



EMERGENCY PROCEDURES

“By its very nature, an emergency situation is unexpected and disruptive. It may seem ironic, but the best way to manage communications during a disaster situation is to plan for it in advance.”- Neal Yokota, Stryker, Weiner & Yokota Public Relations

IMPORTANT PHONE NUMBERS

Police, Fire, EMS	911
Poison Control Center	1-800-222-1222
Emergency Maintenance Phone	316-312-7982
Community Living Emergency Phone	316-390-6863
Starkey Main Offices	316-942-4221
Road Conditions	511
General Information	211
Safety Coordinator	316-670-9074
Suicide & Crisis Lifeline	988
Supervisor	

MEDICAL EMERGENCIES

Starkey employees are provided with ongoing training to prepare them for handling medical emergencies. All employees who have direct service responsibilities are certified in first aid and CPR/AED training every two years.

To help employees be prepared for medical emergencies, records of persons served contain confidential, individualized information about medical needs and history. The files also contain emergency contact information and hospital preferences for persons served. This information should only be shared with approved medical professionals or employees who have a need to know.

Starkey has two automated external defibrillators (AED's) available to access as necessary during a medical emergency. The AED's are located in the Maple and Devlin buildings. Training on the use of an AED is included in CPR training.

Emergency Response

The decision to respond to a medical emergency will be made by the trained employees present during the situation. All employees have full authority to call 911 in case of a medical emergency. Employees are not required to get permission from nursing, their supervisor or another employee to call 911 if they feel it is warranted. Employees should indicate who will call 911 to avoid duplicate calls. When calling 911 from a mobile phone, employees should share their specific location with the 911 operator and also notify the Starkey receptionist that they have called 911.

DISASTERS

TORNADOES

Tornadoes are nature's most violent storms. They are spawned from violent thunderstorms, and can have wind speeds over 200 miles per hour. Tornadoes are extremely dangerous, and can cause severe property damage and fatalities in seconds. Damage paths can be more than a mile wide and 50 miles long.

Tornadoes appear as rotating, funnel-shaped clouds, and make a loud roar similar to that of a freight train. Some are clearly visible, while rain or low-hanging clouds may obscure others. Occasionally, tornadoes develop with little advance warning.

Before a tornado hits, the wind may actually die down, and the air may become very still. They often occur near the trailing edge of a thunderstorm, and it is not uncommon to see a clear sky and sunshine nearby. Tornadoes generally move from southwest to northeast, but can move in any direction. They typically have a forward speed of about 30 miles per hour.

Tornadoes can occur in every month of the year, but are most common in Kansas during the spring, when thunderstorms tend to be the most frequent and violent.

Emergency Response

When weather is threatening, employees should turn the radio to 101.3 FM or the television to local stations (channels 3, 10, or 12) for weather information. The following weather alerts are commonly used by the local news media. Starkey will also use text alerts and social media whenever possible to communicate with employees.

A **tornado watch** means that the conditions are right for a tornado to develop. Employees should remain alert and be prepared to take shelter at a moment's notice.

A **tornado warning** means that a tornado has been spotted visually or on radar. In case of a tornado warning occurring during business hours, an announcement will be made over the intercom to proceed calmly to the designated shelter in place.

A **tornado emergency** means a very large tornado is on the ground in a populated area.

There are tornado sirens near all Starkey locations. The police may also drive through neighborhoods with their sirens on to alert residents of severe weather. Employees should not rely solely on the tornado sirens because there could be a malfunction. Employees should always listen to radio or TV during threatening or severe weather. If threatening weather appears imminent, employees should curtail all activities in the community and return to the main center or home. When the sirens are sounding, everyone should take shelter in their designated shelter in place. They should remain there until the "all clear" signal has been given by the media.

In the event of a tornado, employees and persons served should take shelter immediately, and:

- Take the emergency supply kit and any necessary medication to the safe room or shelter.
- Get under a table, desk, or other piece of heavy furniture, if possible.
- Take roll; make certain that all persons served and employees are in the shelter.
- Maintain supervision of all persons served, based on their level of need.
- Stay in the shelter until the all clear is given.
- Notify Starkey leadership of employees or persons served who are absent for known reasons, such as medical appointments, to prevent an unneeded search.

If outside with no shelter available, employees and persons served should lie flat in a nearby ditch or depression, and cover their heads with their hands. Employees should be alert for possible flash flooding. No one should get under an overpass or bridge. It is safer in a low, flat location. Employees should never try to outrun a tornado in a vehicle. Flying debris and poor visibility caused by heavy rain, hail, and darkened skies make this very dangerous.

Employees and persons served who are in a vehicle during threatening weather should turn their radios to 101.3 FM for weather information, and be sure to avoid crossing the path of a tornado. If in an area that the tornado is approaching, employees and persons served should leave the vehicle and take cover in a business or public building. A vehicle does not offer adequate protection. A block or brick building is a better choice than a metal building. If no building is available for shelter, employees and persons served should take cover in a ditch, culvert or other depressions below ground level.

After the tornado, employees should notify their supervisor, the on-call supervisor and/or the emergency maintenance phone to report injuries and/or property damage.

