

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

SUBJECT: SAFETY: GENERAL: INDIVIDUAL AND INDIVIDUALS HOME OAR: 411-328-0660 (1) a-c (3) (5-11) (12) a-b
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POLICY:

**(1) a-c** In providing for the health and safety of each individual served, the Supported Living Program will employ means which:

- Are not unduly restrictive;
- Are consistent with those generally used by individuals in the community at large;
- Include some risks but do not inordinately affect an individual's health, safety, or welfare.

PROCEDURES:

**(2)a-c** A written plan of health and safety supports will be developed by each individual's ISP team and will be included in the ISP. The plan will:

- Be based upon a review and identification of the individual's safety needs and preferences;
- Be updated and reviewed annually, at a minimum, or as significant changes warrant;
- Identify how the individual will evacuate their residence, specifying, at a minimum, routes to be used and the level of assistance required.

**(4-11) (12) a-b** In-home safety will be provided for as follows:

- An operable smoke detector will be available in each bedroom and in a central location on each floor;
- An operable class 2A10BC fire extinguisher will be easily accessible in each residence;
- First aid supplies will be available in each residence;
- An operable flashlight will be available in each residence;
- For those individuals with sensory or physical impairments, special adaptations will be provided to ensure safety in the event of fire or other emergencies;
- Sleeping rooms will have at least one window that will open from the inside without special tools;
- Bedrooms will meet minimum space requirements (single 60 square feet, double 120 square feet with beds located three feet apart);
- Telephone numbers will be available at each residence as follows:
  - The 9-1-1 emergency service;
  - The number of the individual's primary care physician;
  - The daytime number of the Supported Living Program Coordinator and the individual's Services Coordinator;
  - The pager cell phone for after-hours calls.
- Employees and individuals will follow the landlord's rules and regulations and the emergency plan will be reviewed quarterly with employees.

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

SUBJECT: SAFETY: GENERAL: EMERGENCY PLAN OAR: 411-328-0660 (3)
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POLICY:

- (3) Benco has policies and procedures that provide for the safety of individuals and for responses to emergencies and disasters.

PROCEDURES

o Emergency Plan

Supported Living employee(s) will contact each individual and ensure the individual is safe. If the location is not safe employee(s) will notify and coordinate with the Program Coordinator and/or Residential Director in finding and transporting the individual to a safe evacuation location. If the circumstances warrant moving the individuals to a safe location, employees will remove themselves and the individuals to either the Stone Street Program or the Benco Administrative Office or a hotel.

Employees will access the wristbands located in the emergency supply kit. Each wristband will have the individual's name and a contact phone number for the provider. Employees will place the wristbands on each individual for identification purposes in the event of interaction with persons unknown to the individuals during the emergency.

The Stone Street Program or the Benco Administrative Office locations will have generators, space heaters and emergency supplies of water. Employees are to make sure space heaters are a safe distance away from all other objects. At the Stone Street Program or the Administrative Office employees will use blankets to curtain off a smaller area that will be easier to keep heated.

If an employee is with an individual and needs to coordinate and transport another individual to a safe location, the employee may leave the individual only for the purpose of transporting and/or ensuring the safety of another Supported Living individual. The Program Coordinator and/or Residential Director will schedule employees to provide ongoing care to the individuals if needed during the emergency.

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

If needed, the Program Coordinator or Residential Director can call the individuals' families to take the individual to a safe location. If the emergency is directly affecting the life of an individual or employee, 911 should be called. All individual emergency information is kept in the emergency notebook at the Supported Living office. Supported Living will keep an updated list of emergency phone numbers. The list of numbers will contain 911, Program Coordinator, Assistant Program Coordinator, Residential Director, Executive Director the individual's doctor, Service Coordinator and individual's family.

Employees will bring at least three days' worth of food and water, clothing, medicine, hygiene and sanitary supplies from the individual's home. The employee(s) will bring medical books, shift books and petty cash from the Supported Living Office for the total number of individuals relocating. The individuals may choose not to keep the emergency supplies in their home. In that case the Supported Living Office will keep 7 days' worth of food and water on hand.

If relocation is needed Benco will initiate an emergency response team. This team will be responsible for the procurement of additional food, medical supplies, water, and other identified needs for the effected individuals through the duration of the emergency.

Individual specific interaction and care needs such as behavior and medical supports can be located in the shift books specific to each individual. The emergency notebook will have individual summary sheets, emergency information and medical profiles for the employees and others to reference during the emergency.

If any of the following emergency situations occur outside of the employees regularly set schedule hours the individual(s) will be responsible for contacting the emergency cell phone person.

