



CLARK COUNTY YOUTH SHELTER AND FAMILY SERVICES, INC.

118 East Chestnut Street, P. O. Box 886
Jeffersonville, Indiana 47130
Phone: (812) 284-5229 Fax: (812) 284-5301

Disaster and Crisis Manual

DISASTER PLAN

(Revised By Board of Directors 1/24/00, 7/23/01, 10/22/07, 06/14/10)

The purpose of this Disaster Plan is to instruct corporation employees in the appropriate procedures to follow in the event of certain types of emergencies or natural disasters. This Plan addresses the steps to be taken, assigns responsibilities for tasks, and states details involving management team notification.

SNOW

Youth Workers and members of the management team that find themselves unable to drive in to work due to a snow emergency (and who have no family or friends to assist them), may call upon volunteers with four wheel drive vehicles who will come to their home and transport them into work. These volunteers and their telephone numbers are listed below.

Roger Fisher
Work: 282-8832
Home: 283-4784

William B. Scott
Home: 283-7655

Youth Workers and members of the management team are expected to utilize the services of these volunteers. Supervision of the residents is our primary responsibility, and you must come into work. Should none of the volunteers be available to bring you into work, contact your immediate supervisor.

If no volunteers are available to transport and no employees can make it into work the Youth Workers who are currently on duty must stay at the Youth Shelter with the residents until relief staff can report to work. Under no circumstances may the residents be left alone.

FIRE

Fire emergency plans and escape maps are posted in several areas throughout the building. Familiarize yourself with the instructions for escape from every room in the building.

If The Fire Alarm Sounds

Immediately evacuate all occupants from building using the following procedures. If it is a known false alarm, all occupants must still evacuate the building and wait for the signal to return to the building.

First Floor:

- living room, first bedroom, and hallway exit from front door
- second bedroom, staff desk area, bathrooms, kitchen, and recreation room exit from side door
- rear offices exit from rear door

Second Floor:

- administrative office exit from front stairway out front door
- bedroom and bathroom exit from side stairway out side door
- rear offices exit from rear stairway out rear door

If your designated exit is blocked go to the nearest alternate exit.

Stay close to the floor and move as fast as possible outside to the parking lot. In the parking lot conduct a head count.

The building is equipped with a fire alarm system that is monitored 24 hours. In the event of a fire the Fire Department is automatically dispatched. Corporation employees do not need to call the Fire Department.

If Someone is Unaccounted For

Shout the person's name, but do not go back inside the building. Upon the Fire Department's arrival alert them to the missing person(s), and inform them of the person's last known location in the building.

Following the head count, if the weather is inclement, wait inside the van.

Injuries

Following the head count check for injuries. Minor injuries should be treated using standard first aid procedures (use first aid kit located in the van.) If there are serious injuries notify the Fire Department personnel, and provide first aid until medical help arrives.

Remain outside or in the van until the Fire Department gives you an all clear to go back inside. Once inside contact the Executive Director if there was a fire, and complete an Incident Report. If it was only a false alarm, and there was no fire simply complete an Incident Report.

If there was a fire with extensive damage and the Fire Department will not give you an all clear to return to the building ask the police (who will be at the scene) to transport you and the residents to the Detention Center. Tell the Detention Center staff you are acting under the Youth Shelter's Disaster Plan. From the Detention Center, contact the Youth Work Supervisor. The Youth Work Supervisor will contact the Executive Director. Plan on staying overnight at the Detention Center. The Executive Director will notify you of any additional plans. The Youth Work Supervisor will notify oncoming staff where to report for duty.

The Executive Director will arrange for a professional inspection of the building. The Executive Director will contact the Board President and insurance company.

The Executive Director will call the Assistant Director who will contact the placing agencies notifying them of the situation. If the building is determined to be uninhabitable the placing agencies must find an alternate placement. The Executive Director will contact the State Licensing Consultant to report the situation.

Should there be a fire in a building adjacent to the Youth Shelter and the Fire Department orders you to evacuate our building, evacuate the building, and wait in the parking lot until the Fire Department gives you approval to reenter the building. Upon reentering the building notify the Youth Work Supervisor that the building was vacant and why.

TORNADO

When a tornado warning has been issued no one (this includes staff and clients) may leave the building until an all clear has been issued. When a warning is issued you must follow the procedures as written below.

If You Are Inside The Building

Seek cover in the cellar area below the kitchen pantry. If there is no time to get into the cellar move to an interior wall on the first floor. Have residents kneel on the floor and cover their heads with their arms or get under heavy furniture. Stay away from the windows. Remain where you are until the tornado has passed.

If You Are Outside The Building

If there is no time to get inside the building move away from the tornado's path at a right angle. If there is no time to escape lie flat in the nearest depression. Remain where you are until the tornado has passed.

If You Are In The Van

Pull off the road, get out of the van, and move away from the tornado's path at a right angle. Lie flat in the nearest depression. Remain where you are until the tornado has passed.

All Clear

At the Shelter listen to the television or radio, if there is no electricity use the battery radio. If you are out in the van, return to the van and listen to the radio. Do not assume conditions are safe until you hear an all clear from the media. Notify residents when the all clear is given.

Following the all clear, conduct a head count. If you are at the Shelter, vacate the building (if the parking lot is safe). The building may have suffered structural damage and be unsafe. Take the battery powered radio with you. Everyone is to report to the parking lot. If you are in the van everyone is to meet back at the van.

If Someone Is Unaccounted For

If you are at the Shelter, call their name, but do not go inside the building to look for the missing person. The building may have suffered structural damage and be unsafe. Use the Emergency Response Button to summon law enforcement. (If there is serious damage, it may take the police a while to get to you.)