HAZARDOUS MATERIALS/CHEMICAL EXPOSURE

Although exposure to hazardous materials may not seem likely to Starkey employees and persons served, the possibility always exists. A fire in a nearby factory may produce toxic fumes. A large gasoline leak at the gas station next door to Starkey could create dangerous fumes and a threat of fire. The crash of an airplane, train or tanker truck could release toxic chemicals into the air or spray them onto the ground. In order to be safe, Starkey employees must be prepared for the worst.

Symptoms

Possible symptoms of exposure to toxic chemicals, fumes, or other biohazards include the following:

Body temperature over 100	Nausea and vomiting
Stomach ache	Diarrhea
Pale or flushed face	Headache
Cough	Earache
Thick discharge from nose	Sore throat
Rash or infection of the skin	Red or pink eyes
Loss of appetite	Loss of energy

One can be exposed to chemicals in three ways:

- Breathing in the chemical.
- Swallowing contaminated food, water, or medication.
- Touching the chemical or contacting clothing/objects that have touched the chemical.

Emergency Response

In the event of a toxic cloud or dangerous fumes:

- Turn the radio to 101.3 FM, or the television to channel 3, 10 or 12 for information about the scope of the problem.
- At the main center, an announcement will be made to tell employees, persons served, and visitors to take shelter immediately.
- In Community Living settings, direct support employees will need to be alert to the situation, and make the decision as to when to take shelter. When sheltering in place for a hazardous material or chemical exposure, shelter should be taken in the highest level of the home or building, as most hazardous materials are heavier than air, and will sink down. For example, if the designated shelter is in the basement, it should be moved upstairs in the event of a hazardous materials emergency.
- Go to an interior room with few or no windows, if possible.
- Take the emergency supply kit and any necessary medication.
- Shut off heat and air conditioning.
- Close doors and windows that might allow fumes to enter.
- Be prepared to improvise and use what you have on hand to seal the room so that you create a barrier between yourself and any contamination.
- Take shallow breaths through a cloth or a towel if gas or vapors have entered the building.
- Be prepared to evacuate the location to another setting that is not in the affected area, and to not return to the building or home that was evacuated until an "all clear" has been given by a member of the leadership team or emergency officials.
- After the hazard, employees in Community Living settings should notify their supervisor, the on-call supervisor and/or the emergency maintenance phone to report injuries or property damage.

EARTHQUAKES

Earthquakes are sudden rolling or shaking events caused by movement under the earth's surface usually lasting less than one minute. Earthquakes can happen at any time of the year, and cannot be predicted.

Emergency Response

If you are indoors:

- Minimize movements during an earthquake to a few steps to a nearby safe place. You may only have seconds to protect yourself in an earthquake.
- When the shaking starts, **drop** to the ground, **cover** your head and neck with your arms, a pillow, a book or whatever is available and **hold** on.
- If a safer place is nearby, crawl to it.
- Take cover under a sturdy desk, table, bench or against an inside wall.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as a light fixture or furniture.
- People who use wheelchairs should lock their wheels and remain seated until the shaking stops.
- If you are in bed when you feel the shaking, stay there and cover your head and neck with a pillow.
- Stay inside until the shaking stops and it is safe to go outside. Most injuries during earthquakes occur when people are hit by falling objects when entering or exiting a building.

If you are outdoors:

- Move away from buildings, streetlights, and utility wires. Once in the open, **drop, cover** and **hold** on.
- Stay there until the shaking stops.

If you are in a vehicle:

- Stop the vehicle as quickly and safely as possible and stay with the vehicle.
- Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that may have been damaged during the earthquake.

After an earthquake:

- Stay away from damaged areas.
- Open cabinets cautiously. Be aware of objects that can fall off shelves.
- Be prepared for aftershocks.
- Employees in Community Living settings should notify their supervisor, the on-call supervisor and/or the emergency maintenance phone to report injuries or property damage.

ACTS OF VIOLENCE

In addition to bombings and bomb threats, businesses are now subject to violent intruders and acts of civil disorder and terrorism such as rioting and looting. The reasons for these violent and destructive acts vary widely and may or may not have anything to do with the mission or services of Starkey. Some individuals may be responding to specific perceptions of mistreatment while others may simply select Starkey employees, persons served, or locations randomly. Perpetrators may seek retribution, publicity, attention or control over others.

In addition to external threats of violence, there are occasionally situations in which some persons served exhibit severe physical aggression. In order to maximize safety and to minimize property damage, building access may be limited.

If a person has exhibited or has a history of physical aggression, and has eloped from their program area:

- The employees will notify the supervisor of the situation.
- The employees and/or supervisors will attempt to deescalate the situation while the person is outside.
- The supervisors will notify the appropriate building receptionists of the situation.
- The receptionist and/or other employees may be directed to shut off the electric doors and not allow access through the main entrance.
- Others may be notified to not allow access through other appropriate designated doors.
- Administrative and other office employee should go into their offices, lock the doors, and remain there until their assistance is sought or until the situation deescalates.

Following the incident, normal procedures will resume.

