



# **Disaster Recovery Plan & Emergency Procedures**

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***“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***

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## DISASTER RECOVERY

A disaster includes various types of crises. *“A crisis is any situation that threatens the integrity or reputation of your organization. It can involve negative media attention. It can also be a situation where, in the eyes of the general public, your organization did not react to a situation in the appropriate manner.”* (Clawson Freeo, Sandra K., *Disaster Communication Plan: A PR Blueprint*)

A disaster **interrupts the normal flow of business.**

Disaster tendencies:

- It's not a question of **if** a disaster will occur, but **when**.
- The larger the corporation, the higher the caliber of the expected response.
- The public relations battle is often won or lost in the first 24 hours.
- Most disasters are out of the headlines within days unless an organization mismanages the disaster.
- Organizations without open communication between senior management and all levels are at risk of prolonged disaster.
- Organizations with poor media relations risk greater damage during a disaster. (Barton, L., 2001, *Disaster In Organizations II*)

### **Types of Disasters**

Generally speaking, there are four types of disasters:

- Natural and man-made disasters (storms, earthquakes, floods, chemical spills, incidents of violence, etc.)
- Mechanical problems (ruptured pipes, power outages, etc.)
- Human error
- Management decisions or indecision

All disasters will be categorized in order to most effectively form an organizational position. These disasters may occur in association with the provision of services, operation and oversight of the organization or external events related to promoting Starkey's mission in the community.

### **Purpose**

Starkey management recognizes the need for plans to cover a range of emergencies and disasters that could cause harm, damage to property, and disruption to business and services. Of primary importance is the safety of persons served and the employee. This plan has been developed to prevent or minimize the extent of injury, damage, and/or disruption that might occur in such an emergency situation.

## **PREPARATION**

To minimize the risk of injury, damage to property, and disruption to business and services, it will be important to put considerable emphasis on preparation for disasters and emergency situations. Part of those preparations will be the periodic review and revision of disaster recovery and emergency procedures. Additionally, a Disaster Response Team (DRT) has been created to oversee the preparations and recovery processes.

### **Disaster Response Team**

The primary purpose of Starkey's Disaster Response Team (DRT) is to coordinate essential services, personnel, and efforts related to emergency/disaster preparation or response. The DRT shall consist of all members of the leadership team, as well as other positions believed to be essential for continuous operation in the event of a disaster or large scale emergency situation. The Chief Executive Officer (CEO) will serve as the head of the DRT. In the absence of the CEO and/or other team members, the following positions will be responsible for leading the DRT, in the order stated: Chief Operations Officer (COO); Director of Facilities and Transportation Services, Director of Community Living, Chief Financial Officer (CFO), and Director of Human Resources. The members of the DRT are as follows: Chief Executive Officer (CEO), Chief Operations Officer (COO), Director of Facilities & Transportation Services, Director of Community Living, Chief Financial Officer (CFO), TCM Supervisor, Director of Human Resources, IT Supervisor, Director of Communications, Director of Development, Payroll/Compliance Coordinator, Accounts Receivable, Transportation Manager, Safety Coordinator, Director of Employment Services, Director of Life Enrichment, Director of Gateway and the Quality Assurance Supervisor.

### **DRT Training**

Members of Starkey's Disaster Response Team, the Safety Committee, and leadership will perform an annual review/revision of this document, which will be approved by the leadership team. New DRT members will receive a copy of this manual during the first 30 days of employment. They will be responsible for reviewing it and becoming familiar with its content.

