

THE PROGRESS CENTER, INC.

ACCIDENT/ INJURY REPORTING POLICY AND PROCEDURE

The Progress Center intends to respond promptly to any accidents or injuries that occur within its facilities and/or during the provision of services. Accidents and injuries are investigated and tracked for trends. The agency takes corrective actions to ensure that future accidents or injuries are minimized and a safe workplace is maintained for everyone.

A report should be completed for any unusual circumstance that does NOT fall within the categories listed below. All vehicular or staff accidents and injuries are documented on an Accident and Staff Injury Report form and given to the program director for processing within 24 hours of the event. Any client accident or injury must be reported on a General Event Report (GER) on Therap.

The program director conducts an investigation, using the Accident/Injury Investigation form, and then gives the completed form to the safety manager for review. If the report is for a staff injury, the director also completes a Staff Injury Report Follow-up. The investigation is done within 2 business days of receiving the report.

The safety manager determines whether the accident or injury is minor or critical. If the accident or injury is critical, the safety manager convenes the Safety Committee to review the event within 2 days of receiving the investigation. If the event is minor, the committee will review it at the next scheduled meeting.

Employee injuries must be reported to the Executive Director and documented on the First Report of Injury, in addition to the Staff Injury Report Follow-up.

The following types of incidents are reportable events and must be documented as a reportable event and reported to DHHS as described in the **Reportable Events Policy and Procedure**.

Report immediately:

- Allegation of abuse, exploitation and/or neglect
- Death
- Serious illness or injury
- Rights violation
- Lost or missing person
- Assault
- Suicide attempt or threat
- Dangerous situations which pose an imminent risk of harm

Report within one business day:

- Assaults that do not require medical attention
- Medication errors/refusal
- Non-emergency dangerous situation
- Restraints

THE PROGRESS CENTER, INC. CONSUMER INJURY POLICY AND PROCEDURE

For this procedure, injuries fall within one of two categories:

- A. Minor - a cut or bruise that can be cleaned and bandaged.
- B. All others - any injury that cannot be classified under category A.

Should a consumer become injured under category B, staff will call 911 first and then notify the parent, guardian and/or home provider. Staff should administer emergency first aid to the degree to which they have been trained. Ambulance personnel shall be given information regarding the consumer's health status, medications, etc. The Progress Center staff shall go to the hospital with the consumer and remain with the consumer until the home provider and/or guardian has arrived. At that time the home provider and/or guardian will become responsible for the consumer.

REPORTING

All accidents and/or injuries are documented on an Accident/Incident Report (category A) or a Reportable Events Form (category B). An Accident/Incident Report must be completed when blood exposure occurs, even if no actual contact is made to the skin.

All reports are reviewed and signed by supervisors. Accident/Incident reports are filed in the consumer's personal record. All necessary parties, including guardian, other providers, the DHHS, etc. are notified of the accident and/or injury and sent a copy of the report.

All rights violations, suspected or substantiated, must be reported to the Office of Advocacy or DHHS Licensing.

Office of Advocacy: 753-9100

Department of Human Services Child Abuse and Neglect Hotline: 1 800 452-1999

Adult Abuse-Neglect: 1 800 624-8404

**DHHS Licensing
(207) 287-4399**

Associated forms

Accident/Incident Report
Reportable Events Form

THE PROGRESS CENTER, INC. DISASTER/ EMERGENCY PLAN

UNINHABITABLE FACILITIES
EARTHQUAKE
SEVERE WEATHER
EXTORTION TERRORIST THREATS
BOMB THREAT
WORK PLACE VIOLENCE
UTILITIES FAILURES
HAZARD CORRECTIONS

UNINHABITABLE FACILITIES

If the Cottage St. facilities are damaged from fire, hurricane, ice storm, earthquake or other disaster, the staff will evacuate the buildings and all program participants will be transported home. The facility will remain closed until repairs have been made.

If a residential facility is rendered inhabitable for any reason, the residents will be temporarily housed at the Cottage St. facility.

Staff will

- Notify the on-call person
- Notify family members and guardians
- Notify DHHS (753-9100 or 1 888 568-1112)

The community building at Cottage St. will have sleeping bags, air mattresses, etc. for eight to ten people.