General Emergency Response

Whatever the motives and intent, to reduce the likelihood of being victimized when faced with potentially violent intruders or other forms of civil unrest, Starkey employees and persons served should:

- Know the whereabouts of all employees and persons served under their supervision.
- Make sure that Community Living sites always keep outside doors locked.
- Be prepared to implement lock-down procedures.
- Be aware of and question any unknown persons who happen to enter Starkey buildings or homes.
- Call 911 to report intruders or potential intruders. When calling 911 from a mobile phone, employees should share their specific location with the 911 operator, and also notify the Starkey receptionists that they have called 911.
- Be aware of any person on Starkey property. Never put yourself in harm's way by approaching a stranger. Call 911 if you suspect any foul play or danger. Suspicious activity of any kind on Starkey property should be reported to the Director of Facilities and Transportation Services.
- Close and lock entrances and office doors.
- Stay away from windows.
- Get underneath tables or desks - "duck and cover."
- Try to remain calm and quiet.
- Make every effort to create a protective barricade to hide under or behind.
- Attempt to remain calm if confronted by the intruder and avoid sudden moves or gestures.

Day Service Emergency Response

The Starkey receptionists may turn on an intercom that will alert employees at extensions 208, 327, 2109, 2123, 2124, 2125, 2130, 2176, 2322, 2324, 2347, 2400, 2407, 2430, 2431 to threatening situations at the front desk. Employees who hear this intercom alert should offer assistance, if appropriate, or call 911.

If it appears that a terrorist or violent intruder is in or near the Starkey main center, employees should notify a member of the leadership team immediately. A lock down may be ordered over the intercom. All buildings will follow lock-down procedures. In this case, all outside doors to threatened Starkey properties will be locked immediately, and they will remain locked until notice has been given that the threat is over.

Employees should report to leadership and emergency personnel any employees or persons served who are absent for known reasons, such as medical appointments, to prevent an unneeded search for them.

Community Living Emergency Response

Employees should try to be aware of strangers who linger in the neighborhood, and they should never allow a person they do not know to enter a Community Living setting without first requesting identification and the purpose for being there. Employees should call 911 for strangers asking for assistance but not allow the strangers entry into the house.

If it appears that a terrorist or violent intruder is in or near a Community Living setting, employees should:

- Gather everyone inside the home and lock all exterior doors.
- Keep all persons out of view and away from windows.
- Call 911 and the supervisor (or the on-call supervisor) if they see a person(s) with a weapon on any Starkey property.
- Never confront a person(s) with a weapon.
- Be prepared to move to the shelter in place if the terrorist/violent intruders remain outside.
- Be prepared to evacuate, using fire evacuation procedures, if a terrorist/violent intruder enters the home.
- Quickly gather at the designated assembly site and move immediately to a safer location.

After the emergency, employees in Community Living settings should notify their supervisor, the on-call supervisor and/or the emergency maintenance phone to report injuries and/or property damage.

ACTIVE SHOOTER

An active shooter is an individual who is engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

No single response fits all active shooter situations. Individuals will have to rely on their own judgement to decide which option will best protect lives, including their own.

Emergency Response

There are three options to take if an active shooter is in the vicinity.

1. Run

- Have an escape route and plan in mind.
- Leave belongings behind.
- Evacuate regardless of whether others agree to follow.
- Help persons served, other employees and visitors escape if possible.
- Do not attempt to move the wounded.
- Prevent others from entering an area where the active shooter may be.
- Keep your hands visible.
- Call 911 when safe to do so. Information to provide 911:
 - Location of active shooter
 - Number of shooters
 - Physical description of shooters
 - Number and type of weapons
 - Number of potential victims at location
 - When calling 911 from a mobile phone, employees should share their specific location with the 911 operator, and also notify the Starkey receptionists that they have called 911, if possible.

2. Hide

- Follow lock-down procedures if possible.
- Hide in an area out of the shooter's view.
- Lock door or block entry to your hiding place.
- Silence cell phones (including vibrate mode) and remain quiet.

3. Fight

- Fight as a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with as much physical aggression as possible.
- Improvise weapons or throw items at the active shooter.

The first officer to arrive on the scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove injured.

When law enforcement arrives:

- Remain calm and follow instructions.
- Drop items in your hands (e.g. bags, jackets).
- Raise hands and spread fingers.
- Keeps hands visible at all times.
- Avoid quick movements toward officers, such as holding on to them for safety.
- Avoid pointing, screaming, or yelling.

- Do not ask questions when evacuating.

Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

BOMB THREAT

With acts of terrorism on an increase worldwide and an increase in domestic and workplace violence, all businesses face some risk of bombings or bomb threats. Although most bomb threats are hoaxes aimed at causing disruption to the normal daily routine, they must be taken seriously.

Bomb threats are made for various reasons. Some specific reasons are:

- Hostility by a former employee or person served
- Hostility toward a current employee or person served
- Inability to access certain resources or services
- The desire to create an atmosphere of anxiety and panic
- The desire to create vulnerability for the commission of other crimes
- A legitimate warning for an explosion where only property damage is intended

Additionally, employees should be aware of mail safety and should watch for suspicious packages and letters. Warnings signs can include: misspelled words, no return address, excessive use of tape and strange discoloration and/or odor. If a suspicious package or letter is identified, employees should:

- Never open, smell, touch, or taste it.
- Isolate the letter or package immediately.
- Move out of the area and don't let others in.
- Quickly wash with soap and water and remove contaminated clothing.
- Contact leadership so that local law enforcement authorities can be notified.

