Nurse Next Door™
home care services

Our talent is caring.

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SAFETY PLAN

SECTION H: MANAGEMENT OF THE ENVIRONMENT

H-1 Emergency Preparedness

POLICY

All employees will be capable of responding to an emergency by implementing a plan of action appropriate to the event and designed to ensure the safety and well-being of both the employee and the clients served by Nurse Next Door. Nurse Next Door will have an Emergency Preparedness Plan for management of emergencies in accordance with applicable local, regional and state regulations and protocols.

Nurse Next Door will evaluate the agency's response to actual events which require the implementation of the Emergency Preparedness Plan and conduct an annual practice drill to evaluate the adequacy of the plan at least annually. The findings of these evaluations/drills will be reported as part of the Nurse Next Door QAPI program to the Governing Body.

PURPOSE

To outline Nurse Next Door's Emergency Preparedness Plan in the event of natural disasters, extreme weather conditions, power/communication system failures, loss of personnel, disruption of transportation services, and/or damage to the agency.

DEFINITION

1. **Emergency:** An emergency is an occurrence, either natural or man-made, which creates widespread or local destruction and/or interruptions of utilities and phone service or an occurrence that would interfere with Nurse Next Door's ability to maintain normal operations. The types of situations that could necessitate the implementation of an emergency plan include but are not limited to:

    a. Natural disasters

    b. Industrial disasters

    c. Damage to facility

    d. Communication system failures

    e. Loss of personnel

    f. Terrorist attacks

    g. Pandemic

PROCEDURES

1. Establish a disaster-preparedness planning team to develop a Nurse Next Door-specific Disaster Plan. The committee will be comprised of, at a minimum, of the following representatives:

    a. Administrator

    b. Service supervisor

    c. Care designer

    d. Personal Care Attendants representative

2. Nurse Next Door will conduct a hazard vulnerability analysis to identify and prioritize the potential emergencies and disasters which may affect agency operations. Nurse Next Door will create a specific Emergency Preparedness Plan to address these identified priorities, and determine its role, if any, in a community response plan.

3. Nurse Next Door will review its plan on an annual basis and conduct at least one (1) mock drill (or actual event) per year that document and demonstrate that employees have practiced their specific duties and assignments, as outlined in the emergency preparedness plan. The plan will be evaluated and revised based on findings.

4. The Emergency Preparedness plan will include the contact information for local emergency management.

5. The Nurse Next Door Emergency Preparedness Plan will be made available upon request to the applicable county office of emergency management and to the local county health department upon request.

6. Nurse Next door will ensure that all staff are informed of their duties and responsibilities during the implementation of the emergency management plan.

7. The designated administrator on call will have accessible the following information at all times:

    a. Nurse Next Door will maintain a list of employees, which indicates their home address, telephone number, beeper number and cellular phone number, if they have one.

    b. Nurse Next Door will maintain a list of agency staff, which indicates their home address, telephone number, beeper and cellular phone number, if these communication tools are available.

c. A roster of Nurse Next Door's active clients by geographic service location.

d. Emergency priority codes on all active clients and as appropriate, client specific emergency backup plans.

e. Listing of television / radio stations to broadcast emergency messages for the Nurse Next Door.

f. Disaster supply kits.

g. Floor plan of the office with emergency exits.

h. List of employees with emergency vehicles such as 4-wheel drive cars/trucks, boats, etc.

i. If telephone service is available, contact the following telephone numbers for information:

- Federal Emergency Management Agency
  500 C Street, S.W.
  Washington, DC 20472
  1-202-646-2500
- State of Nevada Health and Human Services Division

  1-80-0662-7030
- Local Police
  - 702-828-9400 (Summerlin)
  - 702-828-2640 (Spring Valley)
  - 702-828-6430 (Paradise)
  - 702-633-9111 (North Las Vegas)
  - 702-828-2843 (Enterprise)
  - 702-267-5000 (Henderson)
- Division of Emergency Management - Homeland Security: 775-687-0498
- Nevada 211, a program of the Nevada Department of Health and Human Services, is committed to helping Nevadans connect with the services they need.
- Red Cross: 828-258-3888
- POWER - NV Energy: 702-402-5555
- GAS - Southwest Gas: 877-860-6020
- WATER - Las Vegas Valley Water District: 702-870-4194

