

The Office of Aging Adult Services (OAAS) Safety Protocols Resource Guide

Fires in the Home

As soon as a fire is discovered, the direct service worker and/or natural support should take the following steps:

1. Immediately see to the safety of participant. He/ She should be evacuated through the nearest exit of the home away from the fire. During the escape, remain calm and stay as low to the ground as possible. All exits should always remain free from clutter, and if possible close all doors when exiting rooms.
2. The participant should be moved to the designated point of safety (**See OAAS Emergency Plan**).
3. If help has not arrived, call 9-1-1 after reaching area outside of home.
4. Remain at the point of safety, until the situation is under control or until you are directed to another location by emergency personnel, family or DSP representative.

Tornadoes

When a tornado warning is issued:

1. The participant should evacuate to designated point of safety within the home (**See OAAS Emergency Plan**).
2. All doors should remain closed and participant and DSW should stay away from windows or other glass areas.
3. If home sustains damages and/or the DSW/family considers the home to be unsafe to remain inside, (i.e. trailer) the DSW should assist participant outside and/or staff should remain in the home and follow orders of the area emergency personnel. DSW should contact family and agency's representative to apprise of such a situation. (Damages to home if any, etc.)

Flooding

If there is a flash flood warning issued in the area of the participant's home:

1. DSW/Family will follow directions of the local Office of Emergency Preparedness and will evacuate if ordered to do so to assure that no one becomes trapped in flooded area.
2. The participant will evacuate to one of the individual's homes listed in the **OAAS Emergency Plan**).
3. If the DSW needs to evacuate with participant, they should bring enough supplies (Go Bag items) for seven (7) days.
4. The DSW should be prepared to stay over when heavy rain/flooding permits.
5. The participant's family and DSW supervisor should be updated on conditions surrounding flooded area.

Terrorist Attacks

The DSW will follow directions from the local Office of Emergency Preparedness to assure the participant's safety as well as their own, during a terrorist threat of attack.

1. The participant and the DSW should listen to local news for updates and other information on what procedures should be followed.
2. The DSW should contact the DSP's Representative/ Supervisor and inform him/her of the alert given by local authorities.
3. Contact between the DSW and the DSP should be maintained as directions are given by local Office of Emergency Preparedness.
4. If evacuation is necessary, the DSW should assist the participant in executing Evacuation Plan **(See OAAS Emergency Plan)**.
5. Once DSW/ Natural Support and participant reach the evacuation destination, DSW/ Natural Support should inform SC/DSP of occurrence and also inform when and if clearance has been given to return home.

Hurricanes

When there is a threat of a hurricane and a mandatory evacuation has been issued for the area in which the participant resides:

1. The DSW will remain with the participant until a responsible individual or natural support arrives that can help the participant.
2. The DSW will contact the DSP to inform the supervisor with the name and address of the individual who will help the participant **(See OAAS Emergency Plan)**.
3. Once that individual/natural support has arrived, the DSW will depart from the participant's home.
4. If family and/or natural support cannot be reached, the DSW will call the individual(s) listed in the **OAAS Emergency Plan** for assistance.

Chemical Release

In the event of a toxic spill or release:

1. The participant and DSW will follow the orders given by the local Office of Emergency Preparedness.
2. Participant will evacuate from home if necessary following their individualized evacuation plan **(See OAAS Emergency Plan)**.
3. The DSW will make sure the participant has adequate supplies (Go Bag) for seven (7) days unless otherwise directed by local emergency preparedness office.
4. The DSW will report to the supervisor upon return to the participant's home.

Community and State Resource Information

NAMES	PHONE #
Louisiana State Police & Road Closure Hotline	1-800-469-4828
Red Cross Shelter Hotline	1-800-438-4636
Medicaid Pharmacy	1-800-437-9101
Louisiana Office of Homeland Security	1-800-256-7036
Louisiana State Police (your local office)	
Social Security	1-800-772-1213
Alzheimer Safe Return Program	1-800-572-8566
Federal Emergency Management Agency (FEMA)	1-800-621-3362
Louisiana Options in Long Term Care Help Line	1-877-456-1146
Office of Aging and Adult Services (OAAS) Help Line	1-866-758-5035
Name of Local/Preferred Hospital: _____	
Local Police: _____	
Local Ambulance Service _____	
Emergencies Only	9-1-1
Local Community Resources and other Social Services "Help Line" Information (land <i>lines only –no cell phone calls</i>)	2-1-1
Information (phone number directory)	4-1-1
Non-emergency Ambulance EMT	5-1-1
Other:	