



Target Community & Educational Services, Inc.

...Targeting Dreams, Fostering Opportunities

Participant Handbook

***Important Information for
Participants & Family Members***

***Target Community & Educational Services, Inc.
is dedicated to enhancing the lives of children
and adults with disabilities through quality,
community-based residential, educational,
vocational, recreational, and
family support services.***

targetcommunity.org

Stay in touch with us on social media!

Facebook: @targetcommunityeducational

Twitter: @target_1983

#targetingdreams



Target Community & Educational Services, Inc.

...Targeting Dreams, Fostering Opportunities

Welcome to Target Community & Educational Services, Inc.

Participants are free to choose any service provider and they may change service providers at anytime.

We are glad that you chose Target!

This Participant Handbook is for all participants of Target Community & Educational Services, Inc. It includes important information about how we may work together.

This handbook does not explain all circumstances, procedures, or policies. We are committed to working together to improve our services. We value input and feedback in this process. If participants have a suggestion to share regarding the improvement of this handbook, they can forward it to

jdixon@targetcommunity.org

What is Target?

Since 1983, Target Community & Educational Services, Inc. (Target) has been dedicated to working diligently in our mission to enhance the lives of children and adults with intellectual and developmental disabilities through quality, community-based residential, educational, vocational, recreational, and family support services.

Target is a 501 (c)(3) nonprofit organization. Our goal is to provide the vital services necessary to ensure that individuals with disabilities are active and productive participants in our community and live as independently as possible.

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*A complete copy of Target's Emergency Operation Plan
is available to view on our website at
www.targetcommunity.org.*

*An abbreviated version is included in the back of this
handbook.*

Target's Value Statements

We value programs and employees that provide a safe, normalized and high quality of life for all participants.

We value effective communication among employees, families, participants and the community.

We value well educated and trained employees who model appropriate instructional strategies.

We value an educated community, well informed about current services and issues for people with disabilities.

We value employees who empower participants to take initiative and have high expectations for themselves and those we support.

We value effective partnerships with other service providers.

We value an environment that reflects a shared responsibility for the well-being of our participants.

Target Community & Educational Services, Inc.

Services Provided

The **Community Living Program** includes seven homes. Each home is integrated within the community and is occupied by three adults with intellectual and other disabilities who are supervised and supported by two live-in managers and DSPs.

The **Apartment Program** creates an independent, private living environment for people with intellectual and other disabilities who can live more independently. It provides 24 hours a day, seven days a week on-site supervision. The majority of these individuals have jobs in the community and engage in community activities, but require assistance with transportation, financial needs, and other daily living skills.

The **Personal Supports Program** services are designed for individuals living in the community. Participants live with family or independently in their own home. Personal Supports services are designed to promote independence in the community. Staff are available to assist participants with most daily needs and development of skills relating to increased independence at home and in their community. Typical staff duties include assistance with chores, cooking, groceries, money management, transportation to and from activities, and increased community involvement.

The **Meaningful Day Programs** focus on individualized job training, job placement, and job coaching for both work internships and competitive employment in the community. Target's Day Program supplements each participant's occupational progression with vocational skills training classes, daily living skills practice, and continuing education classes.

Quality Assurance

Target conducts Quality Assurance reviews within a broad range of residential and vocational programs. These reviews involve teams of individuals from the programs that include parents and/or advocates. They are designed to evaluate program compliance as well as the quality of services being provided to individuals.

For more information please visit our website at targetcommunity.org.

Eligibility Criteria

In order to receive services provided by Target, participants must be at least 21 years old and their primary or secondary disability must be an intellectual disability or similar condition.

- ◇ Participants must have an interview with the director of the Target program(s) you have an interest in attending.
- ◇ All necessary identification forms **MUST** be completed before the participants begin to receive services.
- ◇ Some services have supplemental eligibility criteria. Please ask questions during the application process.
- ◇ Participants must attend their designated Target program(s) as outlined in your Person-Centered Plan (PCP).
- ◇ Participants must have a Health Risk Screening Tool (HRST) form completed prior to starting the designated program.
- ◇ If services cannot be provided immediately, participants will be notified of the estimated time they may have to wait for services to begin.
- ◇ Each service provided by Target promotes individualized planning. Participant's annual meeting information will be reviewed with them prior to the meeting date and time.
- ◇ Participants must demonstrate a desire to take part in the services. Target will try to accommodate their needs so that they may participate in the services they want.
- ◇ Participants must have a Social Security number and a completed U.S. I-9 Form for paid employment.
- ◇ Access our online application located on our website at targetcommunity.org, under "About" at the top of the page, and then "Resources & Documents".

Things to Know

Target Community & Educational Services, Inc.'s main office is located at 111 Stoner Avenue, Westminster, Maryland and is open from 8:00am to 4:00pm, Monday through Friday.

Phone: 410-848-9090

The Montgomery County Office is located at 438 N. Frederick Ave., Suite 325, Gaithersburg, Maryland and is open from 8:00am to 4:00pm, Monday through Friday.

Phone: 240-632-1434

Smoke and Tobacco Free Workplace:

Target Community & Educational Services, Inc. is proud to be a smoke and tobacco-free agency. In accordance with the mission of our agency, no one is permitted to smoke at Target sites or in Target vehicles.

Absences:

Participants must provide notice if they will not attend any scheduled service(s). Participants must call if they will be absent or late. They must provide advance notice when possible about vacations, planned surgeries, etc. If the participant is sick or needs to be away for an extended period, they need to talk to their support staff, provide a doctor's note, if applicable, and make a plan for returning to Target. After three days absent for a medical reason, we require a doctor's note.

Funding:

Target Community & Educational Services, Inc. is funded primarily by the Maryland Developmental Disabilities Administration (DDA) and county funding. There is no cost to participants who are funded by DDA. A fee for service will be charged for participants not eligible for this funding. We will help them determine if they are eligible to apply for DDA assistance.

Dress Code:

Appropriate dress and hygiene habits are expected of all Target participants and employees. A clean personal appearance and appropriate dress for the occasion/activity are necessary. Participants should discuss appropriate dress for the occasion/activity with their assigned supervisor. Participants and support staff should adhere to the dress code required by an activity, work site, or employer.

HIPAA Confidentiality and Privacy Notice:

This notice describes how protected health information (PHI) about the participant may be used and disclosed, and how they can get access to this information. Please review it carefully.

Target Community & Educational Services, Inc. (Target) is required to adhere to COMAR 10.22.02.13 E (b), which indicates that the licensee shall comply with HIPAA privacy and security rules pertaining to personal health information (PHI).