If you are in the van, look around the area for the missing person. If he/she cannot be located notify law enforcement as soon as possible. After notifying law enforcement, contact the Executive Director as soon as possible.

Injuries

Following the head count, check for injuries. Minor injuries should be treated using standard first-aid procedures (there are first-aid kits located inside the building and inside the van). If there are serious injuries use the Emergency Response Button, and provide first aid until medical help arrives.

If a tornado damages the building, use the Emergency Response Button to summon assistance. Have police transport yourself and all residents to the Detention Center. Tell the Detention Center staff you are acting under the Youth Shelter's Disaster Plan. From the Detention Center, contact the Youth Work Supervisor. If the telephones are not working, wait at the Detention Center and plan on staying overnight. As soon as telephone service is restored, contact the Youth Work Supervisor. Upon being contacted, the Youth Work Supervisor will contact the Executive Director. The Executive Director will contact the Detention Center. The Executive Director will notify you of any additional plans. The Youth Work Supervisor will notify on-coming staff where to report for duty. If relief staff is unable to reach the Detention Center, the staff on duty will stay with the residents until relief staff is available. Under no circumstances are the residents to be left unattended at the Detention Center.

The Executive Director will arrange for a professional inspection of the building. The Executive Director will contact the Board President and insurance company.

The Executive Director will call the Assistant Director who will contact the placing agencies notifying them of the situation. If the building is determined to be uninhabitable the placing agency must find an alternate placement. The Executive Director will contact the State Licensing Consultant to report the situation. Should a placing agency's office also sustain damage and their telephones are inoperable, the Assistant Director will attempt to have them contacted through the local law enforcement officials. If the Assistant Director is unsuccessful in contacting the placing agency, the State Licensing Consultant must be contacted for instructions. If telephone lines are all inoperable, the residents will remain at the Detention Center until the State Licensing Consultant or placing agency can be contacted.

It is unlikely that the Detention Center would be severely damaged by a tornado, but if it should be and is uninhabitable, have the police take you and the residents to the nearest emergency shelter. (In natural disasters, these are set up at various sites to offer food and shelter.) Once you are at the emergency shelter, contact the Executive Director as soon as telephone service is available. Never leave the residents unattended.

EARTHQUAKE

If You Are Inside The Building

Get under a desk, table, or stand in a corner. Stay away from windows, mirrors, hanging objects, fireplace, and tall unsecured furniture.

If You Are Outside The Building

Pull off the road and stop. Stay inside the van. Avoid overpasses and power lines.

After Earthquake Subsides

Remain where you are until the shaking has stopped. After the shaking has stopped, get everyone outdoors and conduct a head count. At the Shelter, everyone is to report to the parking lot. If you are in the van, conduct the head count there.

If Someone Is Unaccounted For

If you are at the Shelter, call their name, but do not go inside the building to look for the missing person. The building may have suffered structural damage and be unsafe. Use the Emergency Response Button to summon law enforcement. (If there is serious damage, it may take the police a while to get to you.)

If you are in the van, look around the area for the missing person. If he/she cannot be located notify law enforcement as soon as possible. After notifying law enforcement contact the Executive Director as soon as possible.

Injuries

Following the head count, check for injuries. Minor injuries should be treated using standard first-aid procedures (use the first-aid kit in the van.) If there are serious injuries, use the Emergency Response Button, and provide first aid until medical help arrives.

Following the earthquake even if there is no apparent damage to the Shelter, do not go inside. Turn on the radio in the van and listen for instructions and news reports. Cooperate fully with any instructions and news reports. Cooperate fully with any instructions from public safety officials. If those instructions indicate the damage is not serious, attempt to get to a telephone and contact the Executive Director, or ask a neighbor to call for you. If the radio instructions indicate the damage is serious, use the Emergency Response Button. (If there is serious damage, it may take the police a while to get to you.) While you are waiting be prepared for aftershocks.

Have the police transport yourself and all residents to the Detention Center. Tell the Detention Center staff you are acting under the Youth Shelter's Disaster Plan. From the Detention Center, contact the Youth Work Supervisor. If the telephones are out of service, wait at the Detention Center and plan on staying overnight. As soon as telephone service is restored, contact the Youth Work Supervisor. Upon being contacted, the Youth Work Supervisor will contact the Executive Director. The Executive Director will contact the Detention Center as soon as possible. The Executive Director will notify you of any additional plans. The Youth Work Supervisor will notify oncoming staff where to report for duty. If relief staff is unable to reach the Detention Center, the staff on duty will stay with the residents until relief staff is available. Under no circumstances may the residents be left unattended at the Detention Center.

The Executive Director will as soon as possible obtain a professional opinion on the structural integrity of the building. If the opinion is not immediately available, or if the building is seriously damaged, the Executive Director will notify the Assistant Director who will contact placing agencies notifying them of the situation. The placing agency must find an alternate placement. The Executive Director will contact

the State Licensing Consultant to report the situation. Should a placing agency's office also sustain damage and their telephones are inoperable, the Assistant Director will attempt to have them contacted through the local law enforcement officials. If the Assistant Director is unsuccessful in contacting the placing agency, the State Licensing Consultant must be contacted for instructions. If all telephone lines are inoperable, residents will remain at the Detention Center until the State Licensing Consultant or placing agency can be contacted.

The Executive Director will contact the Board President and insurance company.

Should the Detention Center be severely damaged and is uninhabitable, have the police take you and the residents to the nearest emergency shelter. (In natural disasters, these are set up at various sites to offer food and shelter.) Once you are at the emergency shelter, contact the Executive Director as soon as telephone service is available. Never leave the residents unattended.

