

# **WAIVER CRISIS RESPONSE PLAN**

**for**

**(Group home and Community settings)**

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## Preface

Unanticipated tragic events can quickly escalate into a catastrophe if not dealt with immediately and effectively. Knowing what to do when a crisis occurs can minimize the chaos, rumors, and the impact of the event on consumers and community.

When a disaster strikes, staff are torn between the need to deal with consumer reactions at the same time they are coping with their own reactions. This time often proves to be a time that they are least prepared to think quickly. With some advance planning, this process can be much smoother than when tragedy takes a group home/waiver home by surprise and no pre-formulated plan is in effect.

### Training for Waiver

1. All staff members will be trained concerning the crisis plan.
2. The staff will be trained to deal with trauma.
3. The staff will have training and access to a heart defibrillator in a group home. All other homes will have training but no access.
4. All staff members have obtained Instructor Certification for First Aid, AED, and CPR (infant, child, and adult).
5. The Crisis Team will be trained in information management.
6. Our Crisis team will be briefed and updated on our constantly developing crisis handbook and procedures.

# **Authorized Crisis Team for Group Home/Waiver Home**

870-886-7083 ext. 101 (LCCS)  
870-886-2611 (LCCS Emergency Landline)

**\*\*\*** Waiver Homes are recommended to post any of the below numbers that apply to them. Include your utility phone numbers and any other emergency numbers you need for your area.

<b>Crisis Team:</b>	<u><b>Name</b></u>	<u><b>Contact #</b></u>	<u><b>Title</b></u>
	Stacie Reese	(870) 316-9691 cell	DSP Office Manager
	Lisa Williams	(870) 759-0784	Executive Director In absence of Director a designee will be appointed
	Amanda Lee	(870) 844-2102	Assistant Director
	Kayla Anglin	(870) 844-5755	Office Manager/Transportation Coordinator
	Mark Davis	(870) 809-2234	Service Coordinator
	Julie Flugrad	(870) 759-1220	Financial Coordinator
	Sandi Bagwell	(870) 649-0371	Adult Coordinator
 <b>Media:</b>	Alex Latham	(870) 759-2522	Chairman of Board
	Lisa Williams		
	Julie Flugrad		
	Amanda Lee		

## **Auxiliary Team**

# \* 911



\* POLICE



\* FIRE



\* AMBULANCE

Sheriff's Office	(870)886-2525
State Police	(870)886-2266
Jeffrey Owens (Intrepid Supervisor)	(501)304-0458 / (870)349-2983 fax
Nate Sumner (Intrepid Property Manager)	(870)761-2440
Portia City Hall & Water	(870) 886-7897
Roger's Pharmacy	(870)886-5700 / (870)886-5439 fax
Red Cross	(870)932-3212 or (870)268-1990
Office of Emergency Management	(501)569-4130
Poison Control	1-800-482-8948
APC (Summit) (filing incident reports immediately)	1(844) 462-0022
Empower	1-866-261-1286
Arkansas Total Care	1-866-282-6280
Health Department	(870)886-3201
Department of Human Services	(870) 886-2408
Attorney General	(501) 628-2007

**GROUP HOME UTILITIES**

Location: 303 S. Free Street, Portia, AR 72457

Mailing: 303 S. Free Street, Hoxie, AR 72433

CenterPoint Energy (**GAS**)..... (888)876-5786

Entergy – (**Electric**)..... (800)968-8243

Police Departments:	Hoxie	(911) or (870) 886-7701
	Black Rock	(911) or (870) 878-6273
	Lynn	(911) or (870) 528-3462
	Strawberry	(911) or (870) 528-3856
	Walnut Ridge	(911) or (870) 886-6634
	Imboden	(911) or (870) 869-2384

\*Doctor’s phone numbers and emergency contacts information of the p/g/c is included on face sheets which are in files (waiver homes) and emergency roster (group home).

\*Group Home staff phone numbers listing will be included in emergency roster.

\* Community Waiver: P/G/C will have phone numbers to the staff caring for their consumer.

