



Safety Procedures

Section	Initiated	Last Update	Last Review	Related Policy/Form	Page
Safety	November 2021	November 2021	November 2021		1 of 12

Purpose:

To provide safety guidelines for all sites at ProAct.

Scope:

All Employees

Procedure:

STANDARD PROCEDURE FOR ANY ACCIDENT/INJURY

1. Stay calm
2. Ask someone for help - yell if necessary.
3. Assess injuries/illness immediately and call 911 if warranted. If any doubt on extent of injury, call 911. In case of an overdose call 911.
4. Fill out an accident/incident report. These can be found on the U drive under Safety – Original Accidents and Incidents
5. When someone is injured or ill, his/her personnel/medical files should be pulled immediately to help assist the responding medical team.
6. The HR Director maintains current lists of CPR/First Aid Instructors and CPR/First Aid certified staff members.

AED USAGE

The AED are located in a prominent area (different at each site). The training AED will be kept in storage with the manikins for teaching purposes only.

The AED will be used only by staff that have been trained and certified by ProAct’s Red Cross certified instructors. Certified staff must check that there is a green light on the status indicator to confirm that the AED is ready for use.

AED training will occur in conjunction with CPR training.

Maintenance and periodic checks for the AED will be done by ProAct’s Red Cross certified instructors or ProAct Facility Coordinator.

Prior to using the AED, 911 should be called.

MEDICAL EMERGENCY

The following procedures are intended to be used as general guidelines for staff and participants. Each situation will be different; therefore, it is imperative that each trained staff exercise discretion to assure that the health and safety of the injured is given top priority. **If a staff member is not certified to administer first aid, please find a trained staff member.** Appropriate staff members will document all procedures.

ProAct provides an isolated area for individuals to rest in the event of an illness.

1. CHOKING INCIDENT PROCEDURE FOR EAGAN PROACT AND/OR COMMUNITY SITES

- A. In the event of a choking incident, staff will administer the Heimlich maneuver as taught in CPR training.
- B. At the onset of a choking incident, staff will call 911.
- C. Emergency responders will assess the affected participant for further choking rescue, and transport to ER if needed.
- D. If the participant has recovered from the choking incident and the Heimlich maneuver by the time the first responders arrive, the first responders will be asked to assess the participant as to whether or not to transport to the ER to rule out any complications from the incident.
- E. An incident/accident report will be written.
- F. The resident care provider, parent or guardian and the ProAct nurse consultant will be notified of any choking incident immediately.

2. MINOR INJURY/ILLNESS PROCEDURE:

- A. Follow universal precaution methods in administering first aid.
- B. If a participant needs to be monitored, notify the Program Manager, Case Coordinator or Nurse.
- C. Complete an accident report and hand into the Information Specialist or appropriate staff, (for participants) or the Human Resources Director (for Staff) injuries. All reports on participants will be sent to all team members. Reports need to be completed and handed in within 24 hours of the accident/injury.

3. MAJOR INJURY/ILLNESS PROCEDURES:

- A. If staff is not certified to administer first aid, stay with injured party and send someone else to secure a trained staff member.
- B. Follow universal precaution methods in administering first aid.
- C. If non-emergency medical care is needed, staff will call the clinic or emergency room to inform them that the injured employee or participant is coming in.
- D. If ambulance is required, immediately have someone call 911 and wait by the front door to direct the ambulance attendants upon arrival.
- E. Staff will get the ill/injured party's emergency information and give it to the EMT's.
- F. Staff will call residence/family to accompany ambulance to hospital. Staff may accompany ill/injured if no family/residential staff are able to meet ambulance at hospital. Staff will notify county case manager or persons identified in the emergency information sheet, as well as DHS and Ombudsmen if necessary.
- G. Staff who witnessed the accident or was closest at the time of accident will fill out Accident Report and submit to the Information Specialist, Human Resources Director or other appropriate staff within 24 hours of the accident.

