



Develop * Worth * Independence

Emergency Response Guide

SECTION 1

Physical

Events



Develop * Worth * Independence

Idaho Falls * Rexburg * Salmon

Emergency Response Guide

The Reference Guide for Safety Procedures

The procedures in this manual are designed to help you to stay safe in an emergency; these procedures are only an outline. It is important to review them regularly so you can think through how you will proceed in the event an emergency occurs.

How to use this manual: Each emergency procedure includes different scenarios that may apply to that type of emergency (Fire, Tornado etc. and what to do if you are in the building, vehicle or outside when the event occurs). In some cases, there are specific assignments for managers, the safety officer, employees, and clients. You should be most familiar with the assignments that apply to you. However, you should also be aware of tasks that will be handled by other individuals so you can know what is happening and who will take charge in the event of an actual emergency.

The colored tabs located at the bottom of this manual coincide with different emergency procedures. Please familiarize yourself with the order of the procedures and how this manual works.

1. Physical Event

- 1.1 Accidental/Critical Injury
- 1.2 Suicide
- 1.3 Suspected Abuse
- 1.4 Event Reports

2. Building Emergencies

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- 2.2 Hazard Material
- 2.3 Utility Failure

3. Colored Alerts

- 3.1 Code Black/Bomb Threat
- 3.2 Code Green/Yellow
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- 4.1 Earthquake
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- 4.3 Server Weather

RV: 01/2019
RV: 05/2019
RV: 04/2022
RV: 04/2024

Accident/Critical Injury

If you or a client are injured while at DWI, the following procedures will help to ensure you get the proper treatment. Reporting the injury is an essential part of the accident/critical injury procedure. If you fail to report the accident in a timely manner, you may forfeit important benefits that you will need while you heal.

If you...	Then:
<p>Have a non-emergency/minor injury</p>	<p>Find someone to help give you first aid. Everyone at DWI is CPR/First Aid/AED Certified but those who work directly with clients should be contacted first for help.</p> <p>There are first aid kits which can be found in the following places:</p> <p>Idaho Falls Admin- in the file room behind the front desk Griffith- in the receptionist office Whittaker- in the filing cabinet on the shop floor Rexburg- In the copy room near the front office.</p> <p>Salmon- In the front office</p> <p>Report the injury to your supervisor or the safety officer as soon as possible and fill out an Event Report. If the incident happens at the end of the day, please fill out an Event Report and report it to your supervisor first thing the next day.</p> <p>Complete an Event Report electronically and share it with your immediate supervisor and the Safety Officer at critical-events@dwinc.org within 24 hours of the event. The steps to fill out an Event Report can be found in the Emergency Response Guide under 1.3 Event Reporting</p> <p>You MUST obtain permission from your supervisor before seeking professional medical treatment for a non-emergency injury obtained on the job.</p>
<p>Have a significant injury that requires treatment beyond first aid</p>	<p>Report the injury to your supervisor immediately.</p> <p>Seek medical care at one of the community emergency clinics. Do not go to the hospital emergency room unless it is the opinion of you and your supervisor that you need additional services that the community clinics cannot provide.</p> <p>Submit an Event Report Form within 24 hours. If the injury requires you to miss work and you cannot fill out the form within 24 hours, let your supervisor know so they can work with the safety officer to submit a form. You will be allowed to review the form when you return to work and include a statement if you wish.</p> <p>If applicable, work with HR (Human Resources) and your supervisor to submit a claim for Worker's Compensation.</p>
<p>Come across a critically injured individual</p>	<p>Call 911.</p> <p>Check for medical ID tags and adhere to the instructions specified on the tag. If a tag indicates a DNR (Do Not Resuscitate) directive, refrain from administering lifesaving interventions such as CPR. Promptly inform emergency services about the presence of the medical ID tag when they arrive.</p> <p>If no medical ID tag is found administer appropriate care. Contact a supervisor or manager as soon as possible, they will need to contact the person's emergency contact soon as possible.</p> <p>Submit an event report within 24 hours.</p>

Each locations Community Emergency Clinics are on the back of this page.

Accident/Critical Injury

Community Emergency Clinics are as follows:

Idaho Falls

Community Care

2725 Channing Way

208-525-8448

M-Sat 8am – 8pm

Sunday 10am – 6pm

Community Care West

765 S. Utah

208-525-2600

M- Sat 8am – 8pm

Sunday 10am – 6pm

Mountain View RediCare

2730 Channing Way

208-524-7100

Open 24hrs

Rexburg

Community Care

404 N 2nd E, Rexburg, Idaho 83440

208-359-1770, Mon-Fri 8am – 9pm

Just 4 Kids Urgent Care

1218 Bond Ave, Rexburg, ID 83440

208-747-0339 Open Daily 10am-10pm

Salmon

Steele Memorial Clinic

103 S Daisy St

Salmon, Idaho 83467

208-756-5600

M-F 7:30am- 6:30

Suicide

Suicide threats should always be taken seriously. The human resource professional or the employee’s supervisor may be the first person to identify a potentially suicidal employee, so it is critical to recognize the warning signs and encourage at-risk employees to seek help.

If an individual is planning to act immediately contact 911. Since employers usually are not qualified to manage such a situation directly. If there are doubts as to whether the threat is immediate, the HR professional should contact local services, such as an employee assistance program, suicide hotline or hospital. Given the risks of failing to act, it is best to seek professional assistance as soon as possible.

