

Health & Safety Plan

Including the Health & Safety Training Plan, Bloodborne Pathogens Exposure Control Plan & Emergency and Disaster Preparedness Plan

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It is the policy of Boundless Miracles, LLC that accident prevention be a prime concern of all employees. This includes the safety and well being of our employees, and consumers, as well as the prevention of wasteful, inefficient operations, and damage to property and equipment.

The Health & Safety Plan of Boundless Miracles, LLC is designed to comply with the Standards of the Occupational Safety and Health Administration, and to endeavor to maintain a safe and injury/illness free workplace. OSHA Safety and Health Standards Posters are posted in the staff training facility for employees.

Compliance with the following Health & Safety Plan and all items contained therein is mandatory for all employees of the company. The authorization and responsibility for enforcement has been given primarily to the Safety Director, which shall be the Clinical Director, and the Health and Safety Officer; however all members of the administrative management team share in this responsibility as well.

***Applicability***

This Health & Safety Plan applies to all employees of Boundless Miracles, LLC, regardless of position within the company.

Every employee is expected to comply with the Health & Safety Plan, as well as OSHA Health and Safety Standards.

***Implementation***

This Health & Safety Plan supports four fundamental means of maximum employee involvement:

A. Management commitment to safety;

B. Effective job safety training for all categories of employees;

C. Audio and/or visual safety presentations given by the Health & Safety Officer (QDDP); and

D. Various incentive awards for exemplary safety performance.

The Health and Safety Committee will meet at least semi-annually to evaluate all areas of safety and make any changes if needed.

***Administration***

The Health & Safety Plan will be carried out according to guidelines established and published in this and other related procedures. Specific instructions and assistance will be provided bythe Health & Safety Officer, which shall be the QDDP, as requested. Each supervisor will be responsible for meeting all of the requirements of the Health & Safety Plan, and for maintaining an effective accident prevention effort within his or her area of responsibility. Each supervisor must also ensure that all accidents are thoroughly investigated and reported to the Safety Director and/or Health & Safety Officer on the same day of the occurrence.

***Minimizing Potential Hazards & Reduction of Risks***

It is the responsibility of each employee to be trained in all areas of Health & Safety awareness and treatment. A large part of Health & Safety is preventing accidents and emergencies. The following plans address actions to minimize potential hazards related to Health & Safety:

* Health & Safety Training Plan;
* Infectious Diseases Training;
* Bloodborne Pathogens Exposure Control Plan; and
* Emergency & Disaster Preparedness Plan.

The Risk Management Plan also addresses issues of Health & Safety prevention and mitigation.

The information contained within these plans and trainings is presented to each employee. Employees therefore are responsible for being aware of ways to minimize potential hazards and behave accordingly.

***Reporting of Injuries***

All employees will be held accountable for filling out an Incident Report Form immediately after an injury occurs, even if medical treatment is not required. Notice must be made verbally within one (1) hour of the injury and the Incident Report must be completed within twenty-four (24) hours. Employees must report the injury to the QDDP, and then to the Clinical Director. A casual mentioning of the injury will not be sufficient. Employees must let their supervisor know:

A. How he/she/consumer hurt themselves;

B. What they were doing at the time;

C. Who they were working with at the time;

D. When and where it happened; and

E. Other pertinent information that will aid in the investigation of the incident.

Failure to report an injury verbally within one (1) hour and in written form within twenty-four (24) hours is a violation of this policy, as well as the Incident Reporting Policy, and it may result in disciplinary measures, up to and including immediate termination, in accordance with company policy.

***Notification of Serious Injury or Death***

In case of serious injury or death, the Incident Reporting Policy (Policy § 2009-8.10) and the Death Reporting Policy (Policy # § 2009-8.20) shall be followed.

***Basic Health & Safety Rules***

1. Compliance with applicable federal, state, county, city, consumer, and company safety rules and regulations is a condition of employment.
2. All injuries, regardless of how minor, must be reported to the QDDP and/or Clinical Director according to above stated guidelines. An employee who fails to fill out an Incident Report and submit it to their direct supervisor within twenty-four (24) hours can be issued a safety violation notice and may be subject to disciplinary action, in accordance with company policy. In the event of an accident involving personal injury or damage to property, all persons involved in any way may be required to submit to drug testing.
3. All personnel will be required to maintain Health & Safety Trainings, Emergency Procedures Training and all other required trainings in order to meet OSHA Safety Standards. Health & Safety Trainings include: New Hire Orientation; Client Specifics; Overview of Developmental Disabilities; OSHA; Infectious Disease Control; Incident Reporting; First Aid; CPR; NCI A & B; Medication Administration; Bloodborne Pathogens; Seizure Management; and Emergency Procedures.
4. Firearms, alcoholic beverages or illegal drugs are not allowed on company property or in company vehicles at any time. When drugs are prescribed by a physician, the HR Coordinator and employee’s immediate supervisor must be informed. The use or possession of illegal drugs or alcoholic beverages on the job will result in immediate termination.
5. Housekeeping shall be an integral part of every job. Employees are responsible for keeping their work areas clean and hazard-free. Clean up is required when a job/activity is finished at the end of the day.
6. Horseplay in the office is strictly prohibited.
7. Report all unsafe conditions and near accidents to supervisors, Safety Director and/or Health & Safety Officer so corrective action can be taken.

***Enforcement of Health & Safety Plan***

Health & Safety violation notice(s) shall be issued to any employee violating the safety rules or regulations by his or her immediate supervisor.

A. Any violation of safety rules can result in suspension or immediate termination.

B. Any employee receiving three (3) written general violations within a six (6) month period shall be terminated.

C. Issuance of a safety violation notice for failure to report a job injury (at the time of the injury) may result in disciplinary action, up to and including immediate termination, in accordance with company policy.

It is understood that Boundless Miracles, LLC is not restricting itself to the above rules and regulations. Additional rules and regulations as dictated by Boundless Miracles, LLC will be issued and posted as needed.

***Health & Safety Meetings & Reports***

Health and Safety Meetings shall be conducted at least yearly. Members of the committee shall include the Administrative Management Team. Information from meetings will be reported to the Quality Management Committee.

The Health & Safety Meeting Report is used for every meeting of the Health and Safety Committee and is signed to indicate attendance. The form has room for employees in attendance and Committee Members to sign at the Health & Safety meeting. This form shall be filled out for each Health & Safety meeting that is held. A copy of the form shall be maintained in the Health & Safety Notebook in the main office.

**HEALTH & SAFETY INSPECTIONS**

***External Inspections***

It is the policy of Boundless Miracles, LLC that comprehensive health & safety inspections are conducted at least yearly by a qualified external authority which shall include all facilities regularly utilized by the organization. Boundless Miracles, LLC is required to have a Fire Inspection Report conducted by the Shelby Fire Marshall’s office.

This inspection shall result in a written report that identifies:

1. The areas inspected,
2. Recommendations for areas needing improvement, and
3. Actions taken to respond to the recommendations.

This report shall be written by the Clinical Director, or designee, and presented at the Health & Safety Meeting.

***Internal Inspections***

Internal comprehensive health and safety self-inspections are conducted at least semi-annually using the Office Area Health & Safety Checklist.

This inspection shall result in a written report that identifies:

1. The areas inspected,
2. Recommendations for areas needing improvement, and
3. Actions taken to respond to the recommendations.

This report shall be written by the Clinical Director, or designee, and presented at the Health & Safety Meeting.

***Health & Safety Equipment Inspections***

All health and safety equipment, including but not limited to first aid kits, bloodborne pathogens kit, fire extinguishers, etc. shall be checked at regular intervals, in accordance with the applicable OSHA Safety Standards by the Health & Safety Officer to ensure that all required equipment is present and in good condition. The status shall be recorded on the Office Area Health & Safety Checklist.

**Health & Safety Training**

The purpose of this section of the plan is to identify the training and information needs of personnel, contractors, visitors, managers and those with an indentified emergency response role.

***Who Will Be Trained***

All staff will receive training in agency policy and procedures and general treatment issues concerning the type of consumer being served. All employees of Boundless Miracles, LLC will be trained in every aspect of this comprehensive Health and Safety Training Plan, regardless of position or number of hours expected to be worked.

It should be noted that Boundless Miracles, LLC does not require trainings for visitors or contract employees. However, individuals serving in contracted positions are still required to go through and successfully complete all trainings of Boundless Miracles, LLC, with the exception of contracted trainers.

Consumers of Boundless Miracles, LLC will be allowed to participate in Health and Safety training held at Boundless Miracles, LLC where they will be provided with information on how to identify health and safety hazards and how to respond appropriately to those hazards. These classes will be optional in order to maintain the integrity of each consumer’s rights. Classes will be offered as frequently as possible.

***Training Responsibilities***

According to the Boundless Miracles, LLC Exposure Control Plan, the QDDP, or designee, shall serve as the Health and Safety Officer. The QDDP, or designee, serves as the primary trainer for all trainings required by Boundless Miracles, LLC policy and procedures, in this respect, the QDDP, or designee, shall also be responsible for completing the following trainings: Client Specifics; Overview of Developmental Disabilities; OSHA Training; Infectious Disease Control; Incident Reporting Training; and our Registered Nurse and/or Clinical Director will train staff annually on our Health and Safety Plan and Emergency Preparedness Procedures. The Clinical Supervisor will complete training on Health and Safety upon hire during in-house training.

New Hire Orientation shall be the responsibility of the Human Resources Coordinator.

Health & Safety Orientation, as part of the Emergency Procedures Training will be provided by Boundless Miracles, LLC to employees yearly. Upon receipt of this orientation/training, employees shall be required to sign the Employee Acknowledgement of Health & Safety Orientation Training. As part of the Emergency Procedures Training, Roadside Emergencies Training shall be provided yearly as well. The documentation of this training shall be the Roadside Emergencies Training Acknowledgement.

All health & safety trainings shall be completed upon hire and updated annually.

Understanding that some trainings require the trainers to hold specific qualifications, the following trainings will be provided as indicated:

* Medication Administration Training, Bloodborne Pathogens Training, and Seizure Management Training shall be provided by a Registered Nurse;
* NCI A & B shall be provided by a certified NCI Instructor; and
* CPR and First Aid shall be provided by a Red Cross or American Heart Association qualified instructor, Registered Nurse, Emergency Medical Technician or Medical Doctor.

***Training Specifics***

Location of Training Sessions

Each of the required trainings is to be held in the Staff Training Facility at the Administrative Offices location of Boundless Miracles, LLC at 820 South Post Road in Shelby, North Carolina or New Hope Baptist Church in Earl which has a Hope Center that is handicapped accessible.

Dates and Times of Training Sessions

The dates and times of the training sessions will vary. Training sessions may occur monthly or as needed to ensure that trainings are done prior to delivery of services. Staff will be notified, upon hire (for newly hired staff) or two months prior to expiration of trainings (for current employees), of the scheduled dates of the monthly training sessions. It will be the responsibility of the staff member to ensure their attendance at a training session, prior to beginning work (for newly hired staff) or prior to expiration of training (for current employees) in order to maintain an active employment status.