Emergency Response

Most bomb threats are made by telephone. If a bomb threat is received over the phone, employees should stay calm and try to get as much information from the caller as possible. Employees should keep the caller on the line and record everything that is said. Try to ask the following questions:

- When will it explode?
- What does it look like?
- Where is the bomb?
- What kind is it?
- Who are you?
- Why are you doing this?
- What will cause it to explode?

Immediately after receiving notice of a possible bomb, employees should:

- Call 911 and provide their name, location, and telephone number. Be prepared to implement either lock-down or shelter-in-place procedures based on instructions given by dispatch. When calling 911 from a mobile phone, employees should share their specific location with the 911 operator, and also notify the Starkey receptionists that they have called 911.
- Using a landline phone, notify the area supervisor or the on-call supervisor immediately.
- Check your immediate work space. If a suspicious item is noticed, leave the room and close the door, or section off the area to prevent others from entering.
- Report suspicious objects to the police. No one should tamper with them.
- Avoid using cell phones or two-way radios, as this could trigger an explosion.
- Be sure to account for all persons served. Report to the area supervisor or emergency personnel any person whose whereabouts is unknown.
- Report to leadership and emergency personnel any employees or persons served who are absent for known reasons (such as medical appointments) to prevent an unneeded search for them.
- After the emergency, employees in Community Living settings should notify their supervisor, the on-call supervisor and/or the emergency maintenance phone to report injuries and/or property damage.

FIRE

Fire and smoke present possibly the greatest single threat to Starkey employees and persons served. According to Federal Emergency Management Agency (FEMA) documents, each year more than 4,000 Americans die, and more than 25,000 are injured in fires, many of which could have been prevented. Direct property losses due to fires are estimated by FEMA to reach \$8.6 billion annually.

For employees and persons served to protect themselves, it is important to understand the characteristics of fire. It can spread very quickly. There is no time to gather possessions or to make a phone call from within a home or building. A fire can become life-threatening in minutes. It can completely engulf a building or home in just five minutes. Heat and smoke from fire can be more dangerous than the flames. Inhaling smoke or particles from a fire can sear a person's lungs. Fire also produces poisonous gases that make one disoriented and drowsy. Instead of being awakened by a fire, a person may fall into a deeper sleep. Asphyxiation is the leading cause of death in fires, exceeding burns by a three to one ratio.

Protective Measures

Smoke alarms should be installed on every level of each residence. They should be installed per the manufacturer's recommendations. The alarms should be tested monthly, and batteries replaced as required by the manufacturer.

Candles, scented plug-ins, and candle warmers are prohibited in any Starkey location. Oil-filled radiator heaters are the only space heaters allowed at Starkey residential settings. Use of power strips by employees and persons served must be in accordance with the manufacturer's instructions.

No one should ever smoke near flammables. Flammable liquids should be stored in approved containers in well-ventilated areas. Matches and lighters should be stored in such a way that they are inaccessible to people who do not know how to use them safely.

Escape routes should be posted. Employees and persons served should practice using them routinely and practice escaping from every room. Everyone should be taught to stay low to the floor when escaping from a fire, and to **stop, drop, and roll** if their clothing catches fire. Running will only spread the fire.

Emergency Response

In the event of fire at a Starkey setting, employees and persons served should:

- Activate the fire alarm, if applicable, and evacuate persons served, employees and visitors according to evacuation plans.
- Stay low, under smoke, while proceeding to the exit.
- Not open hot doors. The door should be felt with the back of the hand to determine if it is a safe temperature to open. Open cool doors slowly to make sure fire and/or heavy smoke are not blocking the escape route.
- Close all doors, and check bathrooms and other secluded areas for anyone remaining in the area if time and safety permit.
- Hang a white or light-colored sheet out the window to alert fire fighters if unable to escape from the building.
- Call 911 to report a fire and then report to the emergency maintenance phone. When calling 911 from a mobile phone, employees should share their specific location with the 911 operator, and also notify the Starkey receptionists that they have called 911. In Community Living settings, call 911 and then the supervisor or on-call supervisor if after hours.
- Gather everyone together at the designated assembly site.

- Take roll and keep persons served in a safe area (at least 50 feet from building) until leadership or safety authorities give an “all clear” or further instructions. Never go back into a burning building for any reason.
- If necessary, move everyone to a safer location.
- Notify Starkey leadership and emergency personnel of employees or persons served who are absent for known reasons, such as medical appointments, to prevent an unneeded search for them.
- After the fire, employees in Community Living settings should notify their supervisor, the on-call supervisor and/or the emergency maintenance phone to report injuries and/or property damage.

