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1 PURPOSE

- 1.1 The purpose of this procedure is to describe actions to be taken in the event of a Medical Incident.

2 SCOPE – APPLIES TO WHERE & WHEN THE WORK INSTRUCTION IS USED

- 2.1 This procedure applies to operations and activities, under normal conditions and reasonably foreseeable situations, in the office and facilities of MTS Test Division and applies to the following physical plant location:
- 14000 Technology Drive, Eden Prairie, MN55344

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3 DEFINITIONS AND ACRONYMS (IF NEEDED)

3.1 MAJOR INJURY/ILLNESS: - Any potentially life threatening medical situation including, BUT NOT LIMITED TO:

Loss of Consciousness	Diabetic Coma
Head Injury	Chemical Burns
Heavy Bleeding	Difficulty Breathing
Seizures	Shock
Chest Pain	Burns

3.2 MINOR INJURIES/ILLNESSES: - Any potentially serious medical situation including, BUT NOT LIMITED TO:


Back Injuries	Eye Irritation
Skin Rash	Lacerations
Slips/Trip/Fall-Same Elevation	Contusions

OTHER INJURIES/ILLNESSES MAY ALSO WARRANT A FIRST RESPONSE TEAM CALL. WHEN IN DOUBT, SUMMON THE FIRST RESPONDER TEAM


Note: reporting employees are not obligated to provide direct medical or first aid support, only asked to assist first responders, when they arrive, and keep the individual comfortable but only if it is agreeable and safe to do so.

3.3 Safety and Environmental Services (SES): The Environmental Health and Safety Manager or the Environmental Health and Safety Specialist, or designee.

3.4 Designated Management(DM): Officers, Directors, Managers or other personnel who are designated as being in charge of a situation or have authority to control plant-wide activities

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- 3.5 Right to Refuse: An employee has the right to refuse a drug screening; however, any employee who refuses to submit to a reasonable cause test may be subject to disciplinary action up to and including discharge.
- 3.6 Reasonable Suspicion Testing: Employees will be required to submit to a drug and alcohol test when two managers and or designated lead employees have a reasonable suspicion that an employee is under the influence of alcohol and or illegal drugs or has violated the MTS-Drug Free Workplace Policy (**HR003.02**) (applicable to situations where an incident may involve more than one individual potentially contributing to an injury/accident occurrence and where there is reasonable suspicion of substance use)
- A reasonable suspicion - may be based on a variety of factors, including, but not limited to: smelling of alcohol or marijuana, displaying physical signs or symptoms customarily associated with alcohol or drug use (e.g., glassy eyes, slurred speech), displaying violent or unusually confrontational or argumentative behavior, showing a major personality change, disregarding safe operating procedures of equipment/machines or placing another person's safety in jeopardy by intentional or unintentional actions. The employee will be tested via a urine sample for marijuana, cocaine, phencyclidine, opiates and amphetamines. The employee may also be asked to take a breath test for alcohol. The drug and/or alcohol tests should be completed by the employee within two hours of being requested by a manager/ lead personnel, and confirmed by human resources.
 - Under the reasonable suspicion process, the employee will be taken to a designated clinic for a drug and alcohol test. If a test is needed outside the normal operating hours of all the designated clinics, and or the clinic refuses, a mobile collection unit will be called (**Quest Diagnostics – 1-888-671-7292**)

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- The mobile collection unit will collect a sample from the employee at the MTS facility where the employee is located. At Eden Prairie, mobile collection teams may only collect urine samples per Minnesota law.


3.7 Universal Precautions: refers to the practice, in medicine/first aid response, of avoiding contact with patients' bodily fluids, by means of wearing nonporous articles such as gloves, goggles, face shields, CPR breathing barriers etc...