Boundless Miracles, LLC also provides in-service trainings at some staff meetings. While the topics of these trainings vary, topics related to Health and Safety will be a regular part of the in-service topics covered.

Outcomes of Training Session

Each training session is designed to increase the employee’s knowledge of the topic covered in the training. While each of the trainings has different objectives, collectively the objectives are alike: to increase knowledge and skill in the areas regarding health and safety, including but not limited to appropriate responses, prevention, current policies and procedures, and emergency response procedures.

The training objectives for the individual training sessions are defined in the table below:

|  |  |
| --- | --- |
| **Training** | **Objective** |
| OSHA | To increase employee knowledge and skill in identifying potentially hazardous situations, how to use and maintain personal protective equipment, identify types of Bloodborne pathogens and how to limit exposure and identify symptoms, as well as be informed on information on vaccination of those BBPs. |
| Infectious Disease Control | To increase employee knowledge and skill of the types of infectious diseases, how they are spread, signs/symptoms and prevention. |
| Incident Reporting | To increase employee knowledge and skill of the types of critical incidents, the categorical level of each type of incident, how to complete the Incident Reports (both the state form and the internal incident form), reporting procedures and the types of incidents that require reporting. |
| CPR | To increase employee knowledge and skill in when CPR may be required, the proper procedures for contacting emergency personnel, adult CPR and child/infant CPR, and the variety of situations that may arise while performing CPR, including precautions necessary when performing CPR. |
| First Aid | To increase employee knowledge and skill in when First Aid may be required, the proper procedures for contacting emergency personnel, precautions necessary when performing First Aid, basic First Aid application and precautions to use to protect others from potentially infectious diseases. |
| Medication Administration | To increase employee knowledge of medications prescribed to consumers they provide services to and educate employees of individual medical conditions and side effects of prescribed medications. |
| Seizure Management | To increase employee knowledge and skill of how to recognize the types of seizures, contacting emergency response personnel, protecting victims of seizures from harm or injury, protecting others around the victims of seizures from harm or injury and reporting procedures for the incident. |
| Bloodborne Pathogens | To increase employee knowledge and skill of types of Bloodborne pathogens, transmission and prevention. |
| NCI A & B | To increase employee knowledge and skill related to preventing escalation of behaviors, being aware of causes of escalating behaviors, protection of the consumer and employee in situations where behaviors do escalate and communication skills that will assist in resolving problems before escalation occurs. |
| New Hire Orientation | To increase employee knowledge of individual roles and responsibilities for employees and individualized needs of the consumers they will be working with (includes Consumer Specifics Trainings and Overview of I/DD Training). |

Training Session Documentation

Training sessions will be documented by utilizing the Training Sign-In Sheets. The Training Sign-In Sheets will include the following information:

* name of the training session;
* number of hours for training;
* date of the training;
* time of training; and
* the trainer’s printed name, signature and credentials.

Each employee’s personnel record shall include proof of initial trainings and recertification in applicable courses (including courses that do not require annual recertification). This information will be used in annual performance evaluations.

Training Session Evaluations

Training sessions will be evaluated using the Training Evaluation Form. Employees will be allowed to evaluate each course anonymously. These evaluations will be utilized by the Management Team, and in performance improvement activities, to make appropriate changes to trainings as trends are identified in Training Evaluations.

***Training Methods & Activities Utilized***

Understanding that individuals have learning style preferences that differ, Boundless Miracles, LLC strives to provide training in a variety of ways in order to allow each employee to gain the most of from each training session. Methods utilized for training of Health & Safety include:

1. General Training Sessions – These are monthly trainings offered to each employee that allow discussion of the information provided, answer questions employees may have about the information contained within the training, and identify needs and concerns of employees participating in the training (this is the most frequently used method of training).
2. Walk-Through Drills – This training involves the Management Team of Boundless Miracles, LLC performing their emergency response functions.
3. Functional Drills – These drills are conducted while staff and consumers are present on premises and are designed to test specific functions such as medical response, emergency notifications, and warning and communication procedures and equipment.
4. Evacuation Drills – These drills are conducted while staff and consumers are present on premises. The staff members walk the evacuation route to the designated area where the procedures for accounting for all persons are tested. As part of the evaluation, staff and consumers are asked to take note of things they notice that might become possible hazards during a real emergency evacuation.

***Determination of Competency***

Each employee of Boundless Miracles, LLC will be evaluated annually regarding their competency in the areas of Health and Safety. The tools used to complete this evaluation will be a post-test of each training session related to Health & Safety, as well as annual employee evaluations. The certificates to record successful completion of training shall be kept in each employee’s confidential file, as well as the completed annual employee evaluation.

**Bloodborne Pathogens Exposure Control Plan**

The objective of the ***Boundless Miracles*** Bloodborne Pathogen Exposure Control Plan is to comply with the Occupational Safety and Health Administration’s (OSHA) Bloodborne Pathogens Standard, 29 CFR 1910.1030, and to eliminate or minimize employee occupational exposure to blood, certain other body fluids, or other potentially infectious materials as defined below:

A*. Blood* means human blood, human blood components, and products made from human blood.

B*. Bodily fluids* means semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.

C*. Other potentially infectious materials* means any unfixed tissue or organ (other than intact skin) from a human (living or dead), and human immunodeficiency virus (HIV)-containing cell or tissue cultures, organ cultures, and HIV- or hepatitis B virus (HBV)-containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV.

OSHA requires employers to identify situations and job classifications in which employees may be exposed to blood or other potentially infectious materials, and to provide protection to these employees in the form of engineering controls, personal protective equipment, training, and risk reduction.

##### ***Assignment of Responsibility***

**Program Administrator**

The Health & Safety Officer, or designee, shall manage the Bloodborne Pathogen Exposure Control Plan and maintain all records pertaining to the plan.

**Management**

Boundless Miracles will provide adequate controls and equipment that, when used properly, will minimize or eliminate risk of occupational exposure to blood or other potentially infectious materials. These shall be provided at no cost to the employees. Boundless administrative staff will ensure proper adherence to this plan through periodic audits.

**Supervisors**

Supervisors shall themselves follow and ensure that their employees are trained in and use proper work practices, universal precautions, the use of personal protective equipment, and proper cleanup and disposal techniques.

**Employees**

Employees are responsible for employing proper work practices, universal precautions, and personal protective equipment and cleanup/disposal techniques as described in this plan. Employees are also responsible for reporting all exposure incidents to the QDDP, or designee, immediately (or within 24 hours if it is not feasible to report immediately).

**Contractors**

Employees serving in contracted positions shall be responsible for complying with this plan, and shall be provided the training described herein by the QDDP, or designee.

***Exposure Determination***

All job classifications and locations in which employees may be expected to incur occupational exposure to blood or other potentially infections materials, based on the nature of the job or collateral duties, regardless of frequency, shall be identified and evaluated by ***QDDP***. This list shall be updated as job classifications or work situations change. Exposure determination shall be made without regard to the use of personal protective equipment **(employees are considered to have potential exposure even if they wear personal protective equipment)**.

**Category I**

Job classifications in which employees are exposed to blood or other potentially infectious materials on a regular basis, and in which such exposures are considered normal course of work, fall into Category I. The QDDP shall maintain a list of these types of jobs and the locations in which the work will be performed

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| --- | --- |
| At ***Boundless Miracles***, the following job classifications are expected to have occupational exposure to blood or other possibly infectious materials: | |
| **Job Classification** | **Department/Location** |
| Para-Professional Employees | Administrative Offices |

**Category II**

Job classifications in which employees may have an occasional exposure to blood or other potentially infectious materials, and in which such exposures occur only during certain tasks or procedures that are collateral to the normal job duties, fall into Category II. The QDDP shall maintain a list of these types of jobs and the locations in which the work may be performed . These lists shall be updated as job classifications or work situations change.

|  |  |  |
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| At ***Boundless Miracles***, the following job classifications may have occupational exposure to blood or other possibly infectious materials during certain tasks or procedures: | | |
| **Job Classification** | **Task/Procedure** | **Department/Location** |
| Para-professional employees | In cases of illness or accident | Home and community, administrative offices |

##### ***Implementation Schedule & Methodology***

Compliance Methods

1. Universal precautions: Universal precautions shall be used at Boundless Miracles to prevent contact with blood or other potentially infectious materials. All blood or other potentially infectious materials shall be considered infectious, regardless of the perceived status of the source individual.

2. Hand Washing Facilities: Hand washing facilities shall be made available and readily accessible to all employees who may be exposed to blood or other potentially infectious materials. Where hand washing facilities are not feasible, Boundless Miracles will provide an antiseptic cleanser in conjunction with clean cloth/paper towels or antiseptic towelettes. Such areas include:

a. Hand washing facilities are located in the handicapped accessible bathroom in the Staff Training Facility and in the bathroom in the administrative offices which are accessible to all employees who may be exposed.

b. If staff becomes exposed while out in the community with their consumers, they will have antiseptic cleanser and clean paper towels and/or antiseptic towelettes in their vehicles.

c. When these alternatives are used, employees shall wash their hands with soap and running water as soon as feasible.

3. Work Area Restrictions: In work areas where there is a reasonable risk of exposure to blood or other potentially infectious materials, employees shall not eat, drink, apply cosmetics or lip balm or smoke. Food and beverages shall not be kept in refrigerators, freezers, shelves, cabinets, or on counter tops or bench tops where blood or other potentially infectious materials may be present.

4. Personal Protective Equipment (PPE):

a. PPE Provision: The QDDP, or designee, shall ensure that the provisions regarding personal protective equipment described in this plan are met and maintained.

b. Personal protective equipment shall be chosen based on the anticipated exposure to blood or other potentially infectious materials. Protective equipment shall be considered appropriate only if it does not permit blood or other potentially infectious materials to pass through or reach an employee’s clothing, skin, eyes, mouth, or other mucous membranes under normal and proper conditions of use and for the duration of time that the equipment will be used.

c. PPE Use: The QDDP and supervisors shall ensure that employees use appropriate PPE. In cases where an employee temporarily and briefly declines to use PPE because, in the employee’s professional judgment, it’s use may prevent delivery of healthcare or pose an increased hazard to the safety of the worker or co-worker, then the supervisor shall investigate and document the situation to determine whether changes can be instituted to prevent such occurrences in the future.

d. PPE Accessibility: The QDDP shall ensure that appropriate PPE in the necessary sizes is readily accessible at the work site or is issued at no cost to employees. Hypoallergenic gloves, glove liners, powderless gloves, or other similar alternatives shall be readily accessible to those employees who are allergic to the gloves normally provided.

e. Types of PPE: Gloves: Disposable gloves are not to be washed or decontaminated for re-use, and are to be replaced as soon as possible when they become contaminated. Gloves that become torn or punctured (or their ability to function as a barrier is otherwise compromised) shall be replaced immediately or as soon as feasible.