## Procedures

1. Crisis team will be notified of an event and the fact that a crisis exists that is either obvious or must be decided on by the team.
2. A Crisis Team Member will verify the occurrence and secure information.
3. Decide about scheduling changes. Decide, after consultation with the Crisis Team Member, whether or not to maintain normal schedules or set aside regular scheduling in an all-out effort to deal with crisis. This decision will depend on the extent of the crisis and may vary. Note: A most important step in any disaster plan is reopening the group home/waiver home and returning to the normal as soon as possible.
4. Formulate plans if the group home/waiver home is to be evacuated. Typically, keeping consumers in group home/waiver home is best when dealing with a disaster. However, based on situation it may be necessary to contact (p/g/c).

### Group Home Evacuation Plan

In case of an emergency that would cause the evacuation of the residence the following procedures will be taken by staff immediately:

- Report incident to 911 as applicable
- Take residents to a safe area (if possible load on van) call the roll to make sure residents and staff are present
- Call Team Member (Residential Facilitator)
- Take all emergency equipment and load on van or to a safe area if possible which is currently the Old Portia City Hall/School (Some supplies are based there) unless other designated area has to be assigned. (Emergency numbers for utilities and contact persons for residents will be in the emergency kit—file face sheets are on the van as well with contact numbers)
- Collect medications
- Take residents and supplies to the designated area as specified by the Crisis Team Member (Residential Facilitator or Executive Director (Lisa Williams) 870-759-0784.

Notes: Keep Haynes House cell phone charged for at all times

Keep gas in the car and van full at most times

Make sure the weather band radio is programmed correctly.

### Alternative or Other Homes Evacuation Plan

In case of an emergency that would cause the evacuation of the residence the following procedures will be taken by staff immediately:

- Report incident to 911 as applicable
- Take consumer in your care to a safe area
- Call Team Member (Community Facilitator, Director, or Assistant Director)
- Take all emergency equipment that you have prepared for these disasters to your other designated area you have prepared for backup or the assigned area by Crisis Team. (Emergency numbers for utilities and contact persons for consumers shall be a part of your emergency kit—file face sheets are in file provided by LCCS with doctor's name and emergency contact numbers of family members for consumers. Also, contact p/c/g.
- Take medications that have been collected for emergencies for consumers.

5. Identify high-risk consumers, staff, and parents likely to be most affected by the news (i.e. due to relationship with the deceased/injured, personal history with similar crisis, recent confrontations with affected consumers). These persons are targeted for extra support.

6. Gather and inform family and guardians of the victims. Provide support and information to them before the general announcement is made. If certain family is absent, assure that authorized personnel gives the news to them. This ensures that they do not get initial information from the media.

7. The safety team will meet, if possible, at its earliest possible time to assess the situation and implement a course of action.

- A. Decide on specifics of crisis response plan and which ones to implement, at this time.
- B. Contact appropriate outside authorities.
- C. Obtain the latest and most accurate information concerning the incident.
- D. Identify the location of consumers or staff needing additional assistance. Initiate evacuation if necessary.
- E. Inform those who will provide initial intervention and how it will proceed.
- F. Notify and update staff as information becomes available.
- G. Activate appropriate responses to crisis (i.e. remain in the home, go to designated safe area, evacuate to different location, etc.)
- H. Notify the parents/ guardians/ caregivers and proper media.
- I. End of day debriefing.

8. In event of these emergencies (fires, floods, tornados, utility disruptions, bomb threats, etc.). When relocation is necessary, the following procedures may be followed

- A. Standard Designated relocation site for Group Home:
  - Old Portia City Hall
  - Be reunited with p/g/c
- If Group Home/Other Waiver Consumers are participating in community outing during a disaster, then use the standard locations below for Lawrence County Area:
  - If on East side of river (Walnut Ridge, Hoxie, Sedgwick, Pocahontas) you will try to transport to the Wal-mart parking lot in Walnut Ridge
  - If on West side of river (Lynn, Smithville, Strawberry, Black Rock, Imboden, Saffell) you will try to transport to the Dollar General Store parking lot in Black Rock

\* Group Home Staff will be trained on these procedures to follow. In the event of these locations not being accessible then Crisis Team will identify alternate location.

**FOR GROUP HOME:** If out of area then follow the below emergency plan while participating in community outings outside of county:

1. The first thing that needs to be considered is designating a contact person. This person will receive and relate the crisis situation to their co-workers. This person will have the cell phone. (if you are on the road it does not need to be the driver)
2. Divide the group so you will know who you are in charge of getting to safety. (call the roll) Account for all the residents and make sure they are in the safety area before any staff enters.
3. Always find out where the safety area is located, on all outings, when you go into a building. This is very important in case you have to seek shelter while you are there.
4. If you have to seek shelter stay in that area until all signs of danger has passed. Residential Facilitator will be calling the contact person to relay the conditions and when it is safe to leave.



