



F I R S T S T E P S
early intervention program

FirstSteps for Kids, West Los Angeles

EMERGENCY OPERATIONS PLAN 2016

CONTAINS INFORMATION SPECIFIC TO THE
FIRSTSTEPS OFFICE LOCATED AT:

3424 MOTOR AVE
LOS ANGELES, CA 90034

FirstSteps Emergency Operations Plan

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Emergency Operations Plan (EOP) Policy

FIRSTSTEPS FOR KIDS, WEST LOS ANGELES

Safety is an integral part of daily operations within FirstSteps. The objective is to provide an effective Emergency Operations Plan (EOP) that will outline clear and concise information to maintain the highest possible safety standards for employees, clients, and visitors. Our Emergency Operations Plan includes information to assure that:

- All offices have a designated Safety Response Team to direct and assist employees, clients, and visitors in the event of an emergency. There are 3 key roles in the FirstSteps Safety Response Team:
 1. **Safety Officer:** Coordinates and executes all necessary emergency response actions, required staff training, and office drills. The Safety Officer will also be responsible for completing and submitting all required drill assessment reports and drill/training attendance logs to admin@firststepsforkids.com. The safety officer role in each office will be assigned to the administrative coordinator.
 2. **Safety Monitor:** Directs/coordinates employees and visitors to appropriate exit locations during actual emergencies and drills, assures emergency responders have clear paths to access buildings and checks that exits are accessible and will make sure no one attempts to re-enter the building after evacuation. The safety officer role in each office will be assigned to the administrative coordinator with assistance from the scheduling coordinator.
 3. **Safety Attendant:** Helps those requiring assistance due to mobility issues to exit the building safely during any emergency situation or drill. The safety attendant role will be split between the administrative and scheduling coordinators.

The Safety Response Team will be responsible for the following action items:

1. Train all employees within their office to understand the FirstSteps Emergency Operations Plan.
2. Perform annual, scheduled drills to ensure all employees are adequately trained in the event of an emergency. A log and evaluation report of these completed drills will be completed and submitted to admin@firststepsforkids.com.
3. Provide necessary Personal Protective Equipment (PPE) and instructions for proper use.
4. Conduct a prompt and thorough investigation of every reported safety incident to determine the cause and correct the related issue and prevent reoccurrences.

The FirstSteps Safety Committee is responsible for implementation of this EOP for FirstSteps for Kids, West Los Angles. If you have any questions regarding this policy, please contact your immediate supervisor.

FirstSteps Emergency Contact Information

WEST LOST ANGELES

Emergency: **9-911** (Dial **9** first to access an outside line on FirstSteps land line telephones)

Local Police, Non-Emergency	(310) 837-1221
Nearest Hospital	UCLA Medical Center 757 Westwood Plaza, Los Angeles CA
Designated Occupational Health Center Location:	Brentwood Medical Urgent Care 11611 San Vicente Blvd, Los Angeles CA
Poison Control Hotline:	1 (800) 222-1222
FirstSteps Corporate Main:	(310) 374-3300

Should any member of the media contact you during an emergency, or for any other reason, please refer them to Jennifer Harris, Executive Director or Elizabeth Monday, Director of Operations.

The FirstSteps Emergency Call List during business hours is as follows:

Name	Title	Phone (Office and Cell)
Jennifer Harris	Executive Director	(424) 212-7926 / (310) 850-2258
Elizabeth Monday	Director of Operations	(424) 212-7923 / (310) 988-9722
Jessica Coffey	Director of Human Resources	(414) 212-7924 / (310) 463-9206
Vanessa Chapman	Regional Clinical Director	(424) 672-6706 / (310) 663-8346

Emergency Operations Plan

TRAINING FOR NEW EMPLOYEES

All new FirstSteps employees are required to attend safety training upon hire. The first exposure to FirstSteps safety procedures will occur during New Hire Orientation. The second training will occur within 3 days of the new hire reporting to their home office and is designed to ensure they are adequately familiarized with their specific work environment and to specifically identify the safety feature of their building. These safety features will include:

1. Location of all emergency exits within the building.
2. Locations of all fire safety equipment including fire extinguishers, emergency fire alarm pull boxes, smoke detectors, fire doors, flashlights, first aid kits, and blank incident report forms (located in the All Staff Communication Samepage).
3. Location of the designated exterior assembly area that would be utilized in case of an emergency evacuation.

