



Shelter for Family Safety

**Emergency
Procedure Manual**

Created April 2019

Updated 12.12.19, 3.16.20, 3.9.21, 4.27.21, 12.12.22

TABLE OF CONTENTS

EMERGENCY POLICIES AND PROCEDURES

Active Shooter.....	3
Blizzard.....	7
Bomb Threat.....	8
Evacuation.....	9
Fire Safety.....	11
Gas Leak.....	12
Missing/Runaway Child.....	13
Power Outage.....	17
Severe Weather.....	18
Tornado.....	19
Water Leak.....	20

FACILITY EMERGENCY INFORMATION

Disaster Feeding.....	21
First Aid Kits.....	21
Hazardous Material & Waste Management.....	21
Heating/Air Conditioning Emergency.....	21
Media Guidelines.....	21
Stray Animal on Property.....	22
Telephone Issues.....	22
Vehicle Issues.....	22

CONTACT INFORMATION

Emergency Contacts.....	23
Maintenance Contacts.....	24

TRAINING AND TESTING

Emergency Preparedness Training.....	25
Active Shooter Drill Checklist.....	26
Blizzard Drill Checklist.....	28
Fire Drill Checklist.....	29
Missing/Runaway Child Drill Checklist.....	30
Severe Weather Drill Checklist.....	33
Tornado Drill Checklist.....	34

CHAPTER 1: EMERGENCY POLICIES AND PROCEDURES

TITLE: ACTIVE SHOOTER

Policy:

In order to be prepared in the event of an active shooter incident, Children's Home Shelter for Family Safety has developed the following procedures.

Procedure:

1. The all-call intercom system is utilized to alert staff and clients to an emergency situation involving threatening persons on or near Children's Home Shelter for Family Safety.
 - a. On the phone system press:
 - i. All Call
 - ii. Press 0
 - iii. Speak into the phone
2. 911 should be notified immediately by dialing 911 or pressing one of the panic buttons located throughout the building.
 - a. Panic buttons are located:
 - i. Under each reception desk
 - ii. At every entrance leading outside
 - iii. In the Hope Center
 - iv. Various other places throughout the building

Procedure When Threat Is Not Imminent:

1. The staff who is first made aware of the threat will notify the supervisor on shift.
2. Supervisor on shift or designee will call 911 to report the threat.
3. Supervisor on shift or designee will utilize the all-call intercom system to alert staff and clients to a threatening situation in or around Children's Home Shelter for Family Safety. Staff will announce "SHELTER IN PLACE" clearly and calmly two times.
 - a. To shelter in place, staff will:
 - i. Ensure all clients, staff, and children are inside the building. Supervisor on shift or designee will specifically locate housekeeping/donation staff to ensure they do not leave the building or accept donations.
 - ii. Supervisor on shift or designee will do a room check notifying clients of the situation and ask clients to remain in their rooms until further notified. Clients currently not in their bedroom will be asked to return to their room.
 - iii. Position staff near the client shelter exit to ensure clients do not leave the building and that other individuals are not entered into the building.
 - iv. Position staff near the main building entrance at the main lobby to ensure clients do not leave the building or other individuals are not entered into the building.
 - v. Close blinds throughout the building, including offices and common space areas.
 - vi. Administrative staff will remain in offices with blinds closed.

- vii. Individuals in the main reception area will be moved to the Observation Conference room or Hope Center. Blinds will be closed.
 - viii. Any individuals in the Hope Center will remain in this area.
4. Supervisor on shift or designee will notify the Program Director and/or Assistant Program Director.
 5. Normal activities can continue as able.

Procedure When Threat Is Imminent:

1. The threat is imminent in or near the facility.
2. The employee who is first made aware of the threat will dial 911 if possible and/or press one of the panic buttons located throughout the building.
3. Supervisor on shift or designee will utilize the all-call intercom system to alert staff and clients to a threatening situation in or around Children’s Home Shelter for Family Safety. Staff will announce “LOCKDOWN” and the threat location (admin or shelter – specify area of shelter) calmly and clearly two times.
4. **If threat location is on the administrative side**, lockdown procedures are as follows:
 - a. Administrative staff will stay in their offices, lock doors, close blinds, block door with furniture, turn off lights, dial 911 if possible and stay on the line or answer incoming calls as possible.
 - b. If possible, an employee will activate the panic button under the reception desk. The employee will take any visitors or guests from the reception area into the Observation Conference room or Hope Center and lock the doors.
 - c. The Hope Center Advocate will lock the meeting room doors and shut off the lights.
 - d. Any employee who is able should press one of the panic buttons located throughout the building and/or call 911.
 - e. Youth Care Providers will be responsible for all children currently in their care (A&N’s and client’s children). All children in the care of Children’s Home Shelter for Family Safety must be accounted for.
 - i. If children are in the backyard, Supervisor on shift or designee will notify staff and children in the backyard of threat and move children into the building into a safe zone or vacate the property if this is a safe option.
 - f. Supervisor on shift or designee will make an announcement using the intercom system that there is an active threat in the building on the administrative side of the building.
 - g. Staff and clients on the shelter side will:
 - i. Be directed to move to the nearest safe zone, lock the door, turn off the lights, and remain quiet. Safe zones are:
 1. All bathrooms
 2. File/med room
 3. Employee breakroom
 4. Workroom/storage room

- ii. If unable to move to a designated safe zone, staff and clients should lock themselves in the nearest room they can safely get to.