5. If family or other employees contact you on your personal phone let them know that you are okay but keep the crisis your focus. Your main purpose at that time is making sure that everyone is safe. When you are getting and making a lot of phone calls it is distracting. Your main priority is safety for yourself as well as the residents.
6. If you are in the van and you know that a tornado is at hand you need to pull over, get everyone out of the van and get in a low lying area or lay flat on the ground. If someone freezes up someone will need to get the drag tarp and physically remove them from the van if at all possible. The worse place you can be is in a vehicle.
7. Drills will be practiced a couple times a year to assure residents know what to expect if a situation should occur such as this.
8. If we know beforehand that bad weather is a possibility we need to stay home or go somewhere close. It is better to be safe than get someone hurt.

**FOR Other Alternative/Non-Residential Waiver:** If out of area then follow the below emergency plan while participating in community outings outside of county:

1. Direct Support Personnel (DSP) will relate the crisis situation to a member of crisis team. (DSP) will have their cell phone. (DSP phone must be hands free when driving or pull over to call).
2. DSP will always find out where the safety area is located, on all outings, when you go into a building. This is very important in case you have to seek shelter while you are there.
3. If you have to seek shelter stay in that area until all signs of danger has passed. If a family member or crisis member has been notified then he/she will be calling the DSP back to relay the conditions and when it is safe to leave.
4. If family or other employees contact you on your personal phone let them know that you are okay but keep the crisis your focus. Your main purpose at that time is making sure that everyone is safe. When you are getting and making a lot of phone calls it is distracting. Your main priority is safety for yourself as well as the consumers.
5. If you are in your personal vehicle and you know that a tornado is at hand you need to pull over, get everyone out of the vehicle and get in a low lying area or lay flat on the ground. If someone freezes up someone will need to drag and physically remove them from the vehicle if at all possible. The worse place you can be is in a vehicle.
6. Drills should be practiced a couple times a year to assure consumers know what to expect if a situation should occur such as this when you are taking he/she on their outing.
7. If we know beforehand that bad weather is a possibility we need to stay home or go somewhere close. It is better to be safe than get someone hurt.

## Responding to a Crisis

### Guidelines for Staff

A crisis has occurred and consumers are wandering, confused, and questioning. As their first official contact, you should be prepared with information that was provided to you that morning at a staff meeting or at the debriefing the previous day. Consumers will be at various stages; anger, shock, denial, depression, etc. Your job is to inform, support, and encourage. Some consumers may even appear as to not care or be concerned with the tragedy. Crisis intervention will be provided if necessary.

Determine if additional community resources are needed to be on “standby” to effectively manage the crisis. The team is to notify them if appropriate. It is essential to minimize the number of “strangers” who may just seem to be standing around.

1. Facilitate staff meeting to provide information related to the crisis.
2. Set up command post, if necessary.
3. Direct Crisis Team members to their designated areas.
4. Assist staff with consumers processing information dealing with the crisis.
5. Provide support and counseling for consumers. Regular instruction will likely need to be altered while the crisis is discussed.
6. Provide helpful, factual information to p/g/c.
7. Maintain a record of offers of assistance and ensure that proper personnel respond.

## **Possible Crisis to Consider**

- Terrorism
- Armed Intruder
- Bomb Threat
- Violence in Workplace

### **Safe Room Locations:**

Group Home ----Hallway by Handicap Bathroom /Safe Room (disaster kits in living room in closet)

Community Home-----As specified by homeowner

- Train Derailment/Chemical Spill

### **Safe Room Locations:**

Group Home ----Hallway by Handicap Bathroom /Safe Room (disaster kits in living room in closet)

Community Home-----As specified by homeowner

### **Code by saying one of the following:**

- Tornado
- Fire
- Earthquake
- Flood
- Ice/Snow Storm

### **No Code for the following – will just be handled:**

- Bus Accident
- Flu Pandemic
- Serious Illness/Death
- Serious Injury/Accident
- Transportation Crisis
- Missing Child/Adult
- Utility/Power Failure
- General Computer/Database Retention Controls

## **Terrorism/Armed Intruder/Bomb Threat/Violence in Workplace**

1. Ideally, provide for a way to make announcements verbally to warn of danger. Also, a mock drill will be done twice a year.
2. Transport to a safe location or escape as necessary.
3. If cannot evacuate, shut and lock all exterior doors and windows if possible. Shut blinds and close interior door.
4. Gather consumers and all visitors in the building/home. Use one of these safe room locations if necessary:

### Safe Room Locations (Only for Violence in the Workplace):

Group Home ----handicap bathrooms Safe Room (disaster kits in living room in closet)

Community Home-----As specified by homeowner

Take roll of everyone in the room, and call 911 only in a real incident.