Idaho Crisis & Suicide Hotline — 988 or website <https://idahocrisis.org/>

<p>If you suspect that someone you know may be considering suicide, it's crucial to take their situation seriously and intervene appropriately.</p> <p>Here's what you can do:</p>	<ul style="list-style-type: none"> • Stay Calm: Approach the situation with a calm and non-judgmental demeanor. Your friend or loved one may be feeling overwhelmed, and it's important not to exacerbate their distress. • Listen: Encourage them to talk about their feelings and listen without interrupting or passing judgment. Let them express themselves without feeling rushed. • Express Concern: Let the person know that you care about them and are worried about their well-being. Be sincere and empathetic in your approach. • Ask Directly: Don't be afraid to ask directly if they are thinking about suicide. Asking about suicidal thoughts or intentions does not increase the likelihood of suicide; instead, it opens the opportunity for honest communication. • Offer Support: Let them know that they are not alone, and that support is available. Encourage them to seek professional help from a counselor, therapist, or hotline. • Remove Means: If possible, remove any means of self-harm that may be accessible to the person, such as medications, weapons, or other potentially harmful objects. • Stay with Them: If the person is in immediate danger, do not leave them alone. Stay with them or ensure that someone trustworthy is with them until professional help arrives. • Call for Help: If you believe the person is in immediate danger, call emergency services or a suicide hotline for assistance. Provide them with as much information as possible about the person's situation. • Follow Up: After the immediate crisis has passed, continue to offer support and follow up with the person to ensure they are receiving the help they need. • Remember, it's important to take any mention of suicide seriously and to prioritize the person's safety above all else. If you're unsure how to proceed, don't hesitate to reach out to a mental health professional or a crisis hotline for guidance.
<p>When someone has explicitly threatened to commit suicide, it's essential to take immediate action to ensure their safety.</p> <p>Here's what you should do:</p>	<ul style="list-style-type: none"> • Take the Threat Seriously: Any mention or threat of suicide should be taken seriously. Even if you're unsure of the seriousness of the threat, it's crucial to respond as if it were real. • Stay Calm and Reassure Them: Approach the situation calmly and reassure the person that you are there to help. Avoid judging or minimizing their feelings. • Ask Directly About Their Intentions: Ask the person directly if they have a plan to harm themselves and if they have access to means to carry out their plan. This information will help you assess the level of risk and determine the appropriate course of action. • Stay with Them: If the person is in immediate danger, do not leave them alone. Stay with them or ensure that someone trustworthy stays with them until professional help arrives. • Call Emergency Services: If you believe the person is in immediate danger, call emergency services (such as 911 in the United States) or the local emergency number in your area. Provide them with as much information as possible about the person's situation and location. • Encourage Professional Help: Encourage the person to seek professional help from a mental health professional, counselor, therapist, or psychiatrist. Offer to help them make an appointment or accompany them to seek help if needed. • Remove Means: If possible, remove any means of self-harm that may be accessible to the person, such as medications, weapons, or other potentially harmful objects. • Listen and Offer Support: Let the person express their feelings and concerns and listen empathetically without judgment. Offer your support and let them know that they are not alone. • Follow Up: After the immediate crisis has passed, continue to follow up with the person to ensure they are receiving the help they need. Offer ongoing support and encouragement as they navigate through their challenges. <p>Remember, your primary goal is to ensure the person's safety and well-being. Don't hesitate to seek assistance from emergency services or mental health professionals if you're unsure how to proceed.</p>
<p>Reporting of a Suicide or Attempted Suicide</p>	<p>Any suicide attempt by an employee or client on campus should be reported using an Event Report Form.</p> <p>If the attempt or suicide involving a key employee, occurs on DWI property, or while a client is receiving services, the Crisis Communication Plan will be activated to provide additional reporting to media outlets or other stakeholders.</p>

Suspected Abuse

If you suspect any abuse, abandonment, or neglect of a child under 18 or any vulnerable adult, follow these procedures to ensure proper reporting and compliance with the law.

If you...	Then:
<p>Suspect that a client or child that is under 18 or any vulnerable adult has been abused, abandoned, or neglected</p>	<p>Within twelve (12) hours of becoming aware of the concern, document in writing your observations, conversations and conclusions that caused you to determine that a report needs to be filed, complete Section I of the reporting document (attached in PR720) and forward that report to your Vice President, Human Resources, or CEO.</p> <p>If you cannot contact any of those people within a timely manner, report to any Vice President.</p> <p>DO NOT take it upon yourself to contact Child or Adult Protection Services. The Vice President, Human Resources, or the CEO will do the reporting.</p>
<p>Believe that a person's life is threatened or that there is sexual abuse taking place</p>	<p>For emergencies call 911.</p> <p>For non-emergency reporting, call police dispatch services at: Idaho Falls (208)529-1200, Rexburg (208)359-3008, Salmon (208)759-8980</p> <p>If there's credible suspicion that abuse or sexual assault has led to death or severe physical harm endangering the life, well-being, or safety of a vulnerable adult, individuals mandated to report must also promptly notify the relevant law enforcement agency within four hours.</p>
<p>If you are a Vice President, Human Resources, or the CEO and need to report</p>	<p>Investigate the suspicion and decide whether or not it warrants a call to Adult or Child Protective Services.</p> <p>(CHILD) MAKE A REPORT: To report suspected child abuse, neglect, or abandonment call: Statewide: 855-552-KIDS (5437), 2-1-1, or local law enforcement.</p> <p>(ADULT) Making a Report If you have a reason to believe that an adult in Eastern Idaho is a victim of elder or vulnerable adult abuse, please report this information to Adult Protective Services by calling (208) 522-5391. Anonymous reports are accepted. If you are a Mandated Reporter, you can complete an online report here.</p> <p>When making a report, please include the following information (when applicable):</p> <ul style="list-style-type: none"> • Name, age, and address of the vulnerable adult • Names and addresses of caregiver(s) or others who care for the person. • Information about the health and mental status of the vulnerable adult • Allegations of abuse, neglect, or exploitation • Name and address of alleged perpetrator

Suspected Abuse

Are the CEO, Vice President, and or H.R. and receive a report of suspected abuse?

Reporting Requirements. Any agency employee, contractor, or volunteer will report all suspected incidents and allegations of mistreatment, abuse, neglect, or exploitation to the administrator, adult or child protection authorities, or law enforcement under Sections 39-5303 and 16-1605, Idaho Code.

The agency will protect the participant from the possibility of abuse during services while the investigation is in progress.

The administrator will ensure the events and the agency response to the events are documented in the participant record.

Reporting Incidents to the Department. Email the report to BDDSQA7@dhw.idaho.gov.

The department shall be informed by law enforcement of any report made directly to it.

Through a department-approved process, the agency administrator or designee must notify the Division of Licensing and Certification by the close of the next business day of any significant incidents that occur to the participant during service hours including:

- a. Death.
- b. Hospitalization.
- c. Participant's arrest or incarceration; or
- d. When staff actions result in a report to protective or legal authorities.**

Within 24 hours, IDAPA Rule 16.03.21.510.06 requires a written report to the department of Health & Welfare whenever an incident is reported to Adult Protection Services.

If you have any suspicions of this kind, ALWAYS seek the advice of your Vice President or the CEO.

Definitions

[Definitions | Idaho Department of Health and Welfare](#)

Vulnerable Adult: A person 18 years of age or older who is unable to protect himself/herself from abuse, neglect, or exploitation due to physical or mental impairment which affects the person's judgment or behavior to the extent that he lacks sufficient understanding or capacity to make or communicate or implement decisions regarding their person.

Abuse: The intentional infliction of physical pain, injury, or mental injury such as hitting, shoving, shaking, or slapping.

Exploitation: Unjust or improper use of a vulnerable adult's financial power of attorney, fund, property, or resources by another person for profit or advantage.

Neglect: Failure of a caretaker to provide appropriate food, clothing, shelter, or medical care for a person who cannot provide these things for themselves.

Self-Neglect: This is a type of neglect where an elderly or disabled person who lives alone is losing the ability to provide their own food, shelter, or medical care, due to a physical or mental decline.

EVENT REPORT (E.R.)

Purpose: The DWI Event Reporting Procedure is designed to categorize, report, prevent, and instruct personnel on events related to accidents, injuries, complaints/miscellaneous documentation, or near misses.

The following define the categories for reporting:

ACCIDENT: Unexpected events causing property damage (e.g., slips, trips, falls, vehicle accidents).

INJURY: Physical harm to a person (e.g., lacerations, burns, fractures).

COMPLAINT / MISC DOCUMENTATION: Grievances or concerns brought forward by stakeholders (clients, employees, visitors, community members etc.)

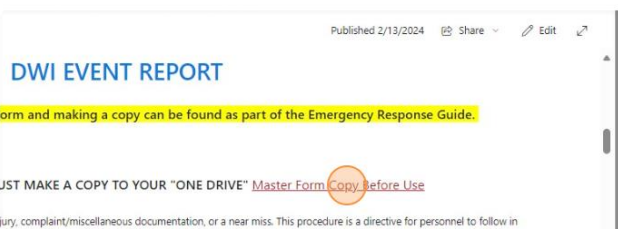
NEAR MISS: Events that did not cause harm but could have required attention (e.g., unsafe practices).