5. **If threat location is on the shelter side**, lockdown procedures are as follows:

- a. Administrative staff will:
 - i. Stay in an office, lock doors, close blinds, block door with furniture, turn off lights, dial 911 if possible and stay on the line or answer incoming calls as possible.
 - ii. Any employee who can, should activate a panic button.
 - iii. The receptionist should move any visitors or guests from the reception area into the Hope Center and lock the doors.
- b. If possible, Hope Center Advocate will alert those in the meeting rooms of the threat and move everyone into the interior rooms in the Hope Center.
- c. The Hope Center Advocate will lock the meeting room doors and shut off the lights.
- d. Any employee who is able should press one of the panic buttons located throughout the building and/or call 911.
- e. Youth Care Providers will be responsible for all children currently in their care (A&N's and client's children). All children in the care of Children's Home Shelter for Family Safety must be accounted for.
 - i. If children are in the backyard, Supervisor on shift or designee will notify staff and children in the backyard of threat and move children into the building into a safe zone or vacate the property if this is a safe option.
- f. Supervisor on shift or designee will make an announcement using the intercom system that there is an active threat in the building on the shelter side of the building.
- g. Staff and clients on the shelter side will:
 - i. Move quickly to the nearest safe zone, lock the door, turn off the lights, and remain quiet. Safe zones are:
 - 1. All bathrooms
 - 2. File/med room
 - 3. Any office in the Case Manager hall
 - 4. Employee breakroom
 - 5. Workroom/storage room
 - ii. If unable to move to a designated safe zone, staff and clients should lock themselves in the nearest room they can safely get to.

6. **If threat location is on the shelter side during overnight hours**, lockdown procedures are as follows:

- a. Any staff who is able should press one of the panic buttons located throughout the building and/or call 911.
- b. Supervisor on shift or designee will make an announcement using the intercom system that there is an active threat in the building on the shelter side of the building.
- c. Overnight staff will be responsible for all children currently in their care (A&N's and client's children). All children in the care of Children's Home Shelter for Family Safety must be accounted for.

- d. Staff will:
 - i. Awaken the children in care and any women's children in our care and move quickly to the nearest safe zone, lock the door, turn off the lights, and remain quiet. Safe zones are:
 - 1. All bathrooms
 - 2. File/med room
 - 3. Employee breakroom
 - 4. Workroom/storage room
 - ii. If unable to move to a designated safe zone, staff and clients should lock themselves in the nearest room they can safely get to.

Procedure When Law Enforcement Arrives:

- 1. When law enforcement arrives, staff will follow all directions/instructions.
- 2. Supervisor on shift or designee will notify the Program Director.
- 3. Program Director will notify the Chief Operating Office and/or Chief Executive Officer.
- 4. Program Director or designee will notify placing agents for children placed at Children's Home Shelter for Family Safety.
- 5. Shift supervisor will complete an incident report for children in care files.

TITLE: BLIZZARD

Policy:

In order to be prepared in the event of a blizzard, Children's Home Shelter for Family Safety has developed the following procedures.

Procedure:

1. During a blizzard, children must stay indoors.
2. If a child is out of the building with staff, staff should call back to Children's Home Shelter for Family Safety for direction from the supervisor on shift regarding travel back to Children's Home Shelter for Family Safety.
3. If a child is at school, child will be picked up by Children's Home Shelter for Family Safety staff and transported back to Children's Home Shelter for Family Safety at the time school is dismissed.
4. Other than transportations to school or to get children back to Children's Home Shelter for Family Safety during a blizzard, transportations of children, staff, and clients at Children's Home Shelter for Family Safety will be suspended.
5. The Program Director will determine when agency transportations may resume.
6. Staff who are scheduled to work but are not able to report due to weather, must contact the supervisor on shift as soon as possible. Supervisor on shift may require staff already working to stay in order to maintain required ratios.
7. In the event electrical service is interrupted, safety systems will continue to operate.
8. The Facilities Supervisor will be immediately notified by the supervisor on shift or designee of any mechanical or facility issues if those issues impact the safety of the staff, children, or building.

TITLE: BOMB THREAT

Policy:

In order to be prepared in the event of a bomb threat, Children's Home Shelter for Family Safety has developed the following procedures.

Procedure:

1. Bomb threats must be taken seriously and investigated.
2. Upon any threat of a bomb, evacuate the building immediately. See Evacuation Policy.
3. If possible, staff taking the call will signal another staff to dial 911 to report the threat and provide the line number on which the call was received. If another staff is not available to dial 911, obtain information regarding the bomb threat in order to report to 911 when able.
4. If speaking to the person making the threat, ask the following questions:
 - Where is the bomb?
 - What time is it set to explode?
 - What kind of bomb is it?
 - Listen for background noises such as: music, airplanes, voices, children, machines, vehicle noises.
 - Listen closely to the voice (male/female), voice quality (calm/excited), accents, and speech impediments.
 - Inform the caller that the building is occupied and detonation of a bomb could result in death or injury to many innocent people.
5. Do not hang up the telephone when the call is over. Place the receiver next to the telephone and use another telephone to call 911.
6. Permission must be received from the authorities and the Program Director to return to the building.

Procedure After Law Enforcement Arrives:

1. When law enforcement arrives, staff will follow all directions/instructions
2. Supervisor on shift or designee will notify the Program Director.
3. Program Director will notify the Chief Executive Officer.
4. Program Director or designee will notify placing agents for children placed at Children's Inn.
5. Shift supervisor will complete an incident report for the children in care files.

TITLE: EVACUATION

Policy:

Evacuation of Children's Home Shelter for Family Safety will occur when it is determined it is unsafe to stay at Children's Home Shelter for Family Safety or Children's Home Shelter for Family Safety has been directed to evacuate by authorities.