- Medical Emergency-for individuals

If a medical emergency occurs, designate one employee to remain with the individual at all times and provide immediate first aid. If there are not multiple employees on site, the employee may have to leave the individual to call 911, if needed. When calling 911, be prepared to give the 911 operator the following information clearly and concisely; who you are; where you are; your telephone number; who you are calling about; the nature of the emergency; pertinent medical history

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

(i.e., seizure disorder, medications etc.); and what is happening right then. Employees need to be prepared to give 911 the phone number of the Program Coordinator and/or Residential Director.

The Program Coordinator will be responsible for notifying the Residential Director, Executive Director, Service Coordinator and guardian/family. Do not hang up after giving the 911 operator the information requested. Advise the operator and stay on the phone so that updated information can be provided as needed until the ambulance arrives. When emergency help has arrived, follow the instructions. Arrangements will be made to have an employee accompany the individual to the hospital. The employee will contact the Program Coordinator and/or Assistant Program Coordinator and/or emergency cell phone person to coordinate bringing the individual's medical notebook to the hospital.

○ Medical Emergency-for employees

If the employee does not give consent do not give care. If the employee is concerned for the other employee's wellbeing, call 911. If the employee is unconscious, assume the employee wants help, call 911 and give care. Designate one employee to remain with the injured employee while calling 911. If there are not multiple employees on site, the employee may have to leave the injured employee to call 911.

When calling 911 be prepared to answer the following questions: who you are; where you are; the telephone number; name of person employee is calling about; the nature of the emergency; pertinent medical history (if possible, get consent and information from employee in need of help); and what is happening right then. Wait with the employee until the ambulance has arrived; let emergency personnel take over. Do not accompany the employee to the hospital; stay with the individuals and contact the Program Coordinator and/or the Residential Director. With consent from the employee, call their emergency contact as soon as possible.

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

○ Extreme Heat

Employee and individuals will stay at the program or apartment building if the temperature is within a normal comfort range. The indoor air temperature should not go above 85 degrees or below 60 degrees Fahrenheit. Employees and individuals should drink plenty of fluids (up to 32 oz of water per hour) and employees should make a reasonable effort to keep individuals comfortable using ventilation, fans, or air conditioning. At periods of time when the heat index is 90 degrees or more outside, employees need to schedule frequent rest periods with water breaks and encourage the individuals to do the same indoors in a cool area. Employees can access OSHA's NIOSH Heat Advisory App to find out the local temperature, and Heat index.

Benco maintenance and landscape employees will follow an acclimatization plan which is outlined in their job description.

Employees clothing, personal protective equipment, health and other environmental risk factors such as humidity can put employees at a higher risk of heat-related illnesses.

It is important that all Benco employees recognize the signs and symptoms of heat-related illnesses. The employee will immediately report to their supervisor if an individual or employee is exhibiting signs or symptoms of any heat-related illness or injury. For any heat related illnesses employees can access the first aid kit or emergency supply kit located at each program.

Heat rashes are caused by sweating and look like a red cluster of pimples or small blisters, usually appears on parts of the body that overlap or rub other parts of the body. If an employee or individual has symptoms of a heat rash, provide a cooler and less humid environment. Heat cramps usually affect employees who sweat a lot during strenuous activity, which are caused by low salt levels in their muscles, and heat cramps may also be a symptom of heat exhaustion. The affected employee or individual should drink plenty of water or electrolyte replacing sport drinks. The symptoms of heat exhaustion are profuse sweating, weakness and fatigue, nausea and vomiting, muscle cramps, headache, and light-headedness or fainting.

Heat exhaustion symptoms that are displayed in an employee or individual should be treated by having the employee or individual stop whatever they

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

are doing and have them move to a cooler environment. Cooling off and rehydrating with water would be the first treatment for heat exhaustion. If possible, apply cold compresses or have the affected person wash their head, face, and neck with cold water. Employees will use a thermometer to monitor the body temperature of affected employees and individuals. Employees or individuals should not resume normal activities until their body temperature returns to the normal range of 97.6 to 99.6 Fahrenheit. If the affected person(s) are not showing signs of improvement after 15 minutes, 911 should be notified.

Heat stroke symptoms are an absence of sweating, dry skin, agitation or strange behavior, dizziness, disorientation, lethargy, seizures, or signs of those that mimic a heart attack. Heat strokes require an immediate emergency response by calling 911. Heat syncope symptoms include fainting for a short duration, dizziness, and light-headedness. Employees or individuals experiencing heat syncope should sit or lie down in a cool place, and slowly drink water, clear juice, or a sports drink if the affected person(s) are not showing signs of improvement after 15 minutes, 911 should be notified.