TRAINING FOR CURRENT EMPLOYEES

All current FirstSteps employees are required to attend an annual safety refresher training conducted within their home office. The EOP Training Attendance Log will be completed to show participation. This annual training is provided to remind employees of the safety features within the building and will include:

1. Location of all emergency exits within the building.
2. Location of all fire safety equipment including fire extinguishers, emergency fire alarm pull boxes, smoke detectors, fire doors, flashlights, first aid kits, and blank incident report forms.
3. Location of the designated exterior assembly area that would be utilized in case of an emergency evacuation.

Fire

IN THE EVENT OF A FIRE:

1. Immediately activate the nearest fire alarm box and call 9-911 to report the location of the fire. (remember to dial 9-911 from any internal landline) or use your cell phone which may have better reception.
2. Immediately evacuate the building in an orderly fashion using the stairs closest to the emergency door you are exiting from. **DO NOT USE THE ELEVATOR!** After exiting the building proceed directly to the designated exterior assembly area located at Woodbine Park directly behind the WLA office. Roll will be taken to account for all persons.
3. Before opening any doors, feel the door with the back of your hand to see if it's hot. If it's hot to the touch, most likely the adjacent room is on fire. Do not open the door as this could cause flames in the adjacent room to blast through the opening with tremendous force and heat.
4. Head for the nearest emergency exit by crawling close to the ground along the perimeter wall. Smoke rises to the ceiling and the air will be easier to breathe closer to the floor. Immediately proceed to the designated exterior assembly area for a head count.
5. Remain in the designated exterior assembly area until a member of the Safety Response Team or official emergency responders provides further instructions.
6. All employees should be able to locate the following safety items:
 - Fire alarm pull box(s) and fire extinguishers
 - First Aid Kits and other office safety equipment
 - Emergency exits and stairway access if applicable
 - Emergency evacuation maps.

Fire Extinguisher Overview

1. All facilities are equipped with ABC rated fire extinguishers that are inspected annually and recharged as needed. Please familiarize yourself with these locations within your office.
2. In the event of a fire, the first responder must immediately activate the nearest fire alarm pull box. **If safe to do so**, attempt to extinguish small, controllable fires with the nearest fire extinguisher.

3. When confronted with a fire, remember the acronym **R.A.C.E.** to help you respond safely and correctly:
 - **R**escue anyone in immediate danger
 - **A**larm - Activate the fire alarm pull box
 - **C**onfine the fire by closing doors and windows
 - **E**vacuate the area if the fire is too large to extinguish
4. When confronted with a fire, remember the acronym **P.A.S.S.** to help you remember how best to operate the fire extinguisher
 - **P**ull the ring off the extinguisher
 - **A**im the nozzle at the base of the fire
 - **S**queeze the handle
 - **S**weep the nozzle back and forth
5. If the fire is not immediately controllable, evacuate by means of the nearest available emergency exit.
DO NOT USE THE ELEVATORS!

Natural Disaster

Earthquake:

1. In the event of an earthquake, remain calm and seek shelter under a sturdy support structure such as a desk or table and hang on until the shaking stops. If the ceiling collapses or objects fall from high places, you will be protected. Try to position yourself away from glass or windows.
2. After the initial tremors, everyone should immediately exit the building in a calm and orderly fashion using only the stairs. **DO NOT USE ELEVATORS!** Immediately proceed to the designated exterior assembly area for a head count. Do not re-enter any buildings until directed to do so by the proper authorities. Remember that after-shocks are expected!

3. Once outside, remain in an open area away from the buildings, windows, and power poles. If you're in your car, stop and stay inside until the shaking stops. Avoid stopping near trees and power lines or under overpasses.
4. Stay away from any exposed electrical, gas, or water lines and any open flames. Do not smoke or strike matches or lighters.
5. Give basic first aid as needed. Do not use cell or landline phones unless essential. Keep the phone lines open for extreme emergencies and emergency responders.

Severe Storms:

1. A flood watch indicates the possibility of flooding in specific areas during times of heavy rain. Be alert of these conditions but do not evacuate unless directed to do so by emergency responders or a member of Safety Response Team or official emergency responders.
2. A flood warning means that flooding is either occurring or has a very strong probability of occurring. If your specific area is determined to be under a flood warning, be prepared to respond quickly as directed.

Utility Failure

Power outages can occur at any time due to severe weather conditions or equipment malfunctions. It is easy to become disoriented when power is lost and your environment suddenly goes dark.

In the event of a power outage:

1. In order to prevent injury, remain still and do not move until your eyes become adjusted to the darkness. Do not call SoCal Edison. A member of the Safety Response Team will make that call for an outage update.
2. Locate flashlights in your adjacent areas and provide assistance to persons in your general vicinity who may require help reaching the building exits. If possible, power down and unplug your computer from its power source prior to leaving your work area. Do not attempt to move any equipment from the building.