FLOODING

Floods are the most common hazard in the United States. They can be localized and impact a small neighborhood, or large scale, and impact the entire state. Some floods develop slowly over a period of days, while others may develop rapidly, sometimes in just a few minutes, without any visible sign of rain. A flash flood can produce a dangerous wall of water that carries rocks, mud, and debris, and can sweep away anything in its path.

Employees and persons served should not go out during heavy rains except in the event of an emergency. All other activities should be delayed or postponed. Employees and persons served should not walk through moving water. Six inches of water can cause one to fall. If it is absolutely necessary to walk in water, employees and persons served should stay where the water is not moving, and use a stick to check the firmness of the ground in front of them and the depth of the water.

Employees should also avoid driving through flooded streets. Six inches of water can cause a driver to lose control of most passenger vehicles. One foot of water will float most vehicles. Two feet of water can carry away most vehicles, including SUV's and pickups. For this reason, employees should listen and watch for street flooding in their areas. Driving through water can also cause severe damage to a vehicle's engine.

Flood Watch: The National Weather Service issues a "flood watch" when the risk of a flood has increased significantly, but its occurrence, location, and/or timing remains uncertain. Watches are issued to allow time to prepare for possible evacuation.

Flood Warning: Warnings are issued when flooding is occurring, imminent, or very likely. The National Weather Service issues warnings in situations where hazardous weather conditions pose a real threat to life and/or property. When conditions warrant, flood warnings may not be preceded by a flood watch.

Emergency Response

Employees should be aware of flood hazards, especially if living or working in low-lying areas. During periods of heavy rain, employees should obtain current weather information by turning the radio to 101.3 FM, or the television to local stations (channels 3, 10, or 12) and listening for information about possible flooding in the area.

When a flood watch or warning is issued, employees should:

- Curtail all activities in the community, unless evacuation is necessary.
- Be aware of nearby rivers or streams, drainage canals, or other low-lying areas that are susceptible to flash flooding.
- Monitor forecast updates and upstream flooding conditions.
- Determine if the location they are in is an area likely to be affected.
- Contact their supervisor if they are unsure whether the flood may affect their location.
- Prepare to evacuate to a location that is out of the path of the flood. Determine, with the supervisor, when and where they will evacuate to if the need arises.
- Evacuate to higher ground, if needed. Contact the supervisor or on-call supervisor for instructions, or if unsure of where to go.
- Never drive through standing or running water.
- Avoid downed power lines, and report them to the utility company or the area supervisor.
- Be sure to account for all employees and persons served.
- Attempt to contact employees or persons served who were not present at the time of the evacuation, or have the supervisor contact them with instructions not to return to the location. Be prepared to tell them where they should evacuate to, and if possible, warn them of areas to avoid while they are in route.

- Never return to the evacuated home or building until given an “all clear” by emergency personnel or leadership.
- Never drink flood waters, as they may be contaminated with toxic chemicals such as gasoline, oil, or pesticides.
- Call 911 if emergency assistance is needed. When calling 911 from a mobile phone, employees should share their specific location with the 911 operator, and also notify the Starkey receptionists that they have called 911.
- After the emergency, employees in Community Living settings should notify their supervisor, the on-call supervisor and/or the emergency maintenance phone to report injuries or property damage.

INJURIES AND ILLNESS

Many persons who have developmental disabilities also have secondary conditions that increase the likelihood of accidents and/or major illnesses. Seizures, limited mobility and coordination, sensory impairments, and the side effects of medications may make persons served more susceptible to illness and injury. While the response to each type of medical emergency will depend upon the person and the situation, general guidelines for Starkey employees and persons served are as follows.

Emergency Response

When responding to an emergency, follow accepted emergency procedures:

- **Check** the scene for safety, to find out what happened, to determine the number of victims, and for bystanders who can assist. Check the victim(s) for consciousness.
- **Call** 911 if any victim is unconscious or appears to be suffering from serious injuries.
- **Care** for life-threatening situations. Proceed to use standard first aid, if needed.

A medical emergency includes situations where the person does not respond to voice or touch or has:

- Trouble breathing or has stopped breathing
- Loss of consciousness
- Severe burns
- Uncontrolled bleeding
- A seizure lasting longer than 5 minutes or a tonic-clonic seizure lasting more than 3 minutes
- Multiple seizures
- Complaints of severe and/or persistent chest pain or pressure
- Inability to move upper or lower extremities, or complaints of severe pain when trying to move upper or lower extremities
- A deteriorated mental state where they become harmful to themselves or others
- Signs of a stroke (sudden severe headache; sudden numbness or weakness on one side of the body; sudden confusion, dizziness, or trouble speaking)

Employees should call 911 if they observe other signs or symptoms that they feel constitute a medical emergency. Employees do not need permission from their supervisor, nursing, or others to call 911 if they feel it is necessary. When calling 911 from a mobile phone, employees should share their specific location with the 911 operator, and also notify the Starkey receptionists that they have called 911.

After the emergency, employees in Community Living settings should notify their supervisor, the on-call supervisor and/or the emergency maintenance phone to report injuries and/or property damage.

