

Take Charge of Your Health Facilitator Crisis Intervention Plan

Workshop Host Site Address:

On-site Contact Person:

Purpose

- AgeOptions, a licensee of Self-Management Resource Center programs, is providing this Crisis Intervention Plan for workshop facilitators and related program personnel. The Crisis Intervention plan is general guidance to be followed for the situations listed. Local guidance should take priority over the general information provided in this document.
- The areas covered are physical, medical, weather and structural emergencies which can impact the delivery of workshop sessions. It is recommended that each facilitator review this document annually.
- Upon assignment to a new workshop location, facilitators should become aware of the disaster and emergency plans of the location.
- The topics outlined below are:
 1. Communication
 2. Medical Emergency
 3. Weather Emergency
 4. Fire Emergency
 5. Building Emergency
 6. Major Disaster

General Orientation to Your Surrounding

- When you are facilitating a workshop, talk with the host site to determine:
 - The name of the on-site contact person and method of contact in case assistance is needed
 - Alternate on-site contact person and contact information
 - Location of emergency exits
 - Host site crisis intervention plan

The Area Agency on Aging in Suburban Cook County, since 1974

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1. COMMUNICATION

Any physical or medical emergency which occurs during the facilitation of any Take Charge of Your Health Workshops licensed by AgeOptions should be reported to Peg Tully, Health Education Implementation Coordinator, or Kathryn Zahm, Manager of Community Programs at AgeOptions at (708)383-0258. Either person is available for consultation if there are questions regarding emergency responses or if a workshop should be canceled.

2. MEDICAL EMERGENCY

Emergency services should be contacted at any time when a participant or co-facilitator exhibits any physical or emotional distress which needs urgent medical attention.

Immediate emergency response

- Workshop Facilitators are instructed to call 911 using desk or cell phone, whichever is appropriate for that situation. Facilitators should work with onsite staff to ensure the safety of remaining workshop participants. Information regarding the condition or situation leading to the emergency must remain confidential. Only with permission of the person experiencing the emergency can information be provided to other participants.
- Facilitators are asked to contact AgeOptions Health Promotion staff by end of the next business day at the latest, preferably within 24 hours.

Medical Emergency Purpose

- These guidelines for facilitators are to provide comfort care for participants experiencing a medical emergency.
- The crisis intervention plan provides for the safety of workshop participants and facilitators, volunteers and visitors. AgeOptions does not employ medical staff on a regular basis or medical emergency equipment at any of its workshop sites.

Medical Emergency Response

- **Rescue:** Conduct a visual assessment to discern if the person is in any significant medical distress or danger. Perform appropriate interventions such as first aid or CPR if qualified and comfortable in doing so.
- **Alert:** If the person appears to be in any **significant medical distress or danger call 911 immediately even if the person is asking us not to call.** Contact medical staff on site if they are available. Alert Management on site. If you call 911 alert Reception of your location.
- **Contain:** Address any safety issues that may be present to reduce further injury.
- **Evacuate:** Participants or staff from the area if needed.

General Procedures

- Remain with the affected person until qualified assistance arrives, leaving only to summon help if it cannot be obtained by calling out “HELP!”
- In the case of serious injury, do not move the victim before qualified medical assistance arrives unless necessary for life saving reasons.
- If you are uncertain whether an illness or injury is serious, summon emergency service assistance.
- Access local police, fire and other emergency contacts at the Front Desk at the Workshop Host Site.

3. WEATHER EMERGENCY

Advance Preparations/Warnings

- If within 24 hours or less weather reports indicate that an emergency weather situation will occur during your next scheduled session, contact the participants to cancel the session. Example: Severe thunderstorm or winter storm.
- The Lead Facilitator should contact the site to inform them that the session will be rescheduled. Both facilitators should confirm that all participants have been reached.
- Facilitators should contact AgeOptions that same day to inform them of the rescheduled session.
- It is also possible that the host site may choose to cancel because of extreme weather. They may not remember to call you or AgeOptions about this closure. If there is any question about a weather closing, the Lead Facilitator should contact the host site to confirm that they plan to be open on that day.

