

# ■ STRAIGHT

## EMERGENCY PROCEDURES MANUAL

December, 1984

## Our Philosophy

Straight possesses only the authority granted by you, the parents. In your home, you the parent are the authority. You determine what happens in your home, and you are accountable for what happens in your home.

The purpose of this manual is to give Straight parents clear and concise guidelines on handling an emergency or any unusual situation that may arise in your home while you and your family are in treatment at Straight, Inc.

We expect you to treat each child in your home as if he/she were your own. We also expect you to use common sense in dealing with any situation that may arise in your home and to react swiftly using your best judgment to insure the safety and health of all clients in the home.

Straight has not, does not, and will not condone or tolerate any treatment of any individual which does not reflect love, care and the respect for the dignity of the individual.

PARENT INFORMATION SHEET

Police..... \_\_\_\_\_  
Fire Department... \_\_\_\_\_  
Rescue Squad..... \_\_\_\_\_  
Poison Center..... \_\_\_\_\_  
Hospital..... \_\_\_\_\_  
Directions if necessary \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Chain of Command

Fourth Phaser..... \_\_\_\_\_  
Fourth Phaser..... \_\_\_\_\_  
Fourth Phaser..... \_\_\_\_\_  
Fifth Phaser..... \_\_\_\_\_  
Fifth Phaser..... \_\_\_\_\_  
Staff Trainee..... \_\_\_\_\_  
Junior Staff..... \_\_\_\_\_  
Nearby Oldcomer.... \_\_\_\_\_  
Nearby Oldcomer.... \_\_\_\_\_

NECESSARY

HOUSEHOLD EQUIPMENT:

Smoke Alarm  
Flashlight with Fresh Batteries  
Fire Extinguisher  
Poison Control Kit

NECESSARY

MEDICAL SUPPLIES:

Basic First Aid Kit/Red Cross First Aid Booklet  
Metamucil  
Tylenol  
Aspirin  
Thermometer  
Ice Pack  
Heating Pad

Add necessary phone information, names, and directions to this sheet.  
Detach this sheet and post by your telephone.

## I. ILLNESS

### A. Emergency or Life-threatening

Assess the situation, and if very serious, call your local emergency number to get emergency medical attention (e.g. ambulance to nearest facility). At intake each client is provided with an emergency care card that is carried with him at all times.

Call your GLO to attend to any other clients in the home. If the GLO is not immediately available to pick up newcomers, please use common sense as far as putting other clients in the car with you.

Call, or have another adult call staff and inform them of the situation as soon as possible. (In a life-threatening situation obtaining medical assistance is the first priority. Parents need to use common sense in timing the communication to staff.) Junior staff will make arrangements to supply the medical release form (signed at intake) to the hospital. Executive or Senior staff will notify the parents of the injured client, if he is not living in his own home, and continue to keep the injured client's parents fully informed of any further developments and the results of the hospital visit.

#### EXAMPLE:

You are a single parent, and you have the following members in your household: your oldcomer child, his two newcomers, your two younger siblings. Your oldcomer child trips and falls on his arm and his bone is protruding, indicating a broken arm. Parents or older sibling should call your local emergency number. Jr. Staff should be called and informed of the situation. Staff will proceed to make arrangements for your newcomers to be picked up immediately at the home if possible, or at the medical facility. After firmly directing newcomers to sit with her, the parent will continually attend to the injured child. If ambulance arrives prior to the arrival of GLO, the parent will put newcomers in the car with her, in between the siblings, and follow the ambulance to the hospital. After arrival at the hospital, she will await arrival of GLO to pick up the newcomers. Parents will continually keep the Junior staff member informed of the situation.

## B. General Illnesses

If symptoms are potentially serious, but initial treatment is within the realm of parent's capability, (e.g., asthma, accidental swallowing of bone or other objects, high fever, hyperventilation, persistent nose bleed, severe headache, etc.) parents should react swiftly, with parental authority, and assume leadership in attending to the symptoms (e.g., administer prescribed medication\* for asthma attack, administer the Heimlich maneuver\*\* for choking, administering 2 Tylenol or aspirin for fever or headache, direct client with nose bleed to sit with head back and apply pressure to nostrils, providing paper bag for client who is hyperventilating and direct him in the proper breathing method). As soon as possible, notify a Junior staff member of the situation, and continue to keep a Junior staff member informed of any further developments. After the appropriate response to the symptom, parents will again notify a Junior staff member and continue to keep the staff member informed of any further development (e.g. fever of 101° rising to 104° within a half hour). If any symptom does not respond to treatment or shows signs of worsening and/or becomes life threatening, follow Plan A.

- \* Most parents of a client with a medical condition will be provided with specific instruction, and/or medication, for that client.
- \*\* Parents are strongly advised to obtain Red Cross First Aid Instruction.