3. Exit the building by using the nearest emergency exits and proceed to the designated exterior assembly area for a head count and await further instructions from a member of the Safety Response Team.
4. Downed electrical lines are sometimes the cause of a power outage. Downed power lines should always be considered live and therefore avoided.
5. If power will not be restored within a reasonable timeframe, the Safety Officer will inform the Regional Clinical Director who will coordinate decisions regarding cancellation of services and the Scheduling Coordinator will contact those impacted.

In the event you smell natural gas:

1. Immediately report any unusual odors to the office administrator. Be specific as to where you detected the odor and when you first noticed it.
2. Remain inside the building until told otherwise as potential gas leaks usually originate from gas lines entering the building from the outside. A shelter-in-place order may be announced and further instructions will be provided if necessary.

Bomb Threat/Explosion

- I. Remain calm and try to obtain as much information as possible, including:
 - Where is the bomb located and when is it set to go off?
 - What type of device is it?
 - What will cause it to explode?
 - Will they tell you their name?
 - Is the caller male or female, young or old? Are any specific background noises identifiable?
 - Check to see if caller ID provides you a phone number and if so, write it down.
 - If you receive a bomb threat via email, immediately contact your supervisor for further instructions.

2. **Immediately** upon receipt of a bomb threat, inform your supervisor who will call 911. Do not discuss with co-workers as this may cause needless panic.
3. If necessary, instructions will be given regarding evacuation procedures.
4. If a suspicious item is discovered do not touch it! Leave this to the professionals.
5. If you detect an explosion, remain inside the building and shelter in place under a sturdy object such as a desk or table.
6. There may be a high level of dust, debris, and even smoke surrounding your immediate area and, if necessary, use a jacket or sweater to cover your nose and mouth.
7. Before leaving the building, try to determine if any co-workers might be trapped under debris and in need of help.
8. Assess the situation if possible and provide basic first aid while attempting to contact emergency responders for help. Each office is equipped with emergency response first aid kits so please familiarize yourself with the location of the kit(s) in your office.
9. If you smell gas or a fire is evident, immediately exit the building via the nearest emergency exit. Always exit buildings via stairs if applicable. Proceed to the designated exterior assembly area for a head count and further instructions from a member of the Safety Response Team or official emergency responders.

Violent/Threatening Situation

1. If a threat is detected, you should determine if it's safe to exit the building without drawing attention to yourself. Do not, under any circumstances, attempt to confront or restrain the intruder.
2. If leaving the building is not an option, look for a secure area to hide; a locked, darkened room is best. Silence your cell phone and use a large piece of furniture to block the door.
3. Call 911 from your cell phone if possible and describe the intruder's appearance, clothing, and last known location.
4. Stay on the phone with the dispatcher.
5. Remain calm and quiet.
6. Do not leave your location until instructed to do so by Police or other official emergency responders.

Medical Emergency

Medical Emergency

1. If you witness a medical emergency, e.g.: heart attack, stroke, or seizure, you must immediately call 911 or direct a co-worker to do so. It's critical that you react quickly.
2. Assess the situation and provide appropriate first aid, including CPR, if necessary. CPR should be provided by a trained and certified person if readily available. All clinical staff should be current with their CPR certification. If you are not current, please let your supervisor know immediately.
3. Remain with the victim until emergency responders arrive. In most cases the 911 dispatcher will have you remain on the phone while attending to the victim until help arrives on site. Do not attempt to transport the victim to the hospital yourself.
4. Direct a co-worker to proceed to the front of the building to guide emergency responders to the location of the victim.
5. If the medical emergency involves a client/child, and emergency contacts cannot be reached, it is the responsibility of the caregiver onsite (RCD or PD/PM in charge of CBS coverage) to make necessary medical decisions.
6. If the medical emergency involves a parent/adult who is accompanied by a client/child, the situation must be assessed by a member of management who is on site.
7. Anytime a non-employee is involved in a medical situation, a FirstSteps Client Incident Report must be completed and immediately emailed to the RCD in charge of your office, as well as the PD of the child involved.