### **Essential Services**

Some services, by their nature, will be more important than others in the event of a disaster. As part of its preparation process, Starkey has identified some services that will be essential to recovery. Those services are as follows:

Direct supervision	Payroll
Billing	Maintenance
Transportation	Information technologies
Leadership	Housing

### **Contact Information for Essential Services**

<b><u>Function</u></b>	<b><u>Contact</u></b>	<b><u>Phone</u></b>	<b><u>FAX/email</u></b>
Payroll	ADP	1-844-335-8223	
Billing	CFO	316-992-2611	dwiesner@starkey.org
Insurance	The Miller Group	816-308-4589	
	Ryan Miller	816-651-0744 (cell)	ryanm@millercares.com
Contingency funds	SW National Bank	316-831-8247	
	Ashley Galvin		ARGalvin@southwestnb.com

Natural gas	KGS - service	800-794-4780	
	KGS - gas leaks	888-482-4950	
	Black Hills Energy	800-303-0357	
Electricity	Evergy - service	1-800-383-1183	
	Evergy - outages	1-800-544-4857	
Telephone service	Cox Communication	877-330-7243	
Telephone equipment	Brian Howerton	316-312-5226	
Kansas Fire Equip.	123 S. Osage	316-262-8943	
		316-262-5592	
		316-942-8047	(emergency after hours)
Water	Wichita Water	316-265-1300	
Snow Removal	Jeff Krier	316-640-4989	
Pharmacy	Terrytown Pharmacy	316-821-9646	316-821-9617
Legal	Kevin Arnel,	316-291-9761	316-267-6345
	Foulston Siefkin	316-267-6371	

### **Emergency Operations Center**

The Emergency Operations Center (EOC) will generally be located in Starkey's main office location or the Human Resource and Training Center. In the event that Starkey's offices are not available during a disaster situation, the EOC will be established in a second location at AbilityPoint, or at the Cerebral Palsy Research Foundation (CPRF). The EOC will provide meeting rooms, work space, and tools needed by leadership during an emergency. The EOC should offer at minimum, a room for leadership team members to work, and another room in which meetings can be held, as needed. In the event that other forms of communication (telephones, media, and internet) are not available, the EOC will serve as the central physical location where stakeholders and media can get updated information.

#### **Second EOC Location**

AbilityPoint  
2919 W. 2<sup>nd</sup> Street  
Wichita, Kansas 67203  
316-943-1191  
316-943-3292 (FAX)

#### **Third EOC Location**

CPRF  
5111 E. 21<sup>st</sup> Street  
Wichita, Kansas  
316-688-1888  
316-652-1554 (FAX)

Starkey has a transportation agreement with KETCH:

<b>Name:</b>	<b>Title</b>	<b>Office #</b>	<b>Cell #</b>
Sheila Brown	CEO	316-383-8749	
Sallie Jensen	VP of QA	316-383-8714	316-383-8715
Michael Correia	Transportation Coordinator	316-383-8737	

Designated positions have been issued Starkey credit cards. In the event of a major disaster, it may be necessary to use temporary community shelters.

All transportation needs will be directed through the Transportation Manager. Emergency housing will be directed through the Director of Community Living.

### **EOC Supplies and Equipment**

The Emergency Operations Center should be adequately equipped to facilitate effective functioning of the Disaster Response Team. While not all of the following materials and equipment may be necessary, the following items will be gathered by the IT department or others and taken to the EOC as designated by the Disaster Response Team leader.

**Communications & Office Equipment**

Wi-Fi enabled landline phones	Internet failover device
Two-way dedicated radios	Cellular telephone/Smart phones
AM/FM radio	Power strips/extension cords
Laptop computers	Weather radio
Copier	Printer
Fax machine	Paper shredder
Portable wi-fi devices	

**Office Supplies**

Message slip pads	Markers and eraser for white boards
Lined tablets (8 ½ x 11)	Pencils and pens
Rolls of masking tape	Stapler
Manual pencil sharpener	Rechargeable flashlights
Reams of copier paper	Scissors
Easel with white paper pads	File folders
Paper clips	Rubber bands
Roll of duct tape	Three-hole punch

If not available at the EOC, they may be purchased through Walmart or an established account at:

Roberts Hutchline      Box 1363      Hutchinson, KS 67504      620-662-3356  
FAX 620-662-5191

**Documents**

Documents that will be available during an emergency, either in smart phones or paper copies will include:

