

Emergencies & Complaints: What to Do

Contents

Contact Information	1
Overdoses	1
Fire	2
Severe Weather	3
Threat of Violence	3
Medical/Psychiatric Emergencies	4
Intoxication	4
Seizures	4
Drills	5
Protection against Communicable Diseases	5
If a neighbor complains...	5
If you have a grievance...	5
Acknowledgment	6

Contact Information

Sober Living Case Manager Hotline: (859) 447-9846

Sober Living House Manager: (270) 957-8858

Overdoses

Signs of an Overdose

- Person is passed out and unresponsive.
- Their breathing is very slow; they are making gurgling sounds; they are not breathing at all.
- Lips are a blue or grayish color.

Check for a Response

- Shake them to wake them up.
- Shout their name.

Administer NARCAN

Stepworks Sober Living provides NARCAN in each apartment in a red box attached to the wall in the kitchen.

- Take the hammer attached to the box and smash the glass.
- Take the NARCAN out of the box.
 - Peel back the tab with the circle to open the Narcan Nasal Spray.
 - Hold the Narcan Nasal Spray with your thumb on the bottom of the plunger and your fist and middle fingers on either side of the nozzle.
- Tilt the person's head back and provide support under the neck with your hand.
- Gently insert the tip of the nozzle into one nostril until your fingers on either side of the nozzle are against the bottom of the person's nose.
- Press the plunger firmly to give the dose of Narcan Nasal Spray. Remove the Narcan Nasal Spray from the nostril after giving the dose.
- **Call 911 if a peer has not already called.**
- Wait for two minutes and watch the person closely.
- Call the house manager if a peer has not already called.
- If the person does not respond in two minutes, repeat the steps and give the second dose of Narcan Nasal Spray in the box.
- Roll the person on their side, which is called the "recovery position."
- When an ambulance arrives, tell them that this person was given Narcan.
- If the house manager is not yet on site, call them again.

Fire

If there is a fire, take the following steps:

- Tell everyone to evacuate and exit the building.
- Meet in the designated meeting location by the dumpster.
- Call 911 and give your name, location, and a description of the fire.
- Call the house manager.
- Tell first responders if you believe anyone may still be in the house.
- Do not re-enter the building until an emergency authority gives approval.

You may choose to fight the fire if it is small in size and contained to an area (e.g. stove).

- To fight a small fire, use the PASS system:
 - **P**ull pin on fire extinguisher.
 - **A**im at base of fire.
 - **S**queeze handle.
 - **S**pray in sweeping motion.



Severe Weather

- If significant snow or tornadoes are predicted, Stepworks may cancel groups or appointments. The house manager will notify you.
- In case of a tornado warning, move to the closet, or the kitchen if the closet is unavailable, as the emergency sheltering location.
 - Sit facing the wall with your arms folded overhead.
 - Call or text the house manager to update them after the threat passes.

Threat of Violence

- If there is a threat of violence or assault, do not attempt to intervene and resolve the threat.
- Notify the house manager immediately.
- For threats **outside** of the facility, the house manager may ask you to **shelter-in-place**.
 - Lock the doors and stay away from windows and doors.
 - Stay inside until the house manager tells you otherwise.
- For threats **inside** the facility, the house manager may ask you **evacuate**:
 - Leave using the nearest exit and meet in the designated meeting location at the Crowne Pointe facility parking lot.
 - Do not re-enter the building until the house manager gives approval.

Active Shooter Protocol

If there is an active shooter in the facility...

- Call 911. If you cannot speak, leave the line open and allow the dispatcher to listen.
- RUN - If there is a clear path, try to evacuate.
- HIDE - If evacuation is not possible, find a place to hide.
 - Lock and blockade the door with heavy furniture.
 - Silence your cell phone. Stay hidden and quiet.
- Is evacuating or hiding impossible?
 - As a last resort, and only when your life is in imminent danger, try to disrupt or incapacitate the active shooter.
 - Act as aggressively as possible against them.
 - Throw items and improvise weapons.
 - Yell and commit to your actions.
- When law enforcement arrives...
 - Stay hidden until they knock on your door.
 - Stay calm and follow officer instructions.
 - Put down any items in your hands, raise your hands, and spread your fingers.
 - Go toward the exit where officers are entering.
- Notify the house manager.



