


Absolute Home Care Plus Policies and Procedures	
Section 3: Service Delivery & Client Care	
Policy Title: Client Emergencies	Policy Number: 3.60
	Effective Date: 03/01/2014
	Revision Date:
	Approved By: Monica Armour
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PURPOSE


To outline procedures to follow when clients are in an emergency situation.

POLICY

Absolute Home Care Plus requires that all its personnel follow specific procedures when clients are in an emergency situation.

PROCEDURES

1. If clients fall, when care is being provided, and are injured:
 - a. Do not move them unless they are in serious and immediate danger.
 - b. Call “911” following procedures outlined in “Guidelines”.
 - c. Make them as comfortable as possible.
 - d. Call the Agency office to report the incident and await further instructions.
 - e. Stay with them until assistance arrives.
 - f. Ensure the home is secure when leaving.
 - g. Complete the Agency’s *Incident Report*, as soon as possible.
2. If clients collapse or are taken seriously ill:
 - a. Call “911”.
 - b. Make them as comfortable as possible.
 - c. Call the office to report the incident await further instructions.
 - d. Stay with them until assistance arrives.
 - e. Ensure the home is secure when leaving.
 - f. Complete the Agency’s *Incident Report* as soon as possible.
3. Signs and symptoms, which may indicate clients are in an emergency situation and require the Home Care Worker to contact “911” include, but are not limited to, the following:
 - a. difficulty breathing or no breathing;
 - b. no pulse;
 - c. bleeding severely;
 - d. chest/neck/jaw/arm pain;
 - e. losing consciousness or are unconscious;
 - f. suspected fracture;
 - g. badly burned;
 - h. inability to move one or more limbs;
 - i. seizure;
 - j. suffering from:
 - i. hypothermia (below normal body temperature); or,
 - ii. hyperthermia (well above normal body temperature).

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- k. poisoning;
 - l. diabetic emergency;
 - m. stroke; or,
 - n. doubt exists as to the seriousness of the situation.
4. Manager/Administrator or Supervisor shall contact local law enforcement authorities immediately in situations which include, but are not limited to, the following:
- a. physical abuse, involving physical injury inflicted on a client by an employee;
 - b. physical abuse of a client by a person, who is not an Agency employee;
 - c. sexual abuse of a client by an employee;
 - d. commitment of an alleged crime in the client's home by a person other than the client;
 - e. death of a client, which appears to be the result of something other than a disease process; or,
 - f. insurance of a client's safety in situations, which require local law enforcement notification.
5. All client emergencies shall be documented in the Agency's *Incident Report*.

GUIDELINES

- 1. Home Care Workers should be trained in CPR.
- 2. Agency personnel shall be educated and trained in handling emergency situations.
- 3. All personnel shall be familiar with the following procedures for calling "911":
 - a. Dial "911".
 - b. State: "*This is an emergency!*"
 - c. Give the phone number you are calling from.
 - d. Give the address of the emergency.
 - e. Describe the problem and how it happened, if known; otherwise, give the facts and describe what has been observed.
 - f. Provide your name.
 - g. Remain calm.
 - h. Follow the "911" dispatcher's directions.
 - i. **Advise dispatcher immediately if you are not trained in CPR.**
 - j. Don't hang up before the dispatcher hangs up.
 - k. Reassure the client/family.

FORMS

- 1. Incident Report