5. Staff should have phones on them for inquiries from concerned parents. Also parents will be familiarized with our evacuation procedures.
- While providing **in-home services**, staff should place themselves between the person and the door for easy exit if there is a potential for a situation to become unsafe (ex. angry person or intoxicated individuals).
  - If the person served, family member or other individual escalates during the visit, discontinue the session, inform the person served and/or family that the appointment will be rescheduled for a later date, then leave the premises. Call the Casemanager or Direct Care Supervisor.
  - If the staff member feels that the situation is volatile, and children in the home are potentially in danger, the staff member should notify the DHS abuse hotline for suspected abuse or neglect.
  - If services are being provided in **employee's home**, call Community Facilitator, Director, or Assistant Director who will make arrangements for person served to be picked up or, if necessary, 911.

## **Train Derailment/Chemical Spill**

1. Train Derailment/Chemical Spill is the same as the above. You will use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room. Community home waiver will do same as above (Terrorism/Arm Intruder/Bomb Threat/Violence in the Workplace) except # 4. Home owner will specify what to use to seal cracks around doors and vents into room.
2. Have employees familiar with the group home's breaker box. Turn off heating and air conditioning systems and lights only to avoid computer problems. They will be color coded **yellow**. Community Waiver will be specified by home owner.
3. Gather essential disaster kit designated by Group Home. Community Waiver will provide their own disaster kit.

## **Tornado**

1. When a tornado or severe storm warning is issued, or when a tornado is sighted, the tornado alarm or signal will sound throughout the group home/waiver home. Drills are held monthly for Group Home and information is documented on form. \*Group home signal is a horn. Drills are not required by community waiver but recommended.
2. Staff will collect their disaster kits designated by Group Home. Community Waiver will provide their own disaster kit and direct their consumers to the safe room.  
Group Home ----hallway in front of handicap bathroom / (disaster kits in living room in closet)  
Community Home-----As specified by homeowner
3. Upon arrival in the safe room, staff will take roll, account for their consumers, and report to Residential Facilitator to report to Executive Director.
4. Everyone will remain in the safe room until further instructions are given.
5. The Crisis Response Team will meet, once the storm has passed, and respond appropriately with the safety and welfare of the consumers being first priority.
6. If damage has been reported to the group home/waiver home, the group home/waiver home will be closed and the parents will be notified.
7. The personnel from the Auxiliary team will be summoned and called on, to assist in the appropriate levels of actions needed.

## **Fire**

1. When a fire is suspected the fire alert system will be activated.
2. When a fire alert is heard, each staff will activate the evacuation procedures. Drills are held monthly for Group Home and information is documented on form. \*Group home signal is a smoke/fire alarm. Drills in community waiver should be done monthly.
3. That procedure ensures that all windows are closed and that consumers make an orderly exit from the home. The last staff exiting the home will collect their disaster kits designated by Group Home. Community Waiver will provide their own disaster kit and will close the door.
4. Once outside staff will direct their consumers to the designated safe spot. Staff will take roll, account for their consumers, and report to Residential Facilitator to report to Executive Director.  
Group Home ----to dumpster out back safe area (disaster kits in living room in closet)  
Community Home-----As specified by homeowner
5. One of the staff will call 911 to respond to the fire.
6. A current map and layout for group home will be in crisis response plan. Waiver home will be handled by home owner.
8. Appropriate personnel will be on hand for the consumers, parents, staff, and staff member's families.