H1N1 INFLUENZA OUTBREAK/OTHER PANDEMICS

This plan provides interim guidance specific for the outbreak of novel influenza A (H1N1) virus and suggested means to reduce the spread of influenza in our setting

Influenza-like Illness (ILI) and Novel Influenza A (H1N1)

Novel influenza A (H1N1) virus is likely to spread from person to person in the same way as seasonal flu. The main way that influenza is thought to spread is through the coughing or sneezing of people infected with the influenza virus. People may also become infected by touching something with flu viruses on it and then touching their mouth, nose, or eyes.

Symptoms

Symptoms of influenza-like-illness (ILI) include fever and either cough or sore throat. In addition, illness may be accompanied by other symptoms including headache, tiredness, runny or stuffy nose, chills, body aches, diarrhea, and vomiting. Like seasonal flu, novel influenza A (H1N1) infection in humans can vary in severity from mild to severe.

Transmission

Spread of this novel influenza A (H1N1) virus is thought to occur in the same way that seasonal flu spreads. Flu viruses are thought to spread mainly from person to person through coughing or sneezing by people with influenza. In addition, people may become infected by touching something with flu viruses on it and then touching their mouth or nose.

General Prevention Recommendations

- Encourage all persons within the shelter to cover their cough or sneeze with a tissue. Throw all tissues in the trash after use. Maintain good hand hygiene by washing with running water and soap, especially after coughing or sneezing. Avoid touching eyes, nose and mouth.

- Make the means for appropriate hand cleansing readily available within the shelter, including common, food preparation and dining areas. Ideal means for hand cleansing include, running water, soap. Paper towels and waste baskets should be made available. Shelter staff, volunteers and clients should frequently wash their hands with soap and water.
- Shelters should follow standard precautions in the shelter settings. This includes training staff in the control of infectious diseases, providing access to personal protective equipment and apparel, and encouraging proper hand washing. Items that are often in contact with respiratory droplets and hands (e.g., doorknobs, faucets, etc.) should be cleaned and disinfected regularly. Clean all common areas within the shelter routinely and immediately, when visibly soiled, with the cleaning agents normally used in these areas. Eating utensils should be washed either in a dishwasher or by hand with detergent and water. Cups and utensils should not be shared until after washing.

Reducing Exposure and Spread of Novel Influenza A (H1N1) Within Shelters

Reduction of Risk of Introduction

- Shelter clients, staff and volunteers are instructed to immediately inform shelter management if they have an influenza-like illness (ILI) or if they have had one in the previous 7 days.
- Persons with ILI symptoms will be directed to facilities or alternative care sites (ACS) where they can receive proper care, if such alternatives are available.
- Staff and volunteers with ILI should stay home (or be sent home if they develop symptoms while at the shelter), and remain at home for at least 24 hours after their fever is gone except to get medical care or for other necessities (their fever should be gone without the use of a fever-reducing medicine). They should keep away from others as much as possible. This is to keep from making others sick.
- Staff, volunteers, and clients will be encouraged to take the upcoming season's influenza vaccine, when it is available.

Rapid Detection of Cases

- Shelter staff and volunteers will be diligent about early recognition of illness and placing those with ILI symptoms away from others.
- Existing clients, staff and volunteers are instructed to report symptoms of ILI to the shelter management at the first sign of illness.
- Persons with ILI will be evaluated and treated, if necessary.
- Daily temperature checks with shelter clients who had contact with persons with ILI will be conducted.

Management and Isolation of Suspect and Confirmed Cases

- The number of personnel directly exposed to ill people will be minimized.
- The number and severity of cases of ILI will be monitored and reported to the state, local, tribal, or territorial health departments.

- Sick persons will be confined to individual rooms and will avoid common areas. If individual rooms for sick clients are not available, a large, well-ventilated room specifically for sick persons will be used, with beds at least 6 feet apart and the use of temporary barriers between beds.
- Staff will be designated to care for the sick persons and limit client movement between different parts of the institution to decrease the risk of spreading influenza to other parts of the shelter.
- Sick clients will be provided with access to fluids, tissues, plastic bags for the proper disposal of used tissues, and a means to wash their hands.
- Linens, eating utensils, and dishes belonging to those who are sick will be cleaned separately. Linens (such as bed sheets and towels) will be washed using laundry soap and tumbled dry on a hot setting. Individuals will wash their hands with soap and water immediately after handling dirty laundry.

Caring for Persons at High Risk

The shelter is aware of the special health needs of persons at increased risk of severe illness from influenza.

Persons at high risk for complications from novel influenza A (H1N1) infection may be similar to those who are at high risk for seasonal influenza complications and include the following: children 5 years and younger, persons age 65 years and older, pregnant women, persons of any age with chronic medical conditions (such as asthma, diabetes, or heart disease), and persons who are immunocompromised (for example, taking immunosuppressive medications or infected with HIV).

If severe symptoms of novel influenza A (H1N1) infection are identified, persons will be taken to receive medical attention from a physician or hospital. Severe symptoms include:

- Difficulty breathing or shortness of breath
- Pain or pressure in the chest or abdomen
- Sudden dizziness
- Confusion
- Severe or persistent vomiting
- Flu-like symptoms improve but then return with fever and worse cough

POWER OUTAGES

If You Are Inside The Building

The emergency lights will be activated upon a power outage. Immediately go to the kitchen table and provide a head count to make sure everyone is present. The emergency kits and several battery operated lights can be found in the staff restroom.

If Someone Is Unaccounted For

If you are at the Shelter, call their name. Look around the area for the missing person. If he/she cannot be located notify law enforcement as soon as possible. After notifying law enforcement contact the on call emergency worker as soon as possible.