- Disaster Recovery Plan and Emergency Procedures manual (printed or available via QR code)
- Starkey policies and procedures manual
- Payroll and benefit information
- Building blueprints and schematics (all buildings)
- Local and area maps showing all alternate facilities
- Listing of all Community Living locations and telephone numbers
- Emergency information for employees and persons served
- Important telephone numbers and addresses
- Vehicle information and locations
- Employee work assignment locations
- List of business vendors
- Banking information

**Annual Plan Review**

Starkey's leadership team will review the Disaster Recovery Plan and Emergency Procedures annually to make sure that it is appropriate and up-to-date. Specifically reviewed will be:

- DRT leadership
- DRT membership
- EOC location(s)
- DRT functions
- EOC set-up, including information, material, and resource needs
- Emergency contact information

- Crisis communication plan
- Review of actual DRT functioning during the previous 12 months

### **Community Emergency Response Team (CERT)**

Sedgwick County, Kansas has provided for the creation of a group of volunteers who are trained and able to assist area emergency responders in the event of a disaster. Called “CERT,” this team of volunteers is required to complete 24 hours of training provided by the county emergency management personnel including the topics:

- Disaster preparedness
- Fire safety
- Triage
- Treatment
- Light search and rescue
- Team organization
- Disaster psychology
- Terrorism

Approximately a dozen Starkey employees have completed CERT training - representing various departments throughout the organization including leadership, case management, communications, development, community living, information technology, work activity, life enrichment, and nursing. The primary intent is for this group of people to be able to assist emergency responders with a disaster that directly affects Starkey, its employees, persons served, and properties. The group will be activated at the instruction of the Chief Operations Officer or the Director of Community Living.



## **RECOVERY**

In the event of a disaster or emergency situation, it is hoped that advance preparation and well-trained employees will minimize the potential for injury, property damage, and disruption of business and services.

### **Activation of the Disaster Response Team (DRT)**

The DRT will be activated at the discretion of the CEO or highest position in the chain of command that is present in response to or preparation for an emergency or disaster. The DRT leader shall arrange for all team members to be contacted. The team will meet at a time and place to be designated by the team leader.

### **Disaster Response Team Functioning**

The initial focus of the DRT will be to assess the scope of the emergency/disaster situation, and to serve as a clearinghouse for response and recovery information. Team members will collect information and report on the status of emergency preparations, or on the extent of injuries and damage. Information gathered by the team will be compiled in a DRT journal by the Director of Communications.

### **Initial Assessment**

Accurate and timely information is essential for effective emergency response and disaster recovery. The DRT will focus on answering the following questions:

- What is the current situation?
- What injuries or damages have occurred?
- Has everyone been accounted for?
- What response is needed, and where is it needed?
- How are we doing?
- Who is working, on what, and where are they?

Department heads will provide most of this information in periodic status reports. The DRT leader will establish the information tracking system for critical information. DRT members should keep current information for areas such as:

- Status of any injuries
- Personnel
- Health and safety
- Recovery efforts
- Departmental units
- Computer operations
- Production/business operations
- Status of damages to vehicles/property
- Communications/public relations
- Equipment
- Purchasing
- Facility work orders
- Response/recovery situation
- Disaster situation (e.g., cresting of rivers, road closings, local utility damage, additional snowfall, etc.)

### **Initial Notification**

The DRT will notify supervisors and other personnel of the emergency/disaster status or response and recovery plans, and those communications will be documented in the DRT journal (see attachment). The DRT will document attempts to contact Starkey employees and service delivery sites, as appropriate to the situation. A special note will be made in the DRT journal if contact is not made with any of the service delivery areas. Generally, department heads will be responsible for contacting employees or service sites under their supervision. If a department head is absent from the DRT, the DRT leader will delegate that responsibility. The Director of Communications will notify the American Red Cross and/or Salvation Army, as appropriate, to obtain resources, supplies, and/or emergency shelter. The telephone numbers for those entities are:

American Red Cross	(316) 219-4000
Salvation Army	(316) 263-2769

### **Information Management**

Status reports will be posted in the DRT meeting room. Directors and department heads will be responsible for keeping the information current, and for disseminating information to subordinates and service delivery sites, as appropriate.

