



Meridian Healthcare prides itself on providing a safe and secure environment of care for its staff, patients and visitors. Meridian accomplishes this through the following safety and security protocols and emergency preparedness procedures in the below plan.

Environment of Care

In order to identify safety and security risks that have the ability to affect all individuals within the organization- individuals served, visitors and staff, Meridian Healthcare will conduct a Hazard Vulnerability Assessment (HVA) annually. By identifying these risks in advance Meridian Healthcare can ensure that these high-risk incidents have effective response plans and any preventable risks that are identified are observed and monitored on a continuous basis.

The Hazard Vulnerability Analysis (HVA) provides a systematic approach to recognizing hazards that may affect the organizations demand for services and ability to provide those services. An HVA helps provide the foundation for facility/agency emergency preparedness plan development.

Safe Environment Plan

In order to provide a safe environment to patients, staff and visitors Meridian Healthcare takes multiple preventative measures including:

- Cleaning Mechanical rooms & equipment
- Changing Filters
- Changing Bulbs
- Checking HVAC/Hot Water Tanks
- Checking Smoke Detectors
- Testing Emergency Lights/ Exit Signs
- Inspecting Fire Extinguishers (Monthly by Meridian staff/ Yearly by outside vendor)
- Cleaning Gutters/Roof Drains

All preventative maintenance efforts are documented monthly by the director of facilities.

Secure Environment Plan

In order to provide a secure environment to patients, staff and visitors Meridian Healthcare utilizes Deputy Sheriff's that have the following expected protocol-

1. Continuous Foot Patrol of all areas of the main campus including entrance points and sidewalks.
2. Parking lot surveillance.
3. Assist staff with closing down the building in the evening. Including final walk through, turning out lights, setting alarm system, locking doors.
4. Observe staff and any remaining clients exiting the building and parking area.
5. Personal cell phone use permitted only in the event of an emergency.

6. Receptionist office and lobbies should only be monitored as part of a routine patrol. (No use of computers or televisions)
7. Areas of added interest that may require stationary watch include MAT (Medication for Addiction Treatment) hall, group room hall, restroom areas, vending room and medical department near dosing room.

In order to control access to and from security sensitive areas such as dosing and medical rooms Meridian utilizes access cards on the doors within these areas. Access is controlled by Meridian and each staff member has access card based upon their job description and its needs.

Emergency Preparedness plan

To ensure the safety of its patients, staff and visitors Meridian Healthcare prepares for emergency management

Emergency Management Phases

1. Mitigation
2. Preparedness
3. Response
4. Recovery

Objectives

- Facilitate immediate, accurate and measured service continuity activities after emergency conditions are stabilized.
- Reduce the time it takes to make some critical decisions that personnel will need to make when a disaster occurs.
- Minimize the incident's effect on daily operations by ensuring a smooth transition from emergency response operations back to normal operations.
- Expedite restoration of normal services.

Environment of Care Planning Team

The Environment of Care Planning Team meets annually to review staff's response to any events that occur that affect services.

The team includes representation of staff from the following areas:

- Senior Leadership
- Department Directors/Managers
- Direct Care Staff
- Support Staff
- Facilities staff

Declaration

An emergency will be declared by the CEO (Chief Executive Officer).

High Probability Events Action Plans

Through a HVA analysis Meridian Healthcare has identified the following events as having a higher probability of occurring to the organization:

Event	Initial Actions	Who to Contact	Additional Information
Armed Aggressor	<p>1. [RUN] Evacuate If there is an accessible escape path, attempt to evacuate the premises.</p> <p>2. [HIDE] Hide out If evacuation is not possible, find a place to hide where the armed aggressor/ active shooter is less likely to find you.</p> <p>3. [FIGHT] Take action against the armed aggressor/active shooter As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the armed aggressor/active shooter.</p>	Dial 911, if possible, to alert police to the armed aggressor/active shooter's location.	<p>Law enforcement's purpose is to stop the active shooter [armed aggressor] as soon as possible. Officers will proceed directly to the area in which the last shots were heard.</p> <p>The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers.</p>
Cardiac Arrest	Initiate CPR (must be CPR certified).	Contact "911" to request response.	Meet the responding ambulance at the entrance.
Fire, External	<p>Close windows, vents, doors, blinds, or noncombustible window coverings and heavy drapes. Remove lightweight curtains.</p> <p>Remove patients and others from rooms without sufficient protection from heat and flying glass.</p>	Call facilities director and/or front security for after hours on call maintenance tech. If unable to reach facilities director, contact front desk.	FOLLOW ALL DIRECTIONS FROM LOCAL FIRE AND / OR EMERGENCY MANAGEMENT.
Fire, Internal	<p>R. REMOVE anyone in immediate danger while calling out "FIRE ALERT, location..." for assistance. Close the door(s) to the room of fire origin.</p> <p>A. ACTIVATE the nearest fire alarm pull station.</p> <p>C. CONFINE the spread of fire by closing all doors and windows.</p> <p>E. EXTINGUISH the small / contained fire ONLY after implementing steps above, and ONLY if it may be done</p>	<p>Dial "911".</p> <p>Call facilities director and/or front security for after hours on call maintenance tech. If unable to reach facilities director, contact front desk.</p>	<p>Evacuate to designated location.</p> <p>Account for all patients and staff.</p> <p>Meet the Fire Department to provide additional information on the incident.</p>