The collection, use, and disclosure of participant information is protected by law. We maintain physical, electronic, and procedural safeguards that comply with federal standards to protect participant information.

Target discloses participant information for the purposes of treatment, payment, health care operations, and when required to do so by law or regulation. Participant information is disclosed to Dimensional Health Care Associates, a nurse owned/operated company serving Target.

Participants have the right to access their records.

Participants have the right to know to whom their protected health information is disclosed.

Participants have the right to permit or disallow the sharing of their information.

The Role of Managers and Directors:

The Managers/Directors are employed by Target and are responsible for:

- ◊ Staff performance
- ◊ Assessment of participant services
- ◊ Collaborating with direct care staff, managers, and VP/CFO
- ◊ Assisting in the evaluation and planning of the services as indicated in the Person-Centered Plan
- ◊ Assisting with budgeting of participant funds
- ◊ Daily operations of their programs

The Person-Centered Plan

Every participant has an annual team meeting. At the Person-Centered Plan (PCP) meeting, the team reviews previous achievements and develops a Target service agreement. The service agreement describes the individual's strengths, interests, and choices that will help meet their goals. Target will help them make decisions concerning their services.

Following the first 30 days after beginning a new service, Target will collaborate with the participant's team and determine their Target services.

The participant's support staff, manager, or director should offer them a range of services designed to meet their choices. If they approve, these are incorporated into their service agreement plan outlining what services they will receive. Every six months reviews are conducted to measure their success. Target will review and update their achievements with them and their family every year during their annual PCP meeting. This is a time to discuss the participant's choices and a time to make goals for their future. They can ask to revise their service agreement at any time.

Person-Centered Plan (PCP): This meeting is held 60 days prior to the participant's beginning of funding and start of services. CCS, participant, and agencies should attend this meeting. This meeting will determine what services (outcomes, goals) a participant would like and an outline of services/participant profile will be established.

Anniversary/Implementation Date: This is the date that services start. New program specific goals are implemented on this date, funding is in place on this date, and this date will not change.

What to Do if You Have a Concern or Grievance

We aim to provide high quality services and would like the participant to know how to express any concerns they may have. **Their service will not be stopped if they make a complaint.**

Resolving conflicts means working on a problem with someone (staff/roommate/other). It means solving arguments and accepting differences in ideas and opinions. The participant's support staff can help assist them with conflict resolution. **Foremost – they should keep calm, take a deep breath and count to ten.**

If they do not feel comfortable with the Target staff member who provides them service, please inform their supervisor or director. A change of staff can sometimes be arranged if necessary and if resources exist.

If the participant feels their rights are not being respected, or if they have any other complaints or concerns about the service they are receiving, they may try any of the following:

- ◊ If the participant feels comfortable, they may discuss the situation with the staff member concerned. This may lead to a swift resolution.
- ◊ If the above suggestion is not appropriate or fails to sort out the problem, they may speak to the manager or director. Each site has a different manager. The participant must clarify at your annual meeting who you should contact if you have a concern.
- ◊ If the problem has not been resolved after you have spoken with your direct care staff manager or director, you may then contact Jessica Dixon, Vice President & COO, at 410-848-9090, ext. 120.
- ◊ If the problem has not been solved after trying the above steps, you may call your service coordinator. If you do not have a service coordinator, you may contact the Developmental Disabilities Administration to place a complaint. Contact Information is listed on page 12.

Your Rights

You have many rights, including rights that are not listed in this policy. We will review your rights with you and help you to enforce them. Having rights also means having responsibilities. Your rights may conflict with someone else's rights. Your rights may be different than others, depending on the scenario.

You Have the Right:

- ◇ To be treated with courtesy and respect and to be protected from humiliation and exploitation
- ◇ To be informed about what services are available from this agency and other agencies
- ◇ To choose what services you will receive, depending on eligibility and availability
- ◇ To be assessed and to receive services without any personal judgment
- ◇ To refuse service
- ◇ To privacy and confidentiality — You can expect that no information about you will be provided to anyone outside of Target without your consent, except when you or someone else is at risk if information is not shared.
- ◇ To complain or express your concerns about a service without fear of losing service or suffering from any discrimination
- ◇ To have any complaints dealt with fairly and promptly
- ◇ To be represented by the advocate of your choice
- ◇ To appeal any decision that has been made
- ◇ To have services provided in a safe manner, protecting your dignity and independence and that is responsive to your social, cultural and physical needs
- ◇ To be involved in the person-centered planning process for setting your individual goals

You Have the Right: (continued)

- ◇ To be informed about any restrictions (Behavior Management Plans) and be made aware that these are reviewed by the Behavior Management Committee
- ◇ To receive quality services
- ◇ To be treated and accepted as an individual and to have your individual preferences and lifestyle choices taken into account
- ◇ To remain and be encouraged to remain as independent as possible
- ◇ To accept responsibility for your own actions
- ◇ To maintain control over, and to continue to make decisions about, the aspects of your daily care
- ◇ To have freedom of speech

Participant Rights For U.S. Americans with Disabilities Act (ADA)

ADA is a Federal law that provides civil rights and protections for persons with disabilities. This law helps protect you in all areas of work, play, travel, communications, and more.

ADA ensures that people with disabilities cannot be refused services or work solely due to their disability. Employers and public places are required to provide equal opportunities and make reasonable accommodations for you.

Target Community & Educational Services, Inc. is committed to upholding all state and federal ADA requirements, as well as advocating for access in the general community.

You may contact any Target staff member by email. All Target staff emails are created with the first name initial, the last name and @targetcommunity.org.

Contact Information

Your first point of contact for questions should be your supervisor or manager. If you still have questions, please call the appropriate office at the number listed below and ask for the department listed to the left as noted below. For questions relating to items not listed, please contact your supervisor or manager or call the main office and the receptionist will direct you to the appropriate person.