Procedure:

1. The decision to evacuate will be made by the Assistant Program Supervisor on shift. If time permits prior to evacuation, the Assistant Program Supervisor should consult the Program Director or Assistant Program Director.
2. 911 should be contacted immediately.
3. The supervisor on shift, or designee will announce the evacuation and ask all staff and clients to meet at the sidewalk on 8th street north of the employee parking lot outside the fence.
 - a. Youth Care Providers are responsible for the supervision and evacuation of all children in their care at the time of evacuation. This includes children in the Group Home and parent/guardian's children.
 - b. The supervisor on shift will take the master keys.
 - c. The supervisor on shift will designate a staff person to collect agency client room sheet, employee profile book, vehicle keys, diapers and formula, medication for children in care, and, if possible, blankets and pillows before evacuating. Employees may also take their own personal vehicle keys should if time allows.
 - d. The supervisor or designee will do a head count and assure all clients and staff are out of the building.
4. Children's Home will be alerted to potential acceptance of Children's Home Shelter for Family Safety staff and clients. Children's Home phone number is 605-334-6004.
5. If time permits, a notice of evacuation will be hung on the front door with the phone number and address for Children's Home. The address is 801 N. Sycamore in Sioux Falls. Phone number is 605-334-6004.
6. Staff will transport clients in agency vehicles. Law enforcement may also be able to assist with arranging transportation.
7. The supervisor will designate a staff member to call the Program Director, Facilities Supervisor and Assistant Program Director if this has not already been done to activate the calling tree. The Program Director or Assistant Program Director may direct additional staff to go to Children's Home.
8. If possible, the supervisor should remain outside Children's Home Shelter for Family Safety until the Facilities Supervisor or other staff arrives to assist emergency personnel.
9. The Program Director or designee will notify the Chief Executive Officer.
10. The Program Director or Assistant Program Director will notify law enforcement, CPS, and the Helpline Center of our alternative site and provide them with a cell number to reach staff.
11. Permission must be received from the authorities and the Program Director to return to the building.
12. Shift supervisor will complete an incident report.

TITLE: FIRE SAFETY

Policy:

In order to be prepared in the event of a fire, Children's Home Shelter for Family Safety has developed the following procedures.

Procedure:

If a fire is discovered:

1. The person discovering the fire must pull the nearest fire pull. Upon activation of a fire alarm, the following procedures will be implemented. Safety is the first responsibility.
 - a. The Fire Department is automatically notified and dispatched any time the fire alarm sounds.
2. Safe evacuation of all children in our care (both A&N's and client's children) is the first responsibility of staff. Staff must evacuate with the children in our care at the time of the fire/evacuation. Staff can assist and notify adult client to evacuate but staff is not responsible for ensuring the evacuation of adult clients.
 - a. Maps of an evacuation plan are located throughout the facility.
3. Staff should attempt to fight the fire only if they are able to do so without jeopardizing their personal safety.
4. The supervisor will take the client room sheet, employee profile book, and master keys at time of evacuation. Employees may also take their own personal vehicle keys should if time allows.
5. Meeting place has been established as the sidewalk on 8th street north of the employee parking lot outside the fence.
 - a. The supervisor on shift will do a head count to ensure all clients and staff are accounted for.
 - b. If individuals are not accounted for, notify the fire department of this upon their arrival.
6. The supervisor or designee will notify the Program Director and Facilities Supervisor.
7. The Program Director or designee will notify the Chief Executive Officer.
8. Shift supervisor will complete an incident report for children in care files.

TITLE: GAS LEAK

Policy:

Children's Home Shelter for Family Safety is prepared to recognize and respond to a gas leak in the building.

Procedure:

1. The staff who smells a gas odor will immediately alert the supervisor on shift. Do not use electrical devices or make a call from the building.
2. The supervisor on shift will facilitate an evacuation. See Evacuation Policy.
3. Once safely evacuated, shift supervisor or designee will contact 911.
4. The supervisor or designee will notify the Program Director and Facilities Supervisor.
5. The Program Director or designee will notify the Chief Executive Officer.
6. Shift supervisor will complete an incident report for CHILDREN IN CARE files.

TITLE: MISSING/RUNAWAY CHILD

Policy:

In order to be prepared in the event of a missing or runaway child, Children's Home Shelter for Family Safety has developed the following procedures.

Procedure:

- Missing/Runaway Child While at Children's Home Shelter for Family Safety – Child is Out of Sight:

1. In the event of a runaway or missing child, supervision of other children must be maintained.
2. If a child is discovered missing or runs away from an employee and visual contact with that child is lost, employee will use the walkie talkie to notify the supervisor on shift or alert another employee with them, who will then notify the supervisor on shift.
 - a. The supervisor on shift or designee will utilize the all-call intercom system to announce "we have a Nike situation" to alert employees within the building a child is missing.
 - b. If the child is not located after a search of the immediate area where the child was last seen, 911 will be contacted by the supervisor on shift or designee. If a supervisor designates someone else to contact 911, that employee will report back to the supervisor that 911 has been contacted.
 - c. All employees who are not supervising other children will report to the supervisor on-shift to assist with the search while waiting for law enforcement to arrive.
 - i. The supervisor on shift will coordinate the search efforts for the child by directing employees where to look:
 1. A description of the child, clothing, name, where they were last seen, and direction they went will be shared with employees.
 2. A search will be made throughout the building, the front and backyard areas of the grounds, grounds surrounding the building, and in vehicles on the grounds.
 3. Employees searching will report back to the supervisor on shift with any relevant information.
 - d. If the child is found before law enforcement arrives, the supervisor on shift or designee will contact 911 to notify law enforcement the child was found.
3. When law enforcement arrives, employees will follow all directions/instructions.
4. The supervisor on shift or designee will notify the Program Director.
5. The Program Director or designee will notify the Chief Operating Officer and/or Chief Executive Officer.
6. The Program Director or designee will notify the placing agency for the child. If the child is in our care as a respite child, the parent/guardian will be notified.
7. After the child is located:
 - a. The child will be examined for injuries and food/water needs.

- b. The Program Director will determine if Children’s Home Shelter for Family Safety is the safest placement for the child.
 - i. If the child remains at Children’s Home Shelter for Family Safety, an individualized supervision plan for the child will be developed.
- c. An incident report for the child will be completed by the supervisor on shift. This incident report will be reported to the Department of Social Services Regional Intake or appropriate placing agency by the Assistant Program Director or designee.
 - i. In the case where the child ran away out of site, the supervisor on shift will complete the Serious Occurrence/Runaway Report for the Department of Social Services and submit the report to the Program Director within the shift the incident occurred.
 - 1. The Program Director will submit the report to the Chief Executive Officer and/or Chief Operating Officer for review.
 - 2. The Assistant Program Director will submit a report by the next business day on the Department of Social Services Medicaid Portal <https://dssapps.appssd.sd.gov/ocp/Account/Login>
- d. The Assistant Program Director and Program Director will conduct an internal investigation of the incident through interviews with employees.

