

CHALLENGE

Emergency and Accident Policy & Procedure

It is the intent of Challenge to provide a safe environment for employees, consumers and volunteers. It is also our intent to properly manage any incidents that occur so as to minimize injury and other forms of loss. A well-managed workplace safety program can benefit our organization and its people in countless ways. In order for Challenge to achieve our goals, we have developed a workplace safety program outlining the policies and procedures regarding employee and volunteer health and safety. Each and every individual must become familiar with the program, follow and enforce the procedures, and become an active participant in this workplace safety program.

While management, Human Resources and the Safety Committee will be responsible for developing and organizing this program, its success will depend on the involvement of each employee, consumer and volunteer. We look forward to your cooperation and participation.

If an emergency occurs, Code 7 should be used to get help. Code 7 is called to the Receptionist (extension 120) and the Receptionist will send a full page throughout the building. Full page includes speakers, telephones or any other area linked to the phone system. The First Responders and other necessary personnel will go to the location of the emergency. For a non-emergency, the First Responders can be located or paged. All employees and Consumers with minor injuries or health care needs will be referred to their own physician. A listing of First Responders is located on the Bulletin Board at the top of the stairs, the Consumer Bulletin Board, the First Aid Room door, the Human Resources Bulletin Board and with the Receptionist.

Emergency & First Aid Procedures:

1. First Responders are called to the injury/illness. The First Responder group will work as a team to assess the situation and provide care or support needed.
2. First Responders will assess the nature and extent of the injury/illness. The First Responders will be in charge of the situation. The following tasks may need to be covered:
 - a) Support the First Responders when needed,
 - b) In case of seizure or serious situations where First Responders deem necessary; clear the work area of any staff and consumers not involved in the incident,
 - c) Contact Receptionist for Ambulance, provide name of injured + type of injury/illness,
 - d) Copy of the face sheet to EMT or other medical personnel (face sheet is in the Consumer files in the ETS File Room or in a binder at the Receptionist desk),
 - e) Record incident in the First Aid log and assist with required documentation,
 - f) The Counselor or First Responder will notify emergency contacts and/or family.
3. In the event of an injury/illness where there is disagreement about whether to transport the injured/ill person, the person will be transported to outside medical care. In the case of chest pain, the person will be transported to the Emergency Room in an ambulance. The Receptionist will contact Emergency Services (911).
4. A staff person will accompany or follow a Consumer or staff member when transportation is necessary to either Convenient Care or Cayuga Medical Center unless another residence or family member is contacted. Minor injuries may not require a staff member or other person to accompany the individual.
5. If a Challenge vehicle is necessary for non-life threatening emergencies, contact the front desk (extension 120) to get a vehicle and driver.
6. The Department Supervisor will complete the accident report for staff. The Counselor and the observer of the incident will complete the accident/incident report for Consumers.

Challenge Offsite Personnel:

1. Get assistance immediately through Security, site personnel or 911. Follow employer's policy for treatment of injured/sick person.
2. Challenge First Responders, Site Security, Residential Staff, Medical Personnel and the person's physician are resources. Notify Departmental Manager and complete an accident report.
3. Employment Specialist/Counselor will help the Supervisor complete the accident/incident report for consumers.
4. Department Supervisor will complete the accident report for staff.
5. The physician must release individuals who have had medical care related to an injury or lost work time before they return to work.

First Responder Policy

Staff who have completed First Aid and CPR training and have current certification will be added to the first responder list. First responders will be contacted in emergency situations, or asked to provide consultation or assistance to other staff or consumers concerning non-emergency accident or injuries. The First Responder group will work as a team to assess the situation and provide care or support needed. Staff who participate as first responders do so voluntarily, and Challenge does not require that staff provide First Aid or CPR in any given situation. Staff are considered non-medical personnel, do not have a professional duty to respond and therefore, cannot be held liable to provide emergency medical care. Any staff who does provide First Aid or CPR are legally protected under New York State's Public Health Law (Good Samaritan Statute) and cannot be held liable for any resulting injury from their actions.

Challenge will provide training in First Aid and CPR through contracting with the Tompkins County American Red Cross. Staff who work directly in the work center with consumers or who supervise community worksites will be required to complete First Aid and CPR training, however, certification is not a requirement for employment. Other agency staff are encouraged to participate in the training, and serve as first responders.