GUIDELINES

1. Once the administrator/designee of Nurse Next Door has been alerted to the emergency, the following guidelines will be followed:

    a. The administrator/designee will notify the service supervisor. A decision regarding which geographic areas are affected by the emergency and which employees need to be contacted will be made.

    b. The service supervisor/designee will initiate the flow of communication to the office and the staff and will instruct and coordinate management personnel in the implementation of the emergency plan.

    c. The service supervisor will mobilize and coordinate the activity of their staff.

    d. All staff will be on alert to make home visits as appropriate. All staff will communicate with their service supervisors regarding their availability to visit clients.

    e. The service supervisor will determine clients needing visits according to priority.

    f. New admissions will be considered according to environmental safety within the community, priority, and Nurse Next Door's ability to provide service.

    g. Caregivers/families will be utilized to provide backup care with telephone support as needed.

    h. The service supervisor will assign visits by staff according to client priority and the staff's geographic proximity to those clients.

    i. The service supervisor will direct the activity of team members in contacting clients, caregivers, and/or families. Telephone calls to the client will be attempted to:

        - Apprise them of the emergency.
        - Determine the client's needs and plans for meeting those needs.
        - Urge the client to obtain backup of emergency supplies (food, water, and other essentials as necessary).
        - Inform them of possible problems with planned visits.
        - Coordinate alternative arrangements if necessary, e.g. transport to acute care facility or implementation of backup plan.

2. In cases of extreme emergency, e.g. when a service provider is unable to visit an assigned client, the staff is expected to notify the service supervisor. If they are unable to contact the service supervisor, the staff will contact the administrator/designee. If in the judgment

of the administrator, Nurse Next Door is unable to meet the needs of even the priority clients, the State of Nevada Department of Health Services or designated disaster Nurse Next Door will be notified for assistance in planning and delivering services.

3. In the event that the magnitude or the nature of the emergency precludes telephone communication, all reasonable measures will be taken to ensure the safety of Nurse Next Door's clients and staff. This may include enlisting the HHA and support of EMS, Police Department/Fire Department personnel, private ambulance service, hospital transportation, or the National Guard.

4. The emergency visit schedule will be continuously reviewed and revised as needed to meet the needs of Nurse Next Door's clients.

5. In the event of a communication failure:

    a. Each site will have a cellular phone that will be maintained by the designated site manager.

    b. The administrator on-call will always carry a cellular phone to be utilized in case of emergency.

    c. In the event of a communications failure, the administrator/designee will notify the administrator on-call of the implementation of the Emergency Preparedness Plan.

    d. All professional staff are to report to their respective office by 10 AM; all other employees would report as usual.

    e. The administrator/designee will arrange for radio announcements on the following television/radio stations.

    f. These announcements will provide information on the status and ability to conduct home visits.

6. Preparation of Staff/Client's Homes

    a. Staff and clients' homes should be prepared for a long period of no services and/ or lack of contact with the outside world. Enough essential medications and medical supplies for at least 72 hours should be on-hand.

    b. Clients will be contacted to include those in assisted living facilities and adult family care to confirm the plans during and immediately following the emergency. If clients are in a mandatory evacuation order issued by the local emergency management agency, those clients deciding not to evacuate, Nurse Next Door will delineate to what extent the agency will continue during and

immediately following the emergency. The Nurse Next Door administrator will document and determine who will remain home and who will provide care. Nurse Next Door will designate staff to continue the services specified in the care/service provision plan to residents in assisted living facilities and adult family care homes. If Nurse Next Door determines based on the emergency inability to provide services that the agency must temporarily cease to operate, they will notify the assisted living facilities and adult family care homes that they will discontinue care. Nurse Next Door will contact local emergency operation center as soon as possible after the emergency and report on the status of the agency's capabilities and availability to continue serving their clients in special needs shelters and during discharge from special needs shelters.

c. If unable to continue services to special needs clients, the client's record must contain documentation of the efforts made to comply with emergency management plan. Documentation will include contacts made to client's caregivers, and local/regional emergency operations centers to obtain assistance in reaching clients and other agencies which may be able to provide temporary services. If the client must be moved to a special needs shelter, the client's caregiver must accompany the patient and must remain with the patient at the special needs shelter.