### **Needed Resources**

Requests for resources will be addressed as they are received from employees or service locations. The DRT leader will deal with disaster requests immediately, and allocate resources for non-disasters as available. The DRT may need to consider the following needs:

- Direct supervision for persons served
- Temporary housing
- Clothing
- Food and water
- Medical supplies and medication
- Sanitary supplies
- Security guards
- Cleaning services
- Drivers
- Vehicles
- Volunteers
- Temporary employees
- Petty cash
- Replacement office and computer supplies
- Recovery supplies (shovels, buckets, waders, etc.)

The DRT will record the resource requests as they are received, and the DRT leader will deal with critical requests immediately. Requests that are not met immediately will be documented for re-evaluation at a later time.

### **Recording Inbound/Outbound Calls**

To avoid duplication of efforts and miscommunication, DRT members should log telephone calls on the DRT journal, with the date and time of the calls, and employee initials following the log entry.

### **Informing Key Managers of Status**

All changes in status of the emergency/disaster or of response and recovery efforts will be posted in the DRT meeting room. It will be the responsibility of supervisors and department heads to keep their employees informed adequately to ensure their safety.

### **Response to Media**

The Director of Communications will coordinate all communications with the media, and make sure that all DRT members are adequately informed of important information. Only designated DRT members should take calls and meet visitors, with a prepared statement in hand, while the team is convening. These employees should use a contact log to track the names, times and subjects of calls during this time.

### **Communicating with Stakeholders**

In a disaster involving Starkey, there are many potential stakeholders. It may be logical to think first of the media, especially if they are requesting information. However, it is imperative that a point of contact be identified for each stakeholder. Stakeholders should be notified first, simultaneously, if possible. A spokesperson has been designated in the crisis communications plan for each of the following stakeholder groups: persons served, parents/guardians, employees, Starkey, Inc. and Foundation boards, SCDDO, KDADS, MCO's, insurance representatives, donors, sponsors and elected officials.

Several methods will be used to reach parents, guardians, employees and other stakeholders, including phone calls, email messages, social media updates, and, if possible, an update on Starkey's main website ([starkey.org](http://starkey.org)). The media will generally only be notified after all other stakeholders. The least desirable scenario is to have stakeholders learn about a disaster through the media.

### **Media Policies**

The Director of Communications is responsible for all media contacts. The spokesperson featured in the news in a time of disaster should be the CEO, unless the disaster involves the CEO, and then it should be the Board President. In the event that the CEO is unavailable in an emergency, the COO would be the spokesperson. In a disaster situation, all stakeholders want reassurance from the top official that the disaster is being handled. This lends credibility to the information being shared, and proves the disaster is being taken seriously. The Director of Communications will serve as a liaison between the media and the CEO to maintain as much control of the timing of media coverage as possible.

If any other stakeholders - including employees, parents and board members - are contacted by the media, they are advised to respond in the following manner: "We have a contact with more information about this matter, and I would like to direct you to him or her." This way, they are still being cooperative, and are giving the media a place to get the information they seek. All stakeholders should be informed that, during a disaster, nothing they say will be considered "off the record," even if they are assured it will not be reported.

Starkey should take care to provide equal access to all local media during a disaster, even if one local news outlet is the first to inquire about the story. When issuing a response, the Director of Communications will be responsible for inviting all news outlets, or providing them with the same news release or statement.

## **Debriefing**

After a disaster has been effectively managed, the DRT should discuss the lessons learned, and plan any follow up that is still needed. Media coverage after the fact can be as important, if not more important, than the initial coverage the disaster garnered, and can be one way of regaining the public's trust of the organization.

## **Employee Support**

In the aftermath of a disaster, it will be important to offer support to employees. Supervisors should consider the following:

- Encourage adequate food, rest, and recreation.
- Provide for time at home to care for family needs, if necessary.
- Have an open-door policy that facilitates seeking care when needed.
- Create opportunities for breaks where coworkers can talk openly about their fears and hopes. Sharing with others can speed personal recovery.
- Reassure one another that families will be supported. Worries about family well-being can consume workers who have experienced a disaster.
- Re-establish routines, when possible. Workplace routines facilitate recovery by providing an opportunity to be active and to restore social contact.
- Offer professional counseling through EMPAC to help employees address their fears and anxieties.
- Once the need to listen for emergency information has passed, limit television, radio, social media and other external stresses.
- Supervisors should be encouraged to take care of themselves. Leaders tend to experience added stress after a disaster. Their personal health and recovery is important to their families and employees.