After Hour Emergencies ONLY: 443-536-8808

Carroll County Office

111 Stoner Avenue
Westminster, MD 21157
410-848-9090
410-848-7409 (fax)
410-848-6567 (HR fax)

Montgomery County Office

438 N. Frederick Ave., Suite 325
Gaithersburg, MD 20877
240-632-1434
240-632-1189 (fax)

Contacts:

Payroll/Paychecks.....Employment Services Manager (CC) &
Management (MC)
Hours of Service.....Program Director
Scheduling.....Manager/Director
Staff concerns.....Support Staff/Manager/Director/HR
Quality AssuranceDanielle Dicken, Director of QA

Developmental Disabilities Administration (DDA)

Western Regional Office (Carroll County)

1360 Marshall Street	Telephone: 301-791-4670
Hagerstown, MD 21740	Toll Free: 1-888-791-0193
	Fax: 301-791-4019

Developmental Disabilities Administration (DDA)

Southern Regional Office (Montgomery County)

312 Marshall Ave., 7th Floor	Telephone: 301-362-5100
Laurel, MD 20707	Toll Free: 1-888-207-2479
	Fax: 301-362-5130

Website: dda.dhmf.maryland.gov

Phone Directory

Carroll County: 410-848-9090

Administration

Dr. Matt Ramsey	President & CEO	ext. 112
Jessica Dixon	VP & Chief Operating Officer	ext. 120
Amy Murphey	VP & Chief Financial Officer	ext. 133
Kathleen McCormac	VP of Human Resources	ext. 131
Gail Slater	VP of Development & Communications	ext. 114
Autumn Harmon	Director of Recruitment & Training	ext. 126
Laura Bankard	Executive Assistant	ext. 113

Autism Waiver Program

Kelli Kemp	Director of Social Services	ext. 117
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Residential Program

Danielle Davis	Dir. of QA & Community Living Dir.	ext. 143
Jon Joseph	Community Living Director	ext. 116
Madison Krauss	Community Living Director	ext. 124

Personal Supports (PS)

Lisa Daigle	Personal Supports Director	ext. 128
Cera Tarr	Personal Supports Case Manager	ext. 118
Laurel Holmes	Personal Supports Case Manager	ext. 132

Vocational/Employment Services/Day Program

Allison Terfehr	Director of Employment Services	ext. 142
Morgan Nickoles	Directory of Day Services	ext. 129
Chelsea Jones	Vocational Services Manager	ext. 147
Nasya Banks	Vocational Services Manager	ext. 123
Natalie DeRita	Transition Services Manager	ext. 122
Kelsey McKenney	Schedule/Transportation Manager	ext. 151
Brandi Riley & Faith Hornburg	Education & Community Instructor	ext. 148
Melissa Davis	Employment Services Manager	ext. 125
Autumn Harmon	Lead Employment Specialist	ext. 149
Tianna Jacobs	Employment Specialist	ext. 150
	Employment Consultants	ext. 121

CC Transportation: 443-789-7382 Dimensional Heath Care: 410-654-1010

Phone Directory

Montgomery County: 240-632-1434

Residential / Apartment Programs

Lauren Gunnison	Community Living Director	ext. 227
Jackie Brinkmann	Assistant Community Living Director	ext. 227

Personal Supports (PS)

Dodzi Obobi	PS Director	ext. 211
Bani Davalos	PS Case Manager	ext. 212
Keweleh Dean	PS Case Manager	ext. 219
Mavis Ackun	PS Case Manager	ext. 216

Meaningful Day Services

Keturah Buchanan	Director of the Vocational Program	ext. 214
Andrew Brewster-McCarthy	Employment Development Manager	ext. 217
Michael Adekunle	Employment Services Manager	ext. 215
Tammy Zimmerman	Community Dev. Services Manager	ext. 221
Diamond Henry	Employment Specialist	ext. 225
Amira Yoseph	Employment Specialist	ext. 229

Dimensional Health Care: 410-654-1010
Press 1 for the on-call RN.

Quick Reference Guide

Emergency Operation Plan Procedures

Important Numbers:

Administrative Cell Phone (after hours): 443-536-8808
Dimensional Health Care Associates : 410-654-1010 (Press 1 for on-call RN.)
Poison Control: 1-800-222-1222
Call 911 for fire or medical emergencies.

Primary Hazard A: Communication (pg. 14, EOP Manual)

Other Important Numbers: _____

I. Communication via radio will be relied on to provide staff with important information regarding the present situation and available resources.

A. Carroll County: WTTR 1470 AM, WTTR 102.3 FM, WGRX FM, 97.9 WIYY FM, 1090 WBAL AM, a preprogrammed NWS weather radio, or television stations WMAR Channel 2, WBAL Channel 11, WJZ Channel 13, and WBFF Channel 45.

B. Montgomery County Emergency Activation Radio Stations: WMAL 630 AM, WTOP 1500 AM, WWRC 1260 AM, WKYS 93.9 FM. EMERGENCY MANAGEMENT—240-777-2300.

Maryland Emergency Management Agency 1-800-MEMA-USA (1-800-636-2872)
mema.maryland.gov

Federal Emergency Management Agency 1-800-621-FEMA (1-800-621-3362) fema.gov

Emergencies (Fire / Emergency Medical Services / Police) 9-1-1

Local Emergency Center Contacts: **Carroll County** 410-386-2260

Local Emergency Center Contacts: **Montgomery County** 240-777-2300

Health Department: **Carroll County** 410-876-2152 cchd.maryland.gov

Health Department: **Montgomery County** 240-777-0311 montgomerycountymd.gov/hhs

Maryland Tips Line (to report suspicious activity) 1-800-462-TIPS (8477)

Poison Center 1-800-222-1222 poison.org

Baltimore Gas & Electric 1-877-685-0123

Carroll County App PrepareMe

Montgomery County Emergency Website alertmontgomerycountymd.gov

C. Call 1-888-5 GET EOC (1-888-543-8362) to obtain emergency information on available county programs and services.

Primary Functional Procedure B: Evacuation (pgs. 15 & 16, EOP Manual)

- Call your supervisor or the administrator on-call who will provide further directions and determine if the CEO has called for the evacuation.
- A director will designate a staff person to assist with the medical needs of participants during the evacuation. He/she will also designate an employee to communicate with the command post in a Global Evacuation.
- Pack only what you need. Gather critical medicines, clothing (appropriate for weather), portable radio, flashlight, spare batteries, checkbook, credit cards, the "Go Kit", and any other essential items
- Lock all doors and windows before leaving. Unplug appliances if there is time.
- Follow the evacuation routes posted in the room. Do not panic, but walk quickly to the designated emergency exit.
- Let emergency contact(s) know where you are going, if possible. DO NOT take short cuts. Continue to listen to the radio for information and instructions.
- DO NOT use elevators. Walk in single file. Avoid unnecessary talking. Keep moving.
- Participants requiring assistance in evacuation should proceed to the stairwell entrance and wait for assistance. In an emergency, a lift carry technique will be used.
- If you encounter smoke, crawl along the floor to the nearest exit.
- In a fire evacuation, when approaching a closed door, feel the door with the back of your hand. If it's cool, carefully open the door and proceed. If safe, with the evacuation. DO NOT OPEN A DOOR THAT IS HOT TO THE TOUCH. Proceed to another exit.