4 GRAPHIC (IF NEEDED)

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5 RESPONSIBILITIES

- 5.1 Environmental Health and Safety (EHS) – Develop and update the Emergency Response Procedures. Support the Front Desk Security and act as a liaison with outside emergency personnel and Designated Management. Has the authority to control plant-wide activities during an emergency.
- 5.2 Front Desk Security (6:00 am – 6:00 pm) -Monitors emergency phone, and is responsible to control conversations with those reporting emergencies in order to ensure effective response efforts. Contacts 911 dispatcher in the event of a medical incident emergency as directed by First Responders, EHS, or DM.
- 5.3 Human Resources (HR) – Provide information and support to Safety and Environmental Services and Managers/Supervisors in the event of an injury. Notify family members in the event of an emergency, and support the drug screening procedure as needed or applicable.
- 5.4 Managers/Supervisors: Coordinate, as needed, the escorting of injured employees to outside care medical care facilities. Support and facilitate the MTS drug testing policy relating to any reasonable cause or suspicion associated with an incident, immediately reports the incident to the appropriate management, support, and human resources staff, and arranges for the filing and reporting of the immediate incident report (corrective action initiation, as needed) and the required worker’s compensation paperwork (when applicable).
- 5.5 Employees: Follow the emergency response and drug screening procedures as documented and complete required training, report any and all work related injuries or illnesses upon immediate recognition, to their direct manager/supervisor, or EH&S representative and as needed, fill out the appropriate worker’s compensation and first report paperwork.
- *Note: reporting employees are not obligated to provide direct medical or first aid support, only asked to assist first responders, when they arrive, and keep the injured individual comfortable, but only if it is agreeable and safe to do so.
- 5.6 Designated Management: In charge of a situation or has authority to control plant-wide activities when an EHS is not present. Two area/sign postings identify the DM in charge located at the two major east/west points entering the production

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area (Day and Night Shift

5.7 Manager/Supervisors – Primary and alternates listed). Coordinates, if needed, the escort of injured employees to outside care medical care facilities. Supports and facilitates the MTS drug testing policy for noted reasonable cause or suspicion surrounding an event, immediately reports the incident to appropriate management, support, and human resources staff, and arranges for the filing and reporting of the incident report and the required worker's compensation paperwork (when applicable)

5.8 First Responder: trained and certified MTS staff (EMR level per the state of MN) who are asked to respond to any and all medical or other emergencies, accidents, and related incidents; altered through the 6000 emergency response system


6 INSTRUCTION

6.1 **IF A MEDICAL INJURY OR ILLNESS OCCURS - Normal Operating Hours (6:00am – 6:00pm)**


- Dial 6000
 - If line is busy, keep trying.
 - If telephones are inoperable, report to the front security desk.
- Give security appropriate information:
 - State the nature of the emergency
 - Allow the security to control the conversation
- Give the exact location of the injured person, use the grid number on the nearest post.
 - State your name.
 - Give the extension you are calling from.
- Follow the front security instructions.
- Never hang up until instructed by the security.

6.2 **FRONT DESK SECURITY RESPONSIBILITIES**

- Answer the Emergency Phone
 - Ask: What is your emergency?"

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- Control the conversation by asking:
 - “Where are the injured employee(s)?”
 - “What is your name?”
 - “What extension are you calling from?”
 - “Are there any other hazards in the area?”
- **Injured Employee Assessment Questions**-Ask the following questions:
 - “Is or has the employee been unconscious?”
 - “Is the employee having difficulty breathing?”
 - “Is the employee complaining of chest pain?”
 - “Is the employee bleeding severely?”
- Instruct the caller when to hang up.
- If the answer to any of the injured employee assessment questions is YES
 - Dial 911
 - DO NOT wait for authorization to call.
 - If the line is busy, keep trying.
 - Give 911 Dispatcher the appropriate information
 - State that a medical emergency has occurred at MTS Test Division
 - Allow the Dispatcher to control the conversation.
 - State the location of the facility, including the street address.
 - **14000 Technology Drive, Eden Prairie, MN 55344**
 - State your name and title.
 - State the phone number you are calling from.
 - State the exact location of entrance for the Ambulance or Police Department (East, Main or West Entrance).
 - State that MTS’s First Response Team has been called.
 - Follow the dispatcher’s instructions.
- Never hang up until the Dispatcher instructs you to do so.
- Contact the first responders and guide them to the appropriate location.
- Stand by to render further assistance.
- Refer arriving paramedic personnel to First Response Team escort
- When paramedics arrive and no First Response Team escort is available, the security will:
 - Designate a person to meet and escort the paramedics OR

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- WHEN NECESSARY, Security may escort the paramedics to the site of the injured/ill employee(s). Return immediately to the front desk.
- If the injured/ill person is transported by ambulance, notify per the order in **Call List D**.
- If one or more injured people are transported by ambulance, or a fatality occurs, you must notify both **Call List A (EHS) & Call List D**.

