

SECTION: 3.2.1
SUBJECT: Staff Training
TOPIC: Agency-wide Orientation
Pre-Orientation Training

POLICY

To ensure the safety and well-being of individuals served and employees, any staff person who begins employment prior to attending the formal Orientation must receive pre-Orientation training. This training must be provided within the first two days of an individual's employment and must be provided by an agency-approved instructor. To be considered an approved instructor, the person should be someone who has worked for the agency for a reasonable amount of time and is comfortable and confident in the materials and topics contained in the Pre-Orientation packet. For divisions without an agency-approved instructor, the Staff Development Coordinator or another agency-approved instructor can provide this training. No employees should be allowed to work alone with individuals without receiving this training. This training should be considered a component of on-site training.

Pre-Orientation Training provides a brief overview of some of the key topics covered in Orientation – it does not replace attendance at Orientation for those employees mandated to attend.

Upon completion of review of the Pre-Orientation training packet, the completed checklist is sent to the Human Resources Department, with a copy sent to the Staff Development Coordinator.

PROCEDURE

Person(s)

Division Director

Responsibility

Identifies at least two staff in division to act as approved trainers.

Notifies HR Director and Associate Executive Director for QA/Compliance of staff to act as approved trainers.

Talent Acquisition Specialist

New Hires begin each Monday. All new hires, with the exception of those hired on the first Monday of agency orientation, complete Pre-Orientation.

The Talent Acquisition Specialist coordinates a schedule with all agency-

approved instructors to rotate the presentation of Pre-Orientation after completion of New Hire paperwork.

Approved Instructor

Reviews Pre-Orientation packet with new employee. Initials checklist as each topic is reviewed.

Ensures employee signs Attestation Statement.

Employee

Meets with approved instructor. Reviews informational packet. Initials checklist as each topic is reviewed.

Approved Instructor

Reviews completed checklist and completes additional information, including dates for Orientation.

Signs completed checklist.

Sends completed checklist to HR department. Sends copy to Staff Development Coordinator. Provides employee with copy.

REFERENCE: Part 633.8 (b)(2)
DATE: 9/2007
REVISED: 6/2012, Rev 2/2015, Rev. 2/2018

Executive Director

Date

President, Board of Directors

Date

Arc of Onondaga Pre- Orientation Training

Employee: _____

Date of Hire _____

Position: _____

Site: _____

The following areas were reviewed:

TOPIC	Date	Employee Initials	Trainer Initials
Incident Reporting/Allegations of Abuse	_____	_____	_____
Attestation Statement	_____	_____	_____
Universal Precautions/Infection Control	_____	_____	_____
Safety/OSHA	_____	_____	_____
Fire Safety	_____	_____	_____
HIPAA/Confidentiality	_____	_____	_____
Corporate Compliance	_____	_____	_____
Employee Conduct Requirements	_____	_____	_____

I have provided an overview of the above topics:

Trainer

Date

I have received information on the above topics and have been provided the opportunity to ask questions. I understand that I am expected to attend the next Orientation program, scheduled for _____.

Employee

Date

Supervisor

Date

Arc of Onondaga Pre- Orientation Training

Note: Original to HR; Copy to Staff Development

Employee: _____

Date of Hire _____

Position: _____

Site: _____

The following areas were reviewed:

Topic	Date	Employee Initials	Trainer Initials
Incident reporting/Allegations of Abuse			
Attestation Statement			
Standard Precautions/Infection Control			
Safety/OSHA			
HIPAA/Confidentiality			
Corporate Compliance			
Employee Conduct Requirements			
Fire Safety			
Promoting Positive Relationships			

I have provided an overview of the above topics:

Trainer Signature

Date

I have received information on the above topics and have been provided the opportunity to ask questions. I understand that I am expected to attend the next Orientation program, scheduled for _____.

Employee Signature

Date

Incident Reporting

The purpose of reporting and managing incidents and abuse is to enhance the quality of life of individuals and to ensure they are free from mental and physical harm (Part 624.2 (a))

In December 2012-Governor Andrew Cuomo signed legislation creating the Justice Center for the Protection of People with Special needs. This new law established a set of uniform standards to be implemented by the Justice Center for the protection of people receiving services from facilities and programs that are certified and/or operated by a number of state agencies, including OPWDD.