Medical/Psychiatric Emergencies

- Call 911.
- Give aid to the person if possible.
- Call the house manager.

Medical/Psychiatric emergencies include...

- unresponsive to verbal prompting or shaking a shoulder
- uncontrolled bleeding
- a fall resulting in unresponsiveness or confusion
- seizure activity
- severe chest pain
- shortness of breath with inability to speak
- uncontrolled mood with threats of suicide or homicide
- brandishing a weapon
- disorientation to person or place

Intoxication

Call the house manager.

Seizures

- Help lower the person to the floor.
- Move away any objects that could cause injury.
- Roll them to their side.
- Get padding for their head.
- Time the seizure if possible.
- If they vomit, roll them to the other side (for safety and clean-up).
- After the seizure, encourage them.
- Call the house manager, and tell them how long the seizure lasted.
- Stay with the person until the house manager provides direction.

When to Call 911 for a Seizure

- They are not breathing or lips are turning blue.
- The seizure lasts longer than three minutes.
- There is an airway obstruction.
- They are unresponsive after the seizure.



Drills

Fire drills are facilitated six times a year, and at least two of them will be at night.

Protection against Communicable Diseases

Stepworks Sober Living will use “universal precautions” to prevent the spread of disease within the home. “Universal precautions” means treating all human blood and body fluids as if they are infectious. A bodily fluid cleanup kit can be found under the kitchen sink. If supplies are needed, or if this bin is missing, please notify the house manager.

- wash your hands
 - after wiping or blowing your nose
 - before preparing or eating food
 - after using the toilet
 - before and after treating or bandaging a cut
 - after handling urine test kits or collection of urine
 - after wiping down surfaces, cleaning spills, or any other housekeeping
 - after contact with bodily fluids, even if you wore gloves
- use gloves
 - when cleaning up urine, stool, or vomit
 - if handling bodily fluids
 - when administering first aid for a cut, bleeding wound, or bloody nose
- dispose of used gloves immediately after use
- clean any surface that has come into contact with blood with a disinfectant
- dispose of potentially infectious materials into a plastic trash bag, tie it securely, and immediately dispose of it in the dumpster

If a neighbor complains...

If a neighbor complains, politely give them the house manager’s name and phone number.

If you have a grievance...

First try to resolve complaints with the manager or a supervising team member by talking to them. If the complaint is not resolved or the discussion is not appropriate under the circumstances, request a grievance form from a Stepworks team member. Complete the grievance form and give it to a team member. A member of the Stepworks leadership team will contact you, but please allow five days. You may also contact the Kentucky Cabinet for Health and Family Services OOAR (Office of the Ombudsman and Administrative Review), 275 East Main Street, Frankfort, KY 40621, or call 1-800-372-2973. Or, contact the Kentucky Recovery Housing Network at 502-782-8478. You may call the cabinet’s ombudsman without first reporting the complaint to the

program administrator. Residents who engage in the grievance process or make a less formal complaint may do so without fear of interference, coercion, discrimination, or reprisal.

Acknowledgment

I acknowledge that I have received information about the following:

- Stepworks Sober Living team contact information
- what to do in case of various emergencies
 - overdose
 - fire
 - severe weather
 - threats of violence
 - medical or psychiatric emergencies
 - intoxication
 - seizures
- emergency drills
- grievance procedure

I understand this information and have been given the opportunity to ask questions.

Resident Signature: _____ Date: ____ / ____ / ____

Team Member Signature: _____ Date: ____ / ____ / ____