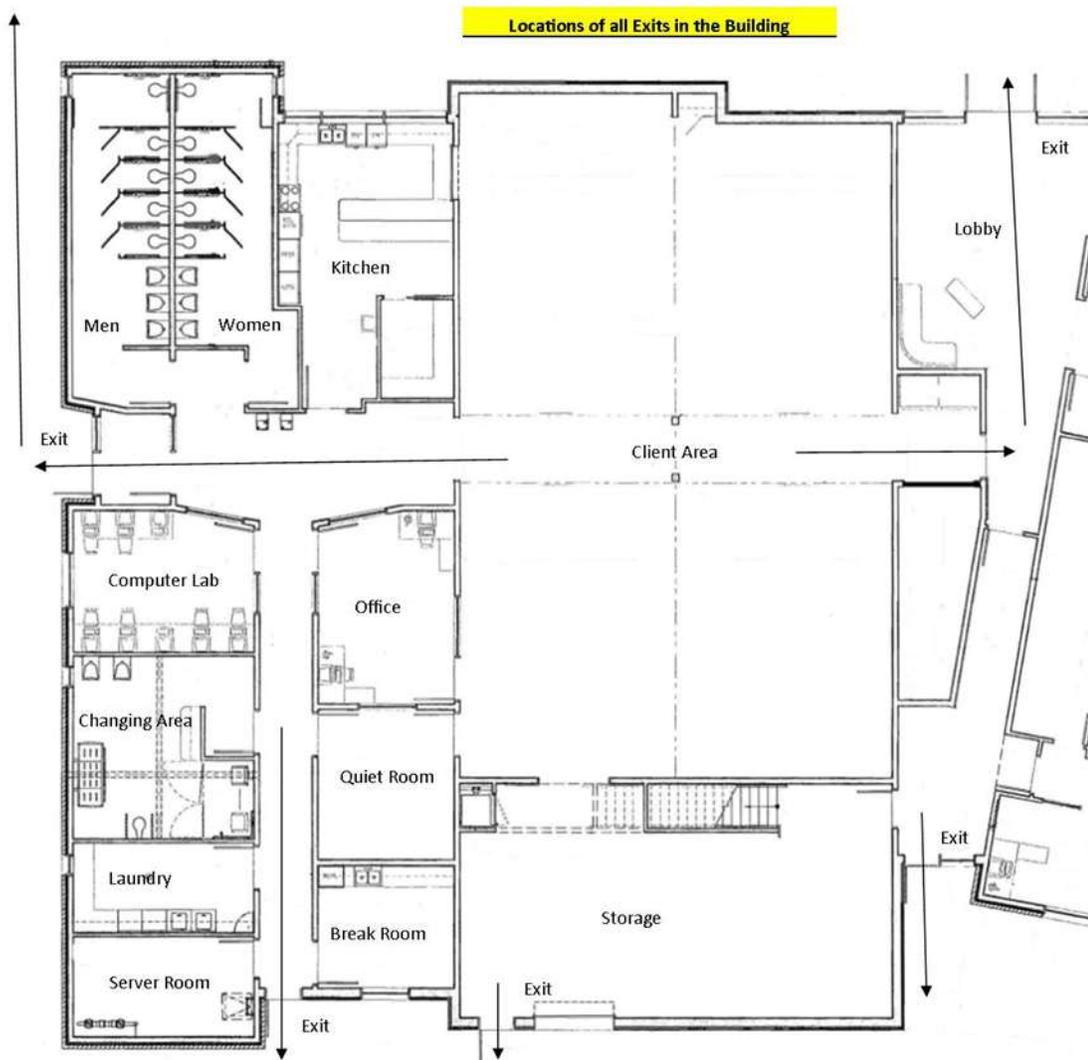
15.4 Inside Designated Area

Our emergency designated assembly area is located in the Client Area. Upon entering the client area proceed to the designated assembly area.

Check in with your supervisor/manager to be counted. Do not leave the area until the supervisor or Executive Director has declared that it is safe to do so.

15.5 Hospital Proximity

The Arc of Tri-Cities has close proximity to three local hospitals that are easily accessible by car or 911 within a reasonable amount of time. All Arc activities must have reasonable access to the hospital or must have a certified First Aid-CPR card holder attend activity.



