

**Cottonwood, Inc.  
Policies and Procedures**

**SECTION:** Residential

**POLICY NO:** 30-006

**SUBJECT:** Acute Illness or Accident Emergencies

**EFFECTIVE DATE:** April 1988

**Policy:**

All staff shall be certified in First Aid / CPR and will follow appropriate emergency medical procedures.

**Procedures:**

1. Emergency procedures will be discussed as part of consumer and employee orientation. Ongoing review will be conducted by staff each month at the time of residential house conferences and as natural training opportunities occur. Emergency policies will be available on site for reference.
2. Emergency procedures will be handled as follows:
  - a. The emergency number for the Police Department, the Fire Department, and ambulance shall be posted by each phone: 911.
  - b. Staff detecting an emergency situation shall call 911 and give the dispatcher the nature of the emergency, address, and name.
  - c. Appropriate First Aid / CPR procedures are to be administered as trained in First Aid /CPR.
  - d. The On-Call Manager will be notified at the earliest opportunity.
  - e. If a consumer is transported to the hospital or additional care is needed, the On-Call Manager will arrange for staff to accompany the individual and provide support during assessment and treatment. The On-Call Manager may provide the support directly in some circumstances.
  - f. The On-Call Manager will be responsible for notifying the consumer's Cottonwood, Inc. support team and/or family or guardian if the consumer sustains an illness or injury which requires hospitalization. Exceptions may be made based on consumer confidentiality issues. Family/guardian may be notified of ER visits depending upon individual circumstances. Notification will occur as quickly as the situation dictates.
  - g. An incident report will be completed by the staff on duty at the time of the emergency and routed to the Residential Coordinator by the next business day.
3. The Residential Director is ultimately responsible for ensuring that all staff have completed First Aid / CPR certification.
4. New staff will be assisted with signing up for First Aid / CPR training. This training must be completed prior to working independently with consumers.
5. Training renewal dates will be maintained and entered into the Training database by the Residential Personnel Coordinator and/or the Training Coordinator. Residential Coordinators are able to enroll staff in trainings and monitor the training status of staff by accessing the Training database.