## EMERGENCY PROCEDURES

### **Emergency Preparedness**

Being prepared for emergencies can minimize injury to persons served and employees, and the fear, panic, and inconvenience that often accompany disaster situations. A fire in a Starkey-owned property would call for an immediate evacuation. A tornado would call for sheltering in place. Some situations, such as a chemical spill, may require a decision about the best response. Depending upon the circumstances and the nature of the emergency, the first important decision is whether to shelter in place, evacuate or lock down.

### **Alert Messages**

At the main center, Starkey has implemented a system of messages to be used to alert employees and persons served to specific types of emergencies so they will know how to respond. The alerts will be announced over the intercom system to notify employees of the need to assist persons served in taking emergency precautions. The alerts are as follows: **Shelter in place, Evacuation, and Lock down.**

### **Emergency Kit**

When taking shelter, employees will take the emergency kit into the room to enhance comfort and safety. The kit will be kept in a designated place at each Starkey location. The emergency kits will include the following items:

- Battery-powered radio and extra batteries
- Flashlight and extra batteries
- First aid kit (nitrile gloves, spill kit, antibiotic ointment, antiseptic towelettes, gauze rolls, gauze pads, thermometer and thermometer probe covers, cloth tape, breathing barriers, scissors, face masks, tweezers, cold pack, adhesive bandages)
- Whistle to signal for help
- Hand sanitizer and/or moist towelettes for sanitation
- Garbage bags and ties for personal sanitation

### **Emergency Supplies – Community Living**

In addition to the emergency kit, it may also be good to keep on hand the following supplies:

- Water – for drinking and sanitation
- Food – a three-day supply of food is recommended
- Manual can opener for food
- Paper towels

Additional items might include a coat or jacket for each person, bedding supplies, incontinence products, sanitary wipes and oxygen tanks, if applicable.

## **Emergency Drills**

To be prepared for emergencies, Starkey will conduct emergency drills at all locations and on all shifts. The timing of these drills will be determined by the Safety Coordinator or Director of Community Living. The drills will be documented. A report summarizing the results of the drills will be presented to the Safety Committee for review and recommendations, with recommendations being made to leadership team as necessary.

The types of emergencies and the frequency of drills are as follows:

Shelter in Place- 3 times per year

Evacuation- 5 times per year

Lock down- 2 times per year

Medical- 1 time per year

Depending on the situation, some emergencies could require different responses. Response options will depend on a variety of factors and circumstances. The grid below indicates the possible responses for each type of emergency.

Types of Emergencies	Shelter in Place (3)	Evacuation (5)	Lock down (2)	Medical (1)
Tornadoes	X			
Flooding	X	X		
Earthquakes	X			
Fire		X		
Hazardous/Chemical exposure	X	X		
Bomb threat	X	X		
Acts of Violence	X	X	X	
Active shooter	X	X	X	
Injuries/Illness				X
Influenza/Communicable diseases/Pandemic				X
Poisoning				X
Extreme heat				X
Power failure/Utility outage	X	X		
Winter Storms	X	X		

- Some drills will be practiced with blocked exits.
- Drills will be timed and should be done within four minutes.
- A false alarm can be counted as a drill if it is properly documented and the time is recorded.
- Fire drills should be practiced by actually sounding the fire and/or smoke alarm.
- Each trainer should discuss the drill with the persons served afterwards.

### **Accounting for Persons Served During Drills and Emergencies**

In an emergency, it is critical that employees are able to account for all persons served. In order to ensure that this occurs, the following procedures will be implemented.