• Runaway Child While at Children’s Home Shelter for Family Safety – Child Remains in Sight:

- 1. In the event of a runaway child, supervision of other children must be maintained.
- 2. If a child runs away from an employee and that employee or another employee is able, the child should be followed.
 - a. As soon as possible, employee will use the walkie talkie to notify the supervisor on shift or alert another employee with them, who will then notify the supervisor on shift. It will be communicated to the supervisor that an employee is following the child.
 - b. The supervisor on shift or designee will utilize the all-call intercom system to announce “we have a Nike situation” to alert employees within the building a child has run away.
 - c. All employees who are not supervising other children will report to the supervisor on-shift to assist with the search.
 - i. The supervisor on shift will coordinate the search efforts:
 - 1. A description of the child, clothing, name, where they were last seen, and direction they went will be shared with employees.
 - 2. The supervisor on shift will direct additional employees to assist the employee who followed the child either by foot or in a vehicle.
- 3. 911 will be contacted immediately if at any time the child leaves campus or is lost from sight. The employee following the child will contact 911 if able or communicate to another employee member that 911 needs to be contacted. The supervisor on shift will remain in communication with the employee following the child if possible.
 - i. Any employee who is pursuing a child who has run away may decide at any time to call 911 if deemed necessary, even if the child remains in sight.
- 4. If the child is found before law enforcement arrives, the supervisor on shift or designee will call 911 to notify law enforcement the child was found.

5. When law enforcement arrives, employees will follow all directions/instructions.
6. The supervisor on shift or designee will notify the Program Director.
7. The Program Director or designee will notify the Chief Operating Officer and/or Chief Executive Officer.
8. The Program Director or designee will notify the placing agency for the child. If the child is in our care as a respite child, the parent/guardian will be notified.
9. After the child is located:
 - a. The child will be examined for injuries and food/water needs.
 - b. The Program Director will determine if Children's Home Shelter for Family Safety is the safest placement for the child.
 - i. If the child remains at Children's Home Shelter for Family Safety, an individualized supervision plan for the child will be developed.
 - c. An incident report for the child will be completed by the supervisor on shift. This incident report will be reported to the Department of Social Services Regional Intake or appropriate placing agency by the Assistant Program Director or designee.
 - d. The Assistant Program Director and Program Director will conduct an internal investigation of the incident through interviews with employees.

• Missing/Runaway Child While Off Campus Under the Care of Children's Home Shelter for Family Safety Employees:

1. In the event of a runaway or missing child, supervision of other children must be maintained.
2. The direct care employee in charge of the child will immediately call 911 to report the missing child. Employee will report the circumstances, location, a description of the child, the clothing the child was wearing and their last known location.
 - a. Employee will then immediately call back to Children's Home Shelter for Family Safety and notify the supervisor on shift.
 - b. The supervisor on shift will coordinate search efforts and direct employees to the location of the missing child if possible.
 - c. The supervisor on shift or designee will follow up with law enforcement as necessary.
 - d. The supervisor on shift or designee will notify the Program Director.
 - e. The Program Director or designee will notify the Chief Operating Officer and/or Chief Executive Officer.
 - f. The Program Director or designee will notify the placing agency for the child. If the child is in our care as a respite child, the parent/guardian will be notified.
3. After the child is located:
 - a. The child will be examined for injuries and food/water needs.
 - b. The Program Director will determine if Children's Home Shelter for Family Safety is the safest placement for the child.
 - i. If the child remains at Children's Home Shelter for Family Safety, an individualized supervision plan for the child will be developed.
 - c. An incident report for the child will be completed by the supervisor on shift. This incident report will be reported to the Department of Social Services Regional

Intake or appropriate placing agency by the Assistant Program Director or designee.

- i. The supervisor on shift will complete the Serious Occurrence/Runaway Report for the Department of Social Services and submit the report to the Program Director within the shift the incident occurred.
 1. The Program Director will submit the report to the Chief Executive Officer and/or Chief Operating Officer for review.
 2. The Assistant Program Director will submit a report by the next business day on the Department of Social Services Medicaid Portal <https://dssapps.appssd.sd.gov/ocp/Account/Login>
- d. The Assistant Program Director and Program Director will conduct an internal investigation of the incident through interviews with employees.

• Missing/Runaway Child While Child is Off Campus Not Under the Care of Children's Home Shelter for Family Safety employees:

1. If a child goes missing or runs away while off campus at school, work, or other situation where Children's Home Shelter for Family Safety employees are not with the child, Children's Home Shelter for Family Safety will be notified by that entity.
 - a. Once Children's Home Shelter for Family Safety is notified the child is missing, the supervisor on shift or designee will make a report to the placing agency and law enforcement if they have not already been notified.
 - b. The supervisor on shift or designee will notify the Program Director.
 - c. The Program Director or designee will notify the Chief Operating Officer and/or Chief Executive Officer.
 - d. An incident report for the child will be completed by the supervisor on shift.
 - i. The supervisor on shift will complete the Serious Occurrence/Runaway Report for the Department of Social Services and submit the report to the Program Director within the shift the incident occurred.
 1. The Program Director will submit the report to the Chief Executive Officer and/or Chief Operating Officer for review.
 2. The Assistant Program Director will submit a report by the next business day on the Department of Social Services Medicaid Portal <https://dssapps.appssd.sd.gov/ocp/Account/Login>

TITLE: POWER OUTAGE

Policy:

In order to be prepared in the event of a power outage, Children's Home Shelter for Family Safety has developed the following procedures