The uniform standards enforce regulations for “vulnerable persons.” The individuals who receive services at the Arc of Onondaga are considered to be a “vulnerable person.” As members of this protected class, our individuals are entitled to a certain level of care. Arc of Onondaga is obligated to report and investigate any situation that possibly endangers an individual’s health, safety or protection.

The Protection of People with Special Needs Act requires that a Code of Conduct be read and signed by anyone who will have regular and substantial contact with any person who is receiving services or supports from facilities or providers covered by the Act. (Review and read the Code of Conduct.)

As an employee/volunteer of the Arc of Onondaga, you are considered a “mandated reporter.” Mandated reporters are custodians defined as employee, volunteer, director and operator of covered facilities and programs AND external staff who have regular and substantial contact with the people being served. Effective June 30, 2013, mandated reporters have a legal duty to report to the Justice Center, by calling the VPCR (Vulnerable Persons’ Center Register) at 1-855-373-2122, if they have reasonable cause to suspect abuse or neglect of a Vulnerable Person and report all significant incidents to the Justice Center and call the Statewide Central Register of Child Abuse and Maltreatment if they have reasonable cause to suspect abuse or maltreatment of children in family and foster homes, and day care settings at 1-800-635-1522.

While no one likes being involved in an investigation into an allegation of abuse, it is important to remember that the intent of the regulations is the **protection and safety** of the individual.

Under New York State regulations, **abuse** is based on **possible impact or endangerment** – not intent. The most common thing we hear from people is “I didn’t mean it”. When we look at situations, we have to consider the possible impact on the person, not the intent of the person who said it.

While your intent may be good, the impact may be harmful

Arc of Onondaga strives to ensure the protection of all individuals and is mandated to report and investigate certain types of situations. Any situation that affects the well-being of an individual receiving service/s from the agency must be reported.

Your responsibility is to recognize and report any unusual, noteworthy or sensitive situations, to your supervisor as soon as possible. Your supervisor will ensure that the appropriate forms are completed and the appropriate notifications are made. You may be asked to write a statement, and you may be interviewed by an investigator.

At the time the situation is reported, and during the investigation, the individual involved must be immediately safeguarded. We must immediately protect the health and safety of the person. Some of the **safeguards** that may be taken include:

- Removing the individual and/or the staff from the situation
- Immediate re-training
- Increased supervision
- ER visit
- Contacting law enforcement
- Contacting the Justice Center
- Plan modification
- First Aid

Some of the types of situations that must be reported include:

- Falls
- Injuries
- Bruises of Unknown Origin
- Missing Person (No Formal Search Procedures implemented)
- Car Accident
- Work-Related (Monarch only)
- Behavioral issues not part of a behavioral plan
- Victim of behavioral issue if injury
- SCIP-R reports (Part of a behavior plan and/or Emergency use)
- Emergency room or hospital visits
- Death
- Criminal Acts
- Situations involving police or member of community
- Medication Errors
- Possible Abuse

If you are not sure about a situation – report it to your supervisor immediately. After regular business hours – contact on-call supervisory staff per the divisional on-call system.

Arc of Onondaga utilizes several classifications for situations:

An “**Agency internal event**” (GER) is a noteworthy situation or occurrence that does not seriously endanger the well-being of individuals served and is not defined as a reportable incident, serious reportable incident or an allegation of abuse. Agency internal events are deemed important enough to document, provide any necessary follow-up, and monitor. Agency internal events are documented in Therap as GERs (General Event Report).

A “**minor notable occurrence**” are events or situations listed below and occur under the auspices of an agency.

- Injury to an individual receiving services requiring medical or dental treatment more than first aid

OR

- Any suspected theft of an individual receiving services personal property or financial exploitation that involves more than \$15 and less than \$100 that does not involve a credit, debit, or benefit card and is an isolated event.

A “**serious notable occurrence**” are events or situations that fall under the following categories and occur under the auspices of an agency:

- Death of any person receiving services
- Sensitive situations are situations that do not meet other criteria but may be of a delicate situation

A “**reportable incident/significant incident**” is any significant event or situation that occurs under the auspices of an agency which endangers the well-being of a person receiving services, no matter if the cause was accidental, self-perpetrated or perpetrated by another.