INFLUENZA AND OTHER COMMUNICABLE DISEASES

Influenza (the flu) is a serious contagious disease that can lead to hospitalization and even death. Symptoms include:

- Fever, although people may be infected with the flu without having a fever
- Cough
- Sore throat
- Runny or stuffy nose
- Body aches
- Headache
- Chills
- Fatigue
- Vomiting and diarrhea are also sometimes reported

Although a flu or other outbreak doesn't necessarily lead to an emergency situation, consideration should be taken to determine how best to decrease the spread of disease and lower the impact in the workplace.

Considerations may include:

- Reducing transmission among employees and persons served
- Protecting people who are at higher risk for complications from getting infected with the flu or other communicable disease which may include required screenings for particular contagious viruses, diseases, and/or infections during community and/or Starkey outbreaks.
- Maintaining business operations
- Minimizing other factors that may affect employees' ability to get to work, such as school dismissals or closures

Prevention:

Centers for Disease Control and Prevention (CDC) recommend the following actions be taken to protect against the flu:

- Get vaccinated.
 - CDC recommends a yearly flu vaccine as the first and most important step in protecting against flu viruses.
 - Vaccination is important for people who care for others, such as persons served, when they are sick.
- Take preventative actions to stop the spread of germs.
 - Wash your hands often with soap and water.
 - Try to avoid close contact with people who are sick.
 - Stay home for at least 24 hours after your fever is gone.
 - Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
 - Avoid touching your eyes, nose and mouth. Germs spread this way.
 - Clean and disinfect surfaces and objects that may be contaminated with germs.
- Seek health care promptly for testing and treatment.
 - If you get the flu, take flu antiviral drugs if your doctor prescribes them.
 - Antiviral drugs can make illness milder and shorten the time you are sick. They may also prevent serious flu complications.
 - Antiviral drugs work best when they are started within two days of getting sick, but starting them later can still be helpful.

- Take steps for cleaner air.
 - Bring as much fresh air into the indoor space as possible by opening doors and windows.
 - Set the fan on HVAC systems to the “on” position when visitors are present.
 - Use a portable, high-efficiency particulate air (HEPA) cleaner, if available.
 - Move activities outdoors, if possible and weather permitting.
 - Use ceiling and portable fans to improve air flow. Point fans away from people and toward an open door or window, if possible.
 - Use exhaust fans above the store and in bathrooms to help move air outdoors.

Response/Mitigation

Take the following steps to care for someone with the flu or other communicable disease:

- Keep the person comfortable and follow the recommendations of his or her health care provider.
- Everyone should wash their hands frequently, including the sick person.
- Clean and disinfect household surfaces frequently, especially bedside tables, surfaces in the bathroom, doorknobs, and phones.
- Ensure the sick person takes all medications as directed.
- Keep the sick person away from common areas of the house.
- Have the sick person use one bathroom, and all the well people use other bathrooms.
- Clean and disinfect the “sick room” and bathroom daily.
- The sick person should not have any visitors other than employees providing care.
- Avoid being face to face with the sick person and, if possible, have only one employee or designated employees take care of the sick person.
- Maintain good ventilation in shared household areas as described above.
- Clean linens, eating utensils, and dishes used by the sick person thoroughly before reusing. Items do not need to be washed separately.
- Wash linens (such as bed sheets and towels) with laundry soap and tumble dry on a hot setting. Avoid “hugging” laundry to your body before washing it to prevent contaminating yourself.

PANDEMICS

A pandemic is a disease outbreak that spans several countries and affects a large number of people. Pandemics are most often caused by viruses which can be easily spread from person to person.

A novel (new) virus, like Coronavirus Disease 2019 (COVID-19) can emerge from anywhere in the world. It is hard to predict when or where the next novel pandemic will emerge.

Viruses causing pandemics:

- May be spread directly from person to person.
- May be spread indirectly. Germs can pass from a non-living object, e.g. door handles, light switches and other frequently touched surfaces to a person.
- May be spread by people who are infected, but don't have any symptoms.

Preparation/Prevention

- Stay up to date with immunizations.
- Practice good hygiene.
- Take steps for cleaner air. See section Influenza and other Communicable Diseases.
- Learn how diseases are spread to help protect yourself and others.
- Be prepared to provide support and services to persons served in an alternative manner, e.g. at Community Living settings.
- Virtual coordination for meetings, social activities and appointments may be utilized.
- Starkey will maintain an adequate inventory of necessary supplies (cleaners, disposable gloves and face masks, etc.)

Response/Mitigation

- Get vaccinated, as recommended.
- Wash your hands often with soap and water for at least 20 seconds and try not to touch your eyes, nose, and mouth.
- Practice social distancing. Keep a distance of at least six feet between yourself and people who are not part of your household, if possible. Avoid crowds and large groups of people.
- Cover your mouth and nose with a mask when in public and at your work location.
- Encourage persons served to wear a face mask in public and while attending their day program.
- Stay home when sick.
- Seek health care promptly for testing and/or treatment.
- Cover your coughs and sneezes.
- Limit close, face-to-face contact with others. Stay at home as much as possible to prevent the spread of the disease.
- Share accurate information about the disease with co-workers, persons served, family and friends on social media.
- Follow the guidance of Starkey, the Centers for Disease Control and Prevention (CDC), and state and local authorities.
- If you believe you have been exposed or if you are experiencing symptoms, do not report to work and notify your supervisor.
- Screenings for particular contagious viruses, diseases, and/or infections may be required during community and/or Starkey outbreaks.