Residents may also be housed with family, friends, at one of our other residential facilities or at a local motel (Inn Town Motel, 58 Paris St., Norway, 743-7706).

Annually, the Safety Committee will test all of the agency's emergency plans and procedures. Additionally, the Safety Committee will ensure that all staff are familiar with the emergency procedures. The committee will oversee scheduling of trainings as needed.

EVACUATIONS FOR ALL FACILITIES (See Safety Plan for site-specific information)

The Safety Officer shall ensure that all evacuation procedures specific to each facility are taught to all staff and consumers. Exit signs are in each physical facility to indicate nearest/safest route of exit. The Safety Officer shall ensure that all legal requirements are met in all facilities.

Doors of exit shall be kept unlocked from the inside during the program operating hours; all inside doors shall be kept unlocked and all corridors and usual means of exit will be kept free from obstruction of any kind.

THE PROGRESS CENTER, INC.

HAZARD PLAN

INTRODUCTION

In order to comply with the OSHA 1910. 1200, Hazard Communication Standard, and the state of Maine, the following hazard communication standard has been established for The Progress Center. All Progress Center facilities and programs are included within this program. The plan is available from the safety chair for review by any interested employee or designee.

The plans contains:

- A list of hazardous materials by building area.
- Material Safety Data Sheets (MSDS) and descriptions of how they are prepared and how they are made available to employees.
- A description of how labels and other forms of warning are prepared and used.
- A description of the training information procedures used for employees.
- Exchange of information with contractors.
- Emergency procedures.

EMPLOYEE TRAINING AND INFORMATION

All employees are informed about hazardous materials they may be exposed to at the workplace. Provisions are made to accommodate allergies, etc.

HAZARDOUS NON-ROUTINE TASKS

Periodically, employees are required to perform hazardous, non-routine tasks. Prior to starting work on such projects, each affected employee will be given information by their supervisor about hazardous chemicals to which they may be exposed during such activity. This information will include:

- specific hazards
- protective/safety measures the employee can take
- measures the company has taken to lesson the hazards, including ventilation, respirators, presence of another employee, and emergency procedures.

LABELS

Staff are responsible to ensure that all containers received for use are clearly labeled to indicate:

- The identity of the material. (The identity must match the corresponding MSDS.)
- The hazard warnings, (Including routes of entry and target organs if known.)
- The name and address of the manufacturer, importer, or responsible party from
- whom additional information can be obtained if needed.

MATERIAL SAFETY DATA SHEETS (MSDS)

The safety chair is responsible for obtaining and maintaining the Material Safety Data Sheets files for the Progress Center.

MSDS are available to all employees in their work area for review during each work shift.

THE PROGRESS CENTER, I NC.

INFECT I ON CONTROL POL I CY AND PROCEDURE

CONFIDENTIALITY

The Progress Center maintains confidentiality for consumers and staff regarding HIV and HBV infections as directed by federal and state rules and regulations.

CONTROL OF INFECTIOUS DISEASES IN THE WORKPLACE

As soon as The Progress Center is notified that a consumer, staff, volunteer, or trainee has an infectious disease, that person will be requested not to return to work until after he/she has obtained a note from his/her physician stating his/her condition is no longer contagious.

HIV

Unless there are bona fide occupational qualifications, including medical justifications, a person may not be denied employment, a promotion, or be terminated from employment because of HIV.

Employees may not refuse to take care of consumers or refuse to work with co-workers who are HIV positive or are suspected of or perceived as having AIDS.

INFECT I ON CONTROL PROCEDURES (Universal Precautions)

- Hand Washing: Soap and water, or an acceptable germicidal hand washing solution, is used. Hand washing is done before and after all aspects of direct consumer contact. Hands are washed before putting on gloves and after removing gloves. If skin contact with blood or body fluids occurs, wash hands immediately and thoroughly.
- Full Body Suits: Staff must wear full body suits to clean bodily fluids.
- Gloves: All workers should routinely wear gloves to prevent skin and mucous-membrane exposure when contact with blood or other body fluids is anticipated. Gloves are worn when handling blood, urine, excretions, secretions, open lesions or handling items or surfaces soiled with blood or other body fluids.
- Resuscitation Masks are provided for use when performing cardio-pulmonary resuscitation (CPR). Gloves must be worn when clearing the mouth. However, life saving measures should not be withheld or abandoned for lack of protective equipment.

