


CHAPTER Human Resources	CHAPTER 05	SECTION 003	SUBJECT 30
SECTION Health and Safety		DESCRIPTION Safety and Conflict Avoidance and Emergency Response Plan	
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APPLICATION:

<input checked="" type="checkbox"/> CMH Staff	<input checked="" type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns	<input checked="" type="checkbox"/> Volunteers

POLICY:

Lapeer County Community Mental Health (LCCMH) will have a culture of gentleness to assure the safety of persons served and staff.

STANDARDS:

- A. Staff members will be trained to recognize and respond to an individual's signs of distress with positive interventions.
- B. Staff will be trained in de-escalation techniques upon hire and receive a refresher training on an annual basis. Staff will participate in safety drills at least annually.
- C. All staff will be trained upon hire on how to make an "all agency" page.
- D. Emergency physical interventions will ONLY be used when there is imminent risk of serious physical harm to the individual served or others. For example: If a person served is attacking someone else a staff can assist the person who is being attacked to get away from the person or to get the person served off of them or if a person served is running into the road and a car is coming. In other situations, the police MUST be contacted.

PROCEDURES:

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- A. Staff will be aware of their surroundings.
- B. Staff will make others aware when they have a potentially violent person coming in and/or when a problematic situation may occur.
- C. Staff will take steps to avoid a potentially violent situation.
- D. All staff will help assure the safety of persons served and co-workers.
- E. When a staff feels they can no longer control the situation without assistance, if able, make an "all agency" page requesting additional assistance using the Code Gray Procedures:

"Code Gray to (designated area)"

This page will result in available clinical staff meeting at the identified area and being briefed on the potential crisis. If a violent / aggressive situation is in progress, the police will be contacted.

- F. The staff involved in or witnessing the situation will complete an emergency response drill form to be reviewed by the Health and Safety Committee. Appropriate action will be taken to resolve identified issues.
- G. Supervisors will be made aware of anyone who would benefit from additional positive intervention training.

REFERENCE:

Code Gray Procedures-LCCMH Emergency All Hazards Response Plan

TC:mgr

This policy supersedes
#10/09042 dated 10/16/2009.