    - NOTE: Caregivers can be relatives, household members, guardians, friends, neighbors, and volunteers.

d. On admission, the client should have an evacuation plan, emergency numbers available, locations of essential medications and supplies posted in an accessible area.

e. The clients should have a reference from Nurse Next Door that describes what to expect of the Nurse Next Door and its staff in an emergency.

Date Approved: December 18, 2020

H-2 General Office Safety

POLICY

Nurse Next Door promotes safety management through the expectation that each employee will work diligently at providing a physical environment free of hazards and manage his/her activities to reduce the risk of human injury. Nurse Next Door will have a Safety Plan dealing with the prevention and management of safety. The administrator or designee is responsible for ensuring compliance with the Nurse Next Door safety management program.

PURPOSE

To maintain a Safety Management Program that addresses general office safety within the Nurse Next Door office.

PROCEDURE

1. Office Safety
    a. Furniture and equipment are arranged to assure that fire exits are accessible at all times.
    b. Electrical office equipment is turned off when not in use.
    c. Paper materials are kept away from radiators and off floors.
    d. Spills are wiped up immediately or reported to the department concerned and a warning posted until this is corrected.
    e. All desk and file cabinet drawers are kept closed.
    f. Office and equipment are checked for hazards such as sharp corners and splinters.
    g. All closet doors are kept closed.
2. Fire Safety
    a. At the sound of the fire alarm, all windows and doors are closed, and **EVERYONE** leaves the building through the nearest, safest exit.
    b. The location of fire extinguishers and exits should be familiar to all employees.
    c. Nurse Next Door is smoke-free environment.
3. Electrical Safety

a. Safety inspections are conducted no less than quarterly by the management staff to assure that there are no notable problems with electrical equipment, outlets, wiring, etc. that could become hazardous.

b. Liquids are placed away from all electrical office equipment.

4. Parking Lot

a. Familiarity with all rules and regulations governing the parking lot is essential.

b. Avoidance and reporting of icy spots or holes in pavement that may cause a fall should be adhered to consistently.

c. Observance of moving vehicles should be a priority.

d. Assistance from strangers in repairing vehicles is not advisable.

e. All safety hazards must be reported immediately.

f. Familiarity with all safety procedures is everyone's responsibility.

5. Client Records

a. During the hours of operation, access to the client records is safe-guarded by the staff of that department. After normal hours of operations, the client records department is locked and access is gained only by or at the direction of authorized personnel such as the office manager/service supervisor, or designee.

b. Staff in this area is oriented to policies and procedures of confidentiality and access to medical records.

6. General Safety

a. The importance of safe working conditions can never be overstressed. Most hazards can be eliminated through care, thought, and the observance of basic safety rules.

b. Employees are expected to inform the general public of the safety rules when it is necessary.

c. Any unsafe conditions should be reported immediately to a service supervisor or other responsible person, and every effort should be made to correct it on the spot or to minimize the hazard by posting or circulating a warning notice until a qualified repairman is assigned to the job. Be on the alert for any unsafe conditions that may create a fire hazard.

d. All possible precautions should be taken to prevent the loss of life, personal injury, fires and other damage within Nurse Next Door property. If an accident occurs, full factual particulars should be reported and recorded in the correct manner.

e. Obey all rules and regulations pertaining to fire safety.

f. All employees/contractors must wear Identification Badge at all times.

g. All visitors must sign/report in and out while on Nurse Next Door's premises, to the receptionist and/or service supervisor in charge.