When any event occurs, adhere to the following reporting steps:

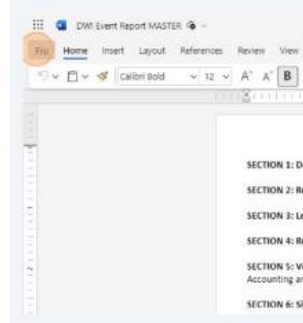
1. For events involving multiple individuals, submit separate reports for each.
2. Complete an electronic report within 24 hours
 - a. Safety related events are to be shared with your supervisor and Safety Coordinator amber.anderson@dwinc.org.
 - b. HR related specifically to a complaint or miscellaneous documentation associated to an infraction of policy, procedure, or ethical conduct NOT SAFETY related, share ONLY with hr@dwinc.org.
 - c. Events involving the person served MUST be shared immediately with the person responsible for contacting care providers or guardians.
3. All parties involved MUST review the report, document recommendations, and communicate preventative actions immediately. Signatures and dates are required.
4. The Safety Coordinator or designee will verify and share reports as needed with other parties within 1 business day.
5. Safety Coordinator, HR, or designee will
 - a. Conduct investigations within 10 days, including a resolution and prevention plan.
 - b. Verify report completion with all parties involved.
 - c. Input report data into a tracking form for analytical purposes.
 - d. Finalize the report, notify all parties, and store an electronic copy.
6. Reports pertaining to a client served must be kept in the client's permanent file.

How to access and complete an Event Report (E.R)

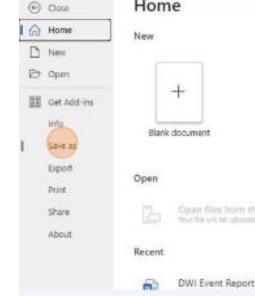
2 Scroll down to DWI Event Report Section and Click "Master Form Copy Before Use"



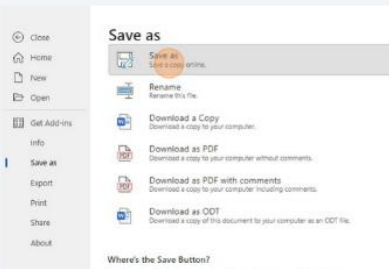
3 MUST SAVE A COPY by Clicking "File"



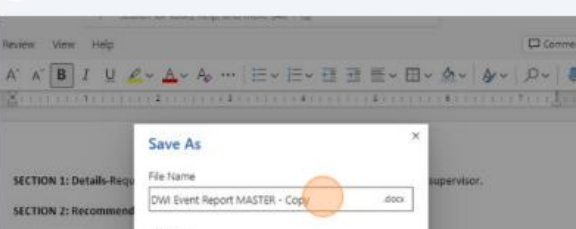
4 Click "Save as"



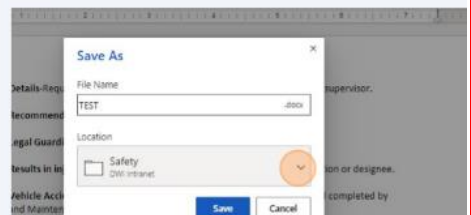
5 Click "Save a copy online." This will place a copy in your one drive.



6 Click the "File Name" field. Rename the file (Last Name, First Initial and D

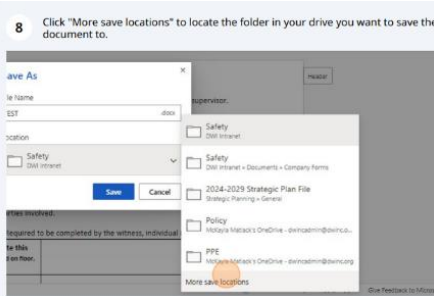


7 Click this icon. Move document location to your one drive files.

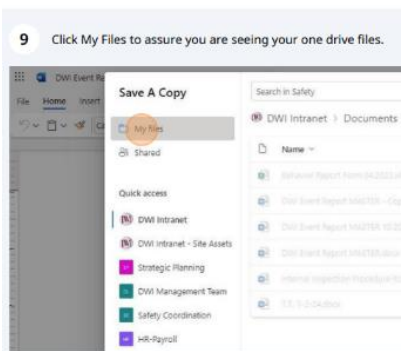


EVENT REPORT (E.R.)

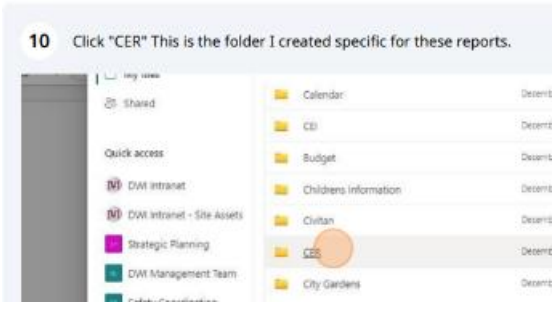
8 Click "More save locations" to locate the folder in your drive you want to save the document to.



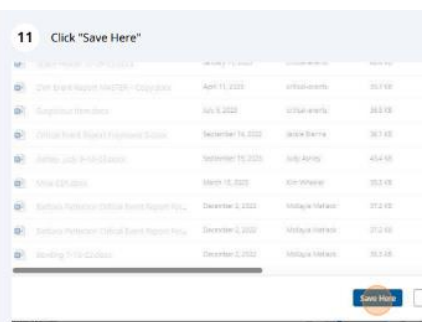
9 Click My Files to assure you are seeing your one drive files.



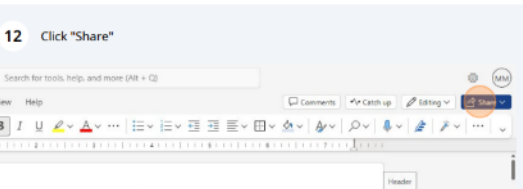
10 Click "CER" This is the folder I created specific for these reports.



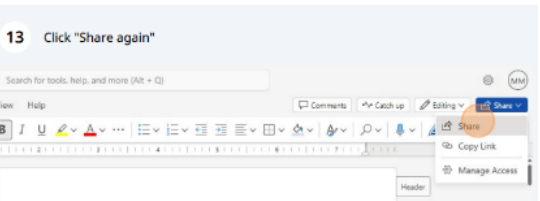
11 Click "Save Here"



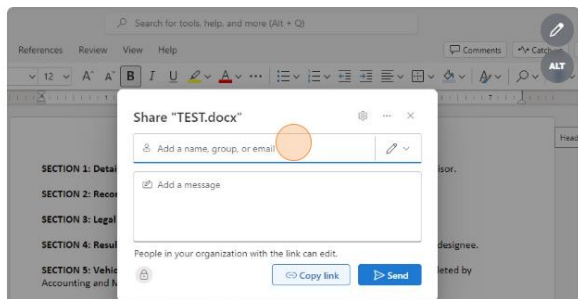
12 Click "Share"



