



EduCare Facilitator Guide

Emergency Preparedness: Overview

Training Supplies Needed

- Presentation DVD
- Participant Guide Copies for all Trainees

Customization Suggestions

- Insert Company's Training Expectations: At Hire
- Insert Company's Training Expectations: Annually
- Insert company's policy and procedure for drills
- Company location information: Address and Phone Number
- Insert electronic equipment system for dialing 911
- Insert company information about dialing "9"
- Insert location of client emergency contact information
- Insert location of company emergency contact information
- Insert company's short-term contingency plan
- Insert company's long-term contingency plan
- Insert company's reporting and documentation procedures for incidents
- Insert company's Incident Report form (if applicable)

Facilitator Information: Chris Piepenburg

Chris Piepenburg is a 3rd generation fireman and a 16-year member of the fire service. He is a firefighter/paramedic with South Metro (CO) Fire Rescue assigned to a truck company in the suburbs of south Denver. Chris is also a member of the Technical Rescue Team and a medical specialist with Colorado's Urban Search and Rescue Task Force 1.

Learning Objectives

- State the importance of emergency planning, training and drills.
- Describe desired elements of emergency supplies and equipment.
- State how and when to call 911 and what to expect on the call.
- Understand the importance of client and company emergency contact information.
- State the importance of contingency plans and incident documentation.



EduCare Knowledge Assessment

Emergency Preparedness: Overview

Employee Name _____

Date _____

Please answer the following questions:

1. True or False Proper training and planning will not help if emergencies occur.
2. True or False When an emergency occurs, you will always have time to look up the emergency information in your emergency manual.
3. True or False Training and drills are only for the new employees.
4. True or False Your emergency kit should have enough supplies for 72 hours.
5. True or False When calling 911, give them your facility name and then hang up as quickly as possible to keep the line open for other calls.
6. True or False When calling 911, the dispatcher only needs your name and facility address.
7. True or False When emergency personnel arrive at your site, they are in charge.
8. Choose all the reasons why you may have to call 911.
 - a. Client needs a ride to the clinic.
 - b. Client has chest pains.
 - c. Client is missing.
 - d. We have expired medications that need to be destroyed.
 - e. Removal of a dead mouse
 - f. Fire in the building
9. True or False I should have the client's emergency information available when the emergency people arrive at the site.
10. True or False I should assume that I will be somehow involved in filling out the incident report for emergencies.

Supervisor's Signature _____

Date _____



EduCare Assessment Answers

Emergency Preparedness: Overview

1. False. Proper training and planning *will* help when emergencies occur.
2. False. You need to know what to do without looking up the information; you may not have time.
3. False. Training and drills are an annual requirement for *all* employees.
4. True
5. False. You need to answer all the questions asked by the dispatcher and only hang up when they tell you to do so.
6. False. The dispatcher will have a number of questions for you to answer.
7. True
8. B, C, F
9. True
10. True



Emergency Preparedness Overview

EduCare Training

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Facilitator Introduction



Firefighter / Paramedic

Chris Piepenburg

- 16 years experience in Emergency Medical Services
- Passionate about providing emergency preparedness education

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Learning Objectives

- State the importance of emergency planning, training, and drills.
- Describe desired elements of emergency supplies and equipment.
- State how and when to call 911 and what to expect on the call.
- Understand the importance of client and company emergency contact information.
- State the importance of contingency plans and incident documentation.



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General Emergency Information

- Emergencies can happen at any given time, any moment, and any hour of the day.
- You will be caring for vulnerable adults that depend on you in emergency situations.
- It is imperative that you understand the basics of emergency preparedness and your company's policies, procedures, and emergency plans.



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General Emergency Information

- There may be times when you will need to act independently so your preparation for emergency situations is critical.
- The only way to be prepared is to clearly understand the detailed emergency plan.
- You should be able to implement the emergency plan without direction 24/7.



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General Emergency Information

- Emergency knowledge and information is critical as you are the first responder to emergencies that happen with your clients.



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Football Analogy



- No two emergencies are the same.
- If you're in a situation where you have to reference a plan or procedure in order to respond in an emergency, you may be in trouble or worse, your clients may be in trouble.

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Football Analogy

- Football team practices all week for one weekly game.
- The playbook
- When the game is on the line, they don't have time to go to the playbook; they have to be prepared to deliver the play without reference.



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Football Analogy



- Emergencies change constantly.
- Planning and training are critical components for any successful team, including teams in your setting at work.

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Training



- Every employee must be trained when they are hired, to respond to emergencies.
- The training should include an overview of various types of emergencies and how to respond to each.
- Annual review of the information is imperative so that employees stay knowledgeable about the subject matter.