Event	Initial Actions	Who to Contact	Additional Information
	safely. Fire extinguishers may only be used by staff who have been trained in proper and safe operation.		
Bomb Threat	Obtain as much info from caller as possible. Do not touch any devices!	Contact “911” and security.	Provide Security and law enforcement with pertinent information which may aid in the search for a device.
Electrical Failure	Use lanterns, as necessary. Assess patient needs.	Call facilities director and/or front security for after hours on call maintenance tech. If unable to reach facilities director, contact front desk.	For extended outages, it may be necessary to close.
Extreme Weather	<p>Winter Weather: Monitor weather activity and ensure that needs such as plowing, and salting are being implemented.</p> <p>High Winds: Remove patients and others from rooms without sufficient protection from breaking and flying glass. Check outside of building and secure any loose objects that could become airborne in the event of a tornado strike.</p>	Communicate any concerns to leadership.	If necessary, implement site closure plan including patient notifications.
Flood, External	<p>Communicate with staff members regarding the potential flooding danger.</p> <p>Monitor outside areas for safety concerns.</p>	Communicate any concerns to leadership.	If necessary, implement site closure plan including patient notifications.
Flood, Internal	<p>Attempt to isolate water flow, relocate patients and others as needed.</p> <p>Protect or relocate equipment, supplies, and documents to reduce damage.</p> <p>Restrict access to authorized personnel only.</p>	Call facilities director and/or front security for after hours on call maintenance tech. If unable to reach facilities director, contact front desk.	Assist emergency responders with clean up as needed. If necessary, implement site closure plan including patient notifications.

Event	Initial Actions	Who to Contact	Additional Information
Haz/Mat Incident	<p>Rescue anyone affected, but only if it does not put you at significant risk.</p> <p>If trained, provide first aid to the victims.</p> <p>Secure the area to prevent the spread of the material and to prevent access by untrained personnel. If the spill involves fire/explosion implement "R.A.C.E." procedure.</p>	<p>Call facilities for all spill incidents, to have them notify Security Supervisor, Safety Supervisor, or Facilities Supervisor.</p> <p>For spills producing symptoms with occupant's call "911".</p>	<p>Provide Security and law enforcement with pertinent information for the report on the incident.</p> <p>Do not re-enter the area until cleared to do so by appropriate authority.</p>
HVAC Failure	<p>Evaluate patient needs. Move patients to alternate areas if needed.</p>	<p>Call facilities director and/or front security for after hours on call maintenance tech. If unable to reach facilities director, contact front desk.</p>	<p>If necessary, implement site closure plan including patient notifications.</p>
IS/IT/ Communications Failure	<p>Proceed with Departmental System Downtime Procedures.</p> <p>Utilize cell phones as needed.</p>	<p>Call IT help desk.</p>	
Security Concern	<p>Avoid physical contact and verbal conflict.</p> <p>Take measures to ensure patient and staff safety such as locking doors or relocating away from situation.</p>	<p>Dial "911" to report the incident, as needed.</p> <p>Call to notify Security Supervisor.</p>	<p>Provide Security and/or law enforcement with pertinent information for the report on the incident.</p>
Water Failure	<p>Potable: Use alternative faucets. Place signage on unusable sinks, water fountains, and ice machines.</p> <p>Non-potable: Assess needs of patients. Conserve available water.</p>	<p>Call facilities director and/or front security for after hours on call maintenance tech. If unable to reach facilities director, contact front desk.</p>	<p>If needed, request bottled water be delivered.</p> <p>If necessary, implement site closure plan including patient notifications.</p>

Event	Initial Actions	Who to Contact	Additional Information
Opioid Overdose	<ol style="list-style-type: none"> 1. Assess- check for responsiveness 2. Call 911 3. Administer Narcan 	Contact 911	Stay with patient in recovery position until EMS arrive.
Pandemic	<ol style="list-style-type: none"> 1. Investigation and Recognition of potential Pandemic 2. Initiation of Pandemic Wave 3. Declaration 	Leadership	Continuous evaluation and investigation of Pandemic and its potential to effect usual course of business; Once declaration has been made of pandemic leadership will work to determine proper steps to keep staff and patients safe.

