

INCIDENT RESPONSE PLAN

The protocol for responding to a health incident requiring first aid or other emergency response (such as but not limited to a slip, trip, fall, cut, or other medical emergency) on the Senior Services campus.

INCIDENT RESPONSE PLAN

If urgent and obvious medical attention is needed **call 911 first** and alert (or send someone to alert) your department leader or incident response personnel.

Otherwise, follow the below steps:

1. Call for assistance from a trained first aid staff person. Senior Services has several certified staff who can assist with first aid, CPR, and the use of the Automated External Defibrillator (AED).
 - You can request assistance via in-person notification, chat, phone call, or page over the PA system.
2. If no one is available, access and use the material in a designated first aid kit to assist.

Remember, if more urgent and obvious medical attention is needed, call 911 first and alert the department leader or incident response personnel about calling 911.

- Once the situation is resolved, complete an incident report, and turn in to the Chief Operating Officer.
- A non-employee incident report is used for volunteers, visitors, participants, and guests.
 - An employee incident report is used for staff.

TRAINED/CERTIFIED INCIDENT RESPONSE PERSONNEL

When an incident occurs, you can notify any incident response person that you are able to connect with quickly. To help, we have identified zones of responsibility which should make finding an incident response person easier.

You will need to notify one of the following staff members immediately when an incident requiring assistance occurs.

Name:	Title:	Contact Information:
• Kristen Perry	Chief Operating Officer	336-721-6959 or ext. 1049
• Angela Wall	VP of In-Home Services	336-721-6943 or ext. 1033
• Penny Hale	Williams Center Director	336-721-3414 or ext. 1202
• John Brown	Business Operations Officer	336-721-6901 or ext. 1001
• April Staley	RN Case Manager	336-721-6949 or ext. 1039
• Scott Warnock	Director of Home Care	336-721-6950 or ext. 1040
• Tan Sligh	Health Care Coordinator	336-721-3417 or ext. 1209
• Dee Anthony	Asst. Health Care Coordinator	336-518-9968 or ext. 1213

AREAS OF RESPONSIBILITY

These are the typical areas that the trained staff can be found in, but know you can notify any incident response person as needed.

Kristen Perry:

The administrative area, the Hub, and Living-at-Home.

Angie Wall/ Scott Warnock:

Aging Resources, Home Care, Meals-on-Wheels, Meals-on-Wheels Pick Up area.

John Brown:

Generations Center shared areas and Creative Connections staff.

Penny Hale/April Staley/Tan Sligh/Dee Anthony:

Williams Center staff and participant areas.

FIRST AID KIT/AED LOCATIONS

Senior Services has first aid kits strategically placed throughout the campus. Look for the “first aid kit located here” signage!

- in the cube across from the COO’s office,
- in the caterer’s kitchen in a cabinet labeled first aid,
- In the MOW pick-up room
- in the supply closet in Home Care,
- in the Business Operations Officer’s office, and
- in the WADC Nurse’s office.

We also have AED placed throughout the campus

- Shorefair: in the Staff Relaxation Room on the window wall nearest the bathrooms.
- Generations Center: in the Pre-Function area outside of the Gallery Theater
- Generations Center/WADC: in the WADC Nurse’s office.