## **Earthquake**

1. When an earthquake happens, stay calm, drop and cover your head with your hands, if possible get under door frame or against interior wall. Alarm will sound throughout the group home/waiver home if possible. Drills are practiced monthly for Group Home and information is documented on form. Drills are not required by community waiver but recommended.
2. Staff will collect their disaster kits. Community Waiver will provide their own disaster kit and direct their consumers outside when the shaking stops. They will be directed to stay away from trees, telephone, and electric lines. Staff will take roll, account for their consumers, and report to Residential Facilitator to report to Executive Director.
3. If able, all consumers will meet at the designated safe area with the assistance of all staff.
4. Everyone will remain outside until further instructions are given.
5. The Crisis Response Team will meet, once the earthquake has passed, and respond appropriately with the safety and welfare of the consumers being first priority. If it is felt safe, a Crisis Response Team member or members will turn off the main shut-off at the breaker boxes and water lines.
6. If damage has been reported to the group home/waiver home, the group home/waiver home will be closed. Parents will be notified of our alternate location.
7. The personnel from the Auxiliary team will be summoned and called on, to assist in the appropriate levels of actions needed.

## **Flood**

1. If the Office of Emergency Management/Highway Transportation Department/Sherriff's office has issued a flood warning/closing of roads, the crisis team members will decide on what to do.
2. In the case of the flooding occurring overnight, crisis team members will be on alert for possible evacuations.

## **Ice/Snow Storms**

1. If the National Weather Service has issued a warning for severe weather, the crisis team members will decide on what to do.
2. In the case of the weather occurring overnight, crisis team members will be on alert if alternate situations need to take place.
3. Generator at Group Home will be maintained and serviced regularly.

## **Bus Accident** **(Regular Route)**

1. If a report of a bus accident comes in, the Director will have a printed list of consumers who normally ride that bus. This list is also on each van for medical personnel.
  2. The list includes special considerations, medications, allergies and signed medical releases provided by the p/g/c.
  3. The driver/monitor will notify the Director and the Transportation Coordinator.
  4. The Director and Transportation Coordinator will all be in route to the accident scene.
  5. These people will help with the identification of the consumers.
  6. Upon making sure he/she is okay, the driver/monitor will also go to the hospital with any of the injured consumers and driver will be drug tested due to policy.
  7. The Director and Transportation Coordinator will make alternate transportation arrangements for the remaining consumers who are not injured.
- \*\* Community Waiver does transportation at their own discretion.

## **Bus Accident** **(Field Trip)**

1. Before the bus leaves with the consumers going on a field trip, a seating chart for each bus will be left at the group home. The bus driver will also have one. Riders are expected to return on the same bus. If consumer does not ride bus back to Group Home, the Driver/Monitor will have signed off on seating chart stating consumer is not on van.
  2. Verbal confirmation of the intended route will be discussed with Residential Facilitator.
  3. After calling 911, the driver/monitor will notify the Residential Facilitator /Director and the /Transportation Coordinator.
  4. The Crisis Team members will notify the p/g/c using the list that was provided. If the location and condition of that consumer is known that information will be conveyed.
  5. The driver or Crisis Team will relay the information which will include medical considerations and conditions that can be relayed to the hospital. The driver will be drug tested due to policy.
  6. The Crisis Team will then be in route to the hospital where the victims are being treated.
- \*\* Community Waiver does transportation at their own discretion.

## **Contagious Illness or Diseases**

1. In order to prevent the outbreak of an epidemic, wipe clean hard surfaces with a mixture of bleach and water using gloves.
2. Teach and practice good hygiene with the consumers and staff.
3. Have on hand items such as Kleenex, hand sanitizer, gloves, and paper masks.
4. If an outbreak occurs, isolate the consumers until p/g/c picks them up or isolate until no longer contagious.
5. Contact administration and the proper auxiliary team members.

## **Pandemic**

1. Follow Local Health Department and CDC (Center for Disease and Control) guidelines.
2. Crisis team will properly train staff as they become educated on all recommendations as they are updated.
3. Have stockpile ready with such items such as Kleenex, hand sanitizer, gloves, and paper masks, goggles and gowns.

## **Serious Illness/Death**

1. The staff will notify the Director who will notify Crisis response team.
2. The appropriate auxiliary team members will be notified and asked to come to the group home/waiver home.
3. The Auxiliary team member will be directed to a specific entrance.
4. The victim will remain in the room where the incident occurred. All other consumers will be evacuated.
5. Staff will remain with the victim until the ambulance arrives.
6. A member of the crisis response team will notify the p/g/c of the consumer.