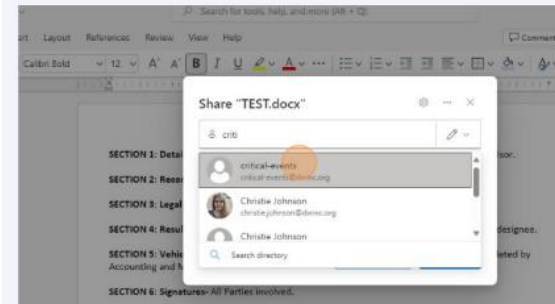
13 Click "Share again"



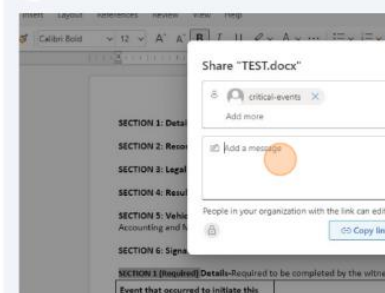
14 Click the "Add a name, group, or email" field. IF Safety related share with amber.anderson@dwinc.org HR specifically related events specifically to a complaint or miscellaneous documentation associated to an infraction of policy, procedure, or ethical conduct NOT SAFETY related, share ONLY with [HR@dwinc.org] (mailto:HR@dwinc.org)



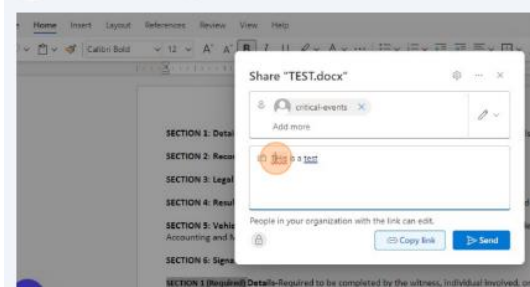
15 Click here. Then repeat to share with the party who is responsible for contacting care providers. There is no need to share with witnesses at this time, the Safety Coordinator will share as needed.



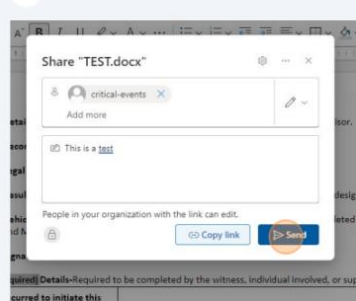
16 Click the "Add a message" field.



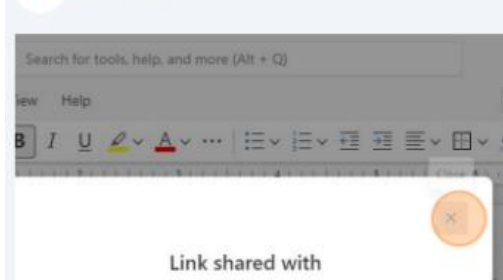
17 Click the "Add a message" field.



18 Click "Send"



19 Click "X"



SECTION 2

BUILDING

EMERGENCIES

FIRE

The following guidelines will help you to stay safe during a fire emergency.

A fire emergency requires evacuation of the building.

Egress paths are posted near every doorway in the building.

When you hear the fire alarm EXIT the building, proceed to the following area:

- **Idaho Falls: Admin Building:** The east parking lot as far away from the building as possible.
- **Griffith and Whittaker Buildings:** The Whittaker Building parking lot along the compound fence where it meets the sidewalk.
- **Rexburg:** West Parking Lot as far away from the building as possible.
- **Salmon:** The Grassy area in front of the Teton Building

These designated areas serve as the main meeting points for ensuring your safety and avoiding interference with first responders when evacuating the building. If it's not possible to gather at these specified spots immediately, please utilize alternative methods to inform your supervisor about your whereabouts as soon as possible.

ALERT: Fire Alarm

If you are...	Then:
The first to see the fire	Pull the fire alarm to alert others in the building.
Front desk staff	<p>Take both the visitor log and client/employee sign out sheet with you to the meeting site.</p> <p>Take the Red Safety Bag (This bag has a first-aid kit, a flashlight, a CPR mask, a pad of paper and a writing utensil) which is located in each of the following areas:</p> <p>Admin Building- In the file room behind the front desk Whittaker Building-On the bookshelf in Shirrie's office Griffith Building-In the Receptionist Office.</p> <p>Rexburg Building-In the front office on the bottom shelf of the bookshelf.</p> <p>Salmon Building- In the Front Office.</p>
A member of Management	Call 911, ONLY when you and others have safely evacuated the building. Do not take time to Call 911 from inside the burning building.
Supervising Clients	<p>Help clients stay calm and evacuate to the meeting area.</p> <p>Take attendance sheets with you. Take attendance when you get to the meeting area to make sure everyone is accounted for. If someone is missing, alert rescue personnel or a supervisor immediately.</p> <p>Always remain with your clients.</p>

FIRE

<p>A staff member or client</p>	<p>Move to the Evacuation site calmly and quickly.</p> <p>If someone in the location of the Red Safety Bag (refer to the Front Desk Staff portion of this procedure) is unavailable or injured, there should be a staff member assigned to grab the safety bag in their place.</p> <p>After making sure that everyone is out of the room, close the door on your way out but make sure to leave the lights on.</p> <p>Do not go back for any personal items. Leave all belongings behind.</p> <p>Do not run.</p> <p>If you see a First Aid Kit or Crisis Kit, take it with you.</p> <p>Do not re-enter the building until authorities give the “All Clear.”</p>
<p>Trying to escape from a room with a closed door</p>	<p>Use the back of your hand to test the temperature of the door before opening it. Do not use your fingertips or palms of your hands to test for heat. Burning those areas could impair your ability to escape.</p> <p>If the door is NOT hot, then slowly open the door and proceed to exit the building.</p> <p>If the door is hot, do not open it.</p>
<p>Unable to escape the building</p>	<p>Close all doors to the room. Hang a light-colored sheet, towel, or piece of fabric from the window to alert rescuers that you are still in the building.</p>

Hazardous Materials

Hazardous materials come in the form of explosives, poisons, radioactive materials, biological materials, flammable and combustible substances. Large scale release of these substances usually occurs due to transportation accidents or because of chemical accidents in plants.

DWI does not have any large quantities of hazardous materials, but it is a good idea to be prepared in case a hazardous materials emergency occurs in the vicinity.

This procedure also gives information about what to do if a smaller release of hazardous materials occurs inside the building.