**IF A MEDICAL INJURY OR ILLNESS OCCURS –
After Hours (6:00 pm-6:00 am)**

- For any potential life threatening emergency
IMMEDIATELY Dial 911
 - DO NOT wait for authorization to call.
 - If the line is busy, keep trying.
 - Give 911 Dispatcher the appropriate information
 - State that a medical emergency has occurred at MTS Test Division
 - Allow the Dispatcher to control the conversation.
 - State the location of the facility, including the street address.
 - **14000 Technology Drive, Eden Prairie, MN 55344**
 - State your name and title.
 - State the phone number you are calling from.
 - State the exact location of entrance for the Ambulance or Police Department (East, Main or West Entrance)
 - State that MTS's First Response Team has been called
 - Follow the dispatcher's instructions.
- Never hang up until the Dispatcher instructs you to do so.
- Page the first responders to the appropriate location.
- Stand by to render further assistance.
- Refer arriving paramedic personnel to First Response Team escort
- When paramedics arrive and no First Response Team escort is available, attempt to find other personnel to support:
 - Designate an individual, if possible, to meet and escort the paramedics.

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- If the injured/ill person is transported by ambulance, notify per the order in **Call List D**.
- If three or more injured people are transported by ambulance, or a fatality occurs, you must notify both **Call List A (EHS) & Call List**

Non – Life Threatening or Urgent response event (After Hrs.):

- Refer to ER response, 2nd shift contact information on security badge stickers and posted at floor entry points = Janitorial and Warehouse Managers/Supervisors should be alerted following contact with 2nd Shift ER-First Responder staff and appropriate area manager/supervisor who will inform the HR representative and other applicable staff

6.4 EMPLOYEE RESPONSIBILITIES:

- Ensure that the injury/illness you discover is reported by dialing 6000 (daytime hrs.) or 911 (after hours).
- Maintain safety for yourself while staying with the injured/ill employee until assistance is available


Note: reporting employees are not obligated to provide direct medical or first aid support, only asked to assist first responders, when they arrive, and keep the individual comfortable but only if it is agreeable and safe and they are to do so

6.5 FIRST RESPONSE TEAM RESPONSIBILITIES:

- Respond to the area and assess the injured/ill employee and situation.
- Transport oxygen and trauma kit to the emergency site.
- Provide additional information to the front security desk if appropriate.
- Administer patient care/first aid – utilizing universal precautions.
- Serve as an escort to meet arriving paramedic personnel.
- Surrender authority to paramedics; inform and assist as needed.

6.6 FIRST RESPONSE TEAM-LEAD/INITIAL RESPONDER RESPONSIBILITIES:

- Maintain scene safety and ensure proper First Response Team activities are being carried out.
- Provide information to HR/EHS after the incident.
- Submit a written report to HR and EHS following the incident

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6.7 **SUPERVISOR/DESIGNATED MANAGER RESPONSIBILITIES:**


- Notify your Human Resources Manager of the incident, as soon as possible (after hours – leave voice mail/e-mail or text message).
- Notify EHS, Operations Management Team, and the Operations Director (text only) as soon as possible following the incident
- *Personally escort the injured/ill employee to a medical facility, if not transported by ambulance*

Reasonable Suspicion Drug Testing: If there is a workplace accident and a reasonable suspicion has been noted that an employee(s) may be under the influence of alcohol and/or illegal drugs or has violated MTS's Drug-free Workplace Policy, the following arrangement will be made by the designated manager/supervisor or area lea.