4. MINOR INJURY/ILLNESS PROCEDURE IN THE COMMUNITY

ProAct is responsible for participants who are working in the community and under the supervision of ProAct staff. If there are problems, the following procedures should be followed:

- A. If minor injury or illness, follow universal precaution methods in administering first aid.
- B. If a participant needs to be monitored, call the ProAct office and notify the Case Coordinator or other staff member and arrange for needed services.
- C. Record incident or treatment on accident form and forward to appropriate staff. Regular procedures on incident/accident reporting will be followed.

5. MAJOR INJURY/ILLNESS PROCEDURE IN THE COMMUNITY:

- A. Administer first aid, using universal precautions.
- B. If staff is ill or injured, notify supervisor or designated employee for instructions on next steps and coverage.
If ambulance is required, have someone call 911, and direct EMT to appropriate area.
- C. If ambulance is not required, but treatment is, a staff member will call clinic/hospital to inform them the ill/injured employee or participant is coming in.
 - 1. Staff will get the ill/injured participant's case file from program staff or emergency information sheet.
 - 2. Staff member will take case file or emergency information and meet ill/injured participant at clinic or hospital and will notify the caregiver, residential facility, legal representative and county case manager and any other person identified in the emergency information sheet, within 24 hours of occurrence or receipt of knowledge, but preferably within one to two hours of occurrence or receipt of knowledge.
- D. Staff who witnessed the accident or was closest at the time of accident will fill out the reporting information documents and hand in within 24 hours of the accident.

6. VEHICLE EMERGENCY

Vehicle accident or breakdown with a ProAct vehicle:

Each ProAct vehicle is equipped with a fire extinguisher and first aid kit. It also has our Transportation Policy and Procedures Manual for more information.

In Case of **breakdown** contact the Transportation Coordinator or appropriate staff at ProAct.

In Case of an **accident**:

- A. Render first aid
- B. Call 911
- C. Contact ProAct

A report must be provided within 24 hours of occurrence or 24 hours of receipt of knowledge of the accident to the parents, legal guardian, caregiver, county case manager, and any significant other, when appropriate, of the participants.

7. FIRST AID TREATMENT



In the case of all medical emergencies, 911 should be called immediately. Case Coordinators should be notified of an accident involving a participant, so that the individual case record/medical information can be pulled. **ONLY** trained CPR/First Aid personnel should assist an injured or ill employee who requires immediate attention. If there is any likelihood of any blood contact, or respiratory intake of particles, employees **MUST** utilize face shields and disposable gloves. Follow all First Aid protocols.

8. OSHA RECORDS

Record Log of Occupational Injuries and Illnesses (OSHA #300).

- A. OSHA Forms 300 and 301 for ProAct will be maintained by appropriate staff.
- B. OSHA Form 300A will be completed annually and posted from February 1st to April 30th.

ILLNESS

Protocol to be followed for illness may be found in the case file for each participant.

If a participant is ill, they will either go home or report to the Nurse/Case Coordinator. The Nurse or Case Coordinator will case note specifics of illness.

EXCLUSION OF PERSONS WITH COMMUNICABLE DISEASES AND NOTIFICATION OF EXPOSURE TO COMMUNICABLE DISEASES.

The provider shall exclude persons with communicable diseases only when it is the opinion of the health consultant that the person may present a health hazard to others. When a person is excluded on the basis of this opinion, the exclusion must continue until the program can comply with the consultant's recommendations and the consultant approves the person's return to the program. When a person has been exposed to a communicable disease, the provider shall inform the person's caregiver.

SEIZURES

Information on participants who have active seizures is located in the individual case record. Each individual has a seizure protocol sheet completed in their case file which should be referred to. Every staff person hired completes training on Epilepsy during orientation and is reviewed annually thereafter. Training consists of defining the common types of seizures, and first aid for someone having a seizure. Further information is available upon request from the Program Manager.

Protect head and body by removing sharp objects near the victim, do not restrict the victim, and never put anything in the mouth of a seizure victim.

In an emergency situation call "911".

Refer to R-43 for Seizure Report



CIVIL DEFENSE

1. All participants and staff transportation should be notified and all workers sent home when official civil defense communications indicate that there is sufficient time to arrive home before dangerous conditions occur.
2. If case conditions will not allow time for all personnel to be dismissed, they will be evacuated to the approved shelter.