Evacuation Procedures

Emergency evacuation maps are posted in each office and all employees shall be trained as follows:

1. All employees are to be given the official EOP training including evacuation procedures within 3 days of reporting to their home office.
2. In the event of an office evacuation, a specific outdoor location will be determined to be the official assembly area for staff to gather post evacuation. Gathering at this location will ensure a viable head count of all employees, clients, and visitors.
3. **Elevators are never to be used for evacuation purposes. Evacuate via stairs adjacent to emergency exits only.**
4. Employee, Clients, and Visitors should remain onsite until a member of the Safety Response Team or official emergency responders deem it safe to leave.
5. For this specific office, the official designated assembly area has been determined to be:

Woodbine Park, directly behind the building.

Employee, Client, and Visitor Accountability after Building Evacuation

1. The Safety Officer is responsible for accounting for all building occupants, personally or through a designee, by having all such occupants report to the designated external assembly area and conducting a head count using the official FirstSteps Employee and Visitor Sign In sheets which are maintained at each office reception area.
2. Official Emergency responders who are dispatched to the site will determine the best method to locate missing occupants in each situation.

3. At no time should any person re-enter the building to search for occupants who are unaccounted for or to retrieve personal belongings unless directed to do so by the proper authorities.
4. Employee, Clients, and Visitors should remain onsite until a member of the Safety Response Team or official emergency responders deem it safe to leave.

Workplace Injury

The following is a step-by-step guide on how to handle an on the job injury for any FirstSteps staff member.

1. Determine the severity of the injury.
2. Supervisor/Manager (in their absence, the PD in charge of CBC coverage) will complete an Employee Incident Report and provide the necessary paperwork and direct the Employee to a medical facility to seek treatment (if applicable). The supervisor/Manager will forward all Employee Incident Reports to Human Resources within 24 hours from the incident.
3. Proper PPE should always be worn when providing any level of first aid.
4. If the Employee is seeking medical treatment, the Supervisor/Manager will provide a copy of the Workers Compensation Claim Form (found on the All Staff Communication Samepage) to the employee to take with them to the medical facility.
5. Call 911 if the injury is determined to be serious in nature or life threatening.
6. After the medical appointment, employees must submit an updated Work Status Report to Human Resources, who can review and then advise on the next steps. **The employee cannot return to work until a member of the Human Resources Department has provided clearance.**
7. The most updated Employee Incident Report is attached and can also be located in Samepage under Operations Manual > Emergency Procedures.
8. All completed Employee Incident Reports must be sent to hr@firststepsforkids.com and a member of Human Resources will advise on the next steps.

9. **If there is a client injury, reference the medical emergency section above, and follow appropriate procedures.**

Infection Prevention

Hand washing or hand sanitizing is one of the best ways to prevent the spread of infection and illness.

1. What is the right way to wash your hands?
 - a. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
 - b. Later your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
 - c. Scrub your hands for at least 20 seconds.
 - d. Rinse your hands well under clean, running water.
 - e. Dry your hands using a clean towel or air drier.
2. What is the right way to hand sanitize?
 - a. Apply hand sanitizer to the palm of one hand (read the label to determine the correct amount).
 - b. Rub your hands together.
 - c. Rub the product over all surfaces of your hands and fingers until your hands are dry
3. Approved disinfecting wipes or sprays should be utilized to clean treatment and work areas according to the manufacturer's instructions.
4. Cover your mouth and nose when coughing or sneezing.
5. Staying up-to-date with immunizations can reduce the risk of contracting various diseases.

Respiratory Protection

Tuberculosis (TB) Exposure

Tuberculosis (TB) is caused by a bacteria. TB bacteria usually attacks the lungs, but can attack any part of the body such as the kidney, spine, and brain.

TB germs are passed through the air when a person who is sick with TB coughs, laughs, sings, or sneezes. Anyone nearby can breathe in these TB germs and get the TB infection.

A TB bacterium that lives in the body without making you sick is called latent TB infection. For most people their body is able to fight the bacteria and stop them from growing. People with latent TB infection do not feel sick, do not have any symptoms, are not infectious, and cannot spread TB bacteria to others.

If the TB bacteria become active in the body and multiply, the person will go from having latent TB infection to being sick with TB and can pass the TB germs to others. Treatment is available and you should immediately seek medical attention since if not treated properly, TB can be fatal.

Two kinds of tests are used to detect TB bacteria in the body: the TB skin test (PPD) and a TB blood test. If you have a positive reaction to either of the tests, you will be given other tests to see if you have a latent TB infection or TB disease.

To assure the safety of employees and clients as a condition of employment, FirstSteps requires all clinical staff to be tested for TB.

If an FirstSteps employee has a possible exposure to someone with TB he/she should notify Human Resources immediately.