For All Emergencies

911

Non-Emergency

Poison Control:
1-800-222-1222

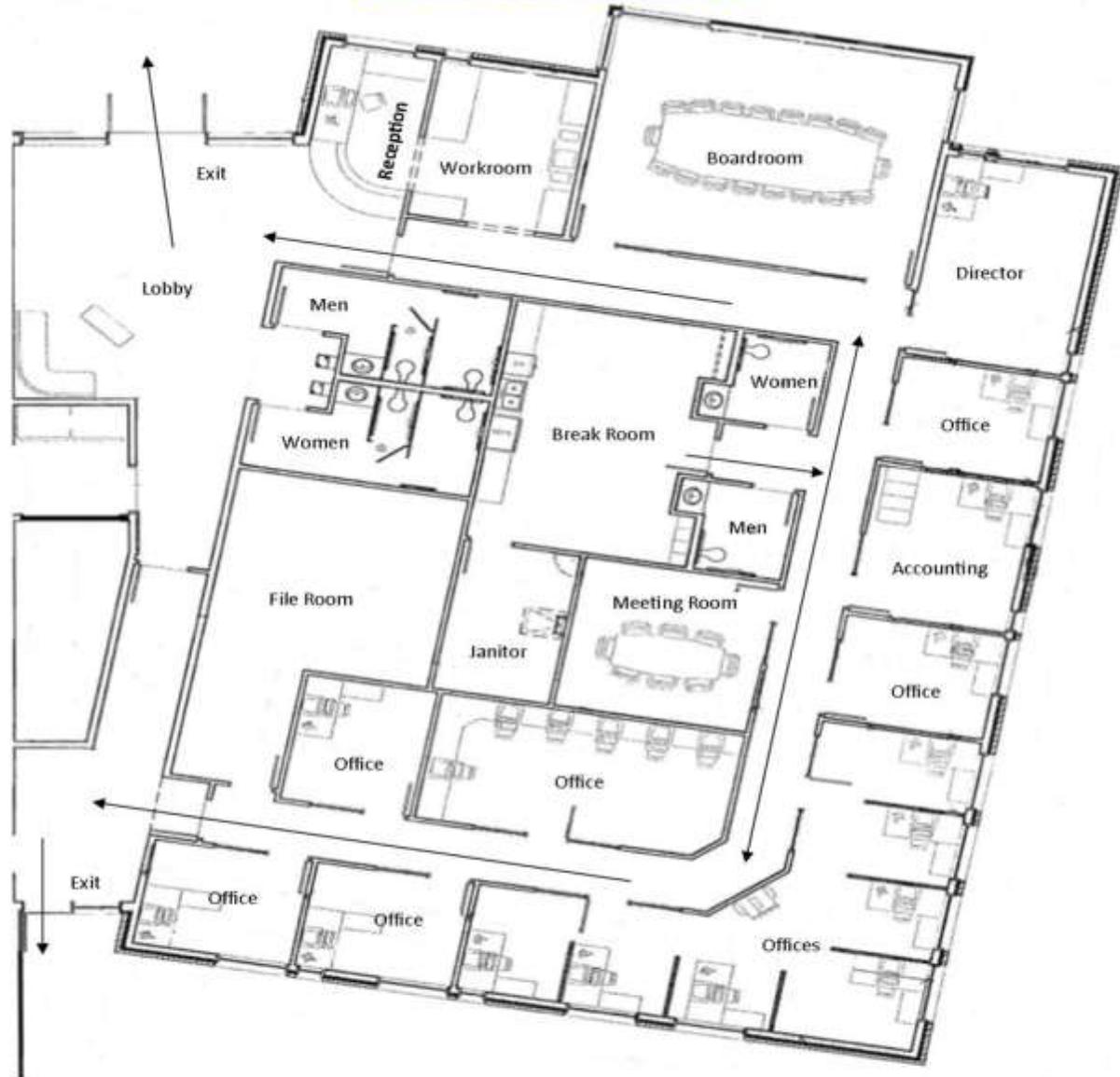
Police:
628-0333

Fire:
942-7570

Ambulance:
628-0333

After Exiting The Building Go To Front Parking Area

Locations of all Exits in the Building



For All Emergencies

911

Non-Emergency Numbers

Poison Control
1-800-222-1222

Police:
628-0333

Fire:
942-7570

Ambulance:
628-0333

After Exiting The Building Go To Front Parking Area

Section 16

EARTHQUAKE PROCEDURES

16.1 During an Earthquake

- If you are indoors, stay there. Get under a desk or table, or stand in a doorway or corner. Remember, stay clear of windows, bookcases, file cabinets, partitions, and heavy items on a desk or table top that are not bolted down. Stay there until the shaking stops.
- If you are outside, get into the open away from buildings, trees, walls and power lines. If it is not possible to find an open space, stand in a doorway.
- Do Not Run Outside. An immediate decision will be made as to whether or not an evacuation is necessary. Remain in the building until you receive notification of this decision.
- If instructed to evacuate, do so to an area outside of the building, away from any structures and power lines.
- An Emergency Coordinator will be identified and act as the central point of contact.
- Check yourself and others for injuries. Treat only life-threatening injuries immediately, leave minor injuries until you have checked for secondary hazards (fire, spills, gas leaks, etc.).
- Check your immediate work area for fires and extinguish them, if possible. If the fire appears to be uncontrollable, follow the Fire and Life Safety procedures.
- Report serious casualties or hazards to your Emergency Coordinator. If they are not available, report to the head of your department or other individual designated by the CEO/Executive Director.
- Seek first aid for anyone who is injured. Keep in mind that in the event of a major disaster affecting the entire community, no outside assistance may be available for up to 72 hours. Move serious casualties only if they are in danger from secondary hazards of aftershocks.
- In the event of a strong earthquake, expect to find doorways and exit routes blocked.
- Follow your Manager instructions for evacuating your building. If evacuation is executed, remain in your designated Assembly Area until you receive further instructions from your Manager or Emergency Coordinator.
- If you can safely do so, gather your keys, flashlight, portable radio, etc. before leaving. Once you have left the building, you will not be allowed to reenter until it is checked by authorities.
- Telephones should be restricted for emergency use only. It is natural to want to check on your family, but it is possible that the phone system will be damaged and/or overloaded. If you absolutely must call, try the usual number once, and then try your Out of Area Contact. Briefly report your situation, and set a time several hours later when you will call back for/with more information.