Procedure:

1. Staff will ensure the safety and comfort of the children and clients.
 - a. If during non-sleeping hours, staff will move children to an area of the building with the most lighting.
 - b. If during sleeping hours, children may remain in their bedrooms with staff positioned in the hall.
2. Staff will immediately obtain the facility's stored flashlights which are located in the cabinet in the hub, in the Youth Care Provider office, and in the cabinets in the Hope Center
3. Supervisor on shift or designee will notify Xcel Energy at 1-800-895-1999 if power is off.
 - a. Press 2 to enter the Xcel Energy account number (5161927008)
4. During a power outage, the fire alarm system may not work. Any fire emergencies would need to be reported to 911.
5. During a power outage, the phone system will not work. The Duraphone and Lyft phone are located in the Supervisor on-duty office.
6. Supervisor on shift or designee will notify the Facilities Supervisor and Program Director.
7. Supervisor on shift or designee will turn off all computers and other volt-sensitive equipment.
8. Supervisor on shift or designee will contact the Children's Home IT Department at 605-400-4113.
9. Leave the dining room cooler and freezer closed. If necessary, the Facilities Supervisor will arrange for an alternative location to store food.
10. Leave the garage freezers closed.
11. Shift supervisor or designee will obtain ice to maintain storage of refrigerated medications.
12. Shift supervisor or designee will complete an incident report for children in care files.

TITLE: SEVERE WEATHER

Policy:

In order to be prepared in the event of severe weather, Children's Home Shelter for Family Safety has developed the following procedures.

Procedure:

1. A weather radio is located in the Hub, Hope Center, and basement. During threatening weather, staff is advised to give close attention to weather conditions.
2. In the event of severe thunderstorms, all children and clients will be kept away from windows.
3. If a child is out of the building with staff, staff will return child to Children's Home Shelter for Family Safety as soon as able or find safe shelter at the location they are at.
 - a. Staff out of the building will call back to Children's Home Shelter for Family Safety for direction.
4. If a child is at school, child will be picked up by Children's Home Shelter for Family Safety staff and transported back to Children's Home Shelter for Family Safety at the time school is dismissed.
5. Other than transportations to school or to get children back to Children's Home Shelter for Family Safety during severe weather, transportations of children, staff, and clients at Children's Home Shelter for Family Safety will be suspended.
 - a. The Assistant Program Director or Program Director will determine when agency transportations may resume.

TITLE: TORNADO

Policy:

In order to be prepared in the event of a tornado, Children's Home Shelter for Family Safety has developed the following procedures.

Procedure:

1. A weather radio is located in the shelter office. During threatening weather, staff is advised to give close attention to weather conditions. A tornado WATCH means a tornado is possible. A tornado WARNING means a tornado has been sighted and may be headed for our area.
2. In the event a tornado is sighted or a warning is issued for our area, the supervisor on shift or designee will alert all staff and clients through the intercom system. The announcement should advise that a warning has been issued and all persons should seek shelter in the basement.
3. Once inside the designated locations, the doors must be closed and everyone should sit on the floor in the center of the room. Blankets and pillows gathered from bedrooms or linen closet in the Children's Village can be used for additional protection.
4. A radio, flashlight, extra batteries, bottled drinking water, first aid kit, medications, cell phone, and food supply will be located in the basement.
5. If time allows, supervisor on shift or designee will do a room check to ensure all clients are accounted for and in the designated areas.
6. Supervisor on shift or designee will do a head count to ensure all clients and staff are accounted for.
7. Weather reports will be closely monitored through the radio or television. If there is immediate danger, staff will instruct clients to sit on the floor in a tucked position with hands covering the head.
8. Remain in the safe areas until an "all clear" is given based on the weather reports.
9. Shift supervisor will complete an incident report for children in care files.

TITLE: WATER LEAK OR FAILURE

Policy:

In order to be prepared in the event of a water failure, Children's Home Shelter for Family Safety has developed the following procedures.

Procedure:

1. In the event of a water leak at a sink or toilet, supervisor on shift or designee will turn off the water supply locally to that unit by utilizing the shut off valve. The valve is located close to and usually below the sink or toilet.
2. In the event of a severe water leak, supervisor on shift or designee will shut off the main water valve located in the mechanical room immediately.
3. Supervisor on shift or designee will notify Facilities Supervisor. Facilities Supervisor will assess the situation and contact a plumber if necessary.
4. Bottled water will be made available to clients as needed.

CHAPTER 2: FACILITY EMERGENCY INFORMATION

DISASTER FEEDING

1. The Facilities Supervisor is responsible for maintaining food supplies on hand for meals and snacks to support up to seven (7) days of emergency/disaster situations.
2. Simplified menus will be used during a disaster.
3. Perishable food should be used first, especially if there is no electricity.
4. Persons requiring special diets will be accommodated as feasible.
5. Disposable dishes and utensils will be used if necessary.

FIRST AID KITS

1. First aid kits are located in the file room, Hope Center, conference room, Brave Beginnings office, multipurpose room, basement, upstairs closet, and all agency vehicles.
2. Public Access Defibrillator (AED) are located:
 - a. Across the hall from the large conference room on the administrative side of building
 - b. In the Hope Center
 - c. In the hall by the file room next to room B120

HAZARDOUS MATERIAL AND WASTE MANAGEMENT

1. All hazardous materials (chemicals) have a Material Safety Data Sheet (MSDS).
2. Prior to use, all new chemicals are approved by the Facilities Supervisor and have an accompanying MSDS.
3. MSDS books are located in the laundry room.
4. In the event of a chemical spill, contain the chemical using rags, paper towels, or floor dry.
 - a. Wear gloves
 - b. Double bag materials
 - c. Label the bag with the chemical name
 - d. Dispose of materials in outside dumpster
5. Report all hazardous material or waste spills to the Facilities Supervisor immediately.
6. The Facilities Supervisor ensures each MSDS manual is current on an annual basis.

