

DESTINY MANAGEMENT
EMERGENCY MEDICAL PLAN - AFLs
Keep by each telephone - Attach Emergency Numbers - AFL form

STAFF INTERVENTION – EMERGENCY SITUATIONS

In the event of an emergency, the staff person should take the following steps:

1. If the person is in an **apparent life-threatening situation** or needs advanced emergency medical care, call 911 for emergency medical services. The agency information is:
Address: _____
Telephone: _____
2. Remain calm:
 - a. Reassure the person.
 - b. Inform the person of what you are going to do.
 - c. Let the person know that help is coming.
 - d. Stay with and talk with the person until help arrives.
3. If the situation warrants, these procedures should be followed, as needed, until the EMS personnel arrive.
 - a. **Remember the ABC's of first aid.**
 - i. Airway
 - ii. Breathing
 - iii. Circulation
 - b. If the person is **choking**, perform the **Heimlich maneuver**.
 - c. If the person shows signs of **shock**
 - i. **Keep the person warm**
 - ii. **Loosen their clothing**
 - iii. Place **person on their back** with their **legs elevated**
 - d. For a **poison emergency** e.g. household chemicals, personal care products, medications, carbon monoxide, etc. contact Poison Control at 1-800-222-1222
 - e. **Afterhours psychiatric crisis** contact the on call QP 828-443-8265
4. If the person is alert with **no apparent life threatening situation**, the individual may be transported by personal vehicle.
5. If a person becomes violent and/or displays aggressive unmanageable behavior
 - a. Call 911
 - b. Keep a safe distance
 - c. Call the Qualified Professional
6. If EMS transportation is necessary, the completed Emergency Information form should be provided to EMS personnel. The information is filed in the office files under Emergency Information.

STAFF FOLLOW-UP – EMERGENCY SITUATIONS

1. Staff shall complete the QM02 for clients and/or the Accident/Incident Investigation - Report for staff as appropriate, immediately following resolution of an emergency.
2. The immediate supervisor or their designee shall be contacted as soon as possible.
3. Contact the legally responsible person or emergency contact for staff as soon as possible. Telephone numbers are located on the Emergency Information - Client form.
4. There must be a written consent to contact a family member of competent clients.
5. Complete a service note.

STAFF INTERVENTION – NON-EMERGENCY

1. If a client is sick or injured:
 - a) Administer First aid as necessary
 - b) Notify immediate supervisor
 - c) Contact parent/legally responsible person as deemed necessary
2. There must be a written consent to contact family member of competent clients
3. In a situation involving accidents without injury, (scratches, redness, no bleeding) document on a service note.

STAFF PERSON BECOMES SICK OR INJURED

1. Follow plan as outlined for **emergency** where medical attention is deemed necessary.
2. Contact the emergency contact person indicated on the Emergency Information -Staff form.
3. Complete the Accident/Incident Investigation Report as applicable.