Challenge Workforce Solutions
Emergency and Accident Policy & Procedure

It is the intent of Challenge to provide a safe environment for employees, consumers and volunteers. It is also our intent to properly manage any incidents that occur so as to minimize injury and other forms of loss. A well-managed workplace safety program can benefit our organization and its people in countless ways. In order for Challenge to achieve our goals, we have developed a workplace safety program outlining the policies and procedures regarding employee and volunteer health and safety. Each and every individual must become familiar with the program, follow and enforce the procedures, and become an active participant in this workplace safety program.

While management, Human Resources and the Safety Committee will be responsible for developing and organizing this program, its success will depend on the involvement of each employee, consumer and volunteer. We look forward to your cooperation and participation.

If a situation occurs that requires first responders, the receptionist (extension 120) is to be called requesting a “First Responder” response, with AED if chest pains, trouble breathing, or unconsciousness are present. The receptionist will send a full page throughout Challenge announcing “First Responders” and the location. The first responders and other necessary personnel will respond to the announced location, assess the situation, and act accordingly. All employees and consumers with minor injuries or health care needs will be referred to their own physician.

If an ambulance is warranted, the person/department calling for “First Responders” is responsible for calling 9-1-1 directly, and will then notify reception that an ambulance has been called.

A list of first responders is posted conspicuously in every department throughout Challenge, as well as the reception desk.

Emergency & First Aid Procedures:

1. First Responders are called and announced throughout Challenge. First responders arrive at the location of the incident and work as a team to assess the situation and provide care or support as needed.

2. First responders will assess the nature and extent of the injury/illness. The first responders will be in charge of the situation and will determine a “Lead First Responder” to ensure the following tasks are covered:
   - Support the first responders when needed.
   - In case of seizure or serious situations where first responders deem necessary; clear the work area of any staff and consumers not involved in the incident,
   - If necessary, call 9-1-1 directly from the department
   - If 9-1-1 is called, notify reception (extension 120)
   - Provide a copy of the face sheet to EMT or other medical personnel (face sheet is in the Consumer files, on the network, or in a binder at the Receptionist desk)
   - EVS staff or first responder will notify emergency contacts and/or family

3. In cases of chest pain, shortness of breath, stroke, seizures, severe bleeding or other life-threatening situations, the injured person will be transported to the Emergency Room.

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via ambulance. The person/department calling for “First Responders” is responsible for calling 9-1-1.

In the event of an injury/illness where there is disagreement/uncertainty about whether to transport the injured/ill person, the person will be transported to the emergency room via ambulance.

4. If it is a non-emergency but medical care is necessary, the individual’s family/support staff will be contacted to take the individual to the doctor/urgent care. If no one is available, Challenge staff will provide transportation to Convenient Care.

5. If a Challenge vehicle is necessary for non-life threatening emergencies, contact the front desk (extension 120) to get a vehicle and driver.

6. The Department Supervisor will complete the accident report for staff. The Employment Specialist and the observer of the incident will complete the accident/incident report for Consumers.

**Challenge Offsite Personnel:**

1. Get assistance immediately through Security, site personnel or 9-1-1. Follow employer’s policy for treatment of injured/sick person.

2. Challenge first responders, site security, residential staff, medical personnel and the person’s physician are resources to be utilized as needed. Notify Department Manager and complete an accident report.

3. Employment Specialist/Job Coach will help the Supervisor complete the accident/incident report for consumers.

4. Department Supervisor will complete the accident report for staff.

5. Individuals who have had medical care related to an injury or lost work time must have a release from a physician in order to return to work.

**First Responder Policy**

Staff members who have completed First Aid and CPR training and have current certification will be added to the first responder list. First responders will be contacted in emergency situations, or asked to provide consultation or assistance to other staff or consumers regarding non-emergency accidents or injuries. The group of first responders will work as a team to assess the situation and provide care and support as needed.

Staff members who participate as first responders do so voluntarily, and Challenge does not require that staff provide first aid or CPR in any given situation. Staff members are considered non-medical personnel, do not have a professional duty to respond and therefore, cannot be held liable to provide emergency medical care. Any staff member who does provide first aid or CPR are legally protected under New York State’s Public Health Law (Good Samaritan Statute) and cannot be held liable for any resulting injury from their actions.

Challenge will provide training in first aid and CPR, as well as training in the proper use of an Automated External Defibrillator (AED). Staff members who work directly in Contract Production with consumers or who supervise community worksites will be required to complete first aid, CPR, and AED training. Other agency staff members are encouraged to participate in the training and serve as first responders.

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