In community living settings, employees will indicate on the drill records the number of persons served who were present at the time, and any problems that occurred during the drill or emergency. Emergency personnel will be notified immediately of any persons served who are unaccounted for in a real emergency.

In day service settings, trainers will take roll to ensure that all persons under their immediate supervision are accounted for. The program directors and supervisors will coordinate the roll-taking process to ensure that all of their employees complete this process quickly and accurately. Walkie-talkies and mobile telephones will be used by designated employees to coordinate this process between buildings at the main center. Emergency personnel will be notified immediately of any persons served who are unaccounted for in a real emergency.

### **Accounting for Employees during Drills and Emergencies**

In an emergency, it is also important to be able to account for all employees, volunteers, visitors, and others who are present at the time. In day service settings, there will be “site coordination teams” to facilitate this process. In the event of an emergency, these teams of employees will be responsible to take roll of employees, volunteers and visitors using an employee roster and list of visitors. These documents will be kept at the reception desks at the Maple, Devlin, Maintenance/Transportation and HRT buildings, and they will be taken by the receptionists when employees take shelter or evacuate. The total “head count” will be reported to the Chief Operating Officer. In the event of a disaster, it will be the employee’s responsibility to make contact with their supervisors.

The site coordination team responsible for the Maple building will include:

- Chief Operations Officer
- Director of Community Living
- Quality Assurance Supervisor
- Maple Receptionist
- Director of Employment Services

The site coordination team responsible for the Devlin buildings will include:

- Chief Executive Officer
- Chief Financial Officer
- Director of Life Enrichment
- Director of Gateway and Supervisor
- TCM Supervisor

The site coordination team responsible for the Human Resources and Training Center will include:

- Director of Human Resources
- Human Resources/Training Supervisor
- Safety Coordinator

The site coordination team responsible for the Maintenance/Transportation building will include:

- Director of Facilities and Transportation Services
- Transportation Manager
- All available maintenance employees

The site coordination team responsible for the Dill building will include:

- Gateway Supervisor
- All available Gateway employees

All vehicles will carry first aid supplies and have communication devices provided by Starkey or the driver of the vehicle that can be used in the event of an emergency.



## **TYPES OF EMERGENCIES**

### **SHELTER-IN-PLACE EMERGENCIES**

Taking shelter is necessary in many emergencies. Taking appropriate shelter is critical in times of disaster. To effectively shelter, you must first consider the hazard and then choose a place that is safe for that situation. The safest location to seek shelter may vary. For example, for a tornado, a room should be selected in a basement or safe room, if available. For hazardous/chemical exposure, shelter should be taken on the highest level of the home or building.

Each Starkey location, including all buildings and homes have a designated “shelter in place.” This is a room or rooms within the home or building determined to be the safest place to be in an emergency.

The shelter should generally be an interior room (such as a break room or conference room at the main center, or a bathroom in community living settings) with as few windows or doors as possible. Many newer buildings and homes have specially-built safe rooms. If an employee is uncertain about the location of this shelter, the supervisor should be notified

### **Emergency Response**

The decision to take shelter will be made by the highest-level supervisor or employee present in the building or area where the emergency situation is present. Employees who are instructed to take shelter should do so immediately. When in the shelter, employees should:

- Be sure that all employees, persons served, and visitors are accounted for.
- Take the emergency supply kit and any necessary medication.

### **EVACUATION EMERGENCIES**

Certain types of emergency or disaster situations may require the evacuation of Starkey facilities. Employees should know the exits in their work locations, as well as a designated assembly site. Evacuation plans will be posted with exits marked as required.

In Community Living settings, the assembly site is near the street, at the end of the driveway. At the assembly site, employees should:

- Account for persons served and visitors by taking roll.
- If necessary, move everyone to a safer location.
- Remain in a safe area until members of the leadership team or safety authorities give an “all clear” signal or further instructions.

At the main center, the site is in the parking lots adjacent to the fire exits, and at least 50 feet from the buildings. At the assembly site, employees should:

- Account for persons served and visitors by taking roll.
- If necessary, move everyone to a safer location.
- Remain in a safe area until members of the leadership team or safety authorities give an “all clear” signal or further instructions.