If individuals are expressing extreme discomfort due to the heat or a program loses power or functioning air conditioning or the indoor air temperature rises above 85 degrees Fahrenheit, employees will remove themselves and the individuals to a building that does have air conditioning, such as a library, senior center or another Benco program. If relocation is needed due to an emergency affecting the entire local area that impacts one or more Benco programs, Benco will initiate an emergency response team that is responsible for finding a safe relocation area. Benton County Hot Weather Resources website lists available locations in Corvallis for identified cooling centers that Benco's emergency response team would access, as well as 211 information for regional cooling centers.

Outings should be limited to locations that are easily accessible and have air conditioning when the outdoor temperature exceeds 90 degrees. If employees and individuals are outside in extreme heat, both employees and individuals should drink plenty of fluids and stay in a sheltered or shady area when possible. If employees and individuals are unable to leave a program or apartment building, make sure shades or curtains are closed to keep the sun out, and that lights, heat sources and ovens/stoves

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

are turned off or used in a very limited time frame. Employees will limit their physical activity and the physical activity of the individuals.

If an employee feels that Benco has not provided accurate heat-related training or information, employees can report this to their immediate supervisor or the safety committee chairperson.

○ Fire and Explosion

If an employee smells smoke while at an individual's home, the employee should ensure the individual is present and immediately grab a fire extinguisher and a phone and evacuate themselves and the individual to the designated meeting spot outside. The employee will call the Program Coordinator and/or emergency cell phone person, if the Program Coordinator is not available the employee will call the Residential Director. If there is evidence of fire in action, the employee will call 911 and immediately attempt to put the fire out unless it is not safe to do so.

The employee should look for smoldering surfaces and try to locate the source of the smoke if there is more than one employee on shift. If the fire department determines the home is safe, the employee(s) will let the individual back into the home. If the employee(s) continue to smell smoke but no fire is found, the employee will call 911. If it is determined that the home is uninhabitable, the individual and employee(s) will relocate to the evacuation locations listed on page 21. Transportation to the designated areas will be in Benco vehicles if possible. If vehicles were damaged in the fire, other transportation will be arranged.

○ Wildfire

When Benco has identified there is hazardous air quality affecting the Corvallis area, Benco will set up an emergency response team and develop a communication plan based on the severity of the air quality. Outdoor activities and community access may be limited for the health and safety of employees and individuals. Employees can access the Department of Environmental Quality (DEQ) website or download the OregonAir app for mobile devices to monitor the current Air Quality Index (AQI).

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

If the Corvallis area is impacted by wildfires and emergency officials have identified evacuation levels, Benco will form an emergency response team. The emergency response team will develop a communication plan and an action plan to prepare all impacted programs for evacuation. Benco will follow the Oregon Department of Emergency Management's "Be Ready. Be Set. Go Now!" guidance. If relocation is necessary, individuals and employees will relocate to the location(s) listed on page 21 or as directed by state emergency officials to the nearest Mass Care Shelter.

o Power Outage

Supported Living employee(s) will contact each individual to determine if the individual's home is experiencing a power outage. If the power is out the employee will instruct the individual to stay in one area/room. Close doors so that the area/room will keep heat in. If it is summer weather, the employee will instruct the individual to close the window coverings to keep it cooler.

The employee(s) will call the power company and report the power outage and inquire as to how long it may be out. If employee(s) have access to the internet, employees can go to Pacific Power's website to report the power outage and see how long it will be out.

Employee(s) will instruct the individuals to dress appropriately according to the weather. Employee(s) should instruct the individuals to gather blankets and jackets; if appropriate, gather flashlights and battery-operated lanterns and plan simple meals ahead of time such as sandwiches. If the weather permits and the does not go above 85 degrees or below 60 degrees Fahrenheit, employee(s) will instruct the individuals to stay at their home for at least 24 hours without power.

If the power is out for up to 24 hours, employee(s) will instruct the individual to open the refrigerator/freezer door only once to get any food the individual may need. Do this as quickly as possible and close the door; leave food you are not using in the freezer; do not open it again for the remainder of the power outage. If the refrigerator/freezer is not opened more than one time for a few minutes or so, food will last up to 24 hours without power.



BENCO  
Supported Living Program  
POLICY AND PROCEDURE

If the internal temperature of the individual's home is less than 60 degrees or the power is out for more than 24-hour's the employees will follow the emergency notification listed on page 21.