Alert: Megaphone Siren (Make sure to alert those who are hard of hearing or who may not hear the overhead page)

If you are...	Then:
Requested to stay inside the building	<ul style="list-style-type: none"> • Close and lock all exterior doors and windows. Seal gaps under doorways with wet towels or plastic sheeting and duct tape. • Turn off air conditioners and ventilation systems. • Go to a safe area listed in Flood Drill; safe areas include interior offices, classrooms, and hallways that are away from outside doors and windows.
Asked to evacuate to a secondary shelter by the Safety Officer, CEO or VP	<ul style="list-style-type: none"> • If a gas leak or other chemical emergency occurs in the building, clients and employees must be evacuated using the fire alarm system. • Once the building is evacuated, transport to the secondary evacuation site can be coordinated. • Secondary sites are in the following areas: <ul style="list-style-type: none"> ◦ Admin Building is 2405 Leslie Ave. ◦ Leslie Building is 555 West 25th Street. ◦ Rexburg is the Occasions Group Building, 1 Stationary Pl. (Formerly known as Artco). ◦ Salmon is The Church of Jesus Christ of Latter-day Saints 400 S Daisy St, Salmon, ID 83467. • Call 911 and contact the appropriate gas company. Give authorities an emergency cell phone number to call with questions or requests for information; McKayla Matlack 208-821-5844 • Take attendance sheet to make sure everyone is accounted for. • Front Desk Staff take the Red Safety Bag located behind or near the front desk. • Refrain from asking questions or seeking more information. Management and emergency responders will communicate the latest information as it becomes available.
Asked to evacuate the campus by Emergencies responders	<ul style="list-style-type: none"> • Follow the direction of authorities and emergency responders. • Check online or listen to radio / television to find information on evacuation routes, shelter sites, and procedures. • Use company and personal vehicles to transport clients and staff from the area to shelters. • Stay together as a group so everyone can be accounted for. • Take attendance sheets and verify that everyone is accounted for.
In a vehicle	Stop and seek shelter in a permanent building. If you must remain in your car, keep windows and vents closed and shut off the air conditioner and heater.
In the building when a small spill occurs	<ul style="list-style-type: none"> • Clear the immediate area. • Check the label for cleanup instructions. • Information about cleanup and hazards of a particular substance can also be found on the Safety Data Sheets (SDS). The SDS sheets are in the "Right to Know Center" in your building. Make sure you know where they are in each location where you work. • Always follow universal precautions, including appropriate personal protective equipment (PPE) when cleaning up spills.

Utility Failure

A Utility Failure may include a power outage or interruption in water service.

After gathering information, the CEO and Safety Officer will determine whether we cancel services due to utility failure.

Until you receive official word that the facility is closing, staff should make efforts to continue to provide and support client services.

Employees are not to leave the facility until all clients are accounted for and they have received the go ahead from their supervisor.

Supervisors should ensure that their employees are not needed in other departments before sending them home.

If you...	Then:
Are inside	<ul style="list-style-type: none"> • Make sure that the clients and employees you supervise are accounted for. • Seek direction from your supervisor concerning changes to services and client activities. • Help keep clients and others calm and engaged in activities.
Are the Safety Officer, CEO, or Manager	<ul style="list-style-type: none"> • Contact the utility company to gain information about the cause for the interruption and the estimated time for repair. • Communicate this information to managers so they can pass it along to employees. • Coordinate an assessment of emergency lighting and exit signs. Each classroom is equipped with a flashlight for emergencies.
If you are at a location in the community	<ul style="list-style-type: none"> • Stay Calm: Remain calm and patient while the situation is being addressed. Ensure that you have all the individuals you are responsible for with you. • Follow Instructions: Follow any instructions given by the staff or management regarding safety measures or evacuation procedures. • Assess the situation: If you are able gather the party and head for the closest EXIT if able, so you can return to the facility.
If you are returning from the community	<ul style="list-style-type: none"> • When you arrive at the facility, assess the situation. Are there people at the meeting locations? • Contact your supervisor to receive directions concerning activities for the remainder of the day.

SECTION 3

COLORED

ALERTS

Code Black/Bomb Threat

A bomb threat may come in several ways. The most common is by phone. Other methods include social media, packages, or letter forms. The primary goal of DWI is to protect clients and employees from harm. Every bomb threat is unique and should be handled in the context of the facility or environment in which it occurs. Facility supervisors and law enforcement will be in the best position to determine the credibility of any threat.

Alert: If you are advised to evacuate, Pull the Fire Alarm

If you are advised to shelter-in-place, Use CODE WHITE

If you...	Then:
<p>Are the recipient of a bomb threat by phone</p>	<ul style="list-style-type: none"> • Signal to someone near you that you are receiving a bomb threat by holding up the sign included on the last page of this guide or sending out a message through teams. • Remain Calm. • Refer to the Bomb Threat Checklist (There should be one by every phone along with a pencil) for what to ask the caller. If possible, use a cell phone to record their responses. Fill out the checklist to the best of your ability, taking note of specific details about the caller (voice, background sounds, etc.) <p>While on the phone:</p> <ul style="list-style-type: none"> ○ Maintain the connection with the caller for as long as feasible. Exhibit politeness and genuine interest to encourage ongoing conversation. ○ DO NOT HANG UP, even if the caller does. ○ If possible, signal or pass a note to other staff to listen and help notify authorities. ○ Write down as much information as possible—caller ID number, exact wording of threat, type of voice or behavior, etc.—that will aid investigators. ○ Record the call, if possible. You can use a voice recording application on your mobile device (search voice recording), try to use the speaker phone function to allow for recording to your mobile.
<p>Are notified by someone that they are receiving a bomb threat</p>	<ul style="list-style-type: none"> • Alert the on-site Safety Officer, Supervisor, Manager, or CEO (McKayla Matlack 208-821-5844) immediately. • If you cannot get ahold of any of the people listed above, you or someone else should notify authorities by calling 911. • Follow the authorities' instructions. They will help assess the situation and provide guidance regarding facility lock-down, search, and/or evacuation.
<p>Receive a bomb threat by package, letter, or email</p>	<ul style="list-style-type: none"> • If you see something that is suspicious, out of place, or doesn't look right, say something. • Remain Calm. • Do NOT touch, tamper with, or move the package, letter, or suspicious item. If you receive an email, do not delete it; print a copy. <ul style="list-style-type: none"> ○ Alert the on-site Safety Officer, Supervisor, Manager, or CEO (McKayla Matlack 208-821-5844) immediately. ○ If you cannot get ahold of any of the people listed above, you or someone else should notify authorities by calling 911. • Follow the authorities' instructions. They will help assess the situation and provide guidance regarding facility lock-down, search, and/or evacuation.

<p>Are the on-site Safety Officer, Supervisor, Manager, or CEO</p>	<ul style="list-style-type: none"> • When you become aware of the bomb threat, call 911. Do your best to explain the situation and why it is suspicious. Authorities will advise on what route to take (Shelter-in-place, evacuation, etc.). • Direct others to follow the evacuation or Shelter-in-Place procedure found under the CODE WHITE section.
<p>If you are...</p>	<p>Then:</p>
<p>The person in contact with 911</p>	<p>Pull the Fire Alarm to alert others in the building to evacuate or advise someone near you to do so.</p> <p>If there is time, do a sweep of the building to make sure everyone is out.</p> <p>Remain Calm. Do not indicate to staff or clients that there is a bomb threat.</p> <p>Be alert and keep track of anything that may be out of the ordinary. Write it down if safety and time permit.</p>
<p>Front Desk Staff</p>	<p>Take both the visitor log and client sign out sheet with you to the meeting site.</p> <p>Take the Red Safety Bag located behind or near the Front Desk.</p>
<p>Supervising Clients</p>	<p>Help clients stay calm and evacuate to the meeting area.</p> <p>Take attendance sheets with you. Take attendance when you get to the meeting area to make sure everyone is accounted for. If someone is missing, alert rescue personnel or a supervisor immediately.</p> <p>Remain with your clients at all times.</p>
<p>Everyone</p>	<p>Remain Calm.</p> <p>Make sure you and others remain at least 500 feet away from the building. Follow instructions from Supervisors, CEO, and Emergency Responders.</p> <p>If a device is found, DO NOT TOUCH IT!</p> <ol style="list-style-type: none"> 1. Alert the on-site Safety Officer, Supervisor, Manager, or CEO (McKayla Matlack 208-821-5844) immediately. 2. If you cannot get ahold of any of the people listed above, you or someone else should notify authorities by calling 911 and reporting that a device has been found. <p>Do not go back for any personal items. Leave all belongings behind.</p> <p>Do not run.</p> <p>If you see a First Aid Kit or Crisis Kit, take it with you.</p> <p>Do not re-enter the building until the authorities give the "All Clear"</p>