Emergency Shelter Locations:

Carroll County: Winters Mill and Century High Schools, & Shiloh Middle School, Carroll Community College (shelter from tornadoes)

Montgomery County:

Mid-County DHHS Bldg., 1301 Piccard Drive, Rockville

DHHS

Silver Spring Center, 8818 Georgia Ave., Silver Spring

Up-County Reg. Service Ctr.,
12900 Middlebrook Rd., Germantown

Neighborhood Services Center at Catholic Charities, 12247 Georgia Ave., Silver Spring

Tacoma East Silver Spring (TESS) Center,
8513 Georgia Ave., Silver Spring

Neighborhood Service Center at
Family Services, Inc., 620 E. Diamond Ave.,
Gaithersburg

- You may return home as soon as the emergency is declared over and you have been instructed to return.

Primary Functional Procedure C: Shelter-In-Place (pg. 17, EOP Manual)

- A Shelter-in-Place Alert will be announced by siren or other voice communication through the Emergency Alert System (EAS), radio, television, local officials, or government agencies.
- If a situation that requires a shelter-in-place is discovered, the individual making the discovery shall immediately move to a safe location and provide as much information as possible using the chain of command.
- Staff will understand Target's position in that we believe the employee's family members are welcome at the work site in order to encourage Target employees to assist with an emergency.

Shelter-in-Place Procedures:

- Immediately go inside.
- Stay calm. Stay off the telephone.
- Turn on a radio to a local EAS station for information and directions.
- Stay tuned to the station until you are given instructions that the emergency is over.
- Call or text your emergency contact. Let them know where you are, if any family members are missing, and how you are doing.
- If told to protect breathing, cover your nose and mouth with a wet cloth, if possible.
- After the emergency is over, you may be instructed to air out your house or apartment.
- In the event of a tornado, everyone should proceed to interior hallways or designated shelter areas.

Sealing a room: In some types of emergencies, you will need to stop outside air from coming in.

If officials tell you to "seal the room," you need to:

- Close and lock all windows and doors, to create a better seal.
- Turn off lights, heating, and cooling systems.
- Go to an interior room with no or few windows.
- Seal all openings into the room with plastic sheeting and tape

Keep listening to your radio, television, or phone for updates. Do not leave your shelter unless authorities tell you it is safe to do so. If they tell you to evacuate the area, follow their instructions.

Utilize your shelter-in-place kit as indicated and refer to pages ten and eleven (10-11) of the EOP Manual for details.

Hazard 1: Electrical Power Outage (pgs. 18-20, EOP Manual)

When power is lost you should:

- **Check to see if your neighbors have power** to determine if the power outage is an isolated incident.
 - If downed lines are located, do not go near them, or touch anything they may be in contact with. Report downed power lines immediately.
 - BG&E—1-877-778-2222 or Pepco 877-737-2662
 - During a power outage, turn off all appliances, including your furnace, air conditioner, and water heater to avoid overloading circuits. Leave a lamp on so you will know when your service is restored.
 - **Keep refrigerator and freezer doors closed.** The FDA says that food can be kept in a refrigerator, if the door remains closed, for four (4) hours, a full freezer for 48 hours, or half full freezer for 24 hours.
 - During times of prolonged outages, **your power company may provide dry ice** at a designated location. Bring an ice cooler or suitable container to transport the dry ice back home.
 - **Flashlights/battery operated lanterns** should be used to illuminate the site. Candles and kerosene lanterns aren't recommended due to fire hazards and fumes.
 - **Water systems** with electrical pumps, such as wells or cisterns, will not operate when power is out. Use an alternate source of water until power is restored. (Walsh & Houck ALUs)
 - If the equipment requires electricity for ignition or valve operation, **gas appliances** may not work if the electricity is off.
 - Interior water supplies (toilets, pipes, sinks) will be safe unless there is an extended period of no heat in the house (more than three days and the temperatures outside have been consistently below 32°F).
 - **Keep Warm:** Select a single room in the home in which the entire staff can live. Ideally you should choose a room that gets sunlight during daylight hours. Wear layers of clothing, including sweaters and coats, which entraps warm air and helps to maintain body heat for longer periods.
 - For homes or office spaces with natural gas heaters, keep meters and vents clear of ice and snow.
 - Refer to the Functional Procedure for Shelter-in-Place or Evacuation, as indicated. (EOP Manual pgs. 15-17)
- * **NOTE:** College Square has a generator . If needed, please contact the director or call the Admin. Cell (443-536-8808).

Hazard 11: Sewer Utility Failure (pg. 46, EOP Manual) & Hazard 12: Water Utility Failure (pgs. 47 & 48, EOP Manual)

General Procedures for a Sewer or Water Outage:

- Remain calm. Notify the sewer or water utility company immediately, if needed. Advise them of the severity and location of the problem. Indicate if any objects are in imminent danger.
- Use extreme caution if any electrical appliances/outlets are near the water. Inform supervisor/maintenance of the electrical hazard.
- If the source of the water is known and you are confident you can stop it safely (i.e. unclog the drain, turn off the water), do so cautiously.
- Protect objects as you are able.
- If directed to evacuate, refer to the Functional Procedures for Evacuation.

Hazard 2: Transportation Accident/ Medical Emergency

(pgs. 21- 23, EOP Manual)

If you are present when a medical emergency/ accident occurs, follow these procedures:

- Remain calm, assess the situation, and call the local emergency number if medical services are required. If medical services are not required, request a police report and phone # for insurance purposes.
- After determining this is a serious emergency, provide as many details to EMS as possible: what happened, how many are involved, current medications, allergies, and the individual's current state (consciousness, breathing or not, color, bleeding, etc.).
- Remember the "A-B-C's" (Airway, Breathing, Circulation) of CPR and provide care, as indicated.
- Do not move the individual(s) unless there is danger of further injury.
- If the individual(s) is/are conscious, reassure him/her that help is on the way. Try to make the individual(s) as comfortable as possible (cover with a blanket, provide a pillow or head support).
- At the accident scene, be sure to get the name, address, phone number, and insurance information of the other driver(s) involved. An auto accident report must be filled out within 24 hours of the accident. The Target office will report the accident to the insurance carrier.
- Contact your supervisor and/or, after business hours, contact the **Admin Cell Phone(443-536-8808)**. You, the director on-call, and possibly paramedics will assess the situation and determine if any individuals need to be taken to the nearest hospital for evaluation.
- Complete the appropriate paperwork in the company vehicle and submit to HR within 24 hours, as well as an Injury/ Incident Report(s) to your supervisor within 24 hours.
- The police should be called regardless of how minor the accident is. If the accident is more serious, a Target director will meet staff at the hospital to assist the medical personnel with evaluating and/or providing treatment for the participants.
- Directors will assist staff after an accident to obtain a loaner vehicle and will assist with the towing process to the appropriate location. **Carroll County: Leckron's 410-848-0100 or Montgomery County: Darnstown Liberty 301-355-4795**
- Cars from the Vocational department may be utilized in the interim as loaner vehicles. If staff is given a Vocational vehicle, the car must be RETURNED NO LATER THAN 8 am MONDAY or the following morning, which ever is appropriate.
- Keep in mind the 4 / 12 rule: Keep four (4) car lengths behind the car in front of you and allow 12 feet for stopping.
- Refer to the Functional Procedure for Shelter-in-Place or Evacuation, as indicated. (EOP Manual pgs. 15-17)

Other Important Phone Number:

CC Voc. Transportation: 443-789-7382

MC Apartments: 443-536-9816 or
443-340-3511

During an Aviation Accident or Explosion:

Immediately take cover under tables, desks, or other objects, which will give protection against falling glass or debris.

- As soon as possible, call 911.
- If possible, obtain medical face sheets and medications before exiting the building.
- When you are told to leave by the building coordinator, or when you feel it is safe to leave, walk quickly to the nearest marked exit and alert others to do the same.

- ASSIST THE PARTICIPANTS IN EXITING THE BUILDING. Remember that elevators are reserved for disabled persons' use only.

- DO NOT USE ELEVATORS IN CASE OF FIRE.

- Once outside, move to an assigned clear area from the affected building(s). Keep streets and walkways clear for emergency vehicles and personnel. Stay with your group in assigned areas and await further instructions.
- If requested, assist the Security Officer, the Emergency Response Team, or the Building Coordinator.
- DO NOT RETURN TO AN EVACUATED BUILDING unless directed to do so by authority personnel.
- Refer to Functional Procedure for

Shelter-in-Place or Evacuation, as indicated. (EOP Manual pgs. 15-17)

After an Aviation Accident or Explosion:

- Be aware of new safety issues created by the disaster. Watch for contaminated buildings, water, gas leaks, broken glass, damaged electrical wiring, and slippery floors.
- Inform local authorities about health and safety issues, including chemical spills, downed power lines, washed out roads, smoldering insulation, and dead animals.

- Returning home can be both physically and mentally challenging. Above all, use caution.
- Keep a battery-powered radio with you so you can listen for emergency updates and news reports.
- Use a battery-powered flashlight to inspect a damaged home. (**NOTE: The flashlight should be turned on outside before entering—the battery may produce a spark that could ignite leaking gas if present.**)
- Use the phone only to report life-threatening emergencies.
- Stay off the streets. If you must go out, watch for fallen objects, downed electrical wires, and weakened walls, bridges, roads, and sidewalks.
- Walk carefully around the outside and check for loose power lines, gas leaks, and structural damage. If you have any doubts about safety, have the residence inspected by a qualified building inspector or structural engineer before entering.
- Do not enter if you smell gas, floodwaters remain around the building, or the ALU/ work site was damaged by fire and the authorities have not declared it safe.
- Contact maintenance personnel to repair damages to the ALU/ work site.
- Relocate all participants to the designated back-up locations, if needed.

Hazard 14: Bomb Threat / Nuclear Attack (pgs. 52 - 54, EOP Manual)

Bomb Threat Response

- If a bomb threat is received, get as much information from the caller as possible.
- Take good notes when talking to the person on the telephone. Keep the caller on the line, and write down everything that is said.
- Be aware of background noise, special voice characteristics, music, machinery, or other sounds.
- Call 911 and your supervisor immediately.
- While evacuating a building, avoid standing in front of windows or other potentially hazardous areas.
- Do not block sidewalks or other areas used by emergency officials.
- If you find a bomb, do not touch it or attempt to move it. Call for help and evacuate the area immediately.

Bomb Threat Recovery

- Every bomb threat should be investigated to determine who conducted the bomb threat and take appropriate action.
- Encourage staff to tell you of any knowledge they may have including who made the threat and then report it to the police.
- Support services for staff and participants should be provided after a bomb threat.

Nuclear Attack

Make a plan: If a nuclear attack does happen, you will not be able to go outside for food. You should stay sheltered for at least 48 hours, preferably longer. Having food, water, and medical supplies is a necessity and allows you to focus on other survival aspects. If an attack occurs, make sure to ration supplies.

Stay informed: Acquire a radio that is crank or solar powered. If you have to go with a battery operated radio, make sure to have extra batteries. A whistle will alert others to your location and allow you to signal for help. Cell phone service may or may not be maintained. A solar cell phone charger would come in handy, if you can find one. Keep an eye on the news via television (if available) and/or radio.

Assess your risk: Consider evacuation if a nuclear exchange between nations is likely. Make sure to map out numerous exit routes from your location in case of traffic or other issues.

Seek shelter immediately: Stay inside and as close to the center of the home as possible. Stay away from anything flammable or combustible. Plan on staying sheltered for at least 48 hours (two days), probably longer. You will be informed by authorities when it is safe to exit the building/home.

Electromagnetic Pulses: If you are able, unplug all devices from electrical sockets and antennas to prevent against electromagnetic pulses (EMPs). EMPs can disable and destroy the electrical systems in devices.

Hazard 15: Terrorism (pages 55-57, EOP Manual)

General Precautions:

- Be aware of your surroundings. Review the *See Something, Say Something* campaign on <https://www.dhs.gov/see-something-say-something>
- To report suspicious activity, contact your local law enforcement agency. Describe specifically what you observed, including:
 - **Who** or **what** you saw;
 - **When** you saw it;
 - **Where** it occurred; and
 - **Why** it's suspicious
- If there is an emergency call 911.
- Refer to the Functional Procedure for Shelter-in-Place or Evacuation, as indicated. (EOP Manual pgs. 15-17)

During a Chemical Terrorist Attack:

If you are instructed to shelter-in-place:

- Close all doors that lead to the outside.
- Turn off all ventilation including furnaces, air conditioners, vents, and fans.
- Seek shelter in an internal room, preferably without windows. Seal the room with duct tape and plastic sheeting.
- Remain in protected area and be sure to take your battery-operated radio with you.
- Attempt to get upwind of the contaminated area.
- Attempt to find shelter as quickly as possible.
- Listen to your radio for official instructions.