- Injury that results in the admission of a person to a hospital for treatment or observation due to an injury
- Unauthorized absence of a person after formal search procedures have been implemented
- Conduct between individuals receiving services: situations that would constitute abuse if committed by a custodian.
- Choking with no known risk partial or complete blockage of upper airway involving an individual with no known risk
- Theft and financial exploitation is any suspected theft of a individual receiving services personal property or financial exploitation involving more than \$100 ; theft involving a individual receiving services credit, debit, or public benefit card (regardless of amount involved) or a pattern of theft
- Seclusion: placement of an individual receiving services in a room or area from which s/he cannot or perceives s/he cannot leave at will
- Unauthorized use of time out: the use of procedure in which a person receiving services is removed from regular programing and isolated in a room or area
- Medication error with adverse effect: inconsistent with a prescription order for an individual receiving services AND has an unanticipated and undesirable side effect from the administration of the particular medication
- Inappropriate use of restraints: the amount of force used or the situation in which the restraint was used is inconsistent with an individual’s plan of services. Restraints include: any manual, pharmacological or device used to immobilize or limit the ability of an individual to freely move his or her body
- Missing person: unexpected absence of an individual receiving services that exposes him or her to the risk of injury AND formal search procedures implemented
- Choking with known risk: partial or complete blockage of the upper airway that leads to the inability to breathe involving an individual with a known risk for choking and a written directive addressing the risk
- Self- Abusive behavior with injury: a self-inflicted injury to an individual receiving services that requires medical care beyond first aid
- Mistreatment : Deliberate and willful treatment of a person served; against the program plan; violating human rights, or against acceptable practice and standards in the field of developmental disabilities
- Other Significant - are situations that do not meet other criteria but may be of a delicate situation

A “Reportable Incident/Abuse/Neglect”

“**Abuse**” is broadly defined as the maltreatment or mishandling of a person receiving services which endangers the physical or emotional well-being of a participant *through the action or inaction* of a staff person, a volunteer, or another individual *whether or not the individual appears to be injured or harmed*. The failure to intercede on behalf of a person is also considered abuse.

Physical Abuse

- Physical abuse shall mean conduct by a custodian intentionally or recklessly causing, by physical contact, physical injury or serious or protracted impairment of the physical, mental, or emotional condition of the individual receiving services, or causing the likelihood of such injury or impairment. Such conduct may include, but not limited to:
 - Hitting
 - Slapping
 - Pinching
 - Biting
 - Smothering
 - Shoving
 - Kicking
 - Choking
 - Strangling
 - Dragging
 - Use of corporal punishment
 - Unauthorized/unnecessary use of physical intervention not including reasonable emergency interventions
- Physical contact which is not necessary for the safety of the person and/or causes discomfort may be considered abuse, as may the handling of a person with more force than is reasonably necessary.

Sexual Abuse

- Any sexual activity between individuals served and:
 - Employees
 - Consultants
 - Volunteer
 - Other persons served (unless *both* are consenting adults)

Psychological Abuse

- Language or gestures in the presence of people being served subjecting him or her to:
 - Ridicule
 - Humiliation
 - Threats
 - Contempt
 - Denigration
 - Derogatory comments
 - Taunts
 - Intimidation
 - Dehumanization

- The tone of voice, such as that used in screaming or shouting may constitute abuse. Any conduct that may cause significant emotional distress to an individual receiving services.

Deliberate inappropriate use of restraints

- Use of a restraint when the technique that is used, the amount of force that is used, or the situation in which the restraint is used is deliberately inconsistent with an individual's plan of services except when the restraint is used as a reasonable emergency intervention to prevent imminent risk of harm to a person receiving services. This includes: medication without written, prior authorization; for the convenience of staff; as a substitute for programming; as punishment or a device to immobilize or limit the ability of a person receiving services to freely move his or her arms, legs or body.

Use of Aversive Conditioning

- The application of a physical stimulus that is intended to induce pain or discomfort in order to modify or change the behavior of an individual receiving services. This includes: use of odors, tastes, blindfolds, withholding meals, etc.