##### ***Hepatitis B Vaccines***

Boundless Miracles will make the Hepatitis B vaccine and vaccination series available to all employees who have the potential for occupational exposure, as well as post-exposure follow up to employees who have experienced an exposure incident.

A Registered Nurse shall ensure that all procedures involved in the Hepatitis B vaccine are:

a. made available at no cost to the employee;

b. made available to the employee at a reasonable time and place;

c. performed by or under the supervision of a licensed physician or other licensed healthcare professional; and

d. Provided in accordance with the recommendations of the United States Public Health Service.

***Hepatitis B Vaccination***

A Registered Nurseshall manage the Hepatitis B vaccination program. Boundless Miracles has contracted with Cleveland County Health Department to provide this service.

Category I Employees

The Hepatitis B vaccination shall be made available to an affected Category I employee after he or she has received training in occupational exposure and within 90 working days of initial assignment to job duties that involve exposure. Exceptions to the administration of the Hepatitis B vaccination include situations where an employee has previously received the complete Hepatitis B vaccination series, antibody testing has revealed that the employee is immune, or the vaccine is contraindicated for medical reasons.

Participation in a pre-screening program shall not be a prerequisite for an affected employee to receive the Hepatitis B vaccination. If an employee initially declines the Hepatitis B vaccination, but later decides to accept the vaccination and is still covered under the OSHA standard, the vaccination shall then be made available.

All employees who decline the Hepatitis B vaccination shall sign a waiver indicating their refusal as required by OSHA. If the United States Public Health Service recommends a routine booster dose of Hepatitis B vaccine, this shall also be made available free of charge to affected employees.

Category II Employees

The Hepatitis B vaccination series shall be made available and administered to Category II employees no later than 24 hours after an exposure incident. All employees who decline the Hepatitis B vaccination shall sign a waiver indicating their refusal.

***Post-Exposure Evaluation and Follow Up***

All employees must report all exposure incidents to the QDD, or designee, immediately or within 24 hours. The QDDP, or designee, shall investigate and document each exposure incident. Following a report of an exposure incident, the exposed employee shall immediately receive a confidential post-exposure evaluation and follow up, to be provided by ***Cleveland County Health Department***. The post-exposure evaluation and follow up shall include the following elements, at a minimum:

a. Documentation of the route of exposure and the circumstances under which the exposure occurred.

b. Identification and documentation of the source individual, unless it can be established that identification is not feasible or prohibited by state or local law*.*

c. The source individual’s blood shall be tested and documented as soon as feasible and after consent is obtained (if consent is required) in order to determine HBV and HIV infectivity. If consent cannot be obtained, the QDDP, or designee, shall establish and document that legally required consent cannot be obtained.

d. When the source individual is already known to be infected with the Hepatitis B virus (HBV) or human immunodeficiency virus (HIV), testing for the source individual’s known HBV or HIV status need not be repeated.

e. Results of the source individual’s testing shall be made available to the exposed employee, and the employee shall be informed of applicable laws and regulations concerning disclosure of the identity and infectious status of the source individual.

f. The exposed employee shall be offered the option of having their blood tested for HBV and HIV serological status. The exposed employee’s blood shall be collected as soon as feasible and tested after consent is obtained. The blood sample shall be preserved for up to 90 days to allow the employee to decide if their blood should be tested for HBV and HIV serological status.

Names of employees that contract HIV or Hepatitis shall not be recorded on the OSHA 300 log.

***Information Provided to the Healthcare Professional***

After an exposure incident occurs, the QDDP, or designee, shall ensure that the healthcare professional responsible for the exposed employee’s Hepatitis B vaccination, as well as the healthcare provider providing the post-exposure evaluation, if different, is provided with the following:

a. a copy of 29 CFR 1910.1030, OSHA’s Bloodborne Pathogen Standard, with emphasis on the confidentially requirements contained therein;

b. a written description of the exposed employee’s duties as they relate to the exposure incident;

c. written documentation of the route of exposure and circumstances under which the exposure occurred;

d. results of the source individual’s blood testing, if available; and

e. all medical records relevant to the appropriate treatment of the employee, including vaccination status.

***Healthcare Professional’s Written Opinion***

The QDDP, or designee, shall obtain and provide to the exposed employee a copy of the evaluating healthcare professional’s written opinion within 15 days of completion of the evaluation.

The healthcare professional’s written opinion for HBV vaccination shall be limited to whether HBV vaccination is indicated for the employees, and if the employee has received said vaccination.

The healthcare professional’s written opinion for post-exposure follow up shall be limited to ONLY the following information:

a. a statement that the employee has been informed of the results of the evaluation; and

b. a statement that the employee has been told about any medical conditions resulting from exposure to blood or other potentially infectious materials that require further evaluation or treatment.

Other findings or diagnosis resulting from the post-exposure follow up shall remain confidential and shall not be included in the written report.

##### ***Training for Infectious Material***

The QDDP shall ensure that training is provided at the time of initial assignment to tasks where occupational exposure to blood or other potentially infectious materials may occur. Training shall be repeated every 12 months, or when there are any changes to tasks or procedures affecting an employee’s occupational exposure. Training shall be tailored to the education level and language of the affected employees and offered during the normal work shift. Training shall be interactive and shall include:

1. A copy of 29 CFR 1910.1030, OSHA’s Bloodborne Pathogen Standard;

2 A discussion of the symptoms of bloodborne diseases;

3. An explanation of the modes of transmission of bloodborne pathogens;

4. An explanation of Boundless MiraclesBloodborne Pathogen Exposure Control Plan, and how employees can obtain a copy of the plan;

5. A description and recognition of tasks that may involve exposure;

6. An explanation of the use and limitations of the methods employed by Boundless Miracles to reduce exposure (such as work practices and personal protective equipment);

7. Information about the types, use, location, removal, handling, decontamination, and disposal of personal protective equipment;

8. An explanation of the basis of selection of personal protective equipment;

9. Information about the Hepatitis B vaccination (including efficacy, safety, method of administration, and benefits), as well as an explanation that the vaccination will be provided at no charge to the employee;

10. Instruction on the appropriate actions to take and persons to contact in an emergency involving blood or other potentially infectious materials;

11. An explanation of the procedures to follow if an exposure incident occurs, including the method of reporting and medical follow up;

12. Information on the post-incident evaluation and follow up required for all exposure incidents.

The person conducting the training shall be knowledgeable in the subject matter.

##### ***Recordkeeping***

Medical Records

The HR Coordinator shall maintain medical records as required by 29 CFR 1910.1020 in the Personnel/Medical Records office. All records shall be kept confidential and shall be retained for at least the duration of employment plus 30 years.

The HR Coordinator shall also ensure that all contracts with Cleveland County Health Department for Hepatitis B vaccinations and post-exposure evaluations and follow ups stipulate any OSHA recordkeeping and retention requirements.

Medical records shall include:

1. name and social security number of the employee;

2. a copy of the employee’s HBV vaccination status, including the dates of vaccination;

3. a copy of all results of examinations, medical testing, and follow-up procedures; and

4. a copy of the information provided to the healthcare professional including a description of the employee’s duties as they relate to an exposure incident and documentation of the routes and circumstances of an exposure.

Training Records

The HR Coordinator shall maintain training records for three years from the date of training. Records shall be kept in Personnel/Medical Records office and shall include:

1. the dates of the training sessions;

2. an outline describing the material presented;

3. the names of persons conducting the training; and

4. the names and signatures of all persons attending the training sessions.

Availability of Records

Whenever an employee (or designated representative) requests access to a record, Boundless Miracles shall provide access to said employee’s records in a reasonable time, place, and manner in accordance with 29 CFR 1910.1020(e). An employee (or designated representative) will only be given access to his or her own records.

Transfer of Records

If Boundless Miracles ceases to do business and there is no successor employer to receive and retain the records for the prescribed period, Executive Director shall contact the Director of the National Institute for Occupational Safety and Health (NIOSH) three months prior to cessation of business for instruction on final disposition of the records.

**Emergency & Disaster Preparedness Plan**

Emergencies in businesses do happen and must be guarded against constantly. Our purpose is to organize and coordinate the activities of all personnel and to provide a plan whereby every employee will know what to do in case one of these emergencies arises.

Boundless Miracles, LLC strives to provide the employees and consumers with a safe, secure environment in which to learn, work and grow, and to minimize the impact of emergencies, disasters and critical incidents by establishing emergency readiness through planning, training and response.

*Emergency Planning Team*

The emergency planning team, which will participate in emergency planning and crisis management, will be comprised of the administrative team members: Executive Director, Clinical Director, QDDP, HIM Specialist, and the Human Resources Coordinator.

Members of the advisory committee will also participate as part of the emergency planning team. Incidents will be reported to the advisory committee.

|  |  |
| --- | --- |
| Primary Crisis Manager:  This person will serve as the spokesperson in an emergency. | Rhonda Cooper, Executive Director  Mobile: 704-692-1404  Home: 704-482-7310  E-mail: **rhonda6367@yahoo.com** |
| If the person is unable to manage the crisis, the person below will succeed in management. | |
| Secondary Emergency Contact: | Kimberly Mitchell, Clinical Director  Mobile: 704-692-3392  E-mail: [**kim.boundless@yahoo.com**](mailto:kim.boundless@yahoo.com) |
| Shut Down Manager: | Rhonda Cooper : Manager shall inform all employees of procedures via telephone, as well as all other treatment team members (i.e. care coordinators, first responders, etc.) |
| Alternate Shut Down Manager: | Jill Miller |
| Responsibility for issuing “all clear” lies with: | Rhonda Cooper: “All Clear” shall not be issued until communicated to Shut Down Manager by appropriate authorities. |

***Emergency Training Objective***

To increase employee knowledge and skill related to areas of Health & Safety Emergencies, including information about threats, hazards, and protective actions, notification, warning, and communication procedures, continuation/contingency for essential services and supports, means for locating family members in an emergency, emergency response procedures, evacuation, shelter and accountability procedures, and emergency shutdown procedures.

***FIRES***

Fire Plan Basics

The signal for a fire will either be the fire alarm or initiated by staff. The following are guidelines for staff:

***Avoid Panic***

The greatest danger in most fires is panic.

* *DO NOT* talk about fires to consumers; instead refer to fires as a “fire drill,” when possible, since this may unnecessarily alarm consumers or visitors.
* *DO NOT* alarm consumers by excited motions.
* *NEVER SHOUT FIRE* – consumers look to you for protection. You should appear calm and move with assurance.

***Be Alert for Signs of Fire***

No employee has the right to assume that any fire is too small to report. If you smell smoke, call 911, evacuate employees and consumers from the building, and report it to all employees for investigation.

