



VEHICLE 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

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|---|-------------------------------|
| Police, Fire, EMS | 911 |
| Emergency Maintenance Phone | (316) 312-7982 |
| Community Living Emergency Phone | (316) 390-6863 |
| Starkey Receptionist | (316) 942-4221 ext 208 |
| Road Conditions | 511 |
| General Information | 211 |
| Employee Success Coordinator | (316) 670-9074 |
| Transportation Manager | (316) 734-2143 |
| Supervisor | |

The procedures are also available electronically by scanning the QR code placed inside each vehicle.

VEHICLE DOES NOT START

- If the vehicle will not start, call the Starkey emergency maintenance number, (316) 312-7982, and report the location of the vehicle.
- If the vehicle will not start, take necessary precautions for persons served if weather conditions are severe (i.e. extreme temperatures, tornado warnings, etc.).
- For Community Living and day service employees, contact the appropriate supervisor or the Community Living on-call phone if you need assistance with persons served.
- All drivers should stay with the vehicle unless it is unsafe to do so, or instructed otherwise, and notify base to contact other drivers about alternate transportation arrangements.
- Route drivers should notify base using the two-way radio if the vehicle stalls while in route. Starkey will notify parents/guardians of those not yet picked up or dropped off of the delay.
- Also, refer to Vehicle Breakdown.

FLAT TIRE

- In case of a flat tire, employees should call the Starkey emergency maintenance number (316) 312-7982, and provide the location of the vehicle.
- If this happens prior to the start of the route in either the morning or afternoon, contact the Starkey receptionist at the Maple building (316) 942-4221 ext. 208 to advise riders that there will be a delay.
- Pull safely off of the road and into a parking lot, if possible. A quiet side street might also be an option. Avoid blocking traffic.
 - Turn on the emergency flashers if the vehicle is in the street, raise the hood to indicate trouble, and place the reflective triangles, in the proper positions, if available.
 - Notify the receptionist at the Maple building of those passengers still on the vehicle, who will attempt to inform families or Community Living employees of the delay.
- Stay with the vehicle, unless instructed to do otherwise.
- Take necessary precautions for persons served if weather conditions are severe (i.e. extreme temperatures, tornado warnings, etc.).
- Maintenance will be sent to change or replace the tire.

SNOW/WEATHER CLOSURE

- During winter storms, Starkey employees should:
 - Listen to 101.3 FM, check one of the local TV stations (channels 3, 10, or 12), or social media if it is snowing and/or icy, and weather conditions are questionable. Authorized personnel will notify the media if Starkey closes due to bad weather by 6:00 a.m. on the day of occurrence. Also, the message on the Starkey voicemail at (316) 942-4221 will state that the center is closed.
 - Stay indoors at Community Living settings if Starkey day services are closed and avoid leaving residences, if possible. If not, ensure walking paths to/from the vehicle are cleared before use.
 - Do not take persons served to activities when the weather or driving conditions are poor.
 - Scrape all vehicle windows to allow for adequate vision while driving. Turn the heater controls to either defrost or defog.
 - Reduce speed and allow for greater stopping distances.
- In the event of deteriorating weather conditions during the day, the decision may be made to close early. If this occurs:
 - Drivers and Community Living employees will be notified of the closing time.
 - Authorized employees will notify 101.3 FM, the local TV stations (channels 3, 10 and 12) and social media of the closure time.
 - Authorized employees will attempt to contact the parents/guardians for all persons served who ride on Starkey's transportation to let them know of the pending weather closure.

ACCIDENT

- If involved in an accident, employees should: (**Check, Call, Care**).
 - Turn on the emergency flashers.
 - **Check** to see if the environment is safe, and if there are any persons served or other person(s) in other vehicles who were injured.
 - Immediately call **911** to report the accident and if anyone is injured.
 - Provide **care**, by administering first aid, if there are injuries.
 - Call the Starkey emergency maintenance number (316) 312-7982.
 - Community Living employees call the Community Living emergency phone (316) 390-6863.
 - Day service employees call the appropriate supervisor.
 - Place reflector triangles in the proper positions, if available.
 - Fill out reports as required by police and Starkey.
- Any employee who is operating a Starkey vehicle and is involved in an accident will be required to take a urine, blood, and/or breath alcohol test.
- The Starkey driver should attempt to gain the name, address, telephone number, and insurance provider of the other vehicle's driver.
- The Starkey driver should be prepared to give their name, Starkey's address and telephone number, and the name of the insurance carrier.
- The Starkey driver should provide factual information about the accident to the police, but refrain from talking about the accident with others at the scene.
- Bus drivers may be asked to assist by picking up persons served after their regular routes if a fellow driver is involved in an accident.
- Starkey employees will notify parents/guardians or employees of those persons who are delayed getting home or to the center because of the accident.