○ Pandemic- a widespread outbreak of disease

Benco will follow local State and Federal mandates that address a specified pandemic. Benco will form an internal task force to review mandates and implement specific procedures and guidance for employees to follow. Benco will ensure timely communication and appropriate training to address all outlined risk mitigation procedures. Benco will identify specific scenarios employees may encounter based on possible exposure incidents. Each scenario will specifically direct the employee to notification procedures and expectations for staying home or being expected to come into work.

Individuals will remain in their home. Individuals, who will tolerate it, will wear face masks and employee(s) will wear face masks at all times. Employee(s) will attempt to entertain the individuals as much as possible to ensure the individuals do not feel lonely or isolated from everyone else. The employee(s) will wash their hands and the individuals' hands often or use hand sanitizer. Employees will use SDS approved chemicals to disinfect all surfaces several times a day. Benco will ensure that all programs keep an extra stock of SDS approved chemicals in the emergency kit.

○ Toxic Release

If the individual's home becomes unsafe, employee(s) will evacuate themselves and the individual to the designated area for fire drills. Employee(s) will call the Program Coordinator to explain the situation and get help if needed. The Program Coordinator will call the local fire department to get information about the toxic release. Employee(s) will call 911 if a medical emergency occurs and follow the same steps as outlined in the Medical Emergency section for both individuals and employee(s). If the individual's home is uninhabitable, the individual will call the Program Coordinator and/or Residential Director for help and evacuate to the evacuation locations listed on page 21.

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

○ Hurricanes

In the event of a hurricane, employee(s) will watch the news or listen to the radio and follow local authority's mandated advisory instructions. If the employee(s) are unable to get the news or listen to the radio, the employee(s) will call the Program Coordinator for instructions. In the event of a power outage due to the hurricane employee(s) will follow the same instructions for a power outage in the emergency plan.

○ High Wind/Tornadoes

In the event of high winds employee(s) will move themselves and the individual away from windows and take precautions to shield themselves and the individual from broken glass. If the employee(s) is not on shift with the affected individual the employee(s) will instruct the individual to follow the above precautions.

In the event of a tornado the employee will move the individual and themselves to a hallway or bathroom. If the employee is not on shift with the affected individual the employee(s) will instruct the individual to follow the above precautions.

If the individual(s) home becomes unsafe, employee(s) will call the Program Coordinator and/or Residential Director for help and evacuate themselves and the individuals to the evacuation locations listed on page 21.

○ Blizzards/Ice Storms

Employee(s) will instruct the individual(s) to stay inside. Employee(s) will follow the inclement weather guidelines sent out by Benco. Employee(s) who live close by should attempt to walk to work if they feels safe walking. Employee(s) should be looking ahead at the weather to prepare for further shifts up to a week in advance. Employee(s) who live farther out will be expected to plan for their own transportation to work.

Employees on shift will remain on shift until someone arrives to relieve the employee. Employee(s) should not attempt to walk the individual or drive the individual in the snow or ice until approval is given by a Residential Director. If the individual or the Supported Living office

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

loses power, follow the steps outlined in the power outage section on page 14-15.

○ Floods

In the event of a flood, employee(s) will watch the news or listen to the radio and follow local authority's mandated advisory instructions. If the employee(s) are unable to get the news or listen to the radio, the employee(s) will call the Program Coordinator and/or Residential Director for instructions. Employee(s) should stay at the individual's home or the Supported Living Office unless the local authorities or a Benco Administrator has said to evacuate, or if the individual's home or the Supported Living Office is unsafe to stay in, such as water coming into the home or Supported Living Office or a medical emergency has happened. In these circumstances employee(s) will move themselves and individuals to a location listed on page 21.

○ Earthquake

In the event of an earthquake, if the employee is with the individual in the individual's home, the employee will immediately gather with the individual, stay indoors and get under a sturdy desk or table, or stand against an interior wall. The employee and individual should stay away from exterior walls, kitchens and windows or glass of any kind. The employee and individual will stay that way until the earthquake is over. If the employee and individual do not have enough time to get under a sturdy desk or table, or against an interior wall, the employee will drop to the ground and help the individual get down on the ground and instruct the individual to cover their head with their hands and arms. The employee will cover their own head with their hands and arms.

Once the earthquake is over, the employee will remove the individual to a safe area of the individual's home, away from debris and objects that could fall or break. If need be, the employee will quickly clean up an area such as one small room for the individual and themselves to stay in. The employee will call the Program Coordinator and/or emergency cell phone person as soon as possible. The employee will watch the news or listen to the radio and follow mandatory instructions given by local authorities. If the phones are not working, wait for local authorities or a Benco Administrator to contact the employee. If the

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

individual's home is unsafe to stay in, the employee will move the individual to a location listed on page 21.