***Prevent Fires***

Make a habit to look for fire hazards. Do not allow trash or rubbish to accumulate. Observe and enforce smoking regulations. *SMOKING IN THE OFFICE OR TRAINING FACILITY IS PROHIBITED*. Smoking is only allowed in designated areas – outside the facility – and all cigarette butts should be put in the ashtray provided.

***Employee Training***

Every employee of Boundless Miracles, LLC will go through Emergency Procedures Training upon hire and annually. This training will be offered once per month and the employees will be notified 2 months prior to their training certification expiration in order to select a time to complete the training.

Employees are required to:

* Know the location of the fire alarm and fire extinguishers throughout the building.
* Know how the fire alarm system works.
* Know the location of all emergency exits.
* Keep the exits clear at all times.
* Know how to turn on the alarm to indicate fire.
  + Call 911
  + State your name and say “I am calling from Boundless Miracles Office at 820 South Post Road Shelby NC 28152”
  + State what is on fire
  + Wait for the dispatcher to repeat the information back to you

It is important to note that the Fire Chief is in charge of operations during a fire emergency. Do not use the telephone except to send important messages. Telephone calls are suspended during a fire alert except for emergency purposes.

***Primary Exits & Alternative Routes***

The Primary Exit for Boundless Miracles Administrative Offices is the front door that opens into the parking lot. The Alternative Route is the exit located at the back of the building that opens into the lot behind the office building.

The Primary Exit for Boundless Miracles Staff Training Facility is the front door that opens into the parking lot. The Alternative Route is the exit located at the back of the building that opens into the lot behind the office building.

It is important to note that none of the windows on the front of the building can be opened by any other method than breaking them.

***The R.A.C.E. Method***

If you find a fire, remember to R.A.C.E.

R – Rescue – Remove any consumer or other affected person from the immediate area of the fire and close the door behind you.

A – Alarm – Activate the alarm

C – Call 911!

E – Extinguish – Extinguish fire, if possible, with appropriate fire extinguisher, but do not endanger yourself or others to do so.

***Types of Fire Extinguishers***

Multipurpose Dry Chemical Extinguisher

* Usually labeled ABC (A= ordinary combustibles; B= Flammable liquids; C= Electrical equipment
* Designed to extinguish all three (3) types of fires (A, B, and C)

***How to use a Fire Extinguisher***

Employees will be trained to use the ***PASS*** method:

P – Pull the pin

A – Aim the nozzle at the base of the fire

S – Squeeze the handle

S – Use a Sweeping motion

***Locations of Fire Extinguishers***

In both the Administrative Offices and the Staff Training Facility, the fire extinguishers are located beside the entrance doors.

***BOMB THREATS***

It is the policy of Boundless Miracles, LLC to utilize the methods described below to prepare for bomb threats and to ensure the safety of employees, consumers, and visitors at all times.

Employee Training

All administrative employees who answer phone calls will be required to go through the bomb threat procedures training. They shall sign a statement indicating they have taken the training and understand the procedures to be used in case of a bomb threat.

Procedure for employees who may receive a threatening call:

1. Employee should utilize the Bomb Threat Checklist to gather information for the
2. If a threat is received, CALL 911.
3. Look closely at the doors before opening them to go out. If there is anything suspicious on or near the door, use another exit and evacuate the building.
4. Upon evacuation, be sure to do a head count.
5. Leave as many doors and windows open as possible.
6. DO NOT touch or move anything in the office, or home, if the threat is received in the home setting.
7. DO NOT turn on or off any electrical switches.
8. DO NOT search the office until Police and Fire Departments arrives, however be available to assist them with their search.
9. DO NOT attempt to remove any suspicious objects or packages.

Repeated Phone Threats

It is understood that a situation may arise wherein Boundless Miracles, LLC receives repeated phone threats. In this case, the Executive Director and any administrative staff answering the calls will meet with local law enforcement and the local telephone company to establish tracing for these repeated phone threats in an attempt to irradiate the problem. Appropriate legal action will be taken.

***NATURAL DISASTERS***

Natural Disasters that may affect the relative geographic location of Boundless Miracles, LLC include but are not limited to tornadoes, severe rainstorms, hurricanes, floods, ice storms and snow storms.

Understanding that typically weather conditions are forecast prior to the events, Boundless Miracles, LLC encourages staff to continue providing services for consumers, however to provide them at the consumer’s home, when possible. Employees are responsible to be aware of weather conditions that may arise that could interfere with providing services to consumers. Employees should not endanger themselves or the consumers in attempting to travel or transport when severe storm warnings or watches have been issued by the weather service.

All employees of Boundless Miracles, LLC will be trained on the types of natural disasters that are common for this geographical location, including tornadoes, flooding, thunderstorms and winter storms. The full extent of this comprehensive training plan, including information employee expectations and how to keep consumers safe in those types of situations, can be located in Appendix C.

Natural Disaster Preparation Considerations

Boundless Miracles, LLC shall store basic emergency supplies, such as, but not limited to, drinking water, food, flashlights, batteries, battery-operated radios, first aid kits, and bedding in case employees, consumers and/or visitors are stranded at the Administrative Offices during a natural disaster.

Consumers are not housed at the Boundless Miracles, LLC facility, therefore storing medications and/or medical devices for consumers are not necessary.

In the event that one of the consumer’s home is affected by natural disaster, though it is not required, Boundless Miracles, LLC Administrative staff will assist in collaboration with community resources to assist consumers and their families with priority needs.

***Tornadoes***

Employee Training

Tornadoes are nature’s most violent storms. Spawned from powerful thunderstorms, tornadoes can cause fatalities and devastate a neighborhood in seconds. A tornado appears as a rotating, funnel-shaped cloud that extends from a thunderstorm to the ground with whirling winds that can reach 300 miles per hour. Damage paths can be in excess of one mile wide and 50 miles long. Every state is at some risk from this hazard.

Some tornadoes are clearly visible, while rain or nearby low-hanging clouds obscure others. Occasionally, tornadoes develop so rapidly that little, if any, advance warning is possible.

Before a tornado hits, the wind may die down and the air may become very still. A cloud of debris can mark the location of a tornado even if a funnel is not visible. Tornadoes generally occur near the trailing edge of a thunderstorm. It is not uncommon to see clear, sunlit skies behind a tornado.

The following are facts about tornadoes:

* They may strike quickly, with little or no warning.
* They may appear nearly transparent until dust and debris are picked up or a cloud forms in the funnel.
* The average tornado moves Southwest to Northeast, but tornadoes have been known to move in any direction.
* The average forward speed of a tornado is 30 MPH, but may vary from stationary to 70 MPH.
* Tornadoes can accompany tropical storms and hurricanes as they move onto land.
* Waterspouts are tornadoes that form over water.
* Tornadoes are most frequently reported east of the Rocky Mountains during spring and summer months.
* Peak tornado season in the southern states is March through May; in the northern states, it is late spring through early summer.
* Tornadoes are most likely to occur between 3 p.m. and 9 p.m., but can occur at any time.

***The Difference Between Watch & Warning***

If a tornado **"watch"** is issued for your area, it means that a tornado is "possible."

If a tornado **"warning"** is issued, it means that a tornado has actually been spotted, or is strongly indicated on radar, and it is time to go to a safe shelter immediately.

***Typical Tornado Experiences***

Be alert to what is happening outside as well. Here are some of the things that people describe when they tell about a tornado experience:

* A sickly greenish or greenish black color to the sky.
* If there is a watch or warning posted, then the fall of hail should be considered as a real danger sign. Hail can be common in some areas, however, and usually has no tornadic activity along with it.
* A strange quiet that occurs within or shortly after the thunderstorm.
* Clouds moving by very fast, especially in a rotating pattern or converging toward one area of the sky.
* A sound a little like a waterfall or rushing air at first, but turning into a roar as it comes closer. The sound of a tornado has been likened to that of both railroad trains and jets.
* Debris dropping from the sky.
* An obvious "funnel-shaped" cloud that is rotating, or debris such as branches or leaves being pulled upwards, even if no funnel cloud is visible.

If you see a tornado and it is not moving to the right or to the left relative to trees or power poles in the distance, it may be moving towards you! Remember that although tornadoes usually move from southwest to northeast, they also move towards the east, the southeast, the north, and even northwest.

Encourage your family members to plan for their own safety in many different locations. It is important to make decisions about the safest places well BEFORE you ever have to go to them.

***Where to Go In Case of a Tornado***

Below are various locations an employee may find himself/herself in when providing services to consumers of Boundless Miracles, LLC with recommendations about where to go in order to be safe.

**HOMES OR OTHER SMALL BUILDINGS**

The best places are:

* In a storm shelter specifically designed for that purpose--within the basement or outside the home entirely;
* In a basement, away from the west and south walls. Hiding under a heavy work-table or under the stairs will protect the family from crumbling walls, chimneys, and large airborne debris falling into the cellar. Old blankets, quilts and an unused mattress will protect against flying debris, but they should be stored in the shelter area. Precious time can be lost by trying to find these items at the last minute.
* In a small, windowless, first floor, interior room, like a closet or bathroom. The bathtub and commode are anchored directly into the ground, and sometimes are the only thing left in place after the tornado. Getting into the bathtub with a couch cushion over you gives you protection on all sides, as well as an extra anchor to the foundation. Plumbing pipes may or may not help hold the walls together, but all the extra framing that it takes to put a bathroom together may make a big difference. If there is no downstairs bathroom and the closets are all packed with "stuff," a hall may be the best shelter. Put as many walls as you can between yourself and the tornado. In a pinch, put a metal trash can over as much of you as you can. It will keep some flying debris from injuring you. Even that may make the difference between life and death.

Wherever it is, the shelter should be well known by each member of the family. If you and your family will conduct annual emergency drills (fire, tornado, etc), everyone will remember what to do and where to go when a tornado is approaching--automatically and without panic. Choose a friend or family member in another part of town or elsewhere to be a "contact person" that will be called by everyone should the family members become separated.

**MOBILE HOMES**

Most tornado deaths occur in cars and mobile homes. If you live in a mobile home park, you should find out from the manager where you should go in the event of a tornado--but don't wait until you really need the information--ask him/her on a nice day! Mobile home parks may have a designated tornado shelter,

or a steel reinforced concrete laundry room. If they don't, you need to find another substantial structure that you can reach very quickly. You may have only seconds to get to it.

**SCHOOLS**

Leave auditoriums, gyms and other free-span rooms, exiting in an orderly fashion. Go to interior rooms and halls on the lowest floor, but avoid halls that open to the outside in any direction. If there are no interior hallways, avoid those that open to the southwest, south, or west, since that is the usually the direction the tornado will come. Stay away from glass, both in windows and doors. Crouch down, and make as small a “target” as possible. If you have something to cover your head, do so, otherwise, use your hands.

Don't assume that there will always be a teacher or other adult there to tell you what to do--if there is, you should follow their direction, but you need to know these things too.

Peak time for tornadoes to strike varies from region to region. In some southeastern states, early morning tornadoes are almost as common as late afternoon ones.