- Contact the **QUEST DIAGNOSTICS- Testing Emergency Service Hotline** at **888-671-7292**. The dispatcher will ask for the following information and then arrange for a mobile collection team to be sent to the clinic or MTS location:
 - Company Name
 - - Your Name / number
 - – Quest Authorization Number - **12130685**
 - – Name and number of the Donor (s)
 - – Donor cell phone (if applicable)
 - - Reason for Your Call – Reasonable Suspicion Drug Test
 - – Type of Testing requested (Non-DOT-standard MN drug screening – Urine Sample with Breathalyzer Exam)
 - – Location of donor (typically at our MTS-Eden Prairie Location- 14000 Technology Drive or Clinic/Healthcare facility if they approve
 - –Quest Diagnostics

*Note: Donor Condition = Samples CANNOT be taken if donor is unconscious or deceased under any circumstances

- When the mobile collection site arrives, the appropriate manager or lead employee needs to make the following facilities available:
 - - Restroom facilities with separate toilet and running water (with handicapped access) during the course of collection.
 - - A room/area with an available electrical outlet

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- Assures First Report of Injury is completed as soon as possible, following the incident.
- Have injured employee complete a Worker's Compensation First Report of Injury and send to HR within 24 hours if work related.
- Within 24 hrs. enter the incident into the Corrective Action database on the MTS-Intranet home page with as much detail as possible (who, what, where, when, how information)
- If the injured/ill person is transported by ambulance, notify per the order in **Call List D**.
- If one or more injured people are transported by ambulance, or a fatality occurs, you must notify both **Call List A (EHS) & Call List D**.

6.8 HR RESPONSIBILITIES:


- Follow-up with the Supervisor of the injured employee.
 - If the employee is hospitalized; act as liaison with medical personnel to determine the extent of injury or illness.
- Provide support and information as appropriate
- Notify family members, if necessary, in the event of emergency.

6.9 SAFETY AND ENVIRONMENTAL SERVICES (SES) RESPONSIBILITIES:

- Support Human Resources as necessary.
- If the accident is severe enough to warrant hospitalization, immediately conduct an accident investigation of the incident.
 - If one or more employees are hospitalized/admitted w/ inpatient status) as a result of the incident, or if a fatality occurs, file an oral report with OSHA within 8 hours of the accident. Follow-up oral report with a written report as soon as practical. During normal business hours contact MN OSHA. After business hours, call 1-800-321-OSHA (6742).

7 ASSOCIATED QUALITY RECORDS – AS STATED IN THE QUALITY RECORDS LIST

Required Record
Emergency / Drill Report

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8 REFERENCE FORMS / TEMPLATES / DOCUMENTS (IF NEEDED)

Form / Template / Document Title	Location
Emergency Drill Report (EHS-500-109)	EHS Department
Drug and Alcohol Testing Procedure (HR 003.02)	Human Resources

9 CURRENT REVISION'S TRAINING REQUIREMENTS


Training requirements are determined by the document owner – either awareness or formal.

Select One (mark X)	Training Type	Training Definition
X	Awareness	Awareness training is conducted by communication, which is sent/delivered by the approver/author/owner of the document to the affected employees/groups.
	Formal	Formal training requires the approver/author/owner to collect/store evidence that the affected employees/groups were trained.

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10 REVISION HISTORY & APPROVAL

REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
A	Developed initial procedure for conformance to ISO 14001§ 4.4.7 (most current revision), and OHSAS 18001§ 4.4.7 (most current revision)	Bob Klenotich	5/15/12
B	Updated emergency phone number to include the new 6000 number, updated header information, updated call list references.	Bob Klenotich	10/2/12
C	Updated the Designated Manager responsibilities to ensure that employees can visibly see who is in charge if an SES is not present. Added responsibility to complete first report of injury. Added clarification of DM responsibility to provide EHS notification if three or more injured people are transported by ambulance or a fatality occurs.	Dave Winslow	10/29/14
D	Updated Manager responsibilities to include new drug policy screening practices for all injuries requiring outside medical treatment. Added a section specifically for after hours contact protocols. Reiterated the requirement for the reporting of all work related injuries, as soon as possible, and the provision that Manager's /Supervisors must insist on escorting employees to the medical facility, if needed	James Kinney	12/31/15

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APPROVAL OF CURRENT REVISION		
Name / Function	Signature	Date
James Kinney, EHS Manager, EHS Management Representative (ISO 14001/OHSAS 18001)		
Tom Milas, Vice President of Operations		