POISONING

Accidental poisoning is common. Most poisonings happen in the home, but they can also happen at work, on vacation, or while visiting a friend's home. Children are the most common victims - especially boys under the age of three. Adults with developmental disabilities can also be at risk. A limited ability to read instructions or warning labels, coupled with poor judgment, can make them potential victims.

Common Poisons

Many drugs and household items can be poisonous if ingested. Examples include:

- Drugs – cold and flu remedies, mouthwashes, sedatives, heart pills, etc.
- Cleaning products – detergents, bleaches, drain cleaners, turpentine, etc.
- Cosmetics – creams, ointments, shampoos, perfumes, aftershaves, etc.
- Poisonous plants – aloe vera, chrysanthemums, poinsettias, philodendron, and many others.
- Other products – pesticides, gasoline, motor oil, glues, batteries, etc.

Prevention

To prevent the poisoning of vulnerable adults, take the following precautionary steps:

- Keep medicines in a locked cabinet, and preferably one that is up high.
- Use tamperproof containers or blister packs, if possible.
- Store poisons in their original containers, and keep them in a locked cabinet or closet if a person's plan indicates the need to do so.
- Put all poisonous substances away immediately after using them.
- Do not keep expired medications. Take them to Health Services for disposal.
- Do not grow poisonous plants in or around the home or building.
- Store topical and ingestible items separately.

Symptoms of Poisoning

Symptoms of poisoning may include any of the following:

Nausea	Vomiting	Weakness
Diarrhea	Drowsiness	Fever
Headache	Abdominal pain	Bluish lips
Chest pain	Confusion	Double vision
Difficulty breathing	Heart palpitations	Irritability
Loss of appetite	Loss of bladder control	Shortness of breath
Muscle twitching	Numbness or tingling	Seizures
Skin rash or burns	Stupor	Unconsciousness
Unusual breath odor		

Emergency Response

In case of accidental poisoning, employees should call the Poison Control Center at 1-800-222-1222, or call 911 for transportation to an emergency facility, depending on the urgency of the situation. Employees should also:

- Check and monitor the victim's airway, breathing, and circulation. If necessary, perform CPR until help arrives.
- Call 911 if the individual is unconscious, not breathing, or breathing is difficult or labored. When calling 911 from a mobile phone, employees should share their specific location with the 911 operator, and also notify the Starkey receptionists that they have called 911.

- If a poison has been ingested, follow the emergency operator or dispatcher's first aid instructions carefully. Do not give anything by mouth unless advised to do so by a medical professional.
- Wash the area with soap and warm water for 20 minutes if poison touches the skin. If the poison has spilled on the person's clothing, remove the clothing and flush the skin with water. If there is blistering, take the person to the emergency room immediately.
- Flush the eyes with warm water for 20 minutes if a toxic substance gets in the eyes. If only one eye is affected, flush away from the unaffected eye.
- Take the person outside for fresh air if poison is inhaled (e.g., carbon monoxide or a natural gas leak). Be sure to move away and upwind from poisonous fumes.
- Reassure a conscious victim, and keep them comfortable. Position the person on their side while waiting for help to arrive.
- If possible, look up the Safety Data Sheet (SDS) and have it available for emergency responders. This will provide important information for treatment.

In case of an accidental poisoning, **NEVER:**

- Give an unconscious victim anything by mouth.
- Try to induce vomiting, unless told to do so by the Poison Control Center.
- Try to neutralize the poison with lemon juice or vinegar, or any other substance, unless told to do so by the Poison Control Center.
- Try to use any "cure-all" type antidote.

After the emergency, employees in Community Living settings should notify their supervisor, the on-call supervisor and/or the emergency maintenance phone to report injuries and/or property damage.

EXTREME HEAT

People suffer from heat-related illness when their bodies are unable to compensate. The body normally cools itself by sweating, but under some conditions, sweating just is not enough. Very high temperatures may cause damage to vital organs in the body.

Potential Risk: The people who have the greatest risk from exposure to extreme heat are those who:

- Are 65 or older
- Are overweight
- Are pregnant
- Are overexerting in hot conditions
- Have high blood pressure, heart problems, poor circulation, lung or kidney disease; or who take medication for depression, insomnia or poor circulation
- Consume alcohol, as it can reduce a person's ability to combat extremely hot conditions

Signals of heat stroke include:

- Dizziness, confusion or unconsciousness
- High body temperature
- Red, hot skin that can be either dry or moist
- Rapid or weak pulse
- Rapid or shallow breathing

Prevention:

To prevent heat-related illness or injury, employees should:

- Avoid being outdoors in the hottest part of the day.
- Take frequent breaks if working in the heat. Stay in the shade, if possible.
- Wear as few clothes as possible in the home.
- Wear light-weight, light-colored, loose clothing that “breathes” (such as woven cotton) when outdoors. Light-weight trousers and long sleeves can provide protection from sunburn. A hat, sunglasses, and sunscreen are also recommended.
- Drink plenty of fluids. Don't wait until feeling thirsty. Avoid liquids that contain alcohol, caffeine, or large amounts of sugar, as these can actually cause one to lose body fluids.
- Avoid hot foods and heavy meals. They increase body heat.
- Use the “buddy system” – coworkers monitoring the condition of each other.
- Never leave persons served in a parked vehicle in hot weather.
- Stay inside, whenever possible, during the hottest part of the day.