**CAR/VEHICLE**

If you are in a car, and you can see a tornado forming or approaching, you should leave the car and take shelter as above. You may think you can escape from the tornado by driving away from it, but you CAN’T KNOW what you may be driving into! A tornado can blow a car off a road, pick a car up and hurl it, or tumble a car over and over. Many people have been killed in cars while they were trying to outrun the tornado, and although it is sometimes possible to escape, it is generally not a good idea.

**SHOPPING CENTERS, HOSPITALS, & FACTORIES**

Go to interior rooms and halls on the lowest floor. Stay away from glass enclosed places or areas with wide-span roofs such as auditoriums, theaters, and warehouses. Crouch down and cover your head. Deaths have occurred in large, single story department stores. They have occurred inside the building when the roof or wide span brick walls, which collapsed. A corner would be safer than the middle of the wall. A bathroom, closet, office, or maintenance room with short walls would be the safest area, especially if it was on the north or east side of the building.

**Myths About Tornadoes**

1. Highway overpasses are a safe place to shelter if you are on the road when you see a tornado coming.

Scientists and meteorologists and the emergency management people have become very frustrated with the increasing number of motorists who are doing this routinely. The truth is, any time you deliberately put yourself above ground level during a tornado, you are putting yourself in harm's way.

1. Opening windows to equalize air pressure will save a roof, or even a home, from destruction by a tornado.

The idea that moving one thin pane of glass is going to protect a roof or house from one of the most violent natural forces on the planet has a certain absurdity about it. It is probably born of wishful

thinking and faulty logic, stemming from the need to do something .... anything. In reality, opening windows is a dangerous and useless waste of time, and could actually be harmful to the house.

1. Tornadoes never strike big cities.

It is possible that a tornado could actually intensify even more after it forms outside of town and moves into the central city. One speculation has it that the friction of the buildings will slow down the inflow of air into the funnel. This would deprive the funnel of air. The pressure would drop, causing the funnel to shrink in diameter, and spin even faster. So central city tornadoes that began outside the city could be more damaging than average.

1. Some towns are "protected!"

The idea that one's town is "protected" is a combination of wishful thinking, short memory, the rarity of tornadoes, and a distorted sense of "here" and "there." Proof of protection has been offered by a very simple statement of fact. The town has never been hit by a tornado, but 10 tornadoes have touched down "outside" of town in the past 30 years. The occurrence information may be fact, but the conclusion that the town must be "protected" does not logically follow.

1. The southwest corner of a basement is the safest location during passage of a tornado.

The truth is that the part of the home towards the approaching tornado (often, but not always, the southwest) is the least safe part of the basement, not the safest. This is also true of the above-ground portion of the house. In most tornadoes, many more homes will be shifted than will be blown completely free of a foundation. Homes that are attacked from the southwest tend to shift to the northeast. The unsupported part of the house may then collapse into the basement or pull over part of the foundation, or both. Historically, the few deaths in basements have been caused by collapsed basement walls, houses, and chimneys, rather than by debris that was thrown into the basement from the outside.

***Flooding***

Natural Disasters also include flooding and flash flooding that may occur due to severe thunderstorms or prolonged rainfall.

**What Is a Flood?**

Devastating floods occur throughout the U.S. every year. Ninety percent of all presidentially declared natural disasters involve flooding.   
  
Flooding is usually divided into two categories: flash flooding and river flooding. Both can cause death, injury and property destruction.   
  
Flash floods are usually caused by slow-moving thunderstorms or thunderstorms that move over the same

area one after the other. Flash floods usually occur within six hours of heavy rainfall and are usually more life threatening, according to the National Weather Service.   
  
The majority of deaths from flooding occur when people become trapped in automobiles that stall while driving through flooded areas. Nearly half of all flood fatalities are vehicle-related.

**How Floods are Formed**

Several factors contribute to flooding. The two key elements are rainfall intensity and duration. Intensity is the rate of rainfall, and duration is how long the rain lasts. Topography, soil conditions, and ground cover also play an important role.

**What Is a Flash Flood?**

Intense rainfall in a brief period leaves more water than the ground can absorb. When this happens, flash flooding can occur.   
  
Flash floods are usually caused by slow-moving thunderstorms or thunderstorms that move over the same area one after the other. Flash floods usually occur within six hours of heavy rainfall and are usually more life threatening, according to the National Weather Service.   
  
Flash floods occur with little or no warning, move at very fast speeds and can reach a peak in a few minutes. They can roll rocks, tear out trees, sweep away cars and trucks, and destroy buildings and bridges. Rapidly rising water can reach heights of 30 feet or more. Flash flood-producing rains can also trigger catastrophic mudslides. You will not always have a warning that these deadly, sudden floods are coming. Most flood deaths are due to flash floods.

**What's the difference between a flood and flash flood?**

A flood occurs when prolonged rainfall over several days, intense rainfall over a short period of time, or an ice or debris jam causes a river or stream to overflow and flood the surrounding area. Melting snow can combine with rain in the winter and early spring; severe thunderstorms can bring heavy rain in the spring and summer; or tropical cyclones can bring intense rainfall to the coastal and inland states in the summer and fall.

Flash floods occur within six hours of a rain event, or after a dam or levee failure, or following a sudden release of water held by an ice or debris jam, and flash floods can catch people unprepared. You will not always have a warning that these deadly, sudden floods are coming. So, if you live in areas prone to flash floods, plan now to protect your family and property. The use of the word “flash” here is synonymous with “urgent.”

***Understanding Flood Warnings***

1. **Flood Watch -** Flash flooding or flooding is possible within the designated WATCH area. Be alert.
2. **Flood Warning -** Flash flooding or flooding has been reported or is imminent. Take necessary precautions at once.
3. **Stream Advisory -** Flooding of small streams, streets, and low-lying areas, such as railroad underpasses and urban storm drains, is occurring.
4. **Flood Statement -** Follow-up information regarding a flash flood/flood event.

***Basic Flood Safety Rules***

Employees of Boundless Miracles, LLC should use the following Safety Rules when flooding conditions arise:

1. **Get to High Ground -** If flooding occurs, get to higher ground. Stay away from flood-prone areas, including dips, low spots, valleys, ditches, washes, etc. If the waters start to rise in the consumer’s home, retreat to the second floor, the attic and if necessary, the roof. Make sure to find and take dry clothing, a flashlight and a portable radio with you. Employees and consumers should then wait for help from the authorities.
2. **Avoid Flooded Areas -** Avoid flooded areas or those with rapid water flow. Do not attempt to cross a flowing stream. It takes only six inches of fast flowing water to sweep you off your feet or overturn a SUV.
3. **Keep Children & Consumers Safe -** Don't allow children and/or consumers to play near high water, storm drains or ditches. Hidden dangers could lie beneath the water.
4. **Beware of Flooded Roads -** Flooded roads could have significant damage hidden by floodwaters. NEVER drive through floodwaters or on flooded roads. If your vehicle stalls, leave it immediately and seek higher ground. Water only two feet deep can float away most automobiles. Do not camp or park your vehicle along streams or washes, particularly when threatening weather conditions exist. Be especially cautious at night when it is harder to recognize flood dangers.

**Turn Around - Don't Drown**

Floods are the most common and widespread of all weather-related natural disasters. And flash floods are the most dangerous kind of floods, because they combine the destructive power of a flood with incredible speed and unpredictability.   
  
Many weather conditions can cause a flash flood. They’re often the result of heavy rainfall from slow-moving thunderstorms or new thunderstorms developing and moving over the same area or from the rain of hurricanes or tropical storms concentrated over one area.

Rapidly rising water creating a flash flood may occur with little warning. Every year, more deaths

are caused by flooding than from any other severe weather related hazard. Why? The main reason is that people underestimate the force and power of water.   
  
Did you know that as little as six inches of moving water can knock you off your feet or cause you to lose control of your car and just two feet of water can cause a car even a big SUV to be swept off a road or bridge? When cars are swept downstream into fast moving water often, the people inside them drown. Tragically, emergency responders are often injured or killed as they attempt to rescue individuals trapped by flooding. But many of these deaths are preventable.   
  
Whether you are driving or walking, if you come to a flooded road, follow this simple rule: Turn Around- Don't Drown.

Don’t take a chance and cross a flooded road or bridge because you can’t determine the depth of water or the condition of the road or bridge. FLASH and the National Weather Service have some simple guidelines to help you and your family stay safe in flooding situations:

1. Do not camp or park your vehicle along rivers, streams or washes, particularly during threatening conditions.
2. If flooding occurs, get to higher ground. Stay away from areas subject to flooding like low spots, valleys, canyons or washes.
3. Avoid areas already flooded, especially if the water is flowing fast. Never try to cross flowing streams.
4. NEVER let your children play near flooded streams, storm drains, bayous, roads, rivers or creeks.
5. NEVER drive through flooded roadways. Road beds or bridges may be washed out under flood waters.
6. Never drive around the barriers that warn you the road is flooded.
7. Be especially cautious at night when it is harder to recognize flood dangers.

***THUNDERSTORMS***

***Warning Signs***

Thunderstorms may occur singly, in clusters or in lines. Thus, it is possible for several thunderstorms to affect one location in the course of a few hours. Some of the most severe weather occurs when a single thunderstorm affects one location for an extended time.  
  
While thunderstorms and lightning can be found throughout the United States, they are most likely to occur in the central and southern states. The state with the highest number of thunderstorm days is Florida.

***Emergency Information***

Thunderstorms can bring heavy rains (which can cause flash flooding), strong winds, hail, lightning and tornadoes. In a severe thunderstorm, employees should take care to get themselves and their consumer inside a sturdy building and stay tuned to a battery-operated radio for weather information.

Lightning is a major threat during a thunderstorm. In the United States, between 75 and 100 Americans are hit and killed each year by lightning. If you are caught outdoors during a storm with your consumer, avoid natural lightning rods such as tall, isolated trees in an open area or the top of a hill and metal objects such as wire fences, golf clubs and metal tools. It is a myth that lightning never strikes twice in the same place. In fact, lightning will strike several times in the same place in the course of one discharge.

***Potential Hazards***

During a disaster, ordinary objects in the immediate area, whether it be the home of a consumer or out in the community, can cause injury or damage. Anything that can move, fall, break, or cause a fire is a potential hazard. For example a bookcase can fall and cause serious injury. When thunderstorms or severe weather begin, employees should be aware of the potential hazards and take care to protect consumers and themselves from them.

***WINTER STORMS***

A major winter storm can be lethal. Preparing for cold weather conditions and responding to them effectively can reduce the dangers caused by winter storms. The following frequently asked questions will help employees understand how winter storms may affect their health and safety and the health and safety of the consumers we serve.   
  
