

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) has a culture of gentleness to assure the safety of persons served and staff.

STANDARDS:

- A. Staff members are trained to recognize and respond to an individual’s signs of distress with positive interventions.
- B. Staff are trained in de-escalation techniques upon hire and receive a refresher training annually. Staff participate in safety drills at least annually.
- C. All staff are trained upon hire on how to make an “all agency” page.
- D. Emergency physical interventions are only used when there is an imminent risk of serious physical harm to the individual served or others. For example, if a person is attacking someone, staff can assist the person who is being attacked to get away from the attacker or if a person is running into the road and a car is coming.

PROCEDURES:

- A. Staff will be aware of their surroundings.

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- B. Staff makes others aware when they have a potentially violent person coming in and/or when a problematic situation may occur.
- C. Staff take steps to avoid a potentially violent situation.
- D. All staff help to assure the safety of persons served and co-workers.
- E. When 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:
 - 1. “Code Grey, Code Grey in the (identify area of the building)” three times.
 - 2. At the Main Center, the Triage staff and the Rapid Response Team immediately become code leaders upon arrival.
 - 3. The responding staff:
 - a. Determine if calling law enforcement is needed to gain control of the situation.
 - b. When appropriate, advise other responding staff that is not able to directly participate in resolving the incident to return to their respective duties.
 - c. Determine when the situation is resolved, and it is safe to resume normal operations.
- F. “Code Grey” results in available clinical staff meetings at the identified area and being briefed on the potential crisis. If a violent/aggressive situation is in progress the code lead decides whether the police are to be contacted.
- G. Staff involved in or witnessing the situation complete LCCMH Emergency Response Drill Form #235 for review by the Health and Safety Committee and a debriefing is conducted within 24-72 hours of the event. Appropriate action is taken to resolve identified issues.
- H. Supervisors are made aware of anyone who would benefit from additional positive intervention training.

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DEFINITIONS:

Debriefing: set of procedures, including counseling and providing information aimed at preventing psychological morbidity and aiding recovery after a traumatic incident.

Code Grey: indicates a dangerous or combative person in the building.

REFERENCE:

Code Gray Procedures-LCCMH Emergency All Hazards Response Plan
LCCMH Form #235 Emergency Response Drill Form

JS:tv

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