Precautions for Exposure to Blood Borne Pathogens or Other Infectious Materials

Accidental exposure to blood and bodily fluids may happen in the workplace. To ensure safety for everyone involved it is necessary to presume that all exposure are potential carriers of a communicable disease. Universal precautions are in place to prevent exposure to blood-borne pathogens as well as other potentially infectious material, (OPIM), e.g.: nose bleed, vomit, fecal matters, and urine. These precautions are outlined below:

- I. Personal Protective Equipment (PPE) is provided and clearly marked with instructions for use in each clinical setting and includes disposable gloves, masks, disinfecting agents, and trash bags for secure disposal. All items are located in the WLA kitchen.

2. Wear disposable gloves when it is reasonably anticipated that there may be contact with blood or OPIM or when handling or touching contaminated items or surfaces.
3. Remove PPE after it becomes contaminated and before leaving the work area.
4. Used PPE may be disposed of in the large trash area outside the office.
5. Replace gloves if torn, punctured, or contaminated, or if their ability to function as a barrier is compromised.
6. Never wash or attempt to decontaminate disposable gloves for reuse.
7. Remove immediately or as soon as feasible any garment contaminated by blood or OPIM.
8. Hand washing is the most effective method for control of communicable disease. Wash hands with soap and water for at least 30 seconds, especially prior to food handling and after using the restroom.
9. If at any time you suspect that you have been exposed to blood borne pathogens or OPIM, you must immediately seek medical attention, fill out the appropriate incident report, and contact your supervisor for direction.

CA Proposition 65

Potentially Hazardous Materials

FirstSteps adheres to all requirements of CA Proposition 65, Safe Drinking Water and Toxic Enforcement Act. This proposition requires that appropriate signage is posted disclosing any potential contaminants within a building.

Everyday office items such as fluorescent light tubes, batteries, electronic devices, toner, and cleaning supplies may contain hazardous materials that only present a safety risk if they are not used or disposed of according to the manufacturer's instructions.

To ensure the safety and health of all staff, customers, and visitors, FirstSteps is designated as a non-smoking environment.

Safety Data Sheets (SDS) help you understand the potential health and physical hazards, describe how to respond effectively to exposure situations, and provide disposal considerations. Each FirstSteps location has been provided with SDS information which is housed within the Health and Safety Plan binder with instructions for the potentially hazardous items in your work area. Notify your immediate supervisor, local safety officers, and the Director of Operations of any accidental exposure and immediately complete and submit the appropriate incident report.

Hazardous Materials Spill Clean Up

1. Upon discovery of a hazardous materials spill or exposure, immediately inform your supervisor and locate the safety data sheet (SDS) located in Samepage or the Health and Safety Plan Binder within your office and review the necessary steps to handle the specific occurrence.
2. Appropriate PPE must be used in all cases when cleaning up hazardous materials of any kind, including disposable gloves, masks, and eye protection.
3. If you are responsible for the containment of a spill, immediately locate the office Biological Spill Kit.
4. Prevent the spill from migrating by placing a barrier of paper towels in front of the spill to contain it.
5. Prepare a disinfectant solution by diluting bleach with water in a 1:10 solution.
6. Place paper towels over the spill and pour the disinfectant on the paper towels. Starting from the periphery of the spill and moving towards the center slowly pour the solution, being careful to minimize aerosolization.
7. Let the disinfectant soak for at least 10 to 20 minutes.
8. While wearing correct PPE, wipe the spill with paper towels starting from the periphery of the spill and moving towards the center.
9. Wipe any equipment or furniture with equipment-compatible disinfectant and rinse with water if necessary.
10. Dispose of any paper towels, gloves, and/or masks used in the clean-up in a leak-proof, sealed bag.

11. Always make sure you notify your immediate supervisor of the incident and complete and submit the Employee Incident Report to Human Resources.

Office Emergency Drill Procedures

All FirstSteps offices are required to conduct emergency drills per the schedule listed below:

One full Evacuation Drill per Year

- Fire and Evacuation - November 1

Four Simulated Tabletop Drills per year:

- Bomb Threat - March 7
- Agitated/Threatening Behavior - June 6
- Utility Failure/Natural Disaster - September 12
- Medical Emergency - December 5

1. The office Safety Officer will oversee all drills and communicate pertinent information and delegate tasks. The Safety Officer will also compile and submit all Drill Attendance Logs and the Drill Evaluation Report within 48 hours after completion of the drills to admin@firststepsforkids.com.
2. The FirstSteps Safety Committee will review all Drill Evaluation Reports and make recommendations for performance improvement as necessary.