If You Are Outside The Building

Immediately enter the facility. Avoid any downed power lines. Go to the kitchen table and provide a head count to make sure everyone is present. The emergency kits and several battery operated lights can be found in the staff restroom. .

Injuries

Following the head count, check for injuries. Minor injuries should be treated using standard first-aid procedures (use the first-aid kit in the van.) If there are serious injuries, use the Emergency Response Button, and provide first aid until medical help arrives.

Contact the emergency on call employee. They will contact the Executive Director. The Executive Director will contact other management team staff and the Board of Directors. If needed, the Executive Director will contact the insurance company.

As our hot water heaters run on gas, we will remain in the facility unless the weather conditions (heat or cold) prevent us from staying in the facility. The management team will create a plan for food service, using emergency shelter food service, other facilities kitchens that have power, or restaurants. If possible, generators will be used to run some Shelter appliances.

If we are unable to remain in the facility due to temperature conditions transport yourself and all residents to the Detention Center. Tell the Detention Center staff you are acting under the Youth Shelter's Disaster Plan. From the Detention Center, contact the on call emergency worker. If the telephones are out of service, wait at the Detention Center and plan on staying overnight. As soon as telephone service is restored, contact the on call emergency worker. Upon being contacted, the on call emergency worker will contact the Executive Director. The Executive Director will contact the Detention Center as soon as possible. The Executive Director will notify you of any additional plans. The on call emergency worker will notify oncoming staff where to report for duty. If relief staff is unable to reach the Detention Center, the staff on duty will stay with the residents until relief staff is available. Under no circumstances may the residents be left unattended at the Detention Center.

The Executive Director will as soon as possible obtain a professional opinion on anticipated return of power. If the opinion is not immediately available, or if the building is seriously damaged, the Executive Director will notify the Assistant Director who will contact placing agencies notifying them of the situation. The placing agency must find an alternate placement. The Executive Director will contact the State Licensing Consultant to report the situation. Should a placing agency's office also sustain damage and their telephones are inoperable, the Assistant Director will attempt to have them contacted through the local law enforcement officials. If the Assistant Director is unsuccessful in contacting the placing agency, the State Licensing Consultant must be contacted for instructions. If all telephone lines are inoperable, residents will remain at the Detention Center until the State Licensing Consultant or placing agency can be contacted.

The Executive Director will contact the Board President and insurance company.

Should the Detention Center be severely damaged and is uninhabitable, have the police take you and the residents to the nearest emergency shelter. (In natural disasters, these are set up at various sites

to offer food and shelter.) Once you are at the emergency shelter, contact the Executive Director as soon as telephone service is available. Never leave the residents unattended.

BLOODBORNE PATHOGEN EXPOSURE

This facility is committed to providing a safe work environment for staff. In pursuing this endeavor, Clark County Youth Shelter and Family Services, Inc. is providing a Bloodborne Pathogen Exposure Control Plan (ECP) which meets the requirements of Occupational Health and Safety Organization (OSHA)'s Bloodborne Pathogen Standard and Indiana State Department of Health's Universal Precautions regulation, and the Indiana Family and Social Services Child Care regulation.

- This ECP includes the following information:
- Employee exposure determination
- Procedures for evaluating the circumstances, specific requirements of the Bloodborne Pathogen Standard:
 - Methods of compliance
 - Hepatitis B vaccination and post-exposure follow-up
 - Training and communication of hazards to employees
 - Record keeping

Program Administration

Responsibility list:

The **Executive Director** is responsible for the implementation of the ECP and reviewing the plan at least annually and updating it as needed.

Those employees who are reasonably anticipated to have contact with or exposure to blood (or other potentially infectious materials (OPIM) as defined by OSHA) are required to comply with the procedures and work practices outlined in the plan.

The **Residential Assistant** will assure that written house-keeping protocols are developed and that an appropriate disinfectant is available and used.

The **Residential Assistant** will be responsible for training, documentation of training, and making the written ECP available to employees, OSHA, IOSHA, Division of Family and Children representatives.

The **Residential Assistant** will maintain ongoing controls such as labeling biohazard bags and solutions and provide all personal protective equipment (PPE), and other needed supplies, such as sharps containers and "spill kits". ("Spill Kits" refers to a kit made up of disposable medical gloves, resuscitation bags, eye protection or goggles, aprons, disinfectant, red/biohazard labeled bags. **Red/Biohazard bags are needed only for items which release blood when compressed.**)

Employee Exposure Determination

The following is a list of job classifications in which employees would be expected to handle blood and/or OPIM. Included are a list of tasks and procedures in which occupational exposure may occur.

Job Classifications

Youth Worker
Residential Coordinator
Youth Work Supervisor
Family Education Instructor

*Note: All employees of this facility are trained in First Aid and may come in contact with a child who has been injured or sick.

Exposure may occur when an employee renders First Aid to a child who has been injured or who may care for a sick child.

The following is a list of job classifications in which no employees would be expected to handle blood and /or OPIM.

Bookkeeper

Methods of Implementation and Control

Universal Precautions:

Universal Precautions must be used by employees when handling blood or OPIM. Universal Precautions means an approach to infection control in which all human blood and certain body fluids are treated as if known to be infectious with HIV, hepatitis B, and other bloodborne pathogens.

Exposure Control Plan

Employees covered by the OSHA Standard may request to review the Standard that shall be available at the facility. The ECP shall also be available to employees.

Work Practice Controls

Hand washing facilities shall be accessible.

No eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses when blood or OPIM is present.

No food or drink shall be kept in areas (such as on countertops) where blood or OPIM is present.