Section 17

BOMB THREAT

17.1 Telephone Bomb Threat

- Don't Panic. Panic is one of the objectives of the caller
- Make a note of the exact time of the call (start and end). This is very important since most bombs are activated by some type of watch or clock.
- Ask the caller the following questions. Keep in mind; however, you probably will not get any straight answers. Document everything said - any information obtained is helpful to the Police.
 1. When is the bomb set to explode?
 2. What type of bomb is it?
 3. What does it look like?
 4. What is the bomb made of?
 5. Where is the bomb?
 6. Why was it placed there?
 7. What is your name?
 8. Why are you doing this?
- Try to determine the following and write it down while talking to the caller or immediately after the call has ended. Write down the caller's exact words. Do not rely on your memory.
 1. Caller's identity: male, female, adult, child (age)
 2. Voice: loud, soft, high-pitched, deep, accent, raspy, pleasant, intoxicated; is the voice familiar?
 3. Speech: fast, slow, distinct, distorted, stutter, nasal, slurred, lisp
 4. Language: good, fair, poor, foul
 5. Manner: calm, angry, rational, emotional, laughing
 6. Any background noise? What kind?
- Immediately advise the head of your department or other individual designated by the Executive Director. He/ She will contact the police and other appropriate members of staff. An Incident Commander for the event will be assigned. In the event of a bomb threat:
 - Do not use these procedures if you have been advised to evacuate immediately.
 1. Keep occupants calm.
 2. Be prepared to use standard evacuation procedures.
 3. Account informally for all assigned personnel.
 4. Attempt to locate personnel missing from the immediate area.
 5. Report un-located personnel immediately to police and Incident Commander.
 6. If requested by police, help coordinate the search of the area with management or police department.
 - Search area for strange packages, boxes, devices, etc. ONLY if requested by the Police.
 - Searching should be conducted as follows:

1. Divide up available staff and establish search territories on the floor.
 2. Go around the walls, then work to the center of the room. Areas of special concern:
 3. Public corridors
 4. Closets
 5. File Cabinets
 6. Space above air ducts
 7. False ceilings
 8. Unlocked desks
 9. Look for boxes, packages, items that do not belong in surroundings.
- Do not touch anything.
 - Report findings to Police immediately.
 - Receive information from search personnel and pass on to police and Incident Commander.
 - Move personnel away from immediate vicinity.
 - Building evacuation will be determined by the Police and the Incident Commander.

Section 18

SEVERE WEATHER

18.1 Severe Weather Procedure

If adverse weather strikes without sufficient warning, the following precautions should be taken immediately. This is especially true in the case of tornado or severe windstorm.

1. Move away from the outside walls and windows. Move to the center of the building.
2. Do not evacuate the building unless instructed to by your supervisor.
3. While evacuating, stay clear of all glass windows and doors. Flying glass could cause serious injury.
4. If no instructions to evacuate are given, stay at the center of the building until the emergency has passed and then return to your work area.
5. If any damage has occurred, contact the Manager/Executive Director and give the following information:
 - a. Location and type/extent of damage
 - b. Identify whether or not there are any injured persons.

Section 19

EXTORTION /TERRORIST THREATS

19.1 Procedure

Extortion is the act of demanding money by threats. The demands may involve threats against persons or property.

A terrorist threat is an act which is intended to force or intimidate someone to do something based on a threat of violence. The threat may be against an individual or group. Terrorist threats often involve bomb threats, threats to burn down buildings or threats to take action against a person or group of people.

If either of these occurs, do the following:

- Write down on a piece of paper what the extortionist/terrorist said. Use the exact words of the caller.
- If an explosion is threatened, ask when the explosion is expected to occur (see Bomb Threat).
- If some type of ransom or demand for money is stated, determine the dollar amount.
- Immediately advise the Manager of your department or other individual designated by the Executive Director. He/ She will contact the police and other appropriate members of staff. An Incident Commander for the event will be assigned.
- Follow the directions of the police and the Incident Commander.

Section 20

POWER FAILURE

20.1 Procedure

In the event of a power failure at The Arc of Tri-Cities, staff and clients should follow these procedures:

1. Keep everyone calm during the outage.
2. Make sure everyone is accounted for: staff and clients.
3. Staff needs to find out the cause to determine the length of the outage.
4. If the outage lasts more than two hours, we are required to send clients home.

*** Clients may be sent home before the two hour time limit and this decision will be made by the department supervisor and the Director.***