Emergency Response

If employees or persons served suffer from a heat-related illness:

- Move the victim to a cooler environment.
- Loosen or remove clothing.
- Get the victim into circulating air. Apply water to the body with a cloth or sponge.
- Give small amounts of cool water to drink if the victim is conscious.
- Call 911 if the victim's condition does not improve, or if you suspect heat stroke. When calling 911 from a mobile phone, employees should share their specific location with the 911 operator, and also notify the Starkey receptionists that they have called 911.

After the emergency, employees in Community Living settings should notify their supervisor, the on-call supervisor and/or the emergency maintenance phone to report injuries and/or property damage.

POWER FAILURE/UTILITY OUTAGE

During storms and other natural disasters, such as floods and ice storms, it is possible that some Starkey settings will lose electrical power or other utilities, such as water, sewage and natural gas.

Emergency Response

If a power outage occurs at the main facilities, persons served and employees may be dismissed early. If an outage occurs in a Community Living setting, employees and persons served may be instructed to go to a different location. In the event of a power failure or utility outage, Starkey employees should:

- Access emergency lighting (flashlight).
- Report power failures to the emergency maintenance phone.
- Notify the utility company.
- Try to determine when power will be restored.
- Call the on-call supervisor if in a Community Living setting outside regular business hours.
- Limit access to refrigerators and freezers.
- Never use the cooking stove for heat.

Depending on the situation, it may be necessary to shut off the water supply. The following are the locations for the shut off valves at the main facilities.

- Maple - office 123, southeast corner of office in the ceiling.
- Devlin - ceiling in the Northwest corner of the (large south) Daley conference room.
- Devlin - office 408 behind an access panel in the Northwest corner of the office.
- Devlin - parking lot in front of building, west end by gas meter.
- Devlin - fire riser room in the northwest corner of homeroom #1.
- Human Resources and Training Center - rear interior wall of building near exit in a locked access panel.
- Maintenance and Transportation building – men's restroom, wall above the toilet
- Dill – fire riser room inside the women's restroom.

After the emergency, employees in Community Living settings should notify their supervisor, the on-call supervisor and/or the emergency maintenance phone to report injuries and/or property damage.

WINTER STORMS

Kansas sometimes has extremely cold weather and/or heavy snow. Temperatures can dip well below zero degrees Fahrenheit, with wind chills as cold as 50 degrees below zero. Blowing snow can reduce visibility and make safe driving impossible. “White-out” conditions can prevent people from seeing oncoming traffic or potential shelters that are only a few feet away. Snow drifts can make roads impassable. Snow and ice can make it difficult, if not impossible, for vehicles to get adequate traction and they can make walking extremely hazardous. Hypothermia, frostbite, and broken bones from falls can easily be the consequence of ignoring winter safety in Kansas.

The following weather alerts are commonly used by the local news media.

- **Winter storm watch:** severe winter weather is possible, i.e. cold air, strong winds, snow accumulation
- **Winter storm warning:** snowfall expected to exceed six inches in a 12-hour period or eight inches in a 24-hour period
- **Blizzard warning:** strong winds expected with heavy snow, white-out conditions. Avoid going outside even for short periods.

Emergency Response

During winter storms, Starkey employees should:

- Listen to 101.3 FM or the local TV stations (channels 3, 10 or 12) if it is snowing. The CEO will notify the media if Starkey closes due to bad weather. The announcements will be made by 6 a.m. on the day of occurrence, and the phone message at Starkey will state that the center is closed. Some administrative offices may be open and day services employees will be assigned to work in Community Living. Starkey will also use text alerts and social media messages whenever possible to communicate with employees.
- Stay indoors at Community Living settings if Starkey day services are closed; avoid leaving residences unless necessary. Employees and persons served should put off chores that involve going outdoors (e.g. taking out the trash, retrieving the newspaper from the driveway, etc.)
- Not take persons served to activities when the weather or driving conditions are poor. If employees must venture out, they should tell someone where they are going and when they will return. They should travel during daylight hours and stay on main roads.
- Dress warmly and wear a heavy coat, hat, gloves, and boots any time going outdoors, and make sure persons served do likewise.
- Avoid walking on ice. Even snow provides better footing. Keep sidewalks clear of snow and ice. Use sand or ice melt before, during, and after a winter storm to aid in melting the snow and ice, and to give better traction. Allow a few minutes for the ice melt to work before allowing persons served to walk on the surface being treated.
- Scrape all vehicle windows to allow for adequate vision while driving. Turn the heater controls to either defrost or defog.

After the emergency, employees in Community Living settings should notify their supervisor, the on-call supervisor and/or the emergency maintenance phone to report injuries and/or property damage.