## II. HOME EMERGENCIES

### A. Fire

Every home should be equipped with smoke alarms and one or more fire extinguishers. Parents should inform their child of their household's fire drill plan so that the oldcomer is fully aware of the route he and newcomers will take to evacuate swiftly and safely. If a fire does occur, and evacuation is necessary, parents will direct and supervise safe exit per their fire drill plan. Parents should evacuate to the closest neighbor, and as soon as possible, Junior staff should be notified of the situation. Junior staff will make arrangements for the family to be relocated to the nearest Straight household.

### B. Other Home Situations

If a home emergency occurs, such as flooding of basement, gas leak, power outage, hurricane or tornado, parents should use common sense to provide for the safety of all household members. If evacuation is necessary, immediately call staff from a neighbor's home and drive to the nearest Straight household (GLO if possible). If relocation of just client and newcomer is necessary, e.g., flooding of basement, then call staff from a neighbor's home to immediately arrange for a drop-off situation to the nearest Straight household.

### C. Violence

As parents have experienced, a chemically dependent child can act impulsively and irrationally by acting out in a manner which could be harmful to himself and others. If such a situation should occur in your home (e.g., newcomer attempts to injure oldcomer) then parents need to assume leadership of the situation and direct other clients to aid parents whatever way possible. As soon as the safety of all clients is insured, call Junior staff to inform them of the situation, and they will then provide direction, assistance or support from other Straight clients or parents. If medical assistance should become necessary for oldcomer or newcomer, follow previously outlined medical emergency plan.

### III. COP-OUT

#### A. Cop-Out

If a newcomer or oldcomer should run away from the home, parents should inform Junior Staff immediately. Staff will make appropriate suggestions and direct you in the necessary arrangements to make for any other clients in the home, e.g. oldcomer cop-outs leaving newcomer in the home. If cop-out occurs from school, work, or other location, staff should be notified immediately.

#### B. Returning Cop-Out

Once your child communicates with you, via phone call or in person, it is vital that you contact staff immediately. As a parent, you are expected to make whatever arrangements that are necessary to return your child to treatment as soon as possible. For information, parents are advised to contact their team captain for help and support from other parents for assistance in dealing with this situation. It is crucial that you give your child the clear message that because he has chosen to leave treatment prior to completion, you will not allow him to live back in your home, nor receive any support from you until he returns to treatment.

#### IV. OTHER

##### A. Car Breakdown/Car Accident

If your car malfunctions on the way to or from Straight, you as an adult will seek whatever assistance that is available (walking to nearest phone booth, flagging down help, etc.) leaving oldcomer in charge of newcomer in the auto. Parents should notify staff as soon as a phone becomes available to inform them of their whereabouts and estimate on the time delay there will be in getting the clients to group or to home. Depending on the time involved and the nature of the repair, staff will assist in making any arrangements that are necessary.

##### B. Violence in the Car

If a client acts in an impulsive manner which becomes dangerous to himself or others in the car, it is important that the parents assert authority and take control of the total situation. Parents are expected to use their common sense to maintain the safety of all clients. If necessary, due to the outbursts of one or more clients, parents should pull the car over to the side of the road until order is restored. Parents need to assess the severity of the situation and the hour, and then make a decision based on that information either to return to Straight or continue home. If returning home, staff should be contacted immediately and the incident reported.



## V. HOST HOME INCIDENT REPORTS

In order to provide a clear channel of communication for parents to notify staff of special circumstances that may occur in the host homes, Straight has made Host Home Incident Reports available to host families. These reports are intended to be used in those situations in which a parent believes Executive Staff should be notified as soon as possible.

Host Home Incident Reports bypass the chain-of-command, and are intended for restricted use. They may be used in circumstances when a parent has already notified staff on the chain-of-command or in limited cases when a parent may deem it advisable to notify Executive Staff directly.

Examples of such circumstances include:

1. To report any acts of violence, including self-injurious behavior, carried out by a client;
2. To report any conduct between clients, i.e., old-comer/newcomer, newcomer/newcomer, or oldcomer/oldcomer that is suspicious or out-of-the-ordinary;
3. Any sexual acts involving clients in the program;
4. Any inappropriate behavior between clients and host parents.

These are examples of some situations in which a Host Home Incident Report is necessary, but other such situations might arise. Parents are asked to use their common sense and discretion in submitting their reports. Please note, however, that Host Home Incident Reports are not substitutes for chain-of-command requests, and should be used only to report significant incidents.

HOST HOME INCIDENT REPORT

HOST PARENT \_\_\_\_\_ CLIENT(S) \_\_\_\_\_

TO BE FILLED OUT BY HOST PARENT IN THE EVENT OF ANY CLIENT BEHAVIOR OR INCIDENT IN THE HOST HOME THAT MAY REQUIRE FURTHER ADMINISTRATIVE ACTION. PLEASE DESCRIBE THE SPECIFICS ASSOCIATED WITH THE INCIDENT AND TURN INTO THE FRONT DESK.

DATE \_\_\_\_\_

\_\_\_\_\_  
Host Parent Signature

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Executive Staff Member

ST-4-84