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Drills



- Some companies practice emergency situations by staging drills.
- The drills can be completed monthly, quarterly, or annually according to your own company's needs.
- Running through drills provides great practice for emergency situations.

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Emergency Supplies

- Part of your emergency preparedness includes having supplies and equipment available if you need them.
- Make sure you know where the emergency supplies and equipment are located so when needed, you can lay your hands on them quickly.



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Emergency Supplies – 72 Hour Kit

- Emergency kit suggestions (should contain enough for 72 hours for each resident and staff)
- The kit should include:
 - Client emergency contact information
 - Client chart face sheets which include a list of medications
 - Personal hygiene items including:
 - Incontinent supplies
 - Non-perishable food items
 - Water
 - Fruit juice



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Emergency Supplies - 72 Hour Kit

- Additional kit contents include:
 - Staff contact information
 - Personal protective supplies
 - Flashlights
 - Candles and matches
 - Battery-powered radio
 - Extra batteries
 - First aid kit
 - A multi-purpose tool
 - Emergency blankets
 - Extra set of keys
 - Duct tape
 - Scissors



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How to Use the 911 System

- You would be surprised at the number of people that have little to no understanding or experience in using 911.
- Briefly cover how to use 911.



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How to Use the 911 System

- When you call 911, first and foremost, stay calm.
- The dispatcher is going to ask you several questions.
 - Your name
 - The address you are calling from
 - The nature of your emergency
- Keep in mind that while the dispatcher is asking you many questions and for a very specific reason, help is already on the way.



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How to Use the 911 System

- The dispatcher needs all of this vital information so they can “triage” your call and send the most appropriate equipment to handle your issue.



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How to Use the 911 System



- Special notes about using 911
- Dial nine-one-one not nine-eleven.

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Special Notes about Using 911



- Some of your locations may have electronic equipment for alarms that automatically call 911 when an alarm is triggered.
- Always follow-up with a 911 call.



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Special Notes about Using 911



- One final note about dialing 911; some phones require that you dial a "9" to access an outside line.
- Learn the system used by your company so that you do not become frustrated when calling for emergency help.

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When to Dial 911

You need to dial 911 when a client is experiencing any of the following:

- Trouble breathing or stopped breathing
- Bleeding
- Experiencing chest, neck, arm, or jaw pain
- Fracture from a fall
- Poisoning
- Diabetic emergency
- Client elopement
- Severe burn
- Unable to move a limb
- Seizure
- Hyperthermia
- Hypothermia



When in doubt, call 911.

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When to Dial 911



You may also call 911 if your issues concern your physical setting.

- Fire
- Severe weather damage
- Major water issues
- Bomb threat
- Explosion

When in doubt, call 911.

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Emergency Responders Onsite

- Emergency responders will become the people in charge.
- Have the client file information near the client prior to the arrival of responders.



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Emergency Contact Information



- Every client provides emergency contact information at the time of admission.
- It is important that you understand your company's expectations of who calls the client's emergency contact and when the call is to be made.

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Emergency Contact Information



Knowledge of your company's contact information including:

- Do you know your site address?
- Who is the person in charge during business hours?
- After hours?
- How do you contact a supervisor, if necessary?

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Contingency Plan

• In the event an emergency causes the facility to be inhabitable or even part of it inhabitable, and because of the nature of the clients you serve, it is good practice to have a contingency plan in place.

• If your site is no longer able to provide services, you will have an alternate plan to meet the client's needs.



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Incident Reporting

- When an emergency happens, your company most likely will ask you to complete or help to complete documentation.
- Make sure you understand what your company expects of you.



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Crisis Communication Overview



- In the event of an incident at your facility, the first 24 to 48 hours of that incident are the most critical.
- The reason: that is when the media is going to pay the most attention.
- The media will be there to help you if you need them.

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Crisis Communication: Helpful Hints



- When an emergency or incident happens, we suggest that you control the communication as much as possible.
 - Do not give out any information if you are not authorized to do so.
 - Do not gossip or repeat information that you have heard from others.
 - Do not discuss the case or situation in public places or where others nearby may hear you and start rumors throughout your community.

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Crisis Communication: Helpful Hints

- Make sure you direct all questions by the media, family, or anybody else to your supervisor.
- And if you are given a prepared statement to read to the media or anybody else, read that statement and do not add your own editorial comments.
- Provide the client's responsible party with current and up to date information if the emergency pertains to their loved one.



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Emergency Preparedness Summary

Your preparation determines the outcome of all emergencies!



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- Thank you for your time!



- Please take a few moments and complete the assessment.
- If you have any questions, please talk to your supervisor.

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