All surfaces contaminated with blood will be cleaned with either a 10% household bleach solution or a tuberculocidal solution.

Most items used in cleaning a blood spill (i.e. paper towels) will be placed in the regular trash unless saturated with blood. Items saturated with blood to the point that blood is released when compressed shall be placed in a leak-resistant bag labeled with the biohazard symbol.

Engineering Controls

A container shall be kept in the locked cabinet in the kitchen in which to mix the cleaning solution. The container will be labeled and used for no other purpose. The cleaning solution should consist of 2 parts bleach mixed with 10 parts water. The solution should be kept no longer than 24 hours.

Red Biohazard bags should be used to dispose of material saturated with blood. The Residential Coordinator should be notified and the bag then will be taken for proper disposal.

Personal Protective Equipment

Personal protective equipment (PPE) shall be available to employees. The following PPE is available at this facility:

- Single use medical gloves
- Mouthpieces for resuscitation (CPR)

Gloves shall be used when handling blood or OPIM and replaced if torn, punctured, contaminated, or if their ability to function as a barrier is compromised.

Hands and any exposed skin shall be washed immediately or as soon as feasible after removal of gloves. Unless saturated with blood, gloves may be placed in the regular trash. Gloves saturated with blood shall be placed in a leak-resistant bag labeled with the biohazard symbol.

Single Use Disposable medical gloves are not washed or decontaminated.

Training

This facility provides an annual bloodborne pathogen training program that covers at a minimum, the following elements:

- A copy and explanation of the OSHA standard.
- Epidemiology and symptoms of bloodborne pathogen
- Modes of transmission
- Information about the facility's bloodborne pathogen plan, and where the plan can be reviewed.
- Methods to recognize exposure tasks and other activities that may involve exposure to blood.
- Use and limitations of engineering controls, work practices and PPE.

- PPE-types, use, location, removal, handling, decontamination, and disposal
- Hepatitis B vaccine (stated to employee that vaccine is free of charge prior to offering vaccine).
- Use of "spill kits" and location of kits with quick access.
- Procedures for limiting exposure to blood or OPIM
- Post-exposure evaluation and follow-up
- Signs and labels
- Question and Answer session

Training records shall be maintained for three years. Training records include:

- Date of training
- Content or summary of the training
- The name and qualifications of the trainer
- The names and job titles of all persons attending the session

Note: "spill kits" include:

- Disposable medical gloves
- Resuscitation bags
- Disposal towels
- Leak-proof bag
- Red bags/Biohazard Bags

Hepatitis B Vaccine and First Aid Providers

Provide training, which includes:

- Information emphasizing the safety, benefits, effectiveness, method of administration and availability of vaccine
- Knowledge of Appendix A and the Declination statement

This facility has decided to offer free of charge pre-exposure vaccination to employees.

*Note: Employee will be informed that vaccine is free prior to offering vaccine.

In the event of a first aid incident where blood or OPIM are present, the employee must report to the **Residential Coordinator** and review the circumstances. If PPE (i.e. gloves) are used and blood or OPIM not touched, no exposure occurred. If gloves are not used and a true exposure occurred (blood or OPIM gets inside the body by means such as blood touching an open sore or skin with dermatitis or a puncture wound by a sharp object that has blood on it), then a report with the name of the first aider, date, time, and description of the incident should be filled out.

This facility will ensure that any first aider that desires the vaccine series after involvement with blood will receive it within 24 hours.

Post Exposure Evaluation

Should an exposure incident occur, contact the Residential Assistant and a medical evaluation will be provided by the Clark County Health Department. The facility will see that the following elements are performed:

- Documentation of the route of exposure and how the exposure occurred
- Identification of the Source (person's blood that employee was exposed)
- Obtain consent and test source individual for HIV and/or Hepatitis B antibody ASAP.
- If source does not give consent, document that consent could not be obtained.

Source testing will be done by Dr. Kevin Burke of the Clark County Health Department.

The facility will ensure that the medical care provider is given the following information:

- A description of the employee's job duties relevant to the exposure incident.
- Route and circumstances of the exposure.
- If possible, the results of the Source antibody testing.
- Relevant employee medical records, including Hepatitis B vaccination status.
- Copy of regulation

The medical provider will be requested to provide the facility with the following:

- If Hepatitis B is indicated and if employee has received vaccine.
- Whether or not the employee has been informed of the results of medical and any medical condition that may require further evaluation and treatment.

Medical Records

Any employee medical record will be kept at the facility for employment plus 30 years.

Appendices

Appendix A: The OSHA Bloodborne Pathogen Standard

OSHA BLOODBORNE PATHOGEN STANDARD

1. Employees whose job duties include a reasonably anticipated contact with blood or OPIM must follow the requirement of the exposure control plan.
2. Hepatitis B vaccine must be offered to covered employees.
3. A post-exposure medical evaluation must be offered to the employee.

EMERGENCY KIT

There is an emergency kit in the staff bathroom with the following items:

1. Radio and batteries
2. Flashlight and batteries
3. Wrench
4. Candle
5. Matches
6. First Aid Kit
7. Screw driver

When there is a threat of inclement weather, get the kit out and keep it with you.

DISASTER DRILLS

All full-time Youth Workers have to conduct a monthly disaster drill. A fire drill must be done monthly, and tornado drills must be done every other month. These must be recorded on the disaster drill log.

All employees are educated on how to turn off the gas and the electricity to the Shelter in case of emergency. The gas meter is outside close to the building on the parking lot side of the house. There are three breaker boxes for turning off the electricity. The one to the front of the house is located on the wall where the furnace is in Storage Room A. The box for the offices and rooms off the recreation room is located in Storage Room A, across from the door. The main breaker for the newest building addition is located in the upstairs furnace room.