HEATING/AIR CONDITIONING EMERGENCY

1. Supervisor on shift or designee will notify the Facilities Supervisor of the heating or air conditioning issue.
2. The Facilities Supervisor or designee will contact the HVAC contractor listed on the maintenance call list.

MEDIA GUIDELINES

1. Any contact/requests from any media source must be referred to the Program Director during a time of emergency/disaster.
2. Program Director will consult with the Chief Executive Officer as needed.

STRAY ANIMAL ON PROPERTY

1. If the animal is outside, do not approach or chase the animal. Move children inside the building immediately.
2. If the animal is inside the building, move children away from the area and attempt to block the animal by closing doors.
3. Staff who observed the animal will notify the supervisor on shift. Supervisor on shift or designee will contact Animal Control at 605-367-7000 during normal business hours. After hours, contact 911.
4. Notify all employees via email of any stray animals seen in or around the building.
5. Facilities Supervisor will notify all employees via email when the stray animal has been contained.

TELEPHONE ISSUES

1. In the event of a phone issue during normal business hours, notify the Financial Administrator who will contact the IT Department at CHS.
2. In the event of a phone issue after hours, contact the after hours IT Support at 605-400-4113.
3. The Duraphone and Lyft phone are located in the Supervisor on-duty office that will work if the phone system is down.
4. If necessary, the IT Manager will contact our phone service provider to request that the phone number 605-338-4880 be routed to a cell phone.
5. The IT Manager will ensure phones are routed back when phone service is restored.

VEHICLE ISSUES

1. If out on a transport and staff experiences vehicle issues, such as an accident or vehicle malfunction, staff must remain with those being transported and the vehicle.
2. Staff should call 911 to report a car accident. Staff should then call Children's Home Shelter for Family Safety to report the accident.
3. If the vehicle is malfunctioning, but no accident has occurred, staff should call Children's Home Shelter for Family Safety to report the problem.
4. Supervisor on shift will arrange for another vehicle to go to the scene in order to transport any clients or children back to Children's Home Shelter for Family Safety.
5. Supervisor on shift or designee will notify the Facilities Supervisor. The Facilities Supervisor will facilitate the towing of the vehicle if necessary. If unable to reach the Facilities Supervisor, Eastgate Towing can be contacted at 605-334-3160. Vehicle should be towed back to Children's Home Shelter for Family Safety.
6. Supervisor on shift or designee will notify the Program Director.
7. If incident involved children, shift supervisor will complete an incident report.

CHAPTER 3: CONTACTS

EMERGENCY CONTACTS

1. Ambulance 911

2. Police Department 605-367-7212

5. Midwest Alarm Co..... 605-339-1709

6. Sheriff's Department 605-367-4300

7. Emergency Management Office 605-367-4290

8. Poison Control 800-222-1222

9. Red Cross 605-336-2448

10. Helpline 211

11. Weather Information..... 605-330-4444

12. Animal Control 605-367-7000

15. CHS After Hours IT Support 605-400-4113

16. Shelter for Family Safety Program Director (Amy Carter)..... (Cell) 605-941-6876
(Alt) 605-370-8003

17. Shelter for Family Safety Assistant Program Director (Kobi Ringling)..... (Cell) 605-680-1358

18. Shelter for Family Safety Facilities Supervisor (Mark Sigette) (Cell) 701-730-3898

19. Chief Executive Officer (Michelle Lavallee)..... (Cell) 605-366-3948

20. Chief Operating Officer (Karl Jegeris)..... (Cell) 605-484-7405

21. CHS Registered Nurse (Jennifer Stavenger) (Cell) 605-321-1684

MAINTENANCE CONTACTS

ANIMAL AND PEST CONTROL

Animal Control	City	367-7000 or 911
Pest Control	Orkin	800-332-6401

APPLIANCES

Residential - Service	Karl's	605-336-3244
Commercial dishwashing	Hobart	605 332-6531
Commercial kitchen	Institution Services	605 339-3931
Commercial laundry	Richard Ewing	605 368-2528
Washer: SC50VNVTU4002	Serial Number: M0400168724	

VEHICLES

Automotive Collision	Billion Collision	605 362-3420
Automotive Service	Billion GMC Automotive	605 334-3416
Automotive Service / Tires	Specialty Wheel & Tire	605 274-6070
Vehicle Towing	Eastgate Towing	605 334-3160

BUILDING MAINT.

Electrical	Dakota Electric	605 339-0075
Building Sprinkler Service	Building Sprinkler, Inc	605 334-1880
Locks and Keys	Fred the Fixer	605 334-5411
Refrigeration	Institution Services	605 339-3931
Overhead paging system	Control Technologies	605 331-4644
Windows and screens	Wilsey Company	605 334-1124

FOOD SERVICE

Food	US Foodservice	605 366-3394
	Food Service of America	605 359-1905

HVAC

Forced air/Air handlers/Boiler	Climate Systems	605 334-2164
--------------------------------	-----------------	--------------

PLUMBING

Repairs	Frisbee's	605 338-6321
Clogged Lines	Roto Rooter	605-336-8505

SECURITY/FIRE SYSTEMS

Security Alarm Service	Convergent Technologies	605 271-7000
Fire Alarm Monitoring	Mid-west Alarms	605 339-1709
Fire Alarm System Service	Automatic Security	605 336-3241

UTILITIES

Electricity	Xcel Energy	800-895-1999
Gas	Mid-American Energy	800-595-5325
Water	City	605 367-8805

CHAPTER 4: TRAINING AND TESTING

All employees will receive training in emergency preparedness policies and procedures. Copies of the Children's Home Shelter for Family Safety Emergency Preparedness Manual are located in the following offices at Children's Home Shelter for Family Safety: HUB, Supervisor on-duty, Youth Care Provider, Facilities Supervisor, Assistant Program Director, and Program Director. A copy of the manual is also kept off site with the Program Director and the Chief Operating Officer.