At HRT, the site is in the front parking lot at least 50 feet away from the building.

At the maintenance/transportation building, the site is in the northeast corner of the parking lot at least 50 feet away from the building.

At the Dill building, the site is in the parking lot at Kouri Place apartments, at least 50 feet away from the building.

If it is necessary to evacuate the Maple and Young buildings simultaneously, employees and persons served may be transported to another location. In the event of city-wide disasters, it may be necessary to use temporary community shelters for this purpose.

### **Emergency Response**

The decision to take shelter will be made by the highest-level supervisor or employee present in the building or area where the emergency situation is present. Employees who are instructed to take shelter should do so immediately. When in the shelter, employees should be sure to account for all employees, persons served, and visitors.

### **LOCK-DOWN EMERGENCIES**

In some emergencies, including acts of violence and bomb threats, the safest response is to implement lock-down procedures.

#### **Maple Building Lock-Down Procedures**

Currently there are two doors that must be secured during a lock down. Designated employees have been identified and given responsibility to lock specific doors. Although not accessible from the outside without key or proximity card, these doors should be locked for added security during a lock-down emergency.

**Front doors** – (2- southeast corner of building) - automatic sliding doors + key lock

**East side** - automatic sliding door

**Passport and work area doors** – all

**Warehouse doors** – west and north sides of warehouse

**Bus barn doors** – east side

- The automatic sliding doors on the east side are secured by flipping the switch at the top and inserting the rod in the door track. This can be done by any employee, if needed. The front sliding doors should be locked with a key.
- The overhead doors in the warehouse and the bus barn doors are closed and secured by pushing the automatic closure button for each door. Any employee present in this area is responsible to close the doors when a lock down is announced. The Director of Employment Services or a supervisor will be responsible to assure that the warehouse and bus barn have been locked down.
- All other doors at the Maple building are locked at all times.
- The “lock-down” team will communicate by cell phone or “walkie-talkie” that all doors have been secured.
- The receptionist at Maple will designate other employees to assist, if needed.

**Devlin Building Lock-Down Procedures**

Currently there are two doors that have been identified that must be secured during a lock down. Designated employees have been identified and given responsibility to lock specific doors. Although not accessible from the outside without a key or proximity card, these doors should be locked for added security during a lock-down emergency.

**Devlin front door** – prox card entry and keyed lock

**Breezeway** (north side) – locks with wrench; (south side) prox card entry

- The front door of Devlin can be locked with a key.
- The doors to the breezeway always remains locked. The Allen wrench is stored on top of the door jamb for easy access.
- All other doors in the Devlin building are locked at all times.
- The CFO and/or the CEO will communicate with the Director of Facilities and Transportation Services and leadership team members that doors have been secured.

**Human Resources and Training Center Lock-Down Procedures**

There is one door that is unlocked during normal business hours that must be secured during a lock down. Designated employees have been identified and given responsibility to lock this door.

**Front door**

- The Director of Human Resources or designee will communicate to the Director of Facilities and Transportation Services and leadership team members that doors have been secured.

**Maintenance/Transportation Building Lock-Down Procedures**

No doors at the maintenance/transportation building are unlocked during normal business hours.

**Front door**

- The Transportation Manager or designee will communicate to the Director of Facilities and Transportation Services and leadership team members that doors have been secured.
- The overhead doors in the transportation/maintenance building are closed and secured by pushing the automatic closure button for each door. Any employees present in this area are responsible for closing the door when a lock down is announced. The Director of Facilities and Transportation or a supervisor will be responsible to assure that the maintenance/transportation building has been locked down.

**Dill building Lock-Down Procedures**

No doors at the Dill building are unlocked during normal business hours. Doors are not accessible from the outside without a key or proximity card.

**Emergency Response**

The decision to lock down will be made by the highest-level supervisor or employee present in the building or area where the emergency situation is present. Lock-down procedures should be implemented immediately when instructed to do so.

**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.
- Keep 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.

**IMPORTANT PHONE NUMBERS**

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