****NOTE** In all instances when the Executive Director is to be notified: if the Executive Director cannot be reached the Assistant Director is then notified. It will then be the Assistant Director's responsibility to continue with the Disaster Plan and to continue attempting notification of the Executive Director.**

****NOTE** In all instances when the Board President is to be notified: if Board President cannot be reached, then notify in the following order, Vice President, Secretary, or Treasurer. It will be the Executive Director's responsibility to notify the Board President at a later date.**

CRISIS MANAGEMENT PLAN

OVERVIEW:

The purpose of the Clark County Youth Shelter and Family Service's Crisis Management Plan is to ensure agency preparedness in the event of a crisis situation. During a crisis it is imperative to assess the situation, determine the agency's vulnerability, and to implement a procedure for maximizing both the short and long term efforts of the crisis. This Plan addresses the steps to be taken, assigns responsibilities for tasks, and states details involving notification and disclosure.

STEP – 1: AWARENESS

In the beginning stages a person associated with the agency will become aware that a potential crisis situation exists. It is this person's responsibility to notify the Executive Director. If the Executive Director cannot be notified the Assistant Director should be called. From here on in this Plan when a responsibility is assigned to the Executive Director it will mean the Executive Director or his/her designated back up.

TIME FRAME FOR STEP – 1: 5 MINUTES

STEP – 2: ASSESSMENT

Upon receiving notification of the situation the Executive Director will take the following actions:

- A. Assess the situation verifying and confirming what information is known.
- B. Complete Emergency Notification Sheet (refer to Attachment A).
- C. Notify the President of the Board of Directors. If the Board President can not be reached the following individuals are designated as back up. The order they are to be contacted is listed below. Only one of these individuals needs to be called: (1) Vice President, (2) Secretary, or (3) Treasurer. From here on in this Plan when a responsibility is assigned to the Board President it will mean the President or his/her designated back up.
- D. The Executive Director notifies all members of the Executive Committee of the Board of Directors.
- E. DCS will be contacted within 4 hours of any disaster. The two emergency liaisons for this notification are Laura Fleming –Balmer, Executive Director and Ashley Nelson, Assistant Director. Information given will include names of residents, DOB, current location and contact number of residents. In addition, DCS will be contacted daily with updates including program delivery capacity, employee and work capacity. DCS contacts are as follows: Regina Ashley at 317-234-5080 or Lisa Rich at 317-232-4497. After contacting those DCS representatives, DCS Centralized Intake Unit will be contacted at 800-800-5556.
- F. The Executive Director begins completion of an Emergency Activity Log (refer to Attachment B).
- G. Upon receiving notification the Board President completes an Emergency Notification Sheet and Emergency Activity Log (refer to Attachments A and B).

- H. The Board President notifies the Youth Shelter Attorney.
- I. The Board President assumes the lead responsibility for handling the crisis situation.

TIME FRAME FOR STEP 2: 10 MINUTES

STEP – 3: REPORTING AND DISCLOSURE

- A. The Board President will confer with the Attorney to determine what can ethically and legally be disclosed.
- B. Executive Director contacts Corporation staff on duty and notifies them to refer any contact from the news media to the Board President
- C. The Executive Director notifies the remaining Board of Directors members.
- D. The Executive Director notifies all Corporation staff.
- E. The Board President utilizing the Media Interview Preparation Sheet (refer to Attachment C) begins formulating statement for the media.
- F. If Board President requires any background materials (i.e. brochures, photos, fact sheets, etc.) the Executive Director will be notified to obtain this information.
- G. Media briefings may not be held at the Youth Shelter.
- H. The Board President must have a tape recorder present during any media interviews.
- I. The Board President acts as the sole spokesperson for the agency.

TIME FRAME FOR STEP – 3: 15 MINUTES

STEP – 4 FOLLOWING INITIAL MEDIA CONTACT

- A. Board President contacts Attorney for follow-up information.
- B. Board President notifies Executive Director to schedule an emergency Board of Directors meeting.
- C. Board President contacts Executive Director and Executive Committee to share all follow-up information.
- D. Executive Director notifies remaining Board of Directors members of any follow-up information.

- E. Additional media requests for information are referred to the Board President.
- F. Executive Director contacts outside sources that may have an involvement or interest (i.e. placing agencies, Licensing Consultant, and/or funding sources).
- G. Executive Director holds staff meeting to brief all staff members.

TIME FRAME FOR STEP – 4: 24 HOURS

**Clark County Youth Shelter and Family Services, Inc.
Emergency Contact Information**

Laura Fleming-Balmer
Executive Director
502-541-7464
ccadmin@ccysfs.org

Ashley Nelson
Assistant Director
502-417-5470
ccys@ccysfs.org

ATTACHMENTS

A – EMERGENCY NOTIFICATION SHEET

Utilized by: Executive Director and Board President

B – EMERGENCY ACTIVITY LOG

Utilized by: Executive Director and Board President

C – MEDIA INTERVIEW PREPARATION SHEET

Utilized by: Board President

D – LIST OF BOARD OF DIRECTORS MEMBERS

E – ADDITIONAL HELPFUL INFORMATION

1. Media Briefing Tips For Spokespersons
2. Media Interview Tips
3. Sample Response To Inquiries

ATTACHMENT A
Emergency Notification Sheet

EMERGENCY NOTIFICATION SHEET

Brief Description of What Happened:

Current Status

Who has been notified?

Actions taken thus far?