## **Medical Emergency/Serious Injury/Accident**

1. In the event of a medical emergency, serious injury or accident the staff will notify the Residential Facilitator/Director whom will then notify the Crisis Response Team.
2. 911 will be called first if it's a true emergency. Staff will follow all procedures in First Aid/CPR.
3. The Crisis Response Team will make a decision whether or not auxiliary team members need to be informed.
4. A Crisis Response Team member will call and inform the p/g/c of the situation.
5. The emergency medical services will be called.
6. DDS will then be notified of the injury at the earliest convenience as applicable.



## **Transportation Crisis**

1. Due to so many variables during a **tornado**, an assessment by the driver/monitor must be made to determine the steps to be taken. If the vehicle is caught in the open when a tornado is approaching, the driver should pull over in safest location possible and remain there until the tornado has passed. If safe evacuation is possible, do this in an area without power lines, utility poles, trees, etc. Seek safety in a ravine or ditch, advising the individuals to lie face down with head covered with clothing, arms, and hands. Do not use above ground locations for shelter. (e.g., road or bridge over passes) The roll call will be taken immediately after the danger has passed.
  2. In the event of an **earthquake** and the vehicle is in route, the driver should pull over to the safest location possible and remain there until the shaking has stopped. Do not attempt to exit the vehicle if dangerous obstacles are surrounding it.
  3. In the event of a **fire** and the vehicle is in route, the driver/monitor should pull over and evacuate all passengers along with their notebooks. The roll call will be taken immediately after the consumers are placed on the blue tarp laid out by the driver/monitor. The consumers will remain there. After evaluating the individuals for injuries, the driver/monitor must determine if the fire extinguisher needs to be used.
    - In the event of any of the above the driver/monitor will call 911 and a member of the crisis team. A Crisis Response Team member will inform the p/g/c of the situation.
    - In the event of any of the above the driver/monitor will begin first aid as needed.
- 
1. In the event of a **flood/ice/snow storm** and the vehicle is in route, the driver/monitor seek the below instructions on emergency evacuation routes. If flooding has occurred, do not attempt to cross any roads or bridges where the surrounding body of water has crossed the road. If ice or snow storm has occurred and vision or driving is impaired, pull over to the safest location, preferably not on the side of the road.
    - In the event of any of the above the driver/monitor will call the Crisis Response Team member to inform of their situation and location.
    - Auxiliary team will be called on, to assist in the appropriate levels of actions needed as necessary.
    - If possible the Crisis Response Team will utilize the standard locations for emergencies above.

## **Power/Utility Failure**

All facilities/homeowners should maintain an emergency lighting system to be used in case of a power failure. DSPs will closely supervise all individuals and notify the utility company of such failure. Staff will assure a calm atmosphere among individuals until the electrical power can be restored. Staff should remain calm and direct individuals in their location until safety issues can be resolved and proper direction is given. The local utility company will be notified if there is imminent danger that the power/utility failure could cause injury, is perceived to be unsafe or could cause injury.

## **General Computer and Database Retention Controls**

Employees and applicable subcontractors are issued usernames or given access to the usernames to gain access to the network. Users then create a complex password that is to remain only known to the user and the Director. Computer users can and are encouraged to change the passwords frequently with prior authorization and assistance of the I.T consultant and Director. Department specific files are stored in sectors on the server that can only be accessed by the user within an assigned group; user-only files are to be stored on a sector of the server only accessible with their username. Users are discouraged from storing company information on the computer hard drives.

Data from the server is backed-up daily and stored off-site. In the event of a catastrophic loss of the servers or the administrative office, temporary workstations could be set up at a non-DD location that would give key users (payroll, billing) access to current data in order to continue core business operations for a period of time.

\*\*Does not apply to community waiver.

## **Missing Client**

(See Missing Child/Adult form at end of Crisis Plan)