Hazard 17: Active Shooter (pgs. 61 - 63, EOP Manual)

When help arrives: Remain calm and follow instructions. Avoid pointing, screaming,

When not in immediate danger:

- Shelter-in-place, silence your cell phone, and mitigate the vulnerabilities to the room.
- Contact your supervisor about your location, status, and the personnel present.
- Target's established code word is **1983**, do not open a door without hearing the correct code word.
- Lock doors and windows.
- Turn off lights and make your location appear unoccupied.
- Monitor communications with your phone, radio, or computer.
- Stay in place until authorities instruct you to move or you have been released.
- Persons moving about increase confusion and the likelihood of injury.

When in immediate danger:

- Call 911.
- Silence your cell phone or any source of noise.
- Evacuate or hide out.
- Evacuate: plan your route, leave your belongings behind and exit with your hands visible.
- Find a location to gather your group.
- Account for all personnel in your group and contact supervisor.
- Hide out: your hiding place should be out of the active shooter's view. You should have protection if shots are fired in your direction: a wall, heavy furniture, etc. Do not restrict your options for movement.
- Lock your door.
- As a last resort, if you find yourself in imminent danger take action to incapacitate the shooter or act with physical aggression and throw items at the active shooter.

Flu Symptoms:

Symptoms develop very quickly and may become severe; fever of 100°F or higher, chills, headache, tiredness, weakness, dry hacking cough, stuffy or runny nose, sore throat, chest discomfort, muscle and body aches, eye irritation, diarrhea, and vomiting (more common in children).

COVID-19 Symptoms:

Symptoms may appear two to 14 days after exposure to the virus. People with the following symptoms may have COVID-19: cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, and/or loss of taste or smell.

- Employees and participants are encouraged to receive vaccinations for potential illnesses annually, as this action is the best way to prevent applicable illness.
- Employees should be aware, it is recommended that anyone who cares for people “at risk” should be vaccinated.
- Prevent transmission of germs by using good hand washing techniques:
 - Lather both hands with soap and scrub for at least 20 seconds.
 - Rinse thoroughly and dry hands with a clean towel to turn off the faucet, if possible.
 - Use antibacterial hand sanitizer if a sink with running water is unavailable.
- Disinfect objects and areas that are repeatedly touched. Clean bathrooms and frequently touched surfaces more often, daily if possible, including doorknobs, faucets, switches, telephones, tables, keyboards, etc.
- Follow *Universal Precautions* (wear gloves) if you come in contact with bodily fluids and wash hands directly afterwards.
- Avoid sharing personal items such as utensils, cups, straws, towels, washcloths, or lip balm.
- Encourage individuals with cold symptoms to follow cough and sneeze etiquette: cough or sneeze into your upper sleeve if you don’t have a tissue, and wash your hands immediately. When caring for individuals with an illness, throw away tissues and provide a bag in close proximity for trash.
- Wash dishes in a dishwasher or use hot water and soap to help destroy the germs.
- In communities hit by a pandemic, health care visits may be difficult to schedule. Unless you are at high risk for the illness, complications, or are experiencing severe symptoms, try to recover at home.
- Be aware if you become symptomatic (fever of 100° with cough or sore throat) the Center for Disease Control (CDC) recommends that you stay home for at least 24 hours after the fever or symptoms are gone (**without the use of fever reducing medications**).
- During a pandemic, use a medical face mask if it is difficult to avoid being in a crowded setting.
- Know when to call for medical help. Employees must follow the medical policy related to “Guidelines for Contacting the Delegating Nurse” for changes in a participant’s medical condition. When to call: an individual has a productive cough with mucus that is thick, yellow/green, or has visible blood in it; an individual develops new symptoms after about five (5) days or the symptoms are severe; and individual displays signs of dehydration (increased thirst, dry or sticky mouth, no tears, little or no urination for eight (8) or more hours); an individual has vomiting that is severe or lasts longer than 24 hours; the individual is not getting better after a week.

Hazard 4: Fire (pgs. 29 - 31, EOP Manual)

General Guidelines in Case of Fire:

- **ESCAPE FIRST.** If firefighters are not on the scene, call or tell someone to call 911. Do not go back inside to make the call.
- Stay low. If you are in bed, roll out and crawl on the floor under the smoke.
- Crawl to the door, using the wall as a guide. Check the door for heat with the back of your hand before opening.
- If the door is cool to the touch, open slowly so that it can be shut quickly if flames or smoke are on the other side.
- If the door is hot or smoke is seeping underneath, do not open the door. Put a blanket, towel, robe, or heavy clothing in the crack.
- Using the wall as a guide, crawl to a window and open it. Take a sheet or large piece of cloth, wave it, and shout for help if you are unable to climb out of the window to the ground to safety.
- Take short breaths to avoid breathing in fumes and smoke.
- Shout "FIRE" once outside to signal to others. While still inside the house, you can signal to others in the home by pounding on walls and floors.
- Once out of the fire, do not go back in the building. Alerting the firefighters if anyone is missing.
- Refer to the Functional Procedure for Evacuation, as indicated. (EOP Manual pgs. 15-17)

Hazard 5: Carbon Monoxide Poisoning (pages 32 & 33, EOP Manual)

Be aware of signs and symptoms of Carbon Monoxide Poisoning. Possible signs and symptoms are:

- Shortness of breath
- Impaired judgement
- Chest pain
- Confusion
- Depression

If signs or symptoms are detected:

- Go to the emergency room.
- A blood test can determine if you are experiencing carbon monoxide poisoning.
- Treatment is typically high dose oxygen, usually delivered via a face mask.
- Carbon monoxide levels will need to be monitored until they are low enough to allow for the individual to return home.
- If the poisoning is severe, treatment may be delivered in a hyperbaric pressure chamber to allow for higher levels of oxygen delivery.
- Find the source of the carbon monoxide leak. Work with your service provider/fire department personnel to find the source and stop the leak.

