

Cathy Cooper
Authorized Signature

Number: SPD-AR-07-052
Issue Date: 12/19/2007

Topic: Developmental Disabilities

Due Date:

Subject: Accessing 911 and Emergency Services

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input checked="" type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): Residential Providers, Foster Providers, Brokerages, ODDS Central Office Staff. |

Action Required: Using the attached policy advisory, review your policies and procedures to ensure that calling 911 is addressed. Policies and procedures must not require staff to first call a manager; supervisor or a doctor if they believe an emergency exists. Staff must understand they have the authority to:

- Call 911 immediately without prior approval if they believe the person is faced with a serious injury or sudden illness, including severe pain, or they believe the individual has a life threatening condition; or
 - Immediately take/arrange for someone to take the person to the nearest hospital or emergency room if there is a serious condition that should not wait.
2. Staff must be trained on policies and procedures with particular emphasis on calling 911 anytime **they** believe that person's health will be harmed without immediate attention.
3. Review your policies and procedures to ensure that they also include guidance for staff regarding:
- When to notify manager or supervisor of changing conditions in a timely manner (before an emergency exists); and
 - What to do if a manager or supervisor does not respond in a timely manner or

does not take the condition seriously.

4. The information provided in this transmittal regarding emergency services policies and procedures must be shared with all persons who provide care and support for children and adults with developmental disabilities. Additionally, information contained in this document must be included in agency and provider policies and procedures. Each agency or provider must implement their procedures and policies to reflect the type of setting and type of service(s) provided.

Reason for Action: There have been a number of cases where a delay in obtaining emergency care has resulted in the deaths of individuals we serve. Timely access to medical care is crucial and this memorandum is being sent out to provide guidance to care providers, services coordinators and personal agents. This memorandum is being sent to community residential and employment providers to use in developing policies for staff guidance. Similarly, adult foster homes that have staff must use this guidance and train their staff in accordance with this memorandum. CDDP's and Brokerages should use the information to inform staff of provider expectations and for use when providing advice and support to individuals and their families.

Field/Stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

Contact(s):	Laurie Lindberg or Deborah Cateora		
Phone:	503 945-9807 or 503 947-5165	Fax:	
E-mail:	Laurie.lindberg@state.or.us or Deborah.cateora@state.or.us		

Accessing 911 and Emergency Services

Timely access to medical care is crucial and staff understanding of when and how to access emergency services is essential.

The purpose of this advisory is to inform community programs about the expectations of obtaining emergency services. Agencies must have the following information in their policies and procedures and assure the information is available to staff.

Staff should feel supported to call 911 without first getting approval from a manager or supervisor and without the fear of being wrong.

Staff should be trained to call 911 or go to the emergency room if **they** believe it is an emergency. Err on the side of over usage and then if there is a concern regarding over usage of 911 address it after the fact through additional support and training.

WHAT IS AN EMERGENCY?

An emergency is a serious injury, sudden illness, including severe pain that *you believe* might result in death or serious injury if not treated.

In the event of an Emergency:

- Staff must call 911; or
- Take the individual to the nearest emergency room without being required to obtain other approval.

Health care protocols should address when to call 911 on known health care conditions. Staff should have appropriate training in supporting individuals' health care needs, following protocols and timely reporting of changing conditions that could prevent the need for emergent services.

Be sure to review your Agency's policies and procedures with staff upon hiring and regularly thereafter.

If you need assistance in reviewing your policies and procedures or staff training materials contact the Health Support Unit at 503 947-4229.