BOMB THREAT

PERSONS RECEIVING A CALL OR VERBAL WARNING:

1. Signal all other staff members that a bomb threat has been received and contact the police department through "911" and evacuate the building.

BOMB IN THE FACILITY:

1. Actual bomb discovered in the building:
 - A. Do not handle or move the bomb.
 - B. Call "911" immediately and evacuate the entire building.

FIRE EMERGENCY/FIRE DRILLS

IN THE EVENT OF AN ACTUAL FIRE

THE FOLLOWING PROCEDURES SHOULD BE FOLLOWED:

1. The fire alarm will be sounded by activating the system in the communications room, or
2. By pulling one of the alarms which are located by the entrances/exits throughout the building or
3. The alarms will automatically sound if the system detects smoke.

When the alarms sound, the alarm monitoring company will call 911 and have emergency personnel dispatched.

PROCEDURE FOR USE OF FIRE EXTINGUISHER:

1. Hold extinguisher upright.
2. Pull ring which is located at the top of the extinguisher.
3. Stand approximately eight feet from the fire. Aim at the base of the fire.
4. Squeeze the lever and move the extinguisher in a sweeping motion from side to side.

EVACUATION PROCEDURE:

Maps of the building along with location of fire alarms, extinguishers and hydrants are posted throughout the building.

1. Staff will call 911, if necessary.
2. If an emergency evacuation is necessary, the alarms will sound. At least one staff person will be present in each main area of the work floor and program areas during the evacuation to keep the individuals served calm and give directions and assistance if necessary. An alternate staff person will be assigned to cover an area if the regular staff person is not present during the evacuation. If any individuals served require assistance in leaving the building, at least one staff person per individual will assist them.
3. Emergency evacuation routes are posted on the walls throughout the building.

4. Staff, upon receiving the evacuation notice, should remain calm. All workers are to leave their work stations and program areas immediately and exit quickly and quietly, with no pushing, running or shoving. The first staff person out of the building will hold the door for the others. One staff from each respective area will be designated and responsible for checking all rooms in their area to ensure total evacuation. After clearing their area, designated staff will be the last to leave the building, closing the door behind them. They will then report to the individual conducting roll call that their area is all clear. This will ensure that all individuals have been evacuated from the building. Staff will direct workers and individuals served to a point at least 100 feet from the building, so as to avoid interfering with emergency vehicles.

EMERGENCY DRILLS:

Drills for all emergencies will be conducted on an annual basis, except fire and natural disaster which will be quarterly.

When a fire drill is conducted, the audible alarm, which is located in the communications room, is activated using the procedure posted in the communications room. The alarm monitoring company will be notified that a drill is being conducted. This is done so the alarm company does not have emergency personnel dispatched.

Staff, upon hearing the alarm, should remain calm. All staff and participants are to leave their work stations and program areas immediately and exit quickly and quietly, with no pushing, running or shoving. The first staff person out of the building will hold the door for the others. One staff person from each respective area will be designated and responsible for checking all rooms in their area to ensure total evacuation. After it is certain an area is clear, designated staff will close all doors within that area. After clearing their area, the designated staff will be the last to leave the building, closing the door behind them. They will then report to the individual conducting roll call that their area is all clear. Staff should direct all workers/ individuals served to a point at least 100 feet from the building, so as to avoid interfering with emergency vehicles. Evacuation maps are posted throughout the building, which indicate primary and secondary exits and roll call meeting areas. Once all areas have reported in and are clear, the timing on the drill will end.

The following information will be recorded during the fire drills and discussed at the next safety meeting. All information will be recorded in the safety committee meeting minutes.

1. Date fire drill held
2. Time of fire drill.
3. Any problems.
4. Weather conditions.
5. Time to clear the building.

After each area is checked all staff and individuals served may re-enter the building. The first person to re-enter the building will disengage the alarm.

WEATHER EMERGENCIES

TORNADO OR SEVERE THUNDERSTORM:

Tornado/Severe Weather shelter areas are indicated on maps posted throughout the building.