h. Employees should be familiar with the locations of fire alarm boxes, other devices or emergency notifications and with the location of portable fire extinguishers and hose lines in their usual work area. They should know the established procedures for emergency notifications.

i. Radiators and steam pipes, window ledges, locker tops, etc., must be kept clear and no materials stored upon them.

j. Employees must keep abreast of all new and updated safety guidelines, rules and regulations by attending In-service Education Programs and by reading all posted memos and posters on safety.

k. Employees must adhere to all security rules and regulations.

l. Never obstruct or block fire doors.

m. All persons are cautioned not to use the telephone during an alarm or drill except for emergency purposes. It is most important to have the switchboard as free as possible of calls during a fire emergency.

Date Approved: December 18, 2020

H-3 Fire Safety

POLICY

All personnel will be instructed in the principles of fire safety. All personnel will be oriented to the location of office exit doors and the fire escape route to exit the building. Fires will be detected through the use of smoke/fire alarms and sprinkler systems (if present). Nurse Next Door shall have a plan for evacuation of all office occupants. The phone number of the local Fire Department will be kept in each office as an adjunct to 911.

PURPOSE

To delineate the fire response process for Nurse Next Door offices.

PROCEDURE

1. Fire Response

    a. If an office employee discovers a fire, the procedure to be followed is **R A C E**:

    b. **R -** **R**emove any person from immediate danger.

    c. **A -** Send an **A**larm.

    d. **C -** **C**onfine the fire (by closing doors, windows).

    e. **E -** Use fire **extinguisher**. Direct the stream at the burning material.

    f. Stay calm, do not panic.

    g. All employees have the responsibility to practice fire prevention by:

    - Avoiding accumulation of excessive flammable material and trash.
    - Adhering to smoke-free environment.
    - Reporting conditions which potentially could result in fire.
    - Knowing the locations of fire alarm devices, fire extinguishers and fire exits.
    - Knowing what to do when a fire alarm is sounded.
    - Knowing what to do when a fire is discovered, or when smoke or odors of any burning substances are detected.
    - Storing items on shelves, at least eighteen (18) inches from ceiling, automatic detector, or sprinkler head.

2. Nurse Next Door will maintain an evacuation and relocation plan. Maps are to be posted in all areas of each office.

3. The employees are instructed to:

    a. Keep all doors closed that are posted KEEP CLOSED.

    b. Keep all corridors and walkways free from obstruction.

    c. Report any potential fire source to administration.

    d. Report any damage to the fire warning system.

4. The office building shall be in compliance with fire regulations, to include but not limited to:

    a. Sufficient exits to permit the prompt escape of occupants in case of emergency.

    b. At least two means of exit remote from each other in case employees may be endangered by the blocking of any single means of departure due to fire or smoke.

    c. Exits are maintained so that they are unobstructed and accessible at all times.

    d. Exits shall discharge directly to the street or other open space that gives safe access to a public way.

    e. Exits shall be marked by readily visible, suitably illuminated exit signs.

    f. The Local Fire Department is to be notified of any disabled person in the organizational site.

        i. A disabled person will be defined as an individual who is able to perceive a risk and is unable to respond appropriately due to physical limitations.

    g. The fire warning systems will be inspected and/or treated minimally twice a year or more often as dictated by the local fire department.

    h. The Fire Drill - Fire Department Response Form is to be completed by the Fire Warden as appropriate.

    i. All visitors to Nurse Next Door's offices will be made aware of safety guidelines related to fire safety.

    j. All visitors, employees, and contractors must sign in and out.

k. If an alarm sounds, the sign-in sheet must be taken by the Service supervisor/designee in order to account for all individuals in the organizational site at that time.

Date Approved: December 18, 2020

H-4 Community Safety

POLICY

Nurse Next Door will promote the safety of clinicians that deliver health care service to clients in the community through organizational experiences and accepted practices.

PURPOSE

To address the organizational sites and environments in which clients receive care in order to minimize hazards and risks.