Obstruction of reports of reportable incidents

- Conduct by a custodian that impedes the discovery, reporting, or investigation of the treatment of a service recipient
- Falsifying records
- Persuading a custodian or other mandated reporter from making a report of a reportable incident
- Intentionally withholding material information during an investigation
- Intentionally making a false statement
- Intentional failure of a supervisor or manager to act upon such a report in accordance with regulations or for a custodian failure to report a reportable incident upon discovery

Unlawful use or administration of a controlled substance

- Administration by a custodian to an individual receiving services of a controlled substance without a prescription or other medication not approved for any use by the federal food and drug administration
- A custodian unlawfully using or distributing a controlled substance at the workplace or while on duty.

Neglect

- A condition of deprivation in which individuals receive insufficient, inconsistent or inappropriate services, treatment, or care to meet their needs.
- Failure to provide appropriate services, treatment, care, or a safe environment by:
- Gross error in judgment
- Lack of attention/ignoring

Part 625

Applies to situations that do NOT occur under Arc auspices however must be documented on the form 150. These situations do not require a full investigation; must indicated actions taken/referrals.

**Arc of Onondaga
Attestation**

Name: _____
(Print)

I attest that I have been trained in the following and understand:

- The definition of and what is considered abuse according to the definition of Part 624 as it pertains to the care and services to individuals served by Arc of Onondaga.
- That I am to contact immediately and no later than 24 hours, in person or by telephone, my Supervisor, Program Director, Assistant Executive Director for Quality and Compliance or Administrator on Duty if I have any questions regarding or related to allegations of abuse.
- That I will not engage in abusive practices or knowingly endanger the physical or emotional well being of individuals receiving care or services at Arc of Onondaga.

Employee Signature

Date

Standard Precautions/Infection Control

In human service agencies such as Arc of Onondaga, there are some risks of infectious diseases being present. We want to do everything we can to minimize our chances of becoming infected. The best way of protecting ourselves is through the use of “standard precautions.” Standard precautions means **treating the blood and body fluids of every person that we come in contact with as if it is infected.**

Standard precautions are intended to prevent exposure to blood and other body fluids. They are ways to control the spread of infection. Whenever staff help a person in a situation where blood or body fluids may be involved, staff should wear gloves. Disposable gloves are provided at all of our sites. Gloves must be worn whenever there is a chance that you may be exposed to a person’s blood or other body fluids. Disposable gloves are not reusable.

- Treat all blood and body fluids as infectious
- Always wear gloves if you anticipate contact with blood or body fluids
- Always wash your hands properly after removing your gloves.
- Wear goggles and/or gowns if splashing of blood or body fluids is anticipated.
- Use the spill kit for spills of blood or body fluids that cannot be contained in a paper towel.
- Treat everyone the same – regardless of age, sex or level of disability
- Treat everyone’s blood and body fluids as though it is infected with a blood borne pathogen.

Frequent and thorough hand washing is the most effective method of infection control. Wash your hands with soap and water before and after taking care of any person’s needs which involves body fluids.

Conduct Requirements

Every employee at Arc of Onondaga is expected to follow general rules of conduct while performing services, per part 633.7. These rules include, but are not limited to:

- Employees may not engage in any activity that constitutes abuse of individuals receiving services.
- There is no use of corporal punishment in any Arc of Onondaga program area. Corporal punishment is defined as the use of physical force on an individual for the purpose of disciplining or chastising of the individual.
- There will be no discriminatory activity against individuals served or others for any reason, including race, religion, national origin, creed, age, sex, ethnic background, developmental disability or any other handicap.
- Employees may not distribute, sell, possess, purchase or consume illegal substances or alcohol while at the workplace or while performing in a work-related capacity.
- Employees may not come to work and provide services if their ability to perform assigned duties is impaired due to the use of alcohol, a controlled substance, an illegal substance or a prescribed medication.
- Individuals receiving services are not to perform the duties of employees unless such tasks are described in the individual's plan of services by the program team for increasing the individual's skills.
- Individuals receiving services shall not be subjected to inappropriate exposure to firearms or other weapons in or on the grounds of Arc facilities. Employees will adhere, at all times, to the respective programs' policies about the storage/use of firearms and other weapons on agency property.
- There will be no personal financial transactions between employees and individuals receiving services that may be construed as exploitation or result in greater benefit to the employee.
- Employees will not model inappropriate or unacceptable behavior to individuals receiving services.
- Employees have the potential to be looked upon as examples to many of the people we serve. Arc of Onondaga expects an appearance standard that would take into account safety, modesty, cleanliness and neatness.