1. If a client is not accounted for at any time, the staff member responsible for the child should search the premises for them. Each area that a client could potentially hide should be searched, as well as the outdoor areas of the group home/waiver home.
2. If the client is not located after all potential hiding spots and immediate outdoor areas have been searched, the Residential Facilitator/waiver employee should be notified that the client is missing.
3. The staff member should also double-check to confirm the location of the client, such as the pickup of the client by their p/g/c.
4. Begin Lock Down procedure with all exits being monitored by employees letting no one in or out of the group home/waiver home.
5. The staff member responsible for the client will call 911, since he/she will have the best knowledge of what the client was wearing that day, along with other distinctive features. The following information should be written down.
  - Client's name, height, weight, date of birth, and hair color.
  - Client's clothing that he/she was wearing that day, along with other identifying features.
  - The time at which the client was noticed missing.
  - If client abduction is suspected, were there any suspicious vehicles or persons located around the group home/waiver home? If so, what was the appearance of the person or vehicle?
6. The Residential Facilitator/crisis team member will notify the p/g/c that the client is missing from the group home/waiver home.
7. While the police are en route to the group home/waiver home, the staff will continue to search the group home/waiver home for the missing client. The staff should look in every cabinet, closet, cubby, and every other location where a client may hide.
8. The Residential Facilitator/crisis team member will stay on the group home/waiver home premises at all times to be the contact person for the police department and the p/g/c.
9. The police should be asked to activate the appropriate Alert by the Director/ Residential Facilitator.

## **Role and Expectations**

### **Crisis/Safety Team**

#### **Immediate Decisions for the Crisis Team**

1. Decide about scheduling changes. Decide, after consultation, whether or not to maintain normal schedules or set aside regular scheduling in an all-out effort to deal with crisis. This decision will depend on the extent of the crisis. Note: A most important step in any disaster plan is reopening the group home/waiver home and returning to the normal as soon as possible.
  2. Be available for and keep in contact with community counselors, if applicable.
  3. Identify high-risk consumers, staff, and p/g/c likely to be most affected by the news (i.e. due to relationship with deceased/injured, personal history with similar crisis, recent confrontations with affected consumers). These persons are targeted for extra support. Don't forget emergency contact of staff members located on the facesheets.
  4. Prepare a formal statement for the initial announcement to consumers and staff. Include minimum details and note additional information will be forthcoming. Also prepare statements for telephone inquiries.
  5. Give all staff the facts about the tragedy and instructions on how to share the information with the consumers, as well as suggestions for assisting the consumers. Also have a mechanism for the staff to share their insights, concerns, and other pertinent information. During the following moments of tragedy, the majority of consumers should stay in their rooms if at the group home.
  6. Determine if additional district/community resources are needed to be on "standby" to effectively manage the crisis. The team is to notify them if appropriate. It is essential to minimize the number of "strangers" who may just seem to be standing around.
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1. Facilitate staff meeting to provide information related to the crisis.
  2. Assist staff with consumers processing information dealing with the crisis.
  3. Direct community counselors to work with consumers/staff individually or in groups if necessary.
  4. Provide support and counseling for consumers. Regular instruction will likely need to be altered while the crisis is discussed.
  5. Provide helpful, factual information to p/g/c.
  6. Maintain a record of offers of assistance and ensure that proper personnel respond.

### **Other considerations for the Crisis/Safety Team:**

- Crisis Team will review Auxiliary Team members to determine who needs to be contacted.
- Consult with the Director concerning a special board meeting.
- Access Available Mental Health Services

### ***Director's Role***

- Support response efforts, be available for consultation.
- Be visible, available, and supportive to empower staff.
- Provide direction for staff to alter the programming curriculum, if necessary.
- Communicate with other agencies if deemed necessary and affected surrounding school districts.
- Consider an area on premises to land an emergency helicopter.
- Be supportive, visible, and available to p/g/c and consumers.

### ***Staff's Role***

- Provide accurate information to consumers which may dispel rumors.
- Lead discussions, when warranted, that focus on helping consumers to cope with loss.
- Answer questions without providing unnecessary details.
- Recognize and honor the various religious beliefs that may help the consumers to cope.
- Be understanding and receptive to consumer's expressions of various emotions.
- Be careful of the use of TV broadcasts. Live newscasts can be traumatizing; especially if the consumers are still at group home/waiver home.
- Identify consumers who need counseling and refer as necessary.
- Provide activities to reduce trauma, such as artwork, music, etc.
- Alter the curriculum as needed; with approval from administrators.
- Group Home will keep a Crisis Response Book. This will have facts on number and names of staff. The packet will include a map of each building. A copy of the map should be on file with law enforcement agencies, fire department, and 911 Coordinator's Office. Homeowners are not required to do this.
- The Group Home will leave a copy of the seating chart on staff desk when they are gone. Home owners are not required to do this.
- It is not unusual for old issues to resurface. Each consumer should be given permission to feel a range of emotions. There is no right or wrong way to feel. Typically, individuals go through a sequence of emotional reactions following a crisis: 1) high anxiety, 2) denial, 3) anger, 4) remorse, 5) grief, and 6) reconciliation.