PROCEDURE

1. General Guidelines

    a. Use well-traveled streets, avoiding dark, deserted places, secluded alleys, vacant lots and parks.

    b. Walk in the center of the sidewalks, away from buildings and parked cars. Walk on side of street of oncoming traffic when possible.

    c. Observe windows and doorways for loiterers.

    d. Avoid lingering outside of buildings.

    e. Do not accept rides from or give rides to strangers and/or clients and their families.

    f. Be alert, maintain vigilance and convey idea that you are expected somewhere if approached by strangers.

    g. Do not enter area if there is unrest in the neighborhood and notify the Service supervisor.

    h. Know the area in that you work, identify key places, e.g., police stations, public telephones, restaurants, and transportation/travel points.

    i. Never give your beeper number, home address or telephone number to a client/family.

    j. Client/family should be instructed in contacting Nurse Next Door in accordance with the Admission Packet directives.

k. Do not visit if approached in the community with a request to see an unknown client.

l. Yell, "fire" instead of "help" and scream if occasion arises.

m. Request escort service in unsafe areas, as needed. Discuss the need for an escort with the service supervisor.

n. Plan to meet escort/second person in the community in safe places, i.e., restaurants, coffee shops, supermarkets, Nurse Next Door, etc. if they are not entering the area with you.

o. Learn activity periods in neighborhoods. Alter time of visits. Avoid set routine.

p. For initial visits, clarify the address, apartment location and entrance.

q. Carry only enough money for emergencies, lunch, carfare and telephone. Also have your photo Identification Card with you.

2. The Home Visit

   a. In the event that you approach a home or building that you do not feel comfortable entering, either:

      - Go to a safe location and call the office to discuss with the service supervisor; or
      - Call the client's family and ask them to meet and escort you in, then advise the service supervisor of the event.

   b. In the event that you leave a client's home because your safety is in danger, notify the service supervisor as soon as possible when safe.

   c. Use a flashlight when necessary entering a building, walking through hallways, etc. Always consider dark, unlighted areas as a potential hazard.

3. Elevator

   a. Stay close to the buttons to be able to push any or all buttons if necessary, to allow exit from the elevator. Do not push **Alarm Button**--which will stop the elevator from running.

   b. Look before entering elevator; do not enter if in doubt.

   c. Do not get on an elevator that has other people on it whom you feel may be a threat to you.

d. Do not enter elevator if there is no light.

e. If elevator is broken, only use stairs that are well lit and pose no obvious hazard.

f. Do not search for a client by knocking on strange doors, ringing doorbells or being escorted to the client by an unknown person.

g. When leaving a note for client, be sure it is slipped under the client's door or put in mailbox.

4. Transportation - Cars

   a. Keep car in good working order. Have enough gas for the day.

   b. While driving, lock doors and close windows. Lock car doors and close windows when leaving car. Do not leave any valuables visible in the car.

   c. Do not park in isolated areas or where groups of people are loitering.

   d. Check the back seat before entering car.

5. Public Transportation

   a. Avoid standing on the edge of the subway platform. Stand near the change booth when possible. Avoid using infrequently used subway stations.

   b. Avoid sitting or standing near subway doors.

   c. Sit near bus driver or subway conductor.

   d. Move to another seat, sit near driver/conductor or leave transportation vehicle if harassed. Do not argue with strangers.

   e. Take bus or train at frequently used stops.

Date Approved: December 18, 2020

H-5 Hazard Communication Program

POLICY

Nurse Next Door identifies and documents potentially hazardous substances. The substances categorized as potentially hazardous are documented on a specified material safety form which serves as alerts for employees to the possible danger associated with usage. Additionally, the administrator or designee, labels any substance categorized as potentially hazardous.

PURPOSE

To establish a formal mechanism for identification of potentially hazardous substances within the work environment as required by OSHA's Hazard Communication Standard.