TORNADO AND WEATHER EMERGENCY

To provide for the safety of workshop participants in the event of a tornado which includes high winds, a tornado watch (tornado may be expected to develop), tornado warning (tornado has actually been sighted or indicated on radar) or an actual tornado at the host site.

Procedure

- Identify the physical location of emergency weather instructions for host site.
- Follow location directions ensuring that one workshop facilitator stay with participants at all times.

Response: Tornado, High Winds, and Severe Storm

- **Rescue:** Evacuate to an interior part of the room (interior office, hall or bathroom) away from windows and glass doors.

- **Alert:** Onsite staff to your location and recommended next steps to ensure participant safety.
- **Contain:** Close the door to the area in which you are taking shelter in order to reduce vulnerability to flying debris. Taking shelter under sturdy/substantial furniture may give additional protection.

SNOW, WINTER STORM AND ICE STORMS

Expected Conditions:

- Snow: Snow fall duration, rates, and total accumulation expected
- Ice/Freezing Rain
- Wind and drifting snow

Participant Safety:

- If the conditions have been forecasted the night before or day of the scheduled session, participants should be contacted to inform them of the cancellation.
- If the condition arises during the workshop session, immediately:
 - Gather all participants together and inform them the workshop session will be postponed to allow for early departure to ensure their safety home.
 - Ask participants if they require accompaniment to their vehicles for safe departure.
 - If participants came by public transportation, ask if they need assistance in making other arrangements.

Program Impact:

- Inform participants that sessions will continue next week at the same time.
- The interrupted session will add an additional week to the workshop schedule.
- Immediately contact the facility to confirm that the additional week can be on the same day and time for sake of consistency.

4. FIRE EMERGENCY

PURPOSE

To establish a plan of action to mitigate potential for fire, injury and fire damage and prepare staff to respond to and recover from a fire emergency.

Facilitator Responsibility

- Be aware of the location of fire extinguishers in workshop host site.
- Know the location of all emergency exits at the host site, especially the one closest to the proximity of the where the workshop is being held.

Fire Emergency Response

When a fire is discovered:

- **Immediately** contact onsite staff to notify them of the open flames or smoke. On site staff will assess the situation for fire danger. Ensure that one facilitator stays with the workshop group to help them maintain calm. If a fire emergency is determined.
- **Rescue:** Instruct clients and visitors to leave the building immediately
- **Alert:** Use pull station to sound fire alarm, the fire department is electronically notified when alarm is sounded.
- **Contain:** Use of a fire extinguisher is optional and should be used only after the alarm has been sounded. Be familiar with locations of extinguishers in your work area.
- **Evacuate:** Assist others in evacuating the entire building. Staff should assemble a safe distance from the building. Check to see if all participants seen at the beginning of the session are present.

5. BUILDING EMERGENCY

A building emergency is described as any time the host location is rendered unusable for a workshop session unexpectedly. An example of a building emergency is a loss of power or heat. Should the space suffer a building emergency either before or during your scheduled workshop session please follow the process below:

- Secure the safety of participants, first!
- Work with site staff to leave the area safely.
- Collect all workshop materials once the area is declared safe if emergency occurred during or immediately before the start of the session.

Facilitators should contact AgeOptions by the next business day to inform us of the situation to reschedule the session.

6. MAJOR DISASTER RESPONSE OR COORDINATION

A Major Disaster can be a plane crash, chemical spill, major accident, or a terrorist attack (explosion, chemical or biological attack).

Does the disaster affect the facility hosting the workshop during a Take Charge of Your Health session?

If the answer to the question is “Yes” then we are in response mode. We are to respond with the appropriate model for disaster.

Major Disaster Response:

A major disaster may require dealing with several types of emergencies simultaneously. People's safety and medical needs are the first priority in any emergency situation.

- **Rescue:** Get self and others to safety. Follow the appropriate response plans posted for the workshop host site that deal with the disaster.
- **Alert:** Call 911. Inform them of the type of disaster if known and follow any instructions given by emergency officials.
- **Evacuate:** Follow instruction of emergency officials.