Staff must complete an Incident Report when there is exposure to blood borne pathogens or bodily fluids.

PARTICIPATION IN SERVICES

All individuals are considered for services regardless of their medical status. However, those individuals requiring special care that extends beyond the program's capabilities will be referred to a more appropriate setting.

Individuals who have an infectious disease may participate in all aspects of the program, including food preparation and maintenance activities, unless they are deemed to be medically incapable.

THE PROGRESS CENTER, INC.

REPORTABLE EVENTS/ ADULT PROTECTIVE POLICY AND PROCEDURE

The Progress Center will comply with all Department of Health and Human Services reporting requirements, including those for reportable events.

Reportable events are events that have or could have an adverse impact on the safety, welfare, rights or dignity of the persons served in our programs. Such events must be reported immediately or no more than one business day later (depending upon the severity of the event) to the Department of Health and Human Services. The event must be reported by the staff person, volunteer or intern who witnessed it to the supervisor and/or Director of Program Operations. Any event listed below that involves compliance with federal, state and/or local ordinances, regulations or statutes must also be reported to the Executive Director. ***Failure to report events may lead to disciplinary action up to and including termination.***

State law requires that agencies tell the Department of Health and Human Services about all reportable events and the Department may require agencies to respond in certain ways to protect the individuals they serve.

All Progress Center employees are mandatory reporters under state law and have a personal responsibility to report whenever they have reasonable cause to suspect any abuse, neglect or exploitation of adults or children.

Steps to report an event

- A. These events must be reported immediately:
- Allegations of abuse, exploitation, neglect or mistreatment of a person
 - Death
 - Serious illness or injury
 - Rights violations
 - Lost or missing person
 - Assaults
 - Suicide attempt or threats
 - Dangerous situations which pose an imminent risk of harm
1. Complete a *Reportable Events* form, making sure all sections are filled in legibly by printing or typing in the information using black or dark blue ink.
 2. Call the **program director, manager or supervisor** to report the event. Either fax (743-5804) the report to The Progress Center's office or place the report in a sealed envelope and make arrangements for it to be taken to the office immediately, or at the beginning of the next work day.
 3. If the **program director, manager or supervisor** is not immediately available, the person completing the *Reportable Event* form must call DHHS at 287-2205 or 1-800-

THE PROGRESS CENTER, INC.

SAFETY POLICY AND PROCEDURES & SITE EVACUATION PLANS

The Progress Center, Inc. conducts its business and maintains its facilities in accordance with accepted safety practices and in compliance with federal, state and local laws and regulations.

SAFETY INSPECTIONS

Using the *Safety Check Off List*, a designated staff person conducts a monthly safety inspection at each facility. The residences are also inspected annually by a fire marshall and by a Department of Human Services surveyor. Fire extinguishers at all locations are inspected annually by a fire extinguisher company. All staff are directed to report unsafe conditions to the maintenance supervisor immediately. Safety concerns are reported on a *Report to Supervisor* form and are reviewed by the safety committee.

SAFETY PROGRAM

The safety committee meets every other month to review safety issues for The Progress Center. The committee also reviews incident reports concerning safety issues and makes recommendations to the executive director on how to maintain a safe agency. The committee forwards its findings to the quality assurance coordinator for inclusion in The Progress Center quality assurance report.

The safety committee and/or the executive director reviews emergency plans and procedures annually to ensure that the plans and procedures meet state and federal requirements.

Staff receive annual training on the following subjects:

- emergency plans and procedures
- infection control and blood borne pathogens
- emergency evacuation and fire drill procedures
- fire suppression

EMERGENCY EGRESS

There shall be no obstructions to emergency exits in any facility. All staff are responsible to assist in keeping corridors clear and exits accessible. Maintenance personnel are responsible to see that exit ramps, outside steps and walkways, etc. are adequately shoveled and sanded so that footing is secure.

Each hallway shall have signs showing all exits, fire extinguishers and fire and smoke alarm locations. Exits, fire extinguishers and fire/smoke alarms are all clearly marked.