○ No Running Water

The Supported Living Office will keep on hand a three-day supply of water. Employee(s) will call the Program Coordinator and/or emergency cell phone person. The Program Coordinator and/or emergency cell phone person will call landlord/property owner to report the problem. If there is no running water for more than 48 hours, the employee will take the individual and themselves to the evacuation locations listed on page 21.

○ Active Shooter

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area.

If an employee on shift receives notification from emergency services, local law enforcement, or Benco administrative employees that there is an active shooter in a specific area, that employee will contact and locate all individuals in the affected area.

If the area being specified is a location frequented or traveled through by an employee on shift or any individual, the employee(s) will notify the emergency cell phone person and Program Coordinator of the reported incident.

If there is an individual(s) and/or employee(s) on shift in the community the Program Coordinator or emergency cell phone person will notify those individual(s) and/or employee(s) of the area to avoid and the known duration to avoid that area. If the individual(s) and/or employee(s) need assistance with transportation out of that area, or need assistance problem-solving an alternate route, the Program Coordinator or emergency cell phone person will provide instruction.

At any time, employees and individuals may receive alternate instruction from local law enforcement or emergency services in the area, which will take precedence over communication from Benco employees.

If an employee(s) and/or individual(s) are in a community setting in an active shooter situation, the employee(s) should quickly determine the most reasonable way to protect their own life and the life of the supported individual(s). The employee(s) will:

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

- 1) Run: If there is an accessible escape path, attempt to evacuate the premises.
- 2) Hide: If evacuation is not possible, find a place to hide where the active shooter is less likely to find the employee(s) or individual(s).
- 3) Fight: As a last resort, and only when the employee(s) and/or individual(s) life is in imminent danger attempt to disrupt and/or incapacitate the active shooter.

When law enforcement arrives, the employee(s) will follow instructions and encourage the individual(s) to do the same. The employee(s) and the individual(s) should remain calm and follow instructions; slowly put down any items in their hands (i.e. bags, jackets, etc.); raise hands and spread fingers; keep hands visible at all times; avoid quick movements towards officers, such as holding on to the officer(s) for safety; avoid pointing, screaming, or yelling; and allow officers to focus on finding and incapacitating the shooter.

Once able, the employee(s) will immediately contact the Program Coordinator and emergency cell phone person to report the incident and ensure the employee(s) are working together to safely return the individual to their home.

- Hospice Care
  - When an individual begins hospice services, employee(s) are to follow hospice instructions.
- Death-Individual
  - Call 911 for an individual who appears to be unconscious and showing no signs of life and follow the steps as outlined in the medical emergency section. The employee will start CPR, if stated in the individual's plan, and continue until emergency personnel arrive or another person relieves the employee.
- Death-employee
  - Call 911 for an employee who appears to be unconscious and showing no signs of life, follow the steps outlined in the medical section. The employee will start CPR and continue until emergency personnel arrive or another person relieves the employee.

BENCO  
Supported Living Program  
POLICY AND PROCEDURE

- Missing Individual
  - Employee(s) will refer to the individual's missing person's protocol.
- Emergencies
  - For all emergencies listed in this plan, employees will access the emergency kit in the Supported Living office as needed and write a GER for each individual affected as soon as the emergency is under control.

BENCO  
Supported Living Program  
POLICY AND PROCEDURE


○ List of emergency numbers

- Residential Director: Laura Lonski 716-430-6107
- Pacific Power: 1-877-508-5088 Website: [www.pacificpower.com](http://www.pacificpower.com)
- Corvallis Fire Department: 541-766-6961
- Corvallis Police Department: 541-766-6911
- American Red Cross 1-800-733-2767 or visit [RedCross.org](http://RedCross.org).
- 211: 1-866-698-6155 or visit [211info.org](http://211info.org) for local resources from the Oregon Health Authority (OHA).

**List of relocation sites:**

- Address for Stone Street program & Benco Administrative office are:
  - Stone Street 1940 SE Stone St. Corvallis, OR 97333.
  - Benco Administrative Office 165 NE Conifer Blvd. Corvallis, OR 97330.
  - Phone number for Stone Street 541-752-5132 and Administrative Office 541-753-5040.
- If employees need to take residents to a hotel, employees will take the individual(s) to:
  - Phoenix Inn Suites 541-926-5696.
  - Address 3410 Spicer Dr. SE Albany, OR 97322.

Approved By: \_\_\_\_\_

  
Julie Hansen, Benco Board President

Date: \_\_\_\_\_