Confidentiality/HIPAA

At Arc of Onondaga, we take great care in what we say about the persons we work with and how we say it, who we are speaking to and where we are speaking. As any employee you will discuss information about the persons you serve. It is important to discuss this information in confidence and in a professional manner.

Information you know about individuals is not for discussion outside your area. Arc of Onondaga is considered a health care provider under HIPAA, and information can only be shared for appropriate purposes and with appropriate people.

The services we provide, as well as the listing of our individuals, is confidential. Releasing or discussing information regarding individuals receiving services and/or staff is prohibited.

A breach of confidentiality is a violation of agency policy and may result in dismissal.

All business records are agency property. Removing records from agency premises or giving agency records to any former employee or non-employee is a serious breach of agency policy and will result in dismissal.

We require confidentiality to protect the dignity and rights of the people we serve, and to protect our staff from legal penalties.

Corporate Compliance/Documentation Standards

Arc of Onondaga is committed to making sure that we provide high quality services with the highest degree of integrity, and always act in an ethical manner. We are committed to conducting business ethically and in conformance with all federal and state laws and regulations, and with our policies and procedures.

Arc of Onondaga requires that all employees accurately and completely document the services that they provide to individuals. All documentation prepared by Arc of Onondaga employees and independent contractors shall be accurate and complete. Employees should not falsify any document related to services provided, billing or referrals.

Documentation Do's and Don'ts

DO

- Use full date (mm/dd/yy)
- Use signature and title on all entries
- Include dates with your signature
- Use ink – not pencil – in records
- Document legibly – anyone should be able to read it
- Draw a line, note error, sign & date – No use of “white out”, black markers or scribbling over
- Assure documentation is accurate
- Document service delivery promptly
- Document only for services you provided
- Only submit claims (billing) for services provided
- Obtain proper authorization for services

DON'T:

- Document in colored ink or pencil
- Document anything you have not actually done or observed
- Leave labeled fields blank
- Use initials without corresponding signature key
- Attempt to obliterate errors
- Alter previous documentation – yours or anyone else's
- Share your Therap password with anyone
- Document under anyone else's log-in name in Therap

OSHA and Employee Safety

As an employee, you have the **RIGHT TO KNOW** about the hazards you may be exposed to in the workplace. The law requires that all employers make you aware of the hazards and provide you with the information and materials to work safely.

The Occupational Safety and Health Act was developed to counteract the high numbers of job-related deaths and injuries. President Richard Nixon signed the Act in 1970 and the Occupational Safety and Health Administration (OSHA) was started in 1971. OSHA's job is to protect American workers.

Some Employer responsibilities under the OSH Act are:

- To meet the general duty responsibility to provide a workplace free from recognized hazards.
- Keep workers informed about OSHA and safety and health matters with which they are involved.
- Comply in a responsible manner with standards, rules, and regulations.
- Evaluate workplace conditions and minimize or eliminate potential hazards.
- Ensure that employees have and use safe, properly maintained equipment, tools and provide personal protective equipment.
- Warn employees of potential hazards.
- Not to discriminate against employees who properly exercise their rights under the OSH Act.

Some Employee rights and responsibilities under the OSH Act are:

- To comply with the OSHA standards, rules, and regulations.
- Follow all employer safety and health rules and regulations.
- Use the necessary protective equipment while engaged in work.
- Report any hazardous condition to the supervisor.
- Report any job-related injury or illness to the employer and seek treatment promptly.
- Exercise your rights under the OSH Act in a responsible manner.

Hazardous Chemicals

Hazardous chemicals can be found in every workplace. Some examples of hazardous chemicals include powdered dish detergent, gasoline, oil, liquid bleach, etc. It is necessary to read labels and follow the manufacturer's directions for use. Chemicals should be kept in their original container if possible. If chemicals must be put in another container, a label should be attached to the new container.