***Types of Winter Storms***

1. *Blizzards –* Winds of 35 mph or more with snow and blowing snow reducing visibility to less than ¼ mile for at least 3 hours.
2. *Blowing Snow –* Wind-driven snow that reduces visibility. Blowing snow may be falling snow and/or snow on the ground picked up by the wind.
3. *Snow Squalls –* Brief, intense snow showers accompanied by strong, gusty winds. Accumulation may be significant.
4. *Snow Showers –* Snow falling at varying intensities for brief periods of time. Some accumulation is possible.
5. *Snow Flurries –* Light snow falling for short durations with little or no accumulation.
6. *Ice Storms –* May include freezing rain or sleet.

Ice Storms and occasional snow are most common for our geographic area. This year, 2009-2010, there has been an increase in winter weather that has delayed service provision and operations of our company.

***Winter Weather Storm Warnings***

Employees should be aware of any winter storm warnings or advisories that may be issued for our geographic location and the geographic location of the consumers with which they work. Administrative staff of Boundless Miracles, LLC will inform staff of any recommendations by the national and/or local weather services they should be aware of. Employees should always use caution and a great deal of discretion before deciding to provide services in these conditions. If staff chooses to provide services to the consumer, under no circumstances should they travel with the consumer during severe winter weather.

1. *Winter storm watch:* Be alert, a storm is likely.
2. *Winter weather advisory:* Winter weather conditions are expected to cause significant inconveniences and may be hazardous, especially to motorists.
3. *Frost/freeze warning:* Below freezing temperatures are expected and may cause damage to plants, crops, or fruit trees.
4. *Winter storm warning:* Take action, the storm is in or entering the area.
5. *Blizzard warning:* Snow and strong winds combined will produce blinding snow, near zero visibility, deep drifts, and life-threatening wind chill--seek refuge immediately.

***Winter Storm Injuries***  
According to National Weather Service about 70 percent of injuries during winter storms result from vehicle accidents, and about 25 percent of injuries result from being caught out in the storm.    
  
Some of the hazards associated with working in winter storms that employees of Boundless Miracles, LLC may encounter include:

* Driving accidents due to slippery roadways
* Carbon monoxide poisoning
* Slips and falls due to slippery walkways
* Hypothermia and frostbite due to the cold weather exposure
* Being struck by falling objects such as icicles, tree limbs, and utility poles
* Electrocution due to downed power lines or downed objects in contact with power lines
* Roof collapse under weight of snow (or melting snow if drains are clogged)
* Dehydration

***Other Risks Associated with Winter Weather***

***Frostbite***Frostbite is a severe reaction to cold exposure that causes freezing in the deep layers of skin and tissue. Frostbite can cause permanent damage. It is recognizable by a loss of feeling and a waxy-white or pale appearance in fingers, toes, nose, or ear lobes.   
  
***Hypothermia***Hypothermia occurs when the body temperature drops to less than 95°F. Symptoms of hypothermia include uncontrollable shivering, slow speech, memory lapses, frequent stumbling, drowsiness, and exhaustion.   
  
To avoid hypothermia:

* Recognize the environmental and workplace conditions that lead to potential cold-induced illnesses and injuries.
* Learn the signs and symptoms of cold-induced illnesses/injuries and what to do to help those who are affected.
* Train the workforce about cold-induced illnesses and injuries.
* Select proper clothing for cold, wet, and windy conditions.
* Layer clothing to adjust to changing environmental temperatures. Wear a hat and gloves, in addition to underwear that will keep water away from the skin (polypropylene).
* Take frequent short breaks in warm dry shelters to allow the body to warm up.
* Perform work during the warmest part of the day.
* Avoid exhaustion or fatigue because energy is needed to keep muscles warm.
* Use the buddy system (work in pairs).
* Drink warm, sweet beverages (sugar water, sports-type drinks). Avoid drinks with caffeine (coffee, tea, or hot chocolate) or alcohol.
* Eat warm, high-calorie foods like hot pasta dishes.

The following information discusses individuals who may be at an increased risk for hypothermia. Victims of hypothermia are often (1) elderly people with inadequate food, clothing, or heating; (2) babies sleeping in cold bedrooms; (3) people who remain outdoors for long periods - the homeless, hikers, hunters, etc.; and (4) people who drink alcohol or use illicit drugs. Victims may also include people with predisposing health conditions such as cardiovascular disease, diabetes, and hypertension, people that take certain medication and people in poor physical condition or who have a poor diet. Employees should take caution when providing services and never take consumers out in winter weather.

***Treating Frostbite or Hypothermia***If frostbite or hypothermia is suspected, begin warming the person slowly and seek immediate medical assistance. Warm the person's trunk first. Use your own body heat to help. Arms and legs should be warmed last because stimulation of the limbs can drive cold blood toward the heart and lead to heart failure. Put person in dry clothing and wrap their entire body in a blanket. Never give a frostbite or hypothermia victim something with caffeine in it (like coffee or tea) or alcohol. Caffeine, a stimulant, can cause the heart to beat faster and hasten the effects the cold has on the body. Alcohol, a depressant, can slow the heart and also hasten the ill effects of cold body temperatures.  
  
*Walking Safely on Snow and Ice*

* Walking on snow or ice is especially treacherous and wearing proper footwear is essential. A pair of well insulated boots with good rubber treads is a must for walking during or after a winter storm. Keeping a pair of rubber over-shoes with good treads which fit over your street shoes is a good idea during the winter months.
* When walking on an icy or snow-covered walkway, take short steps and walk at a slower pace so you can react quickly to a change in traction.
* When walking on a sidewalk which has not been cleared and you must walk in the street, walk *against* the traffic and as close to the curb as you can.
* Be on the lookout for vehicles which may have lost traction and are slipping towards you. Be aware that approaching vehicles may not be able to stop at crosswalks or traffic signals.
* At night, wear bright clothing or reflective gear, as dark clothing will make it difficult for motorists to see you.
* During the daytime, wear sunglasses to help you see better and avoid hazards.

***Winter Driving***   
Employees should take the following precautions if they must drive in a winter storm:   
  
Inspect the vehicle to ensure the following systems are operating properly.

* *Brakes:* Brakes should provide even and balanced braking. Also check that brake fluid is at the proper level.
* *Cooling System:* Ensure a proper mixture of 50/50 antifreeze and water in the cooling system at the proper level.
* *Electrical System:* Check that battery is fully charged and that connections are clean. Check that the alternator belt is in good condition with proper tension.
* *Engine:* Inspect all engine systems.
* *Exhaust System:* Check exhaust for leaks and that all clamps and hangers are snug.
* *Tires:* Check for proper tread depth and no signs of damage or uneven wear. Check for proper tire inflation.
* *Oil:* Check that oil is at proper level.
* *Visibility Systems:* Inspect all exterior lights, defrosters (windshield and rear window), and wipers. Install winter windshield wipers.

Also carry an emergency kit in the vehicle with the following items:

* Blankets/sleeping bags • Road maps
* Cellular telephone or two-way radio • Water
* Windshield scraper • Snacks
* Snow brush • Jumper cables
* Flashlight with fresh/extra batteries • Emergency flares
* Extra winter clothes • Traction aids (bag of sand or cat litter)
* Shovel • Matches
* Tow chain

These items will not be provided to employees by Boundless Miracles, LLC. These items are not a requirement for those who transport consumers, however they are strongly recommended.

***Being Stranded in the Vehicle During a Winter Storm***

If you are stranded in the vehicle during a winter storm, stay in the vehicle. Do not leave the vehicle to search for assistance unless help is visible within 100 yards. You may become disoriented and lost in blowing and drifting snow. Display a trouble sign by hanging a brightly colored cloth on the radio antenna and raising the hood. Turn on the vehicle's engine for about 10 minutes each hour and run the heat to keep warm. Also, turn on the vehicle's dome light when the vehicle is running as an additional signal. ***Beware of carbon monoxide poisoning***. Keep the exhaust pipe clear of snow, and open a downwind window slightly for ventilation. Watch for signs of frostbite and hypothermia. Do minor exercises to keep up circulation. Clap hands and move arms and legs occasionally. Try not to stay in one position for too long. If more than one person is in the vehicle, take turns sleeping. For warmth, huddle together. Use newspapers, maps, and even the removable car mats for added insulation. Avoid overexertion since cold weather puts an added strain on the heart. Unaccustomed exercise such as shoveling snow or pushing a vehicle can bring on a heart attack or make other medical conditions worse. Be aware of symptoms of dehydration.

**UTILITY FAILURES**

In the event of power outage, at Boundless Miracles, LLC, the following procedures will be followed:

1. If direct care staff and consumers are on premises when the utility failure occurs, direct care staff will be asked to take the consumers out in to the community or into the consumers’ home(s), which shall serve as their primary location, to provide their services. This will reduce potential health and safety risks and hazards for both the employees and consumers.
2. Direct care staff, consumers and/or visitors will not be allowed inside the building during a utility failure for their own protection.
3. Administrative staff will inform the appropriate utility company of the outage.
4. An emergency kit will be maintained on site at Boundless Miracles, LLC which shall include the following:
   * Flashlights • Battery operated radios
   * Food • At least two (2) gallons of drinking water
   * Batteries • Utensils for opening food containers
   * Back-up generator
5. Employees, consumers and/or visitors shall not remain at the primary site for Boundless Miracles, LLC, with the exception of administrative staff that may remain to ensure that the utilities are restored to proper working order. If the utilities are not restored within a reasonable amount of time, the administrative staff may not stay on site for longer than 4 hours.
6. Due to the extreme risk of fire, candles shall not be utilized during a power outage.

Preventative Measures

1. The property shall be evaluated periodically to identify potential hazards that may lead to utility failure. If potential hazards are identified, preventative measures will be taken when possible.
2. Computers shall be backed up according to the Technology & Systems Plan to ensure that a severe loss of data will not occur.
3. Boundless Miracles, LLC shall follow energy conservation measures to keep the use of electricity as low as possible, which can help power companies avoid imposing rolling blackouts.
4. Boundless Miracles, LLC shall not use cordless phones and/or systems. This will ensure that even in a power outage communication through the phone system can occur.

Employee Training  
**What is a “Rolling Blackout?”**

A rolling blackout occurs when a power company turns off electricity to selected areas to save power. The areas are selected using sophisticated computer programs and models. The blackouts are typically for one hour, then the power is restored and another area is turned off. Hospitals, airport control towers, police stations, and fire departments are often exempt from these rolling blackouts. These blackouts usually occur during peak energy usage times, usually between 4 and 7 p.m. on weekdays, but they can happen at any time of day. Blackouts may affect the same area more than once a day, and may exceed an hour's duration.

**How will I know if I will be affected by a Rolling Blackout?**

Listen to local television, radio and check the web site of your local power company. Usually, rolling blackouts occur when power usage increases, especially during hot weather when many people are using air conditioning to keep cool. Power companies try to give a warning when they will turn off power to an area, but they cannot always do that.