Hazard 6: Heat Wave/Ozone Action Days (pgs. 34 & 35, EOP Manual)

Precautions to avoid painful sunburn, heat exhaustion, or heat stroke:

- If an individual is planning to be out in the sun for a long period, use SPF 45-50 sunscreen with UVA/UVB sun block, 15 minutes prior to outdoor activity.
- If an individual is swimming, reapply sunscreen after each swim or every 60—90 minutes.
- Drink plenty of fluids and keep well hydrated. Carry water with the individual(s) on trips longer than one hour.
- Do not leave individual(s) in a hot car for any period of time.
- If the individual must be in the sun, seek cool shade every hour for approximately 15 minutes to rest.
- Beware of heat exhaustion. This results from loss of fluids and salts when the body is unable to cool itself sufficiently through perspiration.
- Symptoms of Heat Exhaustion include:
 - Nausea
 - Clammy skin
 - Rapid heartbeat
 - Fainting
- If Heat Exhaustion occurs:
 - Quickly move the victim into an air-conditioned room, or at least into the shade
 - Hydrate with water or a sports drink
 - Have him/her lie down with feet elevated
 - Seek medical help
- Signs of Heat Stroke include:
 - Hot, red complexion
 - Extremely high body temperature
 - Rapid pulse
 - Confusion/ Unconsciousness
- If Heat Stroke occurs:
 - Call 911
 - Do not give the victim anything to drink
 - Move him/her to a cool area and lower the body temperature with cold sponges or water

REMEMBER: Indoor conditions can become extremely hot if the area is poorly ventilated or lacking air conditioning. Air conditioning, fans, and opened windows should be utilized to keep indoor temperatures comfortable and the area well ventilated. Frequent, short periods of rest, and plenty of fluids throughout the day can help keep an individual cool, comfortable, and healthy.

Hazard 7: Severe Thunderstorms/Tropical Storms/Hurricanes

(pgs. 36 & 37, EOP Manual)

General Hurricane Evacuation Preparation before a Storm:

- Review evacuation route and refer to the Functional Procedure for Evacuation.
- Review the location of emergency shelters and be prepared to drive at least 20 miles to relocate to a safe place.
- Have disaster supplies on hand, including flashlights, batteries, a portable battery-operated radio, a first aid kit, emergency food and water, emergency telephone numbers, and cash and credit cards.
- Prepare ahead for your medical needs such as insulin, oxygen, and any prescription drugs. The emergency refill law now allows you to obtain a 30-day supply of medications when an emergency is announced.
- Protect the exterior of the home, secure lawn furniture and garbage cans.
- Take important documents such as insurance cards, medical face sheets, essential medications/equipment, photo ID, and important telephone numbers.

During a Storm:

- Tune to local television and radio stations for emergency information.
- Stay inside a well-constructed building, away from windows and doors.
- If the “eye” of the storm passes over your area, be aware that wind conditions will return with winds from the other direction in a very short time.
- Refer to the Functional Procedure for Shelter-in-Place, as indicated.

After a Storm:

- Wait until an area is declared safe before entering and do not drive in flooded areas.
- Check electrical appliances and water supply for damage before using them.
- Avoid using candles and other flames indoors; use a flashlight to inspect for damage.

Emergency Shelter Locations:

Carroll County: Winters Mill High School and Century High Schools, & Shiloh Middle School
Carroll Comm. College (shelter from tornadoes)

Montgomery County:

Mid-County DHHS Bldg., 1301 Piccard Drive, Rockville

DHHS Silver Spring Center, 8818 Georgia Ave., Silver Spring

Up-County Reg. Service Ctr., 12900 Middlebrook Rd., Germantown

Neighborhood Services Center at Cath. Charities, 12247 Georgia Ave., Silver Spring

Tacoma East Silver Spring (TESS) Center, 8513 Georgia Ave., Silver Spring

Neighborhood Service Center at Family Services, Inc., 620 E. Diamond Avenue, Gaithersburg

You may return home as soon as the emergency is declared over and have been instructed to return.

Hazard 8: Flooding (pgs. 38 - 40, EOP Manual)

General procedures for a *potential* flood:

- All staff should listen to the radio or television for information.
- If there is any possibility of a flash flood, staff and participants need to move immediately to higher ground.
- Secure each ALU/building. If there is time, bring in outdoor furniture and move essential items to an upper floor.
- Do not walk through moving water. Six inches of moving water can make you fall. If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Do not drive into flooded areas. If floodwaters rise around the car, abandon the car and move to higher ground, if you can do so safely. You and the vehicle can be quickly swept away.

General procedures *during* a flood:

- Turn off utilities at the main switches or valves if instructed to do so. Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.
- Stay away from downed power lines, and report them to the power company.
- Return home only when authorities indicate it is safe.
- Refer to the Functional Procedure for Shelter-in-Place or Evacuation, as indicated.

Hazard 9: Tornadoes (pgs. 41 - 42, EOP Manual)

If you are *inside* during a Tornado:

- Go to a pre-designated area such as a safe room, basement, storm cellar, or the lowest building level.
- If there is no basement, go to the center of a small interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls.
- Put as many walls as possible between you and the outside.
- Get under a sturdy table and use your arms to protect your head and neck.
- In a high-rise building, go to a small interior room or hallway on the lowest floor possible.
- Put on sturdy shoes.
- Do not open windows.
- Refer to the Functional Procedure for Shelter-in-Place.

Possible actions include:

- Immediately get into a vehicle, buckle your seat belt, and try to drive to the closest sturdy shelter.
- If your vehicle is hit by flying debris while you are driving, pull over and park.
- Take cover in a stationary vehicle. Put the seat belt on and cover your head with your arms and a blanket, coat, or other cushion if possible.
- Lie in an area noticeably lower than the level of the roadway and cover your head with your arms and a blanket, coat, or other cushion if possible.
- Do not get under an overpass or bridge. You are safer in a low, flat location.
- Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter.
- Watch out for flying debris. Flying debris from tornadoes causes the most fatalities and injuries.

If you are *outside* during a Tornado:

If you are not in a sturdy building, there is no single research-based recommendation for what last-resort action to take because many factors can affect your decision.

Hazard 10: Winter Storms and Extreme Cold (pgs. 43 - 45, EOP Manual)

A Winter Storm Watch/Warning is issued when severe winter conditions, such as heavy snow and/or ice are forecasted to occur within the next 24 hours. Upon receiving notification that the area surrounding our facility is under a Winter Storm Watch/Warning, activate the following procedures.