Hazardous chemical manufacturers and distributors are required to provide **SAFETY DATA SHEETS (SDS)** to employers. The **SDS** provides information about the chemicals health hazards, control and protective measures to take when using, first aid procedures, storage, spill, and disposal information, and technical data. The SDS is available for all employees to view. All day programs have SDS books for employees to review at any time. Residential sites are not required to have SDS books, but any employee can request a SDS sheet for a chemical they have on site. Employees should contact the Transportation/Safety Specialist at 600 S. Wilbur Ave, Syracuse, NY or call 476-7441 ext 155 to request a SDS sheet or if they have any questions.

Chemicals can present one or more serious hazards to your health and safety. They can be:

- **Reactive**- may react with air, water, or itself and burn, explode, or release vapors.
- **Flammable**- they catch fire easily
- **Explosive**- they explode under certain conditions
- **Corrosive**- they burn the skin or eyes
- **Toxic**- they are poisonous

The routes of entry chemicals take to get into your body are:

- **Skin and eye contact**
- **Inhalation**
- **Swallowing**

You can block these routes of entry by using good safety practices and the right PERSONAL PROTECTIVE EQUIPMENT.

- Safety glasses or goggles
- Gloves
- Protective clothing
- Respirators

Building Hazards

There are many hazards that can be found in your workplace besides chemicals. These can be:

- **Trip/fall Hazards**- objects in aisles and/or pathways that obstruct safe travel
- **Broken stairs, handrails**
- **Holes** in walls, ceilings, or floors
- **Fire alarm systems malfunctioning**
- **Adaptive equipment missing or broken**- Bed shakers, strobes, wheelchairs, walkers, etc.
- **Water temperature** too hot or cold

Always report any building hazard to your supervisor immediately.

Workplace accidents

Workplace accidents occasionally occur and **MUST** be reported to your supervisor within 24 hours. You **MUST** complete an Employee Accident Report (EAR), sign it and give it to your supervisor.

If you are injured on the job, you are able to seek medical treatment at any emergency room, urgent care, approved Workers Compensation medical provider or at Industrial Medical Associates. If you need to receive medical treatment or lose work time due to your workplace accident, you **MUST** take a drug and alcohol test and have the results submitted to Human Resources.

Fire Safety

Evacuation Process

Each Arc of Onondaga has developed an evacuation plan specific to the needs of the individuals attending/residing at that site. Evacuation plans are to be reviewed every two months by all staff. All evacuation plans will specify the location of the designated meeting area. This meeting area will be a safe distance from the site, known by all employees, and is out of the way of fire department response. This evacuation plan is reviewed semi-annually and revised/updated as needed as individuals' special needs change.

Arc of Onondaga employees and individuals will follow **R.A.C.E.** in the event of a routine fire drill and/or alarm activation:

- Employees will **RESCUE** anyone near the fire.
- Sound the **ALARM** in the event of a fire or if the alarm has not already been activated.
- **CONTAIN** the fire by closing doors and windows.
- **EVACUATE** the building.

Evacuation of the building must be started **immediately**. If persons need rescuing, go to them after the initial start of evacuation. Staff safety must always be considered when rescuing someone near the fire.

Fire extinguishers are available for use ***in the event that an exit is blocked***. Employees and individuals **ARE NOT** to attempt to fight the fire under any circumstances.

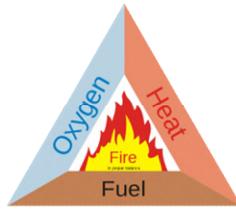
Arc of Onondaga employees may need to assist the fire department once on site during a fire. Employees may need to provide information regarding the evacuation process, report on any individual that may need first aid, medical treatment, or need evacuation assistance/rescuing. Employees may need to report building specifics as well.

The local fire authority for each Arc of Onondaga site has been notified and given building maps and evacuation plans for their review.

The Essentials of Fire:

Fire Triangle:

All fires start with ignition, which occurs when sufficient levels of fuel, heat, and oxygen exist at the same time. Ignition occurs when the temperature rises high enough to produce a flame.