CODE WHITE

Advised to Shelter-in-Place

If you are...	Then:
The person in contact with 911	<p data-bbox="365 620 1511 693">Use the all-page feature on the phone or use the megaphone to announce a Code White. Or advise someone near you to do so. All call numbers are:</p> <ul data-bbox="394 728 919 997" style="list-style-type: none"><li data-bbox="394 728 781 763">• Admin Building-X5111<li data-bbox="394 768 792 803">• Griffith Building-X5122<li data-bbox="394 809 829 844">• Whittaker Building-X5133<li data-bbox="394 849 919 884">• All Idaho Falls Buildings-X5123<li data-bbox="394 889 813 924">• Rexburg Building-X5222<li data-bbox="394 930 797 964">• Salmon Building-X5333<li data-bbox="394 970 824 1005">• ALL 3 CAMPUSES-X5444 <p data-bbox="365 1032 1511 1067">Be alert and keep track of anything that may be out of the ordinary. Write it down.</p> <p data-bbox="365 1099 1414 1134">Remain calm. Do not indicate to staff or clients that there is a bomb threat.</p>
Everyone	<p data-bbox="365 1185 1555 1257">Find a safe location indoors and stay there until you are given an “all clear” or told to evacuate.</p> <p data-bbox="365 1292 1560 1400">Remain calm. Close window shade, doors, and blinds. Silence cell phones and other electronic devices. Remain quiet but carry on with normal activities as much as possible.</p> <p data-bbox="365 1435 1198 1470">If told to evacuate, follow the Evacuation Procedure above.</p>

Code Green & Yellow

If you or someone we serve faces a situation where personal safety is at risk, these procedures can assist you in seeking support and safeguarding others nearby.

At DWI, we do not endorse the use of physical or chemical restraint as a valid approach to address aggressive behavior. Instead, we employ behavior prevention and de-escalation techniques to manage unsafe behaviors. In cases where an individual's conduct at DWI poses a threat of harm to themselves or others, and physical restraint becomes necessary, we promptly contact emergency personnel by dialing 911.

General Guidelines:

- Avoid the area if you are not involved
- If you are involved, complete an Event Report for all incidents within 24 hours.

Code Green

If you...	Then:
<p>If you require additional staff support, during a client or employee meeting.</p> <p>If you feel that calling a code yellow will escalate the situation...</p>	<ul style="list-style-type: none"> • When you require additional staff support during a client or employee meeting, you have several discreet options: • Call Another Staff Member: Reach out directly to a colleague by phone or in person. • Use Teams or Text: Utilize digital communication platforms like Microsoft Teams or text messaging to discreetly request assistance. • “[Another staff member’s name], please bring my Green Folder to the location where I need assistance.” This coded message will alert staff that you require support without alarming the other individual involved.
<p>If you receive a “Code Green” Request</p>	<p>Immediate Action: Head promptly to the meeting location.</p> <p>Engage with Parties: Upon arrival, communicate your intention to join the meeting. Alternatively, take any necessary action to de-escalate, distract, or divert the situation.</p> <p>Self-Assessment: If you feel that your involvement may not be helpful, promptly alert someone who can help.</p> <p>Stay Present: Remain at the meeting location until additional help arrives.</p>

Code Yellow

If you are ...	Then:
<p>Interacting with a client who displays threatening behavior</p>	<p>Assess the Situation: Evaluate the severity of the threat and prioritize safety. Clear area if possible.</p> <p>Stay Calm: Maintain composure and avoid escalating the situation.</p> <p>De-escalate: Use de-escalation techniques to defuse tension.</p> <p>Seek Assistance: If necessary, ask a colleague or supervisor for support.</p> <p>Using the all-page function on a company phone, alert the campus to avoid the area by announcing “Code Yellow” followed by the location of the incident (i.e., “Front Desk”). If you are not able to make the announcement, send out a message in teams, text message, or instruct another staff member to do it.</p> <ul style="list-style-type: none"> • Admin Building-X5111 • Griffith Building-X5122 • Whittaker Building-X5133 • All Idaho Falls Buildings-X5123 • Rexburg Building-X5222 • Salmon Building-X5333 • ALL 3 CAMPUSES-X5444 <p>Ensure Safety: Prioritize safety for yourself, the client, and others involved.</p>

Code Green & Yellow

Code Yellow Continued

If you are ...	Then:
<p>A staff member who is NOT with clients or who is available to assist</p>	<p>Immediate Action: Proceed promptly to the area where the incident is occurring.</p> <p>Assess Availability: If other staff members are already on their way or involved, refrain from engaging unless your assistance is required.</p> <p>Multiple Responders: Given the uncertainty of available personnel, having multiple parties respond is appreciated.</p> <p>Self-Assessment: If you believe your involvement won't be helpful, promptly alert someone who can assist and is available.</p> <p>Assist with Follow-Up:</p> <p>Accountability: Follow up with individuals who may have been evacuated from the area.</p> <p>Emotional Support: Provide emotional support to those struggling with the situation.</p> <p>Safety Check: Ensure staff involved are safe and that assistance is available for the individual exhibiting concerning behavior.</p> <p>Monitor Area: Keep an eye on the area to ensure uninvolved individuals maintain a safe distance.</p> <p>Crisis Resolution: When the crisis concludes, announce "Code Yellow, All Clear" using the all-page function on a company phone.</p>
<p>Those staff who are in classes with clients.</p>	<p>Stay Calm: Maintain composure and remain level-headed.</p> <p>Avoid the Location: Steer clear of the affected area.</p> <p>Minimize Discussion: Refrain from discussing unknown details.</p> <p>Prepare for Relocation: Be ready to assist clients who need to move to a different area.</p> <p>Restrict Movement: Do not allow individuals to leave your designated area until all clear is announced.</p> <p>Class Change Scenario: If a Code Yellow occurs during a class change, escort your clients to their respective locations while avoiding the Code Yellow area.</p>
<p>The DS / Case Manager for the individual</p>	<p>Assess the Situation: Evaluate the severity of the situation and prioritize safety.</p> <p>Assume Control: If needed, take charge to allow other staff members to attend to their next client or group.</p> <p>Emergency Preparedness: Be ready to call emergency personnel (dial 911) if an individual's behavior poses a threat of injury to themselves or others, and physical restraint becomes unavoidable.</p> <p>Reporting and Communication:</p> <p>Assist with the reporting process.</p> <p>Contact the individual's guardian or care provider if applicable.</p>

Code Red

In the event of a Code Red or an Active Violent Threat Alert (which may include announcements like "Code Red Lock Down", gunfire, witness reports, or phone alerts):

- If possible, use the all-page function on a company phone to announce, "Code Red" along with the location of the perpetrator, for example, "Code Red - Building". However, prioritize your safety first; if it's not safe to make an announcement, disregard this step.
- If announcing verbally isn't feasible, consider texting, emailing, or using instant messaging to inform someone who can safely make the announcement.