Emergency Contact List

***Call 911 for Medical Emergencies**

Client Issues

Adult Clinical

- Detox Direct Line (open 24/7) 330-318-3821
- Assessment, Mental Health Evelyn Clark, Director of Outpatient Services (Youngstown) 330-259-8584
- Assessment, Mental Health Julia Johnston, Director of Outpatient Services (Warren) 330-318-3881
- Assessment, Primary Care Dr. Luis Villaplana, Chief Medical Officer 330-318-3966
- Primary Care Cancellations & Rescheduling- Have patient call office next business day 330-797-0074

Building/Housing Issues

- Alarm/Police/Fire John Fabian, Facility Manager 330-318-3923
- General Info and Lock Outs 24-hour Phone Number 330-746-7829

Site Closure Plan

If sites unusable the following will occur:

Behavioral Health, Primary Care, Chiropractic/Acupuncture, Occupational Health and MAT Medical Programs	Dosing	Housing	Withdrawal management	Residential Treatment
<p>The front desk will make reminder calls and update patients, this will be orchestrated by the Manager. Patients will be given the opportunity to attend appointments at another Meridian site or to reschedule as time permits. Primary Care Manager will orchestrate moving refrigerated vaccines /meds/controls to usable site.</p>	<p>Patients will be notified to go to secondary Meridian site (dependent upon which site is unusable for example if Meridian Rd is unusable patients will go to Warren to dose). Notify Central Registry and patients using emergency communication in central registry. All staff will report to usable to help with treatment.</p>	<p>Residents will be: Connected with loved ones for shelter or relocated into open units at other sites that are available within Meridian. (Fox Run, Meridian Place, CAMA and Glen Park Community rooms). Cots and sleeping bags that are located at 8255 South Avenue Boardman, OH can be used. CCC's will be used to help monitor these spaces after relocated to hotels.</p>	<p>Short Term: Patients, if possible, will be relocated to any available Meridian Housing site where patients can be centralized with the nurse overseeing patients. Long Term: Nursing will call the local detox facilities to relocate patients and will coordinate transportation with residential. Patients will be relocated to other Detox Facilities or Mercy Health Emergency Room if no availability at local Detox facilities.</p>	<p>Residents will be relocated to hotels, connected with loved ones for shelter or relocated into open units at other sites that are available within Meridian. (Utilize open units in Glen Park, Fox Run, Marion Commons, Phoenix Court</p>

Fire Response Plan

- All staff will receive an updated copy of these procedures.
- Basic emergency procedures and escape routes will be posted throughout each Meridian HealthCare service site.
- All staff will be instructed on location and proper use of fire extinguishers by the Health & Safety representative at their respective service sites which will include written instructions for use of a fire extinguisher.
- Evacuation drills will be conducted, monitored, and evaluated at least once per year with results made available to all staff.
 - o Evacuation drills may be initiated utilizing the fire alarm or an air horn for notification of building occupants.
- Failure to respond and follow emergency safety procedures during drills is regarded as a deficiency in job performance. Any staff member who intentionally fails to respond to evacuation drills will be subject to disciplinary action.

Responsibilities:

Anyone who observes a fire in the building should proceed as follows:

1. Sound the Fire Alarm and begin evacuation procedures.
2. Call 911 to report the emergency.
3. Follow evacuation procedures by proceeding to the nearest safe exit urging all individuals along the way to exit through the nearest safe exit.
4. The person discovering a fire should exercise prudent judgement in determining whether or not the fire can be put out with one of the available extinguishers. However, extinguisher use is an elective option as each individual possesses differing attitudes, values, and capabilities regarding the risk factors involved. Any action to begin primary firefighting is totally voluntary depending on individual assessment of the situation and necessary resources available to eliminate it.

Reception Area:

Upon notification of a fire in the building:

1. Receptionist will be responsible for evacuating patient waiting areas through the nearest safe exit.

Staff:

Upon notification of a fire in the building:

1. Evacuate the building through the nearest safe exit.
2. Calmly escort patients and anyone in your immediate area to the designated exterior meeting location.
3. Do not re-enter the building until instructed to do so.
4. Do not approach the fireman. Report any concerns or information (someone still in building, etc.) to the designated spokesman or Health & Safety Site Representative, who will communicate with the firemen.

5. Do not leave the designated exterior meeting location until instructed to do so by authorized personnel.

Facilities Department:

The Meridian HealthCare Facilities Department is responsible for:

- A. Reviewing and updating procedure, when applicable, with the local Fire Department for compliance with latest and most appropriate procedures.
- B. Ensuring that all staff is familiar with the procedures and operation of safety equipment.
- C. Ensuring that fire drills are conducted according to regulations; evaluating, distributing, and filing performance results as required by procedures.
- D. Analyzing all fire drill reports and forwarding results to appropriate leadership for review/discussion and for performance improvement suggestions.
- E. Ensuring proper supply and maintenance of fire extinguishers and alarms.
- F. Ensuring the proper posting of escapes routes.
- G. Ensuring the distribution of latest safety procedures to all staff.

Evacuation Staff Role

Site	Location	Staff
Meridian Rd.	Back Parking Lot By Picnic Table	Site Manager and/or Deputy
Chalmers SRO/Medical	SW Parking Lot by Corner	Site Manager and/or CCC
Chalmers Detox	Smoking Shed	Nurse and/or CCC
Chalmers Residential	By Dumpster	Site Manager and/or CCC
TASC	SE Corner of Parking Lot	Site Manager
Marian Commons	Gazebo	CCC
Boardman	SW Corner of Front Parking Lot	Site Manager
Howland	Front Parking Lot By Grass	Site Manager
Warren	NE Parking Lot by Fence	Site Manager

Communication

All communication with staff will be done by their direct manager via call and/or text message.

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