**Tips for your preparing for a power outage at your home:**

* If you have space in your refrigerator or freezer, consider filling plastic containers with water, leaving about an inch of space inside each one. (Remember, water expands as it freezes, so it is important to leave room in the container for the expanded water). Place the containers in the refrigerator and freezer. This chilled or frozen water will help keep food cold if the power goes out, by displacing air that can warm up quickly with water or ice that keeps cold for several hours without additional refrigeration.
* If you use medication that requires refrigeration, most can be kept in a closed refrigerator for several hours without a problem. If unsure, check with your physician or pharmacist.
* If you use a computer, keep files and operating systems backed up regularly. Consider buying extra batteries and a power converter if you use a laptop computer. A power converter allows most laptops (12 volts or less) to be operated from the cigarette lighter of a vehicle. Also, turn off all computers, monitors, printers, copiers, scanners, and other devices when they're not being used. That way, if the power goes out, this equipment will have already been safely shut down. Get a high quality surge protector for all of your computer equipment. If you use the computer a lot, such as for a home business, consider purchasing and installing an uninterruptable power supply (UPS). Consult with your local computer equipment dealer about available equipment and costs.
* If you have an electric garage door opener, find out where the manual release lever is located and learn how to operate it. Sometimes garage doors can be heavy, so get help to lift it. If you regularly use the garage as the primary means of entering your home upon return from work, be sure to keep a key to your house with you, in case the garage door will not open.
* If you have a telephone instrument or system at home or at work that requires electricity to work (such as a cordless phone or answering machine), plan for alternate communication, including having a standard telephone handset, cellular telephone, radio, or pager. Remember, too, that some voice mail

systems and remote dial-up servers for computer networks may not operate when the power is out where these systems are located. So even if you have power, your access to remote technology may be interrupted if the power that serves those areas is disrupted. Check with remote service providers to see if they have backup power systems, and how long those systems will operate.

* Keep your car fuel tank at least half full because gas stations rely on electricity to power their pumps.
* Follow energy conservation measures to keep the use of electricity as low as possible, which can help power companies avoid imposing rolling blackouts.

**Special Considerations for Disabled Persons**

*The information in this section applies more to individuals in home settings. This is for your personal information rather than a requirement of your job.*

* If you use a battery-operated wheelchair, life-support system, or other power-dependent equipment, call your power company before rolling blackouts happen. Many utility companies keep a list and map of the locations of power-dependent customers in case of an emergency. Ask them what alternatives are available in your area. Contact the customer service department of your local utility company(ies) to learn if this service is available in your community.
* If you use a motorized wheelchair or scooter, have an extra battery. A car battery also can be used with a wheelchair but will not last as long as a wheelchair's deep-cycle battery. If available, store a lightweight manual wheelchair for backup.
* If you are Blind or have a visual disability, store a talking or Braille clock or large-print timepiece with extra batteries.
* If you are Deaf or have a hearing loss, consider getting a small portable battery-operated television set. Emergency broadcasts may give information in American Sign Language (ASL) or open captioning.

**MEDICAL EMERGENCIES**

Each consumer admitted to Boundless Miracles, LLC services has a thorough assessment completed that includes information that would be necessary for treatment in case of a medical emergency, including medications, diagnoses, hospital preference and medical history. Each employee shall complete a Medical History Form, located in Appendix E, to use in case of medical emergencies for staff. This form shall be updated annually.

Basic first aid kits are available on site at the Boundless Miracles, LLC office. Employees are also required to carry a first aid kit with them in their vehicles. These kits are provided to the employees by Boundless Miracles, LLC.

Employee Training

All employees are trained in First Aid, CPR, including use of a defibrillator, Seizure Management, OSHA, Bloodborne Pathogens, Infectious Diseases and Medication Administration in the event that a medical emergency arises. Available staff during a medical emergency are responsible for immediate response.

*Notification Process*

Boundless Miracles, LLC does not have an on-call system, however all members of the administrative staff have cell phones that can be contacted in the event of a medical emergency after office hours. Direct care staff shall be notified of these cell phone numbers and shall carry those cell phone numbers with them at all times when providing services. The appropriate order for notification is:

1. On-call phone : (704) 692-3143
2. QDDP
3. Clinical Director
4. Executive Director

The administrative staff will be responsible for contacting the consumer’s case manager or on-call crisis line, and family members.

**SAFETY DURING VIOLENT OR OTHER THREATENING SITUATIONS**

Violent or other threatening situations may include explosions, gas leaks, biochemical threats, acts of terrorism, and/or the use of weapons.

Employees of Boundless Miracles, LLC are required to participate in the Emergency Policy Training, part of which addresses these types of situations, as well as the following policies and procedures. Employee training shall be documented according to HR policies.

It is unlikely that any of these violent or other threatening situations may arise and the risk of these has been evaluated to be very low. However understanding that random acts of violence do occur, the following procedures shall be observed by staff members:

Evacuation

If there is a threat to the life of an employee or consumer, complete evacuation of the premises is mandatory. Employees should never put themselves or consumers in harm’s way to evacuate. Direct Care Staff shall transport consumers away from the violence or life-threatening situation to the consumer’s home.

Violence in the Workplace

Non-exclusive examples of conduct which is prohibited:

* Causing physical injury to another person;
* Making threatening remarks;
* Acting aggressively or hostilely, creating reasonable fear of injury for another person or subjecting another individual to emotional distress;
* Damaging employer or employee property;
* Possessing a firearm or dangerous weapon while on Boundless Miracles, LLC property or while on Boundless Miracles, LLC business;
* Committing hostile acts motivated by, or related to, workplace harassment or domestic violence;
* Conducting harassing surveillance, i.e. stalking;
* Threatening weapons or bringing them to the workplace;
* Displaying overt signs of extreme stress, resentment, hostility or anger;
* Making threatening remarks;
* Displaying irrational or inappropriate behavior.

Employees will report any threat or behavior as outlined above. Any employee who is subject to, or observes, violent behavior or threat of violent behavior, a firearm or other weapon, or any situation that appears to be potentially dangerous, must immediately report such action to a member of the administrative staff.

Administrative Staff will immediately take corrective action to resolve any violent behavior situation. This includes, but is not limited to, summoning police officers or calling 911.

The Human Resources Coordinator will assist the administrative management team in investigating and preparing documentation for action surrounding an incident of violent behavior.

Incidents that constitute criminal acts will be referred to the Shelby City Police Department.

Disciplinary action may be taken, up to and including termination, for violations of this policy.

In no case shall any employee or private person who reports threats or acts of violence be retaliated against through disciplinary action, workload reassignments, denial of promotion, harassment, or any other manner of retribution. Any acts of retaliation will be reported immediately to the Executive Director or designee.

Additional Employee Obligations

● Occasionally an employee may face a threat from a person outside the workplace. If any employee has reason to believe an outsider may harm the employee in any way in the workplace, the employee is required to report those concerns to the employee's immediate supervisor.

● If an employee has obtained any legal protection order, such as a No Contact" or "Anti-Harassment" or restraining order, against any other individual, and the employee believes the individual may attempt to contact that employee at the workplace in violation of the protective order, the employee is required to report those concerns to the employee's immediate supervisor, and to supply a copy of that order to the Boundless Miracles, LLC Human Resources Coordinator. The Human Resources Coordinator will place the copy in the employee's personnel file and will forward a copy to the Shelby City Police Department. Such information will be kept confidential to the extent possible, but will be provided to appropriate personnel on a "need to know" basis.

Any employee concerned about personal safety may request an escort or other appropriate intervention by law enforcement personnel.

Employees should follow this same if any citizen or visitor to Boundless Miracles, LLC is observed with or known to possess a firearm or other dangerous weapon, or where a verbal threat of assault of an employee, consumer or visitor is observed at the workplace. Administrative Staff should follow the procedures outlined above.

**SAFE AREAS**

The following have been identified as “safe areas” for employees and consumers in the event of an emergency:

* The consumer’s home, as long as the emergency is not directly affecting that specific environment;
* Any location within the community not affected by the emergency; and
* Any school in Cleveland County, which have been approved by the county to serve as emergency shelters.

**EMERGENCY DRILLS**

Drills for each of the emergencies addressed in this plan shall be run in random intervals, but no less than once per year. A variety of drill types will be utilized, as outlined in the Health & Safety Training Plan, including:

1. General Training Sessions;

2. Walk-Through Drills;

3. Functional Drills;

4. Evacuation Drills; and

5. Full-Scale Exercises.

**IDENTIFICATION & CONTINUATION OF ESSENTIAL SERVICES**

Boundless Miracles, LLC is committed to providing quality services to each and every consumer in order to increase their independence and allow them to live normal lives in our community. To that end, every service provided by Boundless Miracles, LLC is identified as being essential to the well-being of consumers. Therefore, despite any of the emergencies presented in this plan, services shall continue to be delivered to consumers and their families based on the preferences of the consumer and/or guardian.

In the event that the administrative offices and/or staff training facility become unsafe for consumers and employees to enter, services shall be provided in the consumer’s home and in the community.

**EMERGENCY ESSENTIALS**

In the event of any of these emergencies, the information and procedures provided in this section are applicable.

Employee Responsibilities & Requirements

All employees of Boundless Miracles, LLC are required to attend the Emergency Procedures Training. Drills and evacuation sessions will occur periodically in the offices of Boundless Miracles, LLC. Each employee is responsible for knowing the procedures and skills involved in all types of emergencies. Employees are also responsible for protecting consumers, visitors, co-workers and property of Boundless Miracles, LLC from fires.

Consumer Responsibility

It is important to note that the consumers have a responsibility to inform employees if they become aware of any of the signs of an emergency situation. Consumers are requested to participate in drills as they occur and are required to follow the same safety guidelines and procedures required by Boundless Miracles, LLC for their own safety assurance.

Appropriate Emergency Evacuation

Whenever an employee hears the fire alarm, or is notified of an emergency situation (i.e. a bomb threat) the office or training facility shall be evacuated by employees and consumers immediately.

Staff and consumers will meet in the approved meeting area, which is the field on the left side of the building across Carmel Drive, safely away from the danger. 911 should be called immediately after completely evacuating the building.

The Sign-In Sheets will be checked by the administrative staff to ensure that all persons have safely evacuated the building.

Once the employee, consumer or visitor, has been accounted for, the one on one staff will be given permission to safely transport consumers away from the facility. At that time, they shall return the consumers to their homes and remain with them for the remainder of their scheduled service provision. During bomb threats, all remaining employees without consumers will get in their vehicles and evacuate the premises to the established meeting place at the Executive Director’s address: 120 Drum Road, Shelby, NC.

Assisting Consumers with Evacuation

Due to the types of services provided by Boundless Miracles, LLC there may be times when consumers who have mobility impairments, hearing impairments, visual impairments, speech impairments, and intellectual or developmental disabilities will be in the facility. It is important for staff to know that a consumer with one or more of these types of impairments may not understand the need to evacuate or be able to complete the evacuation without physical assistance. Understanding this, employees are expected and required to provide the types of assistance that may be required in order to get consumers to safety. These include, but are not limited to:

1. Physically pushing wheelchair bound consumers to safety;
2. Physically lifting and carrying a consumer with mobility impairments that may not be confined to a wheelchair; and/or
3. Guiding consumers with mobility, visual or hearing impairments to safety.