People

How many employees: _____ Killed _____ Injured _____ Unaccounted For

How many others: _____ Killed _____ Injured _____ Unaccounted For

Evacuation of people: _____ Underway _____ Possible _____ Not Necessary

Property Damage

Is there damage? _____

List:

Is the damage confined? _____

List:

Is there potential for further damage? _____

Are additional facilities at risk? _____

List:

Business Disruption

Status of business operations?

Has the incident impacted anyone outside the facility? _____ If so, describe:

News Media

of media phone calls _____ # of reporters/TV crews at scene? _____

Please list media organizations at scene:

Other Developments

Unexpected problems?

What is likely to occur in the near future?

ATTACHMENT C
Media Interview Preparation Sheet

MEDIA INTERVIEW PREPARATION SHEET

Topic: _____

Response to likely problems/issues/concerns (empathy/easy to understand)

- 1.
- 2.
- 3.
- 4.
- 5.

Points to be emphasized

- 1.
- 2.
- 3.

Relevant human interest details

- 1.
- 2.
- 3.
- 4.

Topics that will not be discussed (with short rationale)

- 1.
- 2.
- 3.

Most likely questions from reporters

Q1.

Answer:

Q2.

Answer:

Q3.

Answer:

Q4.

Answer:

Q5.

Answer:

Q6.

Answer:

Q7.

Answer:

ATTACHMENT D
Board of Director Listing



Clark County Youth Shelter and Family Service, Inc.
Board of Directors
2012 – 2013

Karen Balmer

7312 St. John's Road
Floyds Knobs, IN 47119
923-3185 (h)

Tim McDonald

113 Bluff Ridge Road
Jeffersonville, IN 47130
262-2954 (cell)

Carlene Bottorff

5777 Lentzier Trace
Jeffersonville, IN 47130
282-8356 (h)

Susan Miller

P.O. Box 94
Sellersburg, IN 47172
523-0910 (cell)

Ben Ledbetter

225 Whitsett Way
Charlestown, IN 47111
293-3368 (w)

Judd Penske

668 Hampton Court
Sellersburg, Indiana 47172
246-3777 (h)

Racheal Lee

1803 Hunters Trace
Jeffersonville, IN 47130
502-817-0295 (cell)

Ken Pierce

500 Quartermaster Court, Rm. 110
Jeffersonville, IN 47130
285-6431 (w)

Paula Lomax

2801 Victoria Drive
Sellersburg, IN 47172
812-989-4259 (h)

Perry Reisert

415 East Court Ave.
Jeffersonville, IN 47130
282-9222 (w)

Christy Lucas

6646 Westwood Drive
Charlestown, IN 47111
214-2965 (w)

Mike Shaughnessy

1107 Woodfield Drive
New Albany, IN 47150
812-670-2204

Nathan Masingo

705 East Court Avenue
Jeffersonville, IN 47130
812-670-6561

Jeff Sierota

4214 Lakeside Drive
Sellersburg, IN 47172
(812) 987-9558

Doris Stone

902 East Maple Street
Jeffersonville, IN 47130
213-2211 (w)
765-265-2804 (cell)

Zach Taylor

1016 Wildflower Drive
Georgetown, IN 47122

Julie Taylor Wilson

604 Higgins Drive
Jeffersonville, IN 47130
206-7950 (w)

Melissa Wilson

5533 Cambridge Court
Charlestown, IN 47111
206-4920 (w)

Ex-Officio

Vicki Carmichael
City County Building, Room 249
Jeffersonville, IN 47130
285-6294 (w)

ATTACHMENT E

1. Media Briefing Tips for Spokespersons
2. Media Interview Tips
3. Sample Response to Inquiries

INSTITUTE FOR CRISIS MANAGEMENT

710 WEST MAIN STREET, SUITE 210
LOUISVILLE, KY 40202
(502) 584-0402 – FAX (502) 584-0207

MEDIA BRIEFING TIPS
FOR SPOKESPERSONS

- 1. Pause Before You Answer** – Give yourself plenty of time to consider the question and its implications. If you can, think of a way to explain your answer in a visual way that will be understood by television viewers. Reporters are not in a hurry, and if they are, that's tough. This is your interview so take your time in responding to their questions.
- 2. Keep Your Answers Short** – Two or three sentences at most. Answer the question in the first sentence, explain it in the second and third sentences and that's all. The more you say the more you're likely to regret saying it.
- 3. Don't Speculate**- It's human nature to try to talk your way out of something you are not sure of, especially if you're nervous – and you will be. If you don't know the answer, the most intelligent response you can give the media is something along the lines of "I'm not absolutely sure. Let me check into that and get back to you."
- 4. If the Question is Tough, Ask A Question** – You may know the answer but feel uncomfortable in responding because you're not sure what you want to say or what the reporter is getting at. That's the time to ask a question. "I'm not sure I understand your question," or "That's an interesting question, but I don't know what it has to do with what we've been discussing." What your response does is buy you time in framing your response. It also forces the reporter to rephrase the question more clearly.
- 5. Close Every Question With A Pleasant Smile** – A quiet smile gives the reporters – and the public – the impression you're sure of what you are saying. Another advantage of the smile is that it will be the last thing the TV viewers will see when the tape is edited in the newsroom.
- 6. Think of the Reporter As Your Favorite Aunt/Uncle** – They are concerned, they are interested and they really want to know what's happening so they can tell the folks back home. You may not like the reporter, or the media in general, but they are the only ones who can help the public to grasp what you want them to know about what's happened. So be patient and tell them in common sense terms that anyone can understand and apprehend.