Fuel:

Any combustible/flammable substance is considered to be a fuel. Fuels come in many forms:

- Gases (methane, propane) are the easiest to burn because gas and oxygen can mix easily, and the resulting heat from combustion leads to further burning.
- Liquids (gasoline, diesel fuel, kerosene) ignite above the surface of the fuel in the vapor created when heat is applied.
- Solids (wood, coal, paper, plastics, and cotton) burn when heat from a fire decomposes the fuel into vapor that mixes with oxygen.

Fuels are everywhere in our homes and workplaces. When all of the fuel is used up, the fire will go out.

Oxygen:

Oxygen must be present for combustion to occur. A colorless gas, oxygen comprises nearly 21% of the Earth's atmosphere. The combustion of fuel and oxygen gives off heat. More available oxygen speeds up combustions. If oxygen is removed, the fire goes out.

Heat:

Heat is essential to fire and it must be high enough to spark ignition. During a fire, heat moves away from the flame and into an adjacent area where there is fresh fuel. Remove the heat and the fire will go out.

During a fire, a plume of hot smoky air rises from the flames. In an enclosed space, like a room, hot smoke transfers heat to the ceilings and walls by convection. The fire radiates heat to other parts of the room. Hot smoke radiates heat downward toward the floor and the entire room is involved very quickly.

As the smoky gas layer becomes hotter, it radiates more and more heat to the rest of the materials in the room and everything that can burn suddenly ignites. This is called flashover. At this point, the fire spreads to other rooms and is extremely difficult to control.

Fire Extinguishers:

All sites have ABC fire extinguishers available *for use if exits are blocked by fire*. Staff **ARE NOT** expected to fight the fire, **EVACUATION** is the primary objective in the event of a fire.



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1. **PULL THE PIN:** This will allow you to discharge the fire extinguisher.
2. **AIM AT THE BASE OF THE FIRE:** If you aim at the flames, the extinguishing agent will fly right through the fire. You want the extinguishing agent to hit the fuel (paper, plastic, etc.)
3. **SQUEEZE THE TOP HANDLE OR LEVER:** This depresses a button that releases the pressurized extinguishing agent.



4. **SWEEP FROM SIDE TO SIDE:** Sweep until the fire is completely out. Start using the extinguisher from a safe distance away, and then move forward. Once the fire is out, keep an eye on the area in case it re-ignites.

ALWAYS REMEMBER:

Staff **ARE NOT** to try to put out a fire unless it is the only way they can evacuate an area. **Evacuation** is the priority during any alarm activation.

Promoting Positive Relationships

In accordance with the values of both OPWDD and Arc of Onondaga, we expect staff to support individuals in a manner that demonstrates compassion and that promotes honesty, dignity, and excellence.

It is, therefore, the responsibility of all staff to promote positive relationships with the individuals we support through:

- Protecting individuals from harm.
- Taking steps, as necessary, to prevent or stop any and all types of abuse.
- Respectful and empathic communication.
- Using person-first language.
- Supporting a culture of Awareness-Respect-Teamwork.

Staff who work in Arc programs are encouraged and expected to develop and demonstrate genuine caring relationships with the individuals we support. Every attempt should be made to engage in positive interactions with them and to avoid negative interactions. Staff should always bear in mind that our intent is to identify each individual as a person, a human being, in each and every reference to that person. We will consistently refrain from the use of labels such as diagnoses or behavioral characteristics, except when clinically appropriate, as this can be dehumanizing.

Tips for Creating a Positive Environment

1. Build respectful relationships from the start with people served, co-workers, supervisors, and others.
2. Accept your responsibility to immediately report suspected abuse. You may be one of the few allies an individual has in a given situation.
3. Stay aware of your environment so you can head off possible conflicts before they occur or escalate.
4. Stop conflicts when they do occur, by using techniques indicated in an individual's behavior plan.
5. Ask for clarifications needed from your supervisors about any aspect of promoting and maintaining positive relationships and reporting abuse.
6. Ask for and offer help to co-workers when a situation appears to be deteriorating.
7. Be mindful that Arc of Onondaga is committed to supporting employees who act to maintain a safe and positive environment in which individuals can enjoy a rich and rewarding lifestyle.