A violent threat is when individuals enter a DWI campus with the intent to cause harm using violence, such as with a gun or other weapon.

To ensure safety during an active violent threat:

- Understand that gunfire may sound artificial; assume any popping sound is gunfire.
- If multiple people are in the same area during a violent incident, spread out to avoid presenting an easy target.
- Note that violent attacks can involve various weapons, not just guns. This procedure applies to any weapon situation.
- Plan by identifying escape routes, including those accessible to clients and staff with disabilities or limited mobility.
- Remember, the goal is to minimize injuries and keep as many people safe as possible, though preventing all casualties may not be feasible in a violent attack.

IMPORTANT REMINDERS

In a crisis, the only person authorized to speak to the media on behalf of the company is the President/CEO or their designee. Refer all requests for an official statement to the President/ CEO.

Remember that clients are likely to follow the lead of employees and managers during an active violent situation.

It is in everyone's best interest to silence cell phones as soon as the opportunity becomes available.

In dire circumstances, if you find yourself unable to escape and facing an active shooter up close, you may consider taking decisive action to neutralize the threat as a final option. While there's no obligation to engage in combat, it's important to understand the significant consequences of such decisions. However, there are situations where fighting becomes a vital tactic for self-defense and the protection of others.

As a last resort, and only when confronted with an immediate threat to your life, you may attempt to disrupt and disable the active shooter by:

- Responding with maximum aggression
- Utilizing improvised weapons and throwing objects
- Vocalizing loudly to attract attention
- Fully committing to your chosen course of action

Code Red

If you are...	Then:
<p>The first to become aware of the situation</p>	<p>If the perpetrator is not in your area, lock it down to prevent entrance. Then use a phone to announce the phrase “Code Red Lock Down” to alert the rest of the campus to the danger.</p> <ul style="list-style-type: none"> • If you become aware of a crisis, do not wait for the Code Red announcement to lock down your area. • If Safety Permits Call 911 with any eyewitness accounts of the perpetrator. • Information to provide to law enforcement or 911 operator is: <ul style="list-style-type: none"> ○ Location of the active threat ○ Number of perpetrators, if more than one ○ Physical description of individuals ○ Number and type of weapons held by the perpetrators ○ Number of potential victims at the location
<p>Instructed to lock down the building. (When you hear “Code Red Lock Down”)</p>	<ul style="list-style-type: none"> • If you are in an office, stay there and secure the door. • If you are in a hallway, get into a room and secure the door. • Lock doors and barricade with furniture, if possible. • Close window shades and blinds and avoid being seen from outside the room, if possible. • Turn off lights. • Silence cell phones and other electronic devices. • Remain quiet. • Find a place to hide where the active shooter is less likely to find you. <ul style="list-style-type: none"> • Your hiding place should: <ul style="list-style-type: none"> ○ Be out of the active threat’s view ○ Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door) • Avoid Hiding in confined places as to not trap you or restrict your options for movement. • Spread out in the room. <p>DO NOT OPEN THE DOOR FOR ANYONE.</p>
<p>Confronted by an armed person</p>	<ul style="list-style-type: none"> • Try to remain calm. Cooperate with the individual as much as possible. If you feel comfortable, state the impact their actions will have on others. • Note their physical characteristics so you can describe them to the authorities.
<p>A member of management</p>	<ul style="list-style-type: none"> • If possible, contact employees who may be in the community to tell them it is unsafe to return. • Call 911. Make sure to tell Dispatch services that the building is in lock down mode. (If you cannot speak, leave the line open and allow the dispatcher to listen)
<p>What to do until the “All Clear” is given.</p>	<ul style="list-style-type: none"> • Remain in lockdown with the door barricaded until an officer and a member of management come and unlock to the door with a key and give the official “All Clear” • A reunification spot will be determined proceeding the “All Clear” It is expected that everyone will go there to await reunion with staff and families. • AGAIN, DO NOT OPEN THE DOOR FOR ANYONE.

SECTION 4

NATURAL

DISASTERS

Earthquake

The following guidelines will help you be safe during an earthquake. If you are responsible for clients, assist them in finding the safest location to ride out the shaking.

Alert: Shaking of the ground, buildings, etc.

If you are...	Then:
Indoors	<ul style="list-style-type: none"> • Take Cover: Find shelter under a desk, table, bench, or against an inside wall. Hold on to your cover for added protection. If there's no furniture nearby, cover your face and head with your arms and crouch in a corner of the building. If available, grab a flashlight to help you find cover. • Position Wheelchairs: Line up wheelchairs parallel to an inside wall, facing towards the nearest exit. • Avoid Hazards: Stay clear of glass, windows, outside doors, and walls, as well as anything that could fall, like lighting fixtures or furniture. • Use Doorways with Caution: Only seek shelter in a doorway if it's close by and you're sure it's strongly supported and load bearing. • Stay Indoors: Remain inside until the shaking stops and it's safe to go outside. Remember, most earthquake injuries occur when people are struck by falling objects while entering or exiting buildings. • Prepare for Potential Issues: Be ready for electricity outages or the activation of sprinkler systems and fire alarms. • Avoid Elevators: Do not use elevators during an earthquake.
Outside	<ul style="list-style-type: none"> • Stay where you are. • Move away from buildings, streetlights, and utility wires. • If with someone using a wheelchair, choose paths without cracks, debris, or hazards. • Assist them to safety if necessary.
In a moving vehicle	<ul style="list-style-type: none"> • Stop your vehicle as quickly as it's safe to do so and remain inside. • Avoid stopping near buildings, trees, overpasses, and utility wires. • After the earthquake has stopped, proceed with caution and watch out for road and bridge damage.
Trapped Under Debris	<ul style="list-style-type: none"> • Do not light a match. • Avoid moving around or stirring up dust. • Cover your mouth with clothing or a handkerchief. • Tap on a pipe or wall to help rescuers find you. • Use a whistle if you have one. Shouting should be a last resort, as it can lead to inhaling dangerous dust.

What to do after the Shaking has stopped:

Ask these questions....	<ul style="list-style-type: none"> • Are you okay? If you're injured or unable to leave the building, stay where you are and follow the instructions above to signal rescuers to your location. • If you can safely leave, head to the designated meeting area for your building (found on the egress charts near the doorways). • Listen to emergency personnel or the designated person in charge for further instructions.
What to take with you when you exit the building	If available, bring the following items to the evacuation meeting area: cell phone, first aid supplies or crisis kit, fire extinguisher, and flashlight.

Flood

If enough warning of an impending flood is given, staff and clients will be sent home, or to announced shelters. The following guidelines will apply to a flood emergency where immediate action is required, such as a flash flood.

General Guidelines:

- If available, check online or listen to the radio or television for information.
- Make sure that clients in your care are accounted for.
- Do not use matches or any other source of open flame for any reason.