7. **Emphasize and Re-Emphasize the Most Important Points** – It is perfectly all right to repeat yourself, especially if these are the most important ideas you want to convey. You need to communicate those ideas as many ways as possible because you’re never going to be sure what statements or quotes a reporter will use. Take every opportunity to make the important points different ways – using terms that the man on the street can relate to.
8. **Show Compassion** – In your remarks, remember to communicate your concerns for those people directly affected by the situation (i.e. family members, friends, etc.) and that “we’re doing everything possible to help them through this difficult time.”
9. **Stay on the Record** – You have no idea what the reporter will use so don’t give him an indication there may be more to the story than you want to disclose. Going off the record is dangerous because any good reporter will verify that information with other people and pursue that angle, without your having control of the information he or she is obtaining. The key is to know the limits of what you will talk about and stick to them.
10. **The Interview is Not Over When The Interview is Over** – Off-the-cuff remarks are a natural tendency after the last question has been asked but they may well wind up in the story. Remember that the interview is still going on until the reporter is physically gone or has hung up the phone.
11. **Record What You Are Saying** – There’s no law against it, and the reporter is likely to be doing the same thing, especially in telephone interviews. Tell him you are recording the conversation so you can review it and learn from the experience. What you also are doing is keeping him honest and increasing the likelihood your statements will be used accurately and in context.

MEDIA INTERVIEW TIPS

1. PREPARE FOR EACH INTERVIEW

A. Ask A Few Questions of Your Own

1. Who’s the reporter and what’s his/her background?
2. How much does the reporter know about the subject? Our position?
3. What is the story angle? What prompted it?
4. Who else has the reporter talked to?
5. When will the story appear?
6. What does the reporter want to discuss?
7. What’s the interview format?

- B. Anticipate The Most Likely Questions
 - 1. What does the public want to know?
 - 2. What are the five questions that are most likely to be asked?
 - 3. What Zingers would I ask if I was the reporter?

- C. Establish the Emphasis Points
 - 1. What are the most important things that “Joe and Mary” need to understand?
 - 2. How can each of the Emphasis Points be made three different ways?

- D. Dry Run The Interview
 - 1. Respond to each likely question several times until “the glass is half full.”
 - 2. Practice being positive in response to negative questions.

II. **BODY LANGUAGE**

- A. Give the impression you are glad to be doing the interview.
- B. Stay on your toes.
- C. Keep your feet on the floor and both hands free
- D. Convey empathy in your answers.

III. **INTERVIEW TIPS**

- A. Check your appearance before you approach the camera/reporter.
- B. Check out your surroundings.
- C. Remember who is in control – you have the information.
- D. Consider the reporter as your favorite aunt/uncle.
- E. If the question is a tough one, ask a question.
- F. Pause before you answer, smile when you are finished.
- G. Respond in common sense, non corporate terms.
- H. Speak personally with conviction. Let the media know how you feel about the subject.
- I. Analogies or examples are good if they are short and easily grasped. But be careful and have them worked out in advance.
- J. Refer to people and things that can be visualized to drive home your points.
- K. Do not speculate. The most deceptive question is “When.”
- L. Think only of getting the Major Points across as often as possible.
- M. Keep your answers to no more than two sentences. Then pause and smile.

IV. **INTERVIEW FORMATS**

- A. Standup/Telephone Interviews (Taped)
 - 1. Ask the reporter in advance what he/she is going to ask and run through initial answer to warm up.
 - 2. Make sure you’re not facing into a spotlight or sunlight.
 - 3. Smile when the microphone comes to you and when you’re finished with each answer.

4. Don't hesitate to break off in mid-sentence if your answer is going awry. Tell the reporter you want to try again.
5. Keep each of your answers to two sentences, with visual words or examples
6. Speak slowly with common-sense terms when you respond, and then bridge to your Emphasis Points.

B. Standup/Telephone Interviews (Live)

1. Ask the reporter in advance what he/she is going to ask and run through your initial answer several times during the technical setup.
2. Pause before you answer. Make your response short and visual so they can be easily grasped by "Joe and Mary."
3. Focus on your Emphasis Points.
4. Stay on your toes when you answer the question.
5. Smile when you go "live"- even if it's on the phone.

C. Press Conference

1. Hands off the podium.
2. Allow the question and a follow up, if the reporter has one. Then move to another part of the room.
3. Ignore shouted questions. Take your time to pick the reporter with the raised hand whom you want to talk to.
4. Repeat the question – to gain time and focus your answer.
5. Smile as you listen to each question and at the conclusion of each answer.
6. You will be asked a lot of stupid questions. Be patient and gentle in your expression, as well as in your answer.
7. Take your time to think about the question before responding.
8. Answer the question in one-two sentences; then bridge to one of your Emphasis Points.
9. If you disagree with the reporters question, or think you're being attacked, start your response with a smile and shake your head to convey the perception he/she is wrong without your having to say so. Then slowly, patiently answer the questions on your terms.
10. When you're ready to conclude, tell the reporters "I'll take two more questions, then I have to get back to the office."
11. Exit the room immediately. The one-on-one interviews should occur after you have had a chance to regroup and assess the situation.

D. Studio Interview Programs

1. Arrive at the studio well in advance to get used to the surroundings.
2. Pick the right chair, if possible, so you are sitting up straight.
3. Get a sense from the interviewer of what the questions will be and what he/she hopes the interview will accomplish.
4. Body language is half the answer- lean forward and smile when you are making your points.

If you are asked additional questions, make the following statement:

That is all I can confirm at the present time. I am sure you understand we all are very busy trying to deal with this situation, and we'll need your patience for a few hours. As soon as we have more information that has been confirmed, it will be disclosed to the public via the news media. Anything involving our employees will be disclosed to their families and loved ones first. That will be handled by company officials. They have been alerted and are enroute now to assist us at the scene. Please bear with us in the meantime. Thanks very much.