### **Long-Term/Ongoing Disaster Intervention**

Provide for ongoing opportunities to deal with the crisis. This might include:

- Continue to have additional support staff and outside professionals available to consumers.
- Make additional resources available to staff who will be dealing with consumer's reactions daily.

- Amend crisis response procedures as necessary.
- Write thank you notes to out-of-building district and community resource people who provided (or are still providing) support during the crisis.
- Be alert on crisis anniversaries and holidays. Often consumers will experience an “anniversary” grief reaction the following month or year on the date of the crisis, or when similar crisis occur that reminds them of the original crisis. Holidays are often difficult for consumers who have experienced loss.
- Respect visiting hours of the hospitals.
- After one week, consider raising the flag back to full mast. Remove the flowers, cards, displays, etc. to get back the building back to normal.

### **Determining the Facts of the Crisis**

The person with a first-hand source of providing information about the crisis is not to repeat it elsewhere in the group home/waiver home. This information needs to be verified and converted in to a single announcement, which is to come from the Director.

Office staff members are not to repeat or give any information within or outside the group home/waiver home unless specifically told to do so. They are to direct inquiries to Director until told otherwise.

Note: the timing of the notification of a crisis may alter the order of the initial steps taken.

The following questions will help the Director anticipate the amount of emotional trauma:

- Who was the person and were they a long time popular member of the group home/waiver home?
- What happened? Murder and Suicide are unexpected and violent, and thus more difficult to deal with than, for example, a death from a serious illness.
- Where did the death occur? A death that occurs on group home/waiver home grounds is more difficult to deal with. It is important to find out who witnessed the death and provide them with counseling. Consumers may also express concerns with personal safety.
- What other tragedies have impacted this group home/waiver home recently? The latest death will cause other unresolved issues to surface for both staff and consumers.
- Who was the perpetrator? If the person believed to be responsible for the death is also a member of your community, it adds to the emotionality.

### **Guidelines for Media Relations**

**1.** The print and broadcast media have the responsibility to report, accurately and fairly, noteworthy events, including those that occur in your group home/waiver home. This includes any even that significantly impacts the facilities and the communities that the group home/waiver home serves. These events will include such “crisis” as the violent death of a staff or consumer, a shooting on or near the campus, or a man-made or natural disaster. You must prepare for the media before the crisis strikes.

**2.** Your cooperation with the press is both desirable and necessary to ensure the story gets told as completely and accurately as possible.

3. If you, or your designated spokesperson, do not help media representatives, they will turn to less reliable sources that do not have all the facts. Your goal is to ally the media as an educational and informational tool in communicating the situation and efforts of the district.

4. The overall accuracy and completeness of media coverage depends in a large degree upon getting the maximum amount of information out to the media – and thus to the public – as rapidly as possible.

5. Emphasize and strongly encourage parents, consumers, and staff that they can say “NO” to interviews.

6. If media makes reporting errors, the spokesperson should name the specific reporting agency in correcting the facts.

### **Staff Debriefing**

A facilitator from the Crisis team will do the following during a crisis:

- Review facts of crisis and dispel rumors.
- Help staff members process their responses to the situation.
- Describe the feelings that consumers may experience and suggest how staff might handle specific situations.
- Provide guidelines for helping consumers who are upset.
- Encourage staff to allow for expressions of grief, anger, etc. in the room in which announcement is received. Emphasize the acceptability/normalcy of a range of expressions. The guiding principle is to return to normal as soon as possible within the group home/waiver home. The structure of routine provides security and comfort to all.
- Encourage staff to dispel rumors whenever possible and discourage any glorification of the event (especially in suicidal death).

### **Debriefing Format for Staff**

- Review intervention process and events of the day.
- Ensure that key personnel attend debriefing.
- Review status of referred consumers and staff that needed follow-up attention.
- Identify and prioritize needs for the following day.
- Provide opportunities for the staff to express feelings and request support.

### **Debriefing/ Wrap up for the Crisis Team**

- Brainstorm ways to meet identified needs
- Provide mutual support
- Identify who will contact victim’s family
- A follow up detailed incident report will be sent to appropriate agency.