ProAct will not transport individuals served during a tornado warning until the warning has expired or it becomes clear that the danger has passed in the area where transport services will be provided. Furthermore, during the periods of severe thunderstorms, hail, etc., a decision will be made to modify transportation schedules, if needed to ensure safety. This decision will be made by a Vice President/President, the transportation coordinator, together with drivers, before drivers will be permitted to continue their routes.

1. Public Warning:
 - A. Civil Defense siren (alert of attention signal).
 - B. Tune radio to WCCO 830, KSTP Channel 5 TV, WCCO TV or KSTC TV (Channel 45)
 - C. Be alert to dangers of wind and lightening.
 - D. Move individuals served, staff and visitors to the inner structure of the building (hallways, main conference rooms), away from any glass.
 - E. If a tornado strikes: **DO NOT SMOKE** – gas lines may be broken.
Assist where possible in first aid and rescue until emergency personnel arrive.
Be careful – walls, etc. may be unstable.

BLIZZARDS/WINTER INCLEMENT WEATHER:

1. Public Warning:
 - A. Turn radio to WCCO 830 Radio, KSTP Channel 5 TV, WCCO TV or KSTC TV (Channel 45)

2. ProAct Action
 - A. Have people remain indoors until transportation arrangements can be made.
 - B. ProAct transportation vehicles will be used for transporting people home or to a temporary shelter.
 - C. For additional transportation needs, call
Metro mobility 651-602-1111

3. ProAct will be open for business every day, regardless of weather conditions. When heavy snowfall strikes, the decision to follow a delayed start schedule will be made by the Company President or designee before 6:00 a.m. This decision will be based on local weather conditions and forecasts.

Announcements will be made on WCCO (AM 830), KSTP TV (Channel 5) and WCCO TV (channel 4), WCCO.com, KSTC TV (channel 45), KSTP.com, KSTC45.com. WCCO starts making closing announcements about 5:00 a.m. but updates the list as calls come in. The announcement will be repeated on the radio at periodic intervals.

If the decision is made to close during the work day, the information will be communicated to all individuals and staff. Case Coordinators/Transportation Coordinator will call any additional transportation companies. Participants at community sites will use the employer's policy for work closure. Case Coordinators are responsible for getting the information and providing it to the participants.



All staff members are expected to make every reasonable effort to be on time and present for work each day. If you cannot make it to work, you must notify your supervisor as early as reasonably possible. Staff is expected to use PTO time if available.

Relocation in the Event of a Disaster

In the event of a disaster which renders ProAct's physical location uninhabitable, ProAct's Board of Directors would hold an emergency meeting to discuss/determine the best course of action based on the extent of damage. The Board of Directors will determine if the program will temporarily suspend services in order to repair damage or secure rental property in order to continue services while repairs are made.

The Case Coordinators will initially notify individual team members of this information by using the contact information on the global application. Team members will also be informed they can obtain updated information which will be posted on ProAct's website.

MISSING PARTICIPANTS POLICY

1. Dependent Adults:

ProAct's policy on participants, who are missing or leave the ProAct grounds without permission, is to refer to the individual's plan to evaluate timelines and related history. ProAct staff will search for a period of time relating to the individual's plan before calling the Police Department to assist in the search and notify the team.

Staff members must complete an incident report on all participants who are missing and for whom a search must be initiated. ALL missing participants incidents will be reported within 24 hours of occurrence or within 24 hours of receipt of knowledge to the above listed individuals.

2. Independent Adults:

ProAct's policy on participants who are independent adults and live independently or with family members is to use common sense and review the individual situation with the Case Coordinator. Generally speaking, efforts should be made to locate the participant including a search, phone calls, and/or a call to the Police Department.

In some cases, however, it is necessary only to search the ProAct, Inc. grounds if needed and make note of the participant's decision to leave the premises, for later follow-up.

HAZARDOUS SUBSTANCES

It is the policy of ProAct to operate in full compliance with the Minnesota Employee Right to Know Act governing hazardous substances. This law states:

The Employee Right to Know Act was passed by the State Legislature. It is enforced as part of the Occupational Safety and Health Program in the Department of Labor and Industry. The Employee Right to Know Act is enforced in lieu of the Federal OSHA "Hazard Communication" Standard.