Alert: Megaphone Siren; Make sure to alert those that are hard of hearing

If you are...	Then:
Indoors	<ul style="list-style-type: none"> • Move to a safe area of the building, away from outside doors and windows. Make sure all outside doors and windows are closed. Safe areas are in the following locations: <ul style="list-style-type: none"> ○ Admin Building: <ul style="list-style-type: none"> • LIFE Classroom #2 • The Conference Room • The front Accounting Office • The inside hallways on the west, south, and east sides of the building ○ Griffith Building: <ul style="list-style-type: none"> • Any of the interior offices (career counselor offices, PR manager office, or the sensory room). • Interior hallways that run north/south. ○ Whittaker Building: <ul style="list-style-type: none"> • Upstairs • The center of the shop floor toward the inside (south) wall • Job coach office • Internal offices ○ Rexburg Building: <ul style="list-style-type: none"> • The Pop Closet • Classroom 3 near the car bag closet • Room 116 • Any Interior Office or Hallway that is away from a window or door. ○ Salmon Building: <ul style="list-style-type: none"> • The Lunch Room • An authorized individual (President/CEO, Safety Officer, or trained supervisor) will cut the main power to the building; use flashlights or other battery powered lights in this instance. • Take attendance to make sure all clients are accounted for. Supervisors should account for their staff. If it is safe, a building search will be performed to make sure everyone is in a safe area. • Leave the safe area only after the “all clear” has been given by authorities.
Outside	<ul style="list-style-type: none"> • Move inside to the highest level of a building, if possible. If the building does not have upper floors, move to the center of the ground floor away from doors and windows. • If you can't move indoors, try to find high ground. • If you or someone you are with are in a wheelchair Do NOT try and navigate your wheelchair through moving water that is deeper than three inches. Even a few inches of water can cause you to lose your grip and float away with the current. • Don't let instructors or anyone assisting you push your wheelchair through moving water deeper than 6 inches.
In a moving vehicle	<ul style="list-style-type: none"> • Stop as quickly as safety permits and look for shelter in a building or on high ground. • Do NOT stay in your vehicle and do NOT drive into flooded areas.

Severe Weather

Severe weather encompasses various conditions such as thunderstorms, heavy rain, winter storms, high winds, and extreme heat. If these conditions pose a risk for safe travel, the Safety Officer and CEO will assess whether to close DWI facilities.

In case the decision is made before the workday starts, announcements will be broadcasted on local television and radio stations:

Television Stations: Channel 3 (KIDK Eyewitness News) & Channel 8 (KIFI Local News)

Radio Stations in Rexburg: KLCE 97.3 FM, KUPI 99.1 FM, and KID 590 AM

If the weather worsens throughout the day, the Safety Officer and CEO may opt to dismiss clients and staff early. In such instances, transportation providers, care providers, and parents will receive notifications. Even if closure isn't necessary, company vehicles may be grounded as a precautionary measure.

During a Thunderstorm

If you are...	Then:
Inside	<ul style="list-style-type: none"> • Stay indoors: It's safest inside during a storm. • Use cell phones instead of landlines: Cell phones are safer to use during storms. • Limit electrical appliance use: Try to avoid unnecessary use of electrical appliances during a storm. • Avoid touching plumbing fixtures: They can conduct electricity during a storm. • Wait indoors after thunderclaps: Stay inside for at least 30 minutes after the last thunderclap to avoid lightning strikes, even if the storm seems far away. • Stay informed: Keep updated on the storm's progress and any warnings through a reliable weather app, radio, or TV. • Stay away from windows and doors: When possible, stay away from windows and doors leading outside to minimize risks during a storm.
Outside	<ul style="list-style-type: none"> • Find Shelter Immediately: Seek shelter indoors as soon as you hear thunder or see lightning. • Stay Away from High Places: Avoid open fields, hills, and tall objects like trees, as lightning is more likely to strike these elevated areas. • Take Cover if Outdoors: If you're caught in the open and can't find shelter, crouch down with your feet together, tuck your head, and cover your ears. Avoid lying flat on the ground. • Avoid Bodies of Water: Steer clear of lakes, rivers, pools, and the ocean, as water conducts electricity and increases the risk of lightning strikes. • Stay Away from Metal Objects: Keep away from metal fences, umbrellas, bicycles, and golf clubs, as metal conducts electricity and attracts lightning. • Seek Lower Ground: If you can't find shelter, try to get to a lower elevation. Lightning tends to strike higher objects, so being in a low-lying area reduces the risk. • Stay Informed: Use a weather app or listen to weather updates to stay informed about the storm's progress and any warnings or alerts.
If you suddenly feel your hair standing on end, it's a sign that the electrical field in the atmosphere might be impacting you. This could mean you're at risk of being struck by lightning.	<ul style="list-style-type: none"> • Stay Calm: Keep your composure during a thunderstorm. • Avoid Lying Flat: Don't lie flat on the ground, as this increases the risk of lightning strike. • Minimize Ground Contact: If standing, try to stay on the balls of your feet to reduce contact with the ground. • Seek Shelter: If possible, find shelter in a sturdy building or vehicle. Enclosed structures are safest during storms. • Stay Clear of Water: Keep away from bodies of water during thunderstorms.

Severe Weather

During a Winter Storm

If you are...	Then:
Inside	<ul style="list-style-type: none">• Stay Inside.• Make sure to stay warm.• Check online or listen to the radio / television for information on conditions.
In a vehicle	<ul style="list-style-type: none">• Try to get back to the facility as safely and as soon as possible. Travel slowly and make sure passengers stay quiet and calm.• Don't be afraid to speak up about your concerns about driving on a day when the weather is severe. If you don't feel comfortable driving, don't drive.

During Tornado

If you are...	Then:
Inside	<ul style="list-style-type: none">• Take immediate action and remain in place until the warning is over.• Go to an interior room, hallway, or basement. Try to put as many walls between you and the outside as possible.• If possible, get under a sturdy table and cover your head with your arms. If not, face an interior wall and use your arms to protect your head and neck.• Do not open windows or outside doors.
In a vehicle	<ul style="list-style-type: none">• Do not try to outrun the tornado.• Avoid overpasses and bridges.• Leave the car and seek a sturdy building for shelter. If there's no building nearby, find a low-lying area like a ditch, lie flat, and cover your head to protect yourself from flying debris.
Outside	<ul style="list-style-type: none">• Seek shelter immediately.• If no building is available, then find a low-lying area like a ditch or depression in the ground. Lie flat and cover your head with your hands to protect against flying debris.• Avoid vehicles and mobile homes.• Stay away from trees and overpasses.

During Extreme Heat

If you are...	Then:
In any situation	<ul style="list-style-type: none">• Stay hydrated with water. Avoid sugary beverages and wear lightweight, light-colored, loose-fitting clothes. Avoid any strenuous activities.
Inside	<ul style="list-style-type: none">• Stay in an air-conditioned area if possible.
In a vehicle	<ul style="list-style-type: none">• Upon arrival at your destination, exit the vehicle promptly with any passengers.• Seek shelter indoors with functioning air conditioning if possible.• Avoid staying in a parked vehicle without the air conditioner running.
Outside	<ul style="list-style-type: none">• If possible, get indoors with air conditioning.• Avoid heavy work during the heat of the day and take more frequent breaks.



I have received a **Bomb Threat**

Alert the on-site safety officer, supervisor, manager, or CEO immediately.