- Employees should verify materials are on hand to treat the effects of the event (shovels, salt, and sand). Refer to the Function Procedure for Shelter-in-Place or Evacuation, as indicated.
- Employees are advised to stock up on supplies they may need in the event they are unable to leave the work site, including medical supplies and medication. Notify all available staff on duty.
- Manager/ directors must address staffing issues using the "Call-Down List" in the event that employees report off or cannot make it to work. Employees on duty should not leave the work site until the next shift arrives in order to maintain a safe environment for the participants. Staff will understand Target's position in that we believe the employee's family members are welcome at the work site in order to encourage Target employees to assist with an emergency.
- Employees should notify the individuals/ participants of the storm watch/warning.
- Employees are advised to use caution when traveling or remain indoors until the threat passes.
- Keep in mind the 4 / 12 rule. Keep 4 car lengths behind the car in front of you and allow 12 feet for stopping.
- Managers/ directors must address scheduled events in case they need to be cancelled.
- Employees should monitor the radio or local news stations for changing conditions.
- The Carroll County Vocational program will determine the operating status and will communicate this information to individuals and staff. Additionally, by calling 443-789-7382, you can access the operating status.
- The Montgomery County office and Vocational program will follow the Montgomery College closings for inclement weather.
- Regarding office and other salaried employees: **Carroll County employees:** The VP/CFO & VP/COO will send an email and text message regarding office delays and closures. **Montgomery Co. employees:** the Vocational Director or designee will post a phone message on MC extension 10 and an email will be sent for closings and delays, allowing staff to call in and hear the announcement.
- During inclement weather, if the office is open all or part of the day, employees may take leave or comp time if they do not feel safe driving given the weather conditions or need to stay home with children who are home from school. However, you are asked to let your supervisor know your plans by sending an email and/or making a phone call.
- Target trainings: If Vocational programs are closed, **trainings will be cancelled and rescheduled** (MC and CC).
- Dimensional Health Care trainings: call **410-654-1010**, select option #7 to hear messages regarding the status of a training.

Hazard 16: Earthquakes (pgs. 58 - 60, EOP Manual)

What to do during an Earthquake:

- Stay as safe as possible during an earthquake. If indoors, DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your head and neck with your arms and crouch in an inside corner of the building. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location in the building or try to leave.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

DO NOT USE the elevators.

- If outdoors, stay there. Move away from buildings, streetlights, and utility wires. Once in the open, stay there until the shaking stops.
- If in a moving vehicle, stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires. Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.
- If trapped under debris, be aware of the possibility of a natural gas leak.
 - Do not move about or kick up dust.
 - Cover your mouth with a handkerchief or clothing.
 - Tap on a pipe or wall so rescuers can locate you.
 - Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

What to do after an Earthquake:

- Expect aftershocks. These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures and can occur in the first hours, days, weeks, or even months after the quake.
- List to a battery-operated radio or television. Listen for the latest emergency information. Use the telephone only for emergency calls.
- Open cabinets cautiously. Beware of objects that can fall off shelves.
- Stay away from damaged areas. Stay away unless your assistance has been specifically requested by police, fire, or relieve organizations. Return home only when authorities say it is safe.
- Be aware of possible tsunamis if you live in coastal areas. These are also known as seismic sea waves (mistakenly called "tidal waves"). When local authorities issue a tsunami warning, assume that a series of dangerous waves are on the way. Stay away from the beach.
- Help injured or trapped persons. Remember to help your neighbors who may require special assistance such as infants, the elderly, and people with disabilities. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- Clean up spilled medicines, bleaches, gasoline, or other flammable liquids immediately. Leave the area if you smell gas or fumes from other chemicals.
- Inspect the entire length of chimneys for damage. Unnoticed damage could lead to a fire.
- Inspect utilities. Check for gas leaks. If you smell gas or hear blowing or hissing noises, open a window and quickly leave the building. Turn off the gas at the outside main valve, if you can. Call the gas company. If you turn off the gas for any reason, it has to be turned back on by a professional.
- Look for electrical system damage. Call an electrician for any damage.
- Check for sewage and water line damage. Call a plumber for any damage.

First Aid

CONTROLLING EXTERNAL BLEEDING

After checking the scene and the injured or ill person:

1. Cover the wound with a sterile dressing.
2. Apply direct pressure until bleeding stops.
3. Cover the dressing with bandage. Check for circulation beyond the injury (check for feeling, warmth, and color).
4. If the bleeding does not stop:
 - Apply more dressings and bandages.
 - Continue to apply additional pressure.
 - Take steps to minimize shock.
 - CALL 911 if not already done.

BURNS

After checking the scene and the injured or ill person:

1. Remove from source of burn.
2. Cool the burn with cold running water at least until pain is relieved.
3. Cover loosely with sterile dressing.
4. Call 911 if the burn is severe or other life-threatening conditions are found.
5. Care for shock.

POISONING

After checking the scene and the injured or ill person:

- Call 911, if life-threatening conditions such as the person is unconscious or is not breathing, or if a change in level of consciousness occurs. OR
- If the person is conscious and alert, call the National Poison Control Center hotline at 1-800-222-1222 and follow the advice given.

HEAD, NECK, OR SPINAL INJURIES

After checking the scene and the injured or ill person:

- Call 911. Minimize movement of the head, neck, and spine.
- Manually stabilize the head in the position in which it was found. Provide support by placing hands on both sides of the head. If head is sharply turned to one side, DO NOT move it.

STROKE

After checking the scene and the injured or ill person:

1. Think F.A.S.T.
 - Face—Ask the person to smile. Does one side of the face droop?
 - Arm—Ask the person to raise both arms. Does one arm drift downward?
 - Speech—Ask the person to repeat a simple sentence (such as, "The sky is blue."). Is the speech slurred? Can the person repeat the sentence?
 - Time—CALL 911 immediately if you see any signs of a stroke. Try to determine the time when signs first appeared. Note the time of onset of signs and report it to the call taker or EMS personnel when they arrive.
2. Provide Care—Give care based on the conditions found.

CONSCIOUS CHOKING: Cannot cough, speak, or breathe

After checking the scene and the injured or ill person, have someone call 911 and get consent.

1. Give 5 back blows. Bend the person forward at the waist and give 5 back blows between the shoulder blades with the heel of one hand.
2. Give 5 abdominal thrusts. Place a fist with the thumb side against the middle of the person's abdomen, just above the navel. Cover your fist with your other hand. Give 5 quick, upward abdominal thrusts.
3. Continue care: continue set of 5 back blows and 5 abdominal thrusts until the object is forced out, the person can cough forcefully or breathe, or the person becomes unconscious.

If the person becomes unconscious, CALL 911, if not already done, and give care for an unconscious choking adult. (See next page for instructions.)

Automated External Defibrillators (AEDs) are at each site and should be checked monthly to ensure they are in good working order.



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