The Employee Right to Know Act is intended to ensure that employees are aware of the dangers associated with hazardous substances, harmful physical agents, or infectious agents, and to provide training to employees whom may be exposed. Written information on hazardous substances, harmful physical agents and infectious agent must be readily accessible to employees or their representatives. Employees have a conditional right to refuse to



work under imminent danger conditions. Labeling requirements for containers of hazardous substances and equipment or work areas that generate harmful physical agents are also included in the Act. This law applies to all places of employment in Minnesota except those under exclusive jurisdiction of the Federal Government.

Staff/Participant Rights:

1. To receive information and training on hazardous substances, harmful physical agents, or infectious agents (in hospital and clinics) to which they may be exposed.
2. To be trained on the hazards of the above prior to initial assignment to work with the substance or agent and to receive a yearly training update.
3. To refuse to work under imminent danger conditions.

Employer Rights:

1. To assign staff and participants to alternate jobs until hazardous conditions can be eliminated.
2. To request a signed statement from employees verifying that training was received.
3. Protection of trade secrets.

Note: For more information about the law, you may contact the following Occupational Safety and Health Divisions office:

St. Paul Office

443 Lafayette Rd. No.

St. Paul, MN 55155-4307

Phone No. (651) 284-5050

LOCK OUT/TAG OUT

If a machine was involved in the injury:

Or if there is any possibility of machine involvement or product malfunctions. The machine should be shut down immediately, using Lock out/Tag Out Procedures. Preserve all evidence until the insurance company can investigate the situation.

RETURN TO WORK

1. When an employee or participant returns to work after an injury:

- A. The employee or participant must have a written doctor's release before returning to work.
- B. When the employee or participant returns with a completed clinic form
 1. The supervisor will review the clinic form with the employee or the Case Coordinator will review the clinic form with the participant and discuss with the employee or participant what he/she

can and cannot do physically, based on the clinic form as well as find safe work for the employee or participant based on the information supplied on the clinic form

- C. If unable to find safe work, contact the Program Manager immediately.
- D. The employee or participant must bring back a completed clinic form every time he/she sees the doctor.
 - 1. Tell the employee or participant to always return the form to their immediate supervisor.
 - 2. Send the form to the Human Resources Director for staff or the Information Specialist or appropriate staff for participants.
- E. If the employee states that he/she cannot work because of pain or feels he/she cannot physically do the job because of the injury:
 - 1. Send the employee or participant to the doctor.
 - 2. Notify the Human Resources Director, Information Specialist or appropriate staff.

Any employee failing to report a work related injury or failing to follow proper procedure for reporting a work related injury is subject to disciplinary action, including termination.

Workplace Violence/Building Security

It is the objective of ProAct management to provide a work environment that is free from possible violence and to protect ProAct property, equipment and materials from theft and other malicious acts. In order to accomplish this objective, all ProAct staff will be involved in monitoring ongoing activities at ProAct. This policy outlines specific guidelines regarding various types of activity and establishes procedures on how to handle those situations.

NOTE: This policy is based on the assumption that the individual is cooperative and shows no aggressive or threatening behavior. If you feel you are in any danger with the individual, get help immediately or call the police.

- 1. To prevent violence in the workplace, all unauthorized individuals need to be kept out of the building unless escorted by an appropriate staff member.
 - A. **VISITORS** – Signs will be placed at each entrance to the building, instructing all visitors to sign-in at the main entrance. No visitor should enter the building without first reporting to the main entrance and signing in. Staff will notify the appropriate staff member to escort the visitor. This includes county case managers, family members, residential staff and all other non-employees of ProAct. At the discretion of staff, a name tag may be issued to the visitor.

If you see someone walking into the building or moving about in the building that you do not recognize, confront them by asking if you can help them. Ask them who they are, who they want to see and whether they have signed in at the front office. If they have not signed in, escort the individual to the front office. If they have signed in, escort the individual to the ProAct staff person they need to see. Any unusual activity by those individuals should be reported to the department director, supervisor or other appropriate staff immediately.
 - B. **GUEST OF EMPLOYEES** – On occasion, family members or friends of employees stop to take breaks, visit, etc. with employees. These individuals normally should not be allowed into the building. If the employee seeks

advance authorization from their immediate supervisor, exceptions can be made on a case by case basis. Temporary workers will be instructed on this procedure during their initial orientation.