New employees will receive the training during the 30-day orientation period for new employees. All employees will receive training no less than annually on the emergency preparedness policies and procedures. Annual training will be modified to include best practices, real life situations that occurred, and facility changes.

Employee training attendance will be documented on sign-in sheets and tracked in the employee's training file.

The following is the annual training schedule for emergency policies and procedures for staff:

January:	Fire policy review via email/staff meeting
February:	Missing Child policy review via email/staff meeting
March:	None
April:	None
May:	Evacuation and Severe Weather policy review via email/staff meeting
June:	None
July:	None
August:	Active Shooter policy review via email/staff meeting
September:	None
October:	Missing Child policy review via email/staff meeting
November:	Fire policy review via email/staff meeting
December:	None

The following is the annual drill schedule:

January:	None
February:	Fire
March:	Missing child
April:	Fire
May:	Tornado
June:	None
July:	Fire
August:	Missing child
September:	Active shooter
October:	Fire
November:	None
December:	None

*A drill exercise may be replaced should an actual event that replicates what would have occurred during a drill occurs.

Active Shooter Drill Checklist

Date of Drill: _____ Time of Drill: _____ am/pm

List staff coordinating the drill: _____

List staff participating in the drill: _____

Describe the scenario presented to the participant:

1. Was the all page intercom system used to alert the staff and clients? Yes No
If no, please explain the deviation below.

2. Given the scenario presented was the correct alert given? Yes No
If no, please explain the deviation below.

3. Were the police alerted immediately? Yes No

a. By whom? _____

b. How were they alerted? Panic alarm Called Both Neither

If no, please explain the deviation below.

Non-Imminent Threat:

Check if Not Applicable for Drill _____

- | | | |
|--|-----|----|
| 1. Did staff ensure everyone was inside? | Yes | No |
| 2. Did staff ensure blinds were closed in the rooms with blinds? | Yes | No |
| 3. Was staff positioned by client to door to ensure no exit or entrance? | Yes | No |
| 4. Were guests/visitors moved to the large conference room? | Yes | No |
| 5. Did staff do room checks to alert of situation? | Yes | No |
| 6. Was the Program Director notified? | Yes | No |
| 7. Did the supervisor on shift complete an incident report? | Yes | No |

If answer is no to any of the above, indicate which item and explain the deviation below.

Imminent Threat:

Check if Not Applicable for Drill _____

- | | | | | |
|---|-----|----|-----|----|
| 1. Did staff ensure everyone moved to a safe zone? | Yes | No | | |
| 2. Were individuals able to evacuate? | | | Yes | No |
| a. If so, where did they evacuate to? _____ | | | | |
| b. Did staff take a room sheet? | | | Yes | No |
| c. Was a head count performed? | | | Yes | No |
| 3. Did staff ensure blinds were closed in the rooms with blinds? | | | Yes | No |
| 4. Did staff make announcement on shelter side for clients? | | | Yes | No |
| 5. Was the Program Director notified? | | | Yes | No |
| 6. Was the Chief Operation Officer and/or Chief Executive Officer notified? | | | Yes | No |
| a. Who was notified and by who? _____ | | | | |
| 7. Were the placing agents notified? | | | Yes | No |
| 8. Did the supervisor on shift complete an incident report? | | | Yes | No |

If answer is no to any of the above, indicate which item and explain the deviation below.

Name/Title of Staff Completing Form

Date

Program Director/Designee

Date

Blizzard Drill Checklist

Date of Drill: _____ Time of Drill: _____ am/pm

List staff coordinating the drill: _____

List staff participating in the drill: _____

Describe the scenario presented to the participant:

- | | | |
|---|-----|----|
| 1. Does staff understand children should be kept inside during a blizzard? | Yes | No |
| 2. Does staff understand they may be required to remain at work? | Yes | No |
| 3. Was it communicated that transportations were suspended during blizzard? | Yes | No |
| 4. Was the Facilities Supervisor notified if necessary? | Yes | No |

If answer is no to any of the above, indicate which item and explain the deviation below.

Name/Title of Staff Completing Form

Date

Program Director/Designee

Date

Fire Drill Checklist

Date: _____ Day of the Week: _____ Drill or Actual (circle one)

Time Started _____ am/pm Time Ended _____ am/pm Time Elapsed _____

Meeting Place: _____

Head Count:	Children in Care _____	All Accounted For?	Yes	No
	Adult Clients _____	All Accounted For?	Yes	No
	Adult Client Children _____	All Accounted For?	Yes	No
	Staff _____	All Accounted For?	Yes	No

Location of fire: _____

- 1. Was the correct evacuation route used? Yes No
- 2. Did staff meet at the designated meeting place? Yes No
- 3. If actual, who notified the Program Director? _____
- 4. If actual, who notified the Facilities Supervisor? _____
- 5. If actual, who notified the Chief Executive Officer? _____
- 6. Who completed the incident report? _____ When? _____

Additional information/explanation:

Questions/comments/issues:

Name/Title of Staff Completing Form Date

Program Director/Designee Date

Missing/Runaway Child Drill Checklist for Children in our Care
Drill or Actual (circle one)

Date: _____ Time Began: _____ am/pm Time Ended: _____ am/pm

List staff responsible for the drill (if applicable): _____

List staff involved: _____

Describe the situation:

Runaway child at Shelter for Family Safety-no visual contact: Check if Not Applicable for Situation__

- | | | |
|---|-----|----|
| 1. Was supervision of other children maintained? | Yes | No |
| 2. Did staff who noticed missing child alert another staff? | Yes | No |
| 3. Was the supervisor alerted immediately? | Yes | No |
| 4. Was the intercom system used to alert staff of Nike situation? | Yes | No |
| 5. Was the search conducted per policy? | Yes | No |

List specifics of how the search was conducted:

- | | | |
|---|-----|----|
| 6. If the child wasn't located within the immediate area, was 911 called? | Yes | No |
| 7. Who notified the Program Director? _____ | | |
| 8. Who notified the Chief Operation Officer and/or Chief Executive Officer? _____ | | |
| 9. Who completed the incident report? _____ When? _____ | | |
| 10. Was the placing agent notified? | Yes | No |
| 11. Once located, was the child examined for injuries, offered food/water? | Yes | No |

Additional information/explanation:

Runaway child at Shelter for Family Safety- visual contact:

Check if Not Applicable for Situation ____

- | | | |
|---|-----|----|
| 1. Was supervision of other children maintained? | Yes | No |
| 2. Did staff following the missing child alert another staff? | Yes | No |
| 3. Was the supervisor alerted immediately? | Yes | No |
| 4. Was the intercom system used to alert staff of Nike situation? | Yes | No |
| 5. Was the search conducted per policy? | Yes | No |

List specifics on how the search was conducted:

- | | | |
|---|-----|----|
| 6. Was 911 contacted if the child was out of sight? | Yes | No |
| 7. Who notified the Program Director? _____ | | |
| 8. Who notified the Chief Operation Officer and/or Chief Executive Officer? _____ | | |
| 9. Who completed the incident report? _____ When? _____ | | |
| 10. Was the placing agent notified? | Yes | No |
| 11. Once located, was the child examined for injuries, offered food/water? | Yes | No |

Additional information/explanation:

Runaway child off campus:

Check if Not Applicable for Situation ____

- | | | |
|--|-----|----|
| 1. Was supervision of other children maintained? | Yes | No |
| 2. Was 911 contacted immediately? | Yes | No |
| 3. Was the supervisor alerted after 911 was contacted? | Yes | No |
| 4. Was the search conducted per policy? | Yes | No |

List specifics on how the search was conducted:

- | | | |
|---|-----|----|
| 5. Who notified the Program Director? _____ | | |
| 6. Who notified the Chief Operation Officer and/or Chief Executive Officer? _____ | | |
| 7. Was the placing agent notified? | Yes | No |
| 8. Once located, was the child examined for injuries, food/water? | Yes | No |
| 9. Who completed the incident report? _____ When? _____ | | |

Additional information/explanation:

Name/Title of Staff Completing Form

Date

Program Director/Designee

Date

Missing/Runaway Child Checklist for Children in Shelter with Parent

Date: _____ Time Began: _____ am/pm Time Ended: _____ am/pm

List staff involved: _____

Describe the situation:

Runaway child at Shelter for Family Safety-no visual contact: Check if Not Applicable for Situation _____

- | | | |
|---|-----|----|
| 1. Was supervision of other children maintained? | Yes | No |
| 2. Did staff who noticed missing child alert another staff? | Yes | No |
| 3. Was the supervisor alerted immediately? | Yes | No |
| 4. Was the intercom system used to alert staff of Nike situation? | Yes | No |
| 5. Was the search conducted per policy? | Yes | No |

a. List specifics of how the search was conducted:

- | | | |
|---|-----|----|
| 6. If the child wasn't located within the immediate area, was 911 called? | Yes | No |
| 7. If 911 was contacted, who notified the Program Director? _____ | | |
| 8. If 911 was contacted, who notified the Chief Operation Officer and/or Chief Executive Officer? _____ | | |
| 9. Once located, was the child examined for injuries, offered food/water? | Yes | No |

Additional information/explanation:

Runaway child at Shelter for Family Safety- visual contact:

Check if Not Applicable for Situation ____

- | | | |
|---|-----|----|
| 1. Was supervision of other children maintained? | Yes | No |
| 2. Did staff following the missing child alert another staff? | Yes | No |
| 3. Was the supervisor alerted immediately? | Yes | No |
| 4. Was the intercom system used to alert staff of Nike situation? | Yes | No |
| 5. Was the search conducted per policy? | Yes | No |
- a. List specifics on how the search was conducted:
- _____

- _____
- | | | |
|---|-----|----|
| 6. Was 911 contacted if the child was out of sight? | Yes | No |
| 7. If 911 was contacted, who notified the Program Director? _____ | | |
| 8. If 911 was contacted, who notified the Chief Operation Officer and/or Chief Executive Officer? _____ | | |
| 9. Once located, was the child examined for injuries, offered food/water? | Yes | No |

10. Additional information/explanation:

Name/Title of Staff Completing Form

Date

Program Director/Designee

Date

Severe Weather Drill Checklist

Date: _____ Time: _____ am/pm Drill or Actual (circle one)

List staff responsible for the drill (if applicable): _____

List staff involved: _____

Describe the situation:

- | | | |
|--|-----|----|
| 1. Was staff aware of the location and function of weather radios? | Yes | No |
| 2. Were children and clients kept away from windows? | Yes | No |
| 3. Were staff and children out of the building notified of weather? | Yes | No |
| 4. Was it communicated that transportations were suspended during weather? | Yes | No |

If answer is no to any of the above, indicate which item and explain the deviation below.

Questions/comments/issues:

Name/Title of Staff Completing Form

Date

Program Director/Designee

Date

Tornado Drill Checklist

Date: _____ Time: _____ am/pm Drill or Actual (circle one)

List staff responsible for the drill (if applicable): _____

List staff involved: _____

Describe the situation:

- | | | |
|---|-----|----|
| 1. Was staff aware of the location and function of weather radios? | Yes | No |
| 2. Was the all page intercom system used to alert the staff and clients? | Yes | No |
| 3. Did staff and clients seek shelter in designated areas? | Yes | No |
| 4. Did staff have radio, flashlights, water, first aid kits, cell phone, etc? | Yes | No |
| 5. Were room checks completed? | Yes | No |
| 6. Was a head count completed? | Yes | No |
| 7. Who completed an incident report? _____ | | |

If answer is no to any of the above, indicate which item and explain the deviation below.

Questions/comments/issues:

Name/Title of Staff Completing Form

Date

Program Director/Designee

Date