Evacuee Safety Assurance

*Consumer, Employee & Visitor Accountability*

Employees, consumers and visitors are required to sign in on the Sign-In Log when entering the building. The Sign-In Logs will be posted by the exits of both the administrative offices and the staff training facility. In the event of an emergency requiring an evacuation, a member of the administrative staff shall grab the Sign-In Log upon exiting and once all staff, employees and visitors have navigated to the approved meeting area, roll will be called.

If all persons are accounted for, everyone will remain on site until the authorities arrive.

If any person or persons are not accounted for, an assigned staff member will be approved to go back and look for the unaccounted person. If the person is found, they will be assisted in getting to the approved meeting area. If the person is not found, the authorities will be notified.

Temporary Shelter

If this location is not accessible for administrative operations, we will operate from our homes. The approved meeting place for business that should be conducted as an administrative group is the Executive Director’s home:

120 Drum Road

Shelby, North Carolina 28152

Administrative Staff will utilize their cellular phones to conduct business on and consumers, families and case management agencies will be notified of those phone numbers at that time.

Any work related to administrative duties that can be done from the administrator’s home will be allowed at such a time. All direct care staff will continue to provide services in the consumer’s home and in the community. Staff will keep consumers away from the Boundless Miracles, LLC property until it is cleared as safe for persons to enter again.

***Communication of the Plan***

We will communicate our Emergency & Disaster Preparedness Plan with employees through the Emergency Procedures Training required for all employees on an annual basis.

In the event of a disaster, administrative staff will communicate with employees in the following way:

* Office phones will be utilized to contact employees and inform them of any necessary information and actions to take, if possible.
* If the office phones are not in proper working order or an evacuation has occurred, administrative staff will utilize their cellular phones to contact employees and inform them of any necessary information and actions to take.

**COMMUNITY RESOURCES FOR PRIORITY NEEDS**

Boundless Miracles, LLC shall inform the community resources, i.e. Fire Department, Police Stations and EMS, of our primary location and any primary needs in the event that an emergency shall arise to ensure the fastest possible response time from those community resources.

**OTHER CONSIDERATIONS IN TIMES OF DISASTER**

Cyber Security & Records Back-Up

The Technology & Systems Plan identifies methods for maintaining security and confidentiality of electronic information in a disaster, as well as records back-up. Please refer to the Technology & Systems Plan for comprehensive information.

**NOTIFICATION OF EMERGENCY AUTHORITIES**

*Emergency Contact Numbers*

FOR LIFE THREATENING EMERGENCIES PLEASE CALL

Police Departments

North Carolina State Highway Patrol 1-800-572-8765

Cleveland County Sheriff’s Office 704-484-4888



Shelby City Police Department (Non-Emergency Line) **704- 484-6845**

Fire Stations

Grover Street Firehouse 704-484-6835  
506 E. Grover St.

Charles Road Firehouse 704-484-6836  
303 Charles Rd.

Kings Road Firehouse 704-669-6565  
2425 Kings Road Ext.

Cleveland County Emergency Management 704-484-4841

& Fire Marshal's Office

Hospitals

Cleveland Regional Medical Center 980-487-3000  
201 E. Grover Street  
Shelby, NC 28150

****American Red Cross (Cleveland County Chapter) 704-487-85941333 Fallston Road, Hwy 18 North

Shelby, NC 28150

Animal Control

**1609 Airport Road 704-481-9884**

**Shelby, NC 28150**

Poison Control 1-800-222-1222

EMPLOYEE EMERGENCY CONTACT INFORMATION

The following is a list of our co-workers and their individual emergency contact information:

Executive Director Rhonda Cooper Mobile: **704-692-1404**

Home: 704-482-7310

Clinical Director Kimberly Mitchell Mobile: 704-692-3392

QDDP **Heather Gailey** Mobile: **704-692-3143 \*\* On Call 24/7**

HIM Specialist/ **Jill Miller** Mobile: **704-692-2207**

Co-owner Home: **704-482-5042**

ANNUAL REVIEW

The emergency planning team, comprised of the management team and the advisory committee members, shall review the Emergency & Disaster Preparedness Plan annually. Necessary revisions and additions will be made as needed.

**APPENDIX A**

***Emergency Disaster Kits***

**Water**

**How Much Water do I Need?**

You should have at least a three-day supply of water and you should store at least one gallon of water per person per day. A normally active person needs at least one-half gallon of water daily just for drinking.

Additionally, in determining adequate quantities, take the following into account:

* Individual needs vary, depending on age, physical condition, activity, diet, and climate.
* Children, nursing mothers, and ill people need more water.
* Very hot temperatures can double the amount of water needed.
* A medical emergency might require additional water.

## How Should I Store Water?

To prepare safest and most reliable emergency supply of water, it is recommended you purchase commercially bottled water. Keep bottled water in its original container and do not open it until you need to use it.

Observe the expiration or “use by” date.

## If You are Preparing Your Own Containers of Water

It is recommended you purchase food-grade water storage containers from surplus or camping supplies stores to use for water storage. Before filling with water, thoroughly clean the containers with dishwashing soap and water, and rinse completely so there is no residual soap. Follow directions below on filling the container with water.

If you choose to use your own storage containers, choose two-liter plastic soft drink bottles – not plastic jugs or cardboard containers that have had milk or fruit juice in them. Milk protein and fruit sugars cannot be adequately removed from these containers and provide an environment for bacterial growth when water is stored in them. Cardboard containers also leak easily and are not designed for long-term storage of liquids. Also, do not use glass containers, because they can break and are heavy.

If storing water in plastic soda bottles, follow these steps:

1. Thoroughly clean the bottles with dishwashing soap and water, and rinse completely so there is no residual soap.
2. Sanitize the bottles by adding a solution of 1 teaspoon of non-scented liquid household chlorine bleach to a quart of water.
3. Swish the sanitizing solution in the bottle so that it touches all surfaces.
4. After sanitizing the bottle, thoroughly rinse out the sanitizing solution with clean water.

## Filling Water Containers

Fill the bottle to the top with regular tap water. If the tap water has been commercially treated from a water utility with chlorine, you do not need to add anything else to the water to keep it clean. If the water you are using comes from a well or water source that is not treated with chlorine, add two drops of non-scented liquid household chlorine bleach to the water. Tightly close the container using the original cap. Be careful not to contaminate the cap by touching the inside of it with your finger. Place a date on the outside of the container so that you know when you filled it. Store in a cool, dark place. Replace the water every six months if not using commercially bottled water.

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**Food**

**APPENDIX D cont’d**

Store at least a three-day supply of non-perishable food. Select foods that require no refrigeration, preparation or cooking and little or no water. If you must heat food, pack a can of sterno. Select food items that are compact and lightweight. Avoid foods that will make you thirsty. Choose salt-free crackers, whole grain cereals, and canned foods with high liquid content.

\*Include a selection of the following foods in your Disaster Supplies Kit:

Note: Be sure to include a manual can opener.

* Ready-to-eat canned meats, fruits and vegetables
* Canned juices, milk, soup (if powdered, store extra water)
* Staples--sugar, salt, pepper
* High energy foods--peanut butter, jelly, crackers, granola bars, trail mix
* Vitamins
* Foods for infants, elderly persons or persons with special dietary needs
* Comfort/stress foods--cookies, hard candy, sweetened cereals, lollipops, instant coffee, tea bags

**First Aid**

Assemble a first aid kit for your home and one for each car. A first aid kit\* should include:

* Sterile adhesive bandages in assorted sizes • Tweezers
* 2-inch sterile gauze pads (4-6) • Needle
* 4-inch sterile gauze pads (4-6) • Moistened towelettes
* Hypoallergenic adhesive tape • Antiseptic
* Triangular bandages (3) • Thermometer
* 2-inch sterile roller bandages (3 rolls) • Tongue blades (2)
* 3-inch sterile roller bandages (3 rolls) • Assorted sizes of safety pins
* Tube of petroleum jelly or other lubricant • Scissors
* Cleansing agent/soap • Latex gloves (2 pair)
* Sunscreen

**Non-prescription drugs**

* Aspirin or non-aspirin pain reliever
* Anti-diarrhea medication
* Antacid (for stomach upset)
* Syrup of Ipecac (use to induce vomiting if advised by the Poison Control Center)
* Laxative
* Activated charcoal (use if advised by the Poison Control Center)

## C:\Users\Rhonda\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\U1IFRYW0\MC900113404[1].wmfClothing, Bedding and Sanitation

## Clothing and Bedding

If you live in a cold climate, you must think about warmth. It is possible that you will not have heat.

\*Include at least one complete change of clothing and footwear per person.

* Jacket or coat • Sunglasses
* Long pants • Blankets or sleeping bags
* Long sleeve shirt • Thermal underwear
* Sturdy shoes or work boots • Rain gear
* Hat, gloves and scarf

## Sanitation

* Toilet paper • Household chlorine bleach
* Soap, liquid detergent • Disinfectant
* Feminine supplies • Plastic bucket with tight lid
* Personal hygiene items • Plastic garbage bags/ties for sanitation use

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Tools

* Tube tent • Pliers
* Tape • Compass
* Matches in a waterproof container • Aluminum foil
* Plastic storage containers • Signal flare
* Paper, pencil • Needles & thread
* Medicine dropper • Whistle
* Map of the area (for locating shelters) • Plastic sheeting
* Emergency & Disaster Preparedness Plan • Flashlight & extra batteries
* Cash/traveler’s checks, change • Nonelectric can opener, utility knife
* Shut-off wrench, to turn off household gas &water
* Mess kits, or paper cups, plates and plastic utensils
* Portable, battery-operated radio or television and extra batteries
* Fire extinguisher: small canister, ABC type

**Description: C:\Documents and Settings\user\Local Settings\Temporary Internet Files\Content.IE5\50MP0N9G\MCj04127620000[1].wmfSpecial Items**

Remember family members with special needs, such as infants and elderly or disabled persons.

* **For Baby**
  + Formula • Medications
  + Diapers • Powdered milk
  + Bottles • Pacifiers
* **For Adults**
  + Insulin • Extra eye glasses
  + Prescription drugs • Hearing aid batteries
  + Denture needs • Heart and high blood pressure medication
  + Contact lenses and supplies
* **Important Family Documents**
  + Keep these records in a waterproof, portable container.
  + Will, insurance policies, contracts, deeds, stocks and bonds
  + Photo IDs, passports, social security cards, immunization records
  + Bank account numbers
  + Credit card account numbers and companies
  + Inventory of valuable household goods, important telephone numbers
  + Family records (birth, marriage, death certificates)
  + Photocopies of credit and identification cards
* **Cash and coins.**
* **Entertainment--games and books.**