- C. **SALES AGENTS, MAINTENANCE PERSONNEL, CONTRACTORS, CUSTOMERS, ETC.** – All individuals should enter through the main entrance and sign in prior to entering the production area. Exceptions to this may include regular delivery persons who are here on a regular basis and are easily recognized by their vehicle.
 - D. **EMPLOYEES** – Employees who are in the wrong department, in departments during break times or returning from break unusually early need to be watched closely. Any unusual activity needs to be reported to the appropriate department director or supervisor immediately. Also, any employees who are disgruntled, irritated, or visibly upset should be monitored and reported to their supervisor.
 - E. **FORMER EMPLOYEES**– If you see former employees, participants, or temporary workers at ProAct, they should be immediately reported to the Vice President or supervisor. These individuals should not be admitted into the building without prior authorization from the appropriate department supervisor and should not be allowed to roam around the building unescorted.
 - F. **OTHER**– In addition to the above, strangers loitering in the parking lot or other areas of ProAct property should be confronted to determine the reason for them being here. They should be directed to the front office for registration or asked to leave.
2. **RELEASE OF PARTICIPANTS TO UNAUTHORIZED INDIVIDUALS** – It is the policy of ProAct to protect participants who are unable to represent their own interests against release to unauthorized individuals. This includes participants under guardianship and participants classified as vulnerable adults.
- To prevent release of participants served to unauthorized individuals:
- A. Participants requesting the release of individuals from ProAct will be asked to sign the registration book.
 - B. If staff does not recognize the individual asking for a participant to be released, identification may be requested.
 - C. ProAct office staff has access to a list of participants who are under guardianship or for whom special precautions need to be taken to protect against release to an unauthorized participant.
 - D. As needed, appropriate staff will be summoned to determine the release of a participants.
3. **SAFEGUARDS OF PROACT PROPERTY**- Equipment, supplies and materials can best be accomplished by vigilant monitoring of ProAct personnel, participants, and temporary workers. Specific things to look for include:
- A. Individuals leaving a department at an unusual time of day-especially if they are carrying anything.
 - B. Individuals carrying boxes, bags, backpacks, bundles, etc., as they leave the building.
 - C. Individuals in departments other than where they work.
 - D. Individuals in departments during break, before work and after work hours.
 - E. Individuals leaving the building through doors other than the front of the building.
 - F. Any other unusual activity.



If you observe any of the above, immediately report this information to the Vice President or supervisor.

4. **COMMUNITY EMPLOYMENT WORKSITE** – To prevent violence at community employment worksites, ProAct staff and participants will be oriented to the safety policy and procedures of the business in which they are employed.

If ProAct staff feels that the workplace employer does not adequately address safety issues, including prevention of dealing with violence, the staff will bring those concerns to the attention of the case coordinator. The Case Coordinator will communicate with the worksite employer and assist in developing an appropriate plan.

5. **WEAPONS IN THE WORKPLACE** – In order to provide a safe working environment, ProAct will enforce a “zero tolerance” weapons policy. No staff or participant will be allowed to bring any weapons into ProAct’s building at any time. For purpose of this policy, a weapon is defined as any item which, in the opinion of ProAct staff, has the potential to inflict injury to another person. This includes but is not limited to: guns, knives, switchblades, sticks, razors, brass knuckles, tools, explosives, etc.

Any individual who brings a weapon to ProAct will be subject to disciplinary action up to and including termination of employment.

A pocket knife may be carried by an individual and not be considered in violation of the above policy provided the knife is a folding type knife with a blade three inches long or shorter and is carried in the pocket or appropriate sheath. Any inappropriate use or threats made with the knife will be considered a violation of the weapons policy and the individual will be subject to discipline as outlined above.

In summary, all ProAct staff will pay close attention to activities inside and outside of ProAct and take the initiative to confront any unusual activity. By doing so, ProAct will maintain a safe and nonviolent work environment.