TORNADO WATCH/WARNING

- A **tornado watch** means that conditions are present that could produce a tornado. No actual tornado has been reported. A **tornado warning** means that a tornado has been reported in the area or is approaching. A tornado emergency means a tornado is on the ground in a populated area.
- If in an area not affected by the storm and/or tornado, employees may continue their regular route or activities. Employees should listen to the radio to keep updated on changing weather conditions.
- If outside when a tornado warning occurs, employees should:
 - Turn the radio to 101.3 FM for weather information.
 - Avoid crossing the path of the tornado.
 - If possible, get to a shelter immediately.
- Employees and persons served should **leave the vehicle and take cover** in the closest business or public building available for shelter. Bus drivers and passengers may be able to take cover in pre-arranged shelters along the route, but they must leave the bus for cover. A bus is not adequate protection from a tornado. When it is safe, employees should inform the base radio or the appropriate supervisor of their location.
- If outside with no shelter available, employees and persons served should:
 - Lie flat in a nearby ditch, culvert or depression below ground level and cover their heads with their hands. No one should get under an overpass or bridge. It is safer in a low, flat location.
 - Be alert for possible flash flooding.
- Employees should never try to outrun a tornado in a vehicle.
- After the tornado, employees should notify their supervisor, the Community Living emergency phone and/or the emergency maintenance phone to report injuries or property damage.

CAREGIVER NOT HOME IN THE EVENING

- Route drivers should always wait and watch until the person(s) served has entered their house/drop-off location.
- Route drivers should be alert to anything that looks out of the ordinary at each stop. If the driver has a concern, it should be reported to either the Transportation Manager or 911, as appropriate.
- If a route driver is attempting to drop off person(s) served and no one is home, the driver should radio the base for directions. Some persons served are allowed to stay home alone for periods of time, and could be dropped off if they are able to enter their house.
- If drivers still can't get a family member, etc. after the base has tried to reach someone, they should keep the person served on the vehicle and finish the route. Once the route is completed, they should call base once more to contact someone. If it is after 4:30 PM, the driver should call the Transportation Manager's mobile phone at: (316) 734-2143.
- If base still has not made contact with a family member, etc., drivers should bring the person served back to the center. They should then ask base to inform the Transportation Manager that someone is being returned to the center.
- If it is a Starkey group home and employees are not present, drivers should ask base to call the partner house to see if the person(s) served can be dropped off there. Drivers should also ask the employees at the partner house to leave a message for the other employees about where to pick up the person(s) served.
- Persons served who do not have alone time should **NEVER** be left alone at any location.

VEHICLE BREAKDOWN

- If a Starkey vehicle breaks down and will not run, employees should:
 - Pull off the roadway, if possible.
 - Raise the hood to indicate trouble and turn on the emergency flashers.
 - Place the reflector triangles in the proper positions, if available.
 - **Stay with the vehicle and with persons served.**
 - Take necessary precautions for persons served if weather conditions are severe (i.e. extreme temperatures, tornado warnings, etc.).
 - Route drivers and day employees should inform the base of the breakdown by radio or telephone. If after hours, call the emergency maintenance number (316) 312-7982.
 - Community Living employees should call the Starkey receptionist (316) 942-4221, ext. 208 during regular business hours (8:00a - 4:30 pm, M-F). After business hours, they should call the supervisor or Community Living emergency number (316) 390-6863.
 - If on the highway, after hours, or outside of the Wichita area, call the police (911) or the Kansas Highway Patrol (316) 744-0451; *47, if needed.

HIGH WATER/FLOOD

- Community Living and day employees should not go out during heavy rains except in the event of an emergency. All other activities should be delayed or postponed. 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 pick-ups.
- **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.
- 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.
 - Never drive through standing or moving water. Turn around if necessary.
 - Avoid downed power lines, and report them to the utility company or the area supervisor.

VEHICLE EVACUATION

- It may at times be necessary to evacuate the vehicle. **Evacuation should only be done if it is too dangerous to remain in vehicle.** In that case, employees should:
 - Turn off the engine and assess the danger level quickly by checking for broken glass, the smell of gasoline, smoke or fire.
 - Remember, if there is a fire, there will probably be less than two minutes to evacuate everyone.
 - Call or have someone **call 911**.
 - Recruit someone who can help. This can be a passenger or a passerby. Direct the helper(s) to assist the uninjured and ambulatory passengers to a safe zone 25 yards away from the vehicle.
 - Be sure to take or send the first aid kit to the safe zone
 - Use the seat belt cutter if necessary, especially in a roll over.
 - It may be necessary to evacuate passengers who use wheelchairs without their wheelchairs.
 - Evacuate using one of the emergency exits if the normal service door is blocked.
 - Have the passengers sit down and dangle their legs out the door and slide out. If possible, they should have someone help from the outside.
 - Use the window or emergency roof exits if the vehicle is on its side or the regular service door and rear emergency exit are blocked.
 - Use the roof exit as a ventilator if the vehicle is filling with smoke.
 - Use a drag blanket to evacuate injured or non-ambulatory passengers. These are available in the larger vehicles.
 - Treat any injured passengers after all have been evacuated.
 - Be sure to account for all passengers.
 - Set emergency triangles to avoid further danger, if time permits.
 - Inform the base of the situation and location, and call the emergency maintenance number (316)-312-7982.
- Once all passengers are evacuated to the safe zone, employees should make sure all passengers are accounted for. Take necessary precautions for persons served if weather conditions are severe (extreme temperature, tornado warning, etc.).
- Provide emergency first aid treatment as needed until emergency personnel take over.