PROCEDURE

1. Hazard determination: chemical manufacturers and importers are required to make determinations of hazardous materials.
2. Material Data Safety Information Sheets:
    a. The office assistant maintains the MDS sheets.
    b. No other substances are brought into the agency office but if they are Nurse Next Door will monitor the additional substances and obtain MDS sheets, as needed.
    c. The Material Data Safety Information sheets are revised as new hazardous substances are brought into the agency.
3. Labeling:
    a. The administrator or designee ensures that all containers of hazardous substances brought into or taken out of Nurse Next Door are labeled appropriately.
    b. The label identifies the name of the chemical and includes adequate hazard warnings.
    c. The administrator /designee update labels as new information becomes available.
4. Employee Information and Training:

a. The administrator or designee ensures that all employees are trained in the OSHA requirements.

Date Approved: December 18, 2020

H-6 Weapons in the Working Environment

POLICY

Nurse Next Door is committed to ensuring the safety of its clients/ families/employees and places as much importance on employee safety and health as on serving the client.

A weapon means anything used, designed to be used or intended for use:

- in causing death or injury to any person, or
- for the purpose of threatening or intimidating any person

Should a Care Designer become aware that there are weapons in a client's home, they will inform the client and or the family members that the weapons must be placed in a locked cabinet. Should a caregiver find a weapon in the home that is not secured in a locked cabinet, they will inform the Care Designer immediately.

The Care Designer/management team is responsible for:

- ensuring that safe working environments exist for employees (as much as practically possible); and,
- ensuring that local law enforcement is notified of any weapon incidents they become aware of, whether by observing the situation firsthand or by receiving the information from employees/others.

Employees are responsible for:

- Reporting to the Care Designer/Supervisor all weapon incidents they observe or are involved in.
- Calling "911" if they believe/feel there is an immediate danger to themselves or someone's safety.
- Participating in any training courses arranged by Nurse Next Door.
- Following policy guidelines.

Anytime there is an incident involving weapons, each Nurse Next Door location will comply with any police investigation. The situation shall be documented on an incident investigation report by the Care Designer providing as many details as possible.

PURPOSE

- To reduce risk, prevent injury and promote safety in the home
- To identify and respond to the situation quickly and by taking immediate actions
- To inform clients/ families/employees.

PROCEDURES

1. Should a Care Designer become aware that there are weapons in a client's home, she/he will inform the client and or the family members that the weapons must be placed in a locked cabinet. The information will be documented in the client's electronic record.
2. Should a caregiver find a weapon in the home that is not secured in a locked cabinet, they will inform the Care Designer immediately and will document the information in the client's electronic record.
3. Should an incident occur when a person(s) with a weapon, is in the same room as the caregiver and/or client, the caregiver/employee will:
    - Call "911" if able to so and without compromising themself or have someone else call.
    - Attempt to remain calm and composed.
    - Give the person(s) with the weapon whatever property he/she wants.
    - When possible, remove themselves from the dwelling; and,
    - If evacuation is not possible, will move to a safer location in the house/office such as another room or under/behind furniture.
    - Contact the Nurse Next Door office when it is safe to do so.
4. If the person(s), with the weapon, is outside the room, the caregiver/employee will:
    - Call "911";
    - Attempt to remain calm and composed.
    - Stay away from windows and doors.
    - When possible, get out of the house/office; and,
    - If evacuation is not possible, move to a safer location in the dwelling such as another room or under/behind furniture.
    - Contact the Nurse Next Door office when it is safe to do so.
5. Should a situation occur involving any type of weapon, Nurse Next Door will discharge client, and the following information will be documented if known:
    a. An individual(s)who has a traceable history of problems, conflicts, disputes, and/or failures.
    b. The coping skills of potentially violent individual(s) during stress, including any thoughts or attempted violence against others or self.
    c. Any individual(s) who shows a compulsive or excessive interest in a possible target.
    d. Notification of local law enforcement when a weapon is used in a threatening manner.
6. The situation shall be documented on an incident investigation report by the Care Designer providing as many details as possible.

REFERENCES:

- Federal/Provincial Occupational Health & Safety guidelines
- https://www.rcmp-grc.gc.ca/en/firearms/storing-transporting-and-displaying-firearms

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