

CHAPTER Human Resources	CHAPTER 05	SECTION 003	SUBJECT 30
SECTION Health and Safety		DESCRIPTION Safety, Conflict Avoidance, and Emergency Response Plan	
WRITTEN BY Lynn A. VanNorman, B.S. Supervisor	REVISED BY Lisa Ruddy, MPH, QI Supervisor	AUTHORIZED BY Brooke Sankiewicz, LMSW, CADC, CEO	

APPLICATION:

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

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 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.

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

PROCEDURES:

- A. Staff will be aware of their surroundings.
- B. Staff notify others in the building when they have a potentially violent person coming in, when a problematic situation may occur and/or when they expect to be with a person served after regular business hours.
- C. Staff take steps to avoid a potentially violent situation.
- D. All staff help to ensure the safety of persons served and co-workers.
 - 1. Supervisors and staff are responsible for ensuring other staff are not left in the building alone with persons served and other guests. There is always a second staff available to assist in an emergency situation.
- 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 are 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 meeting 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.

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

- G. Staff involved in or witnessing the situation complete the electronic LCCMH Emergency Response Drill Form link in the templates folder for review by the Health and Safety Committee.
- H. A debriefing is conducted within 24-72 hours of the event. Appropriate action is taken to resolve identified issues.
- I. Supervisors are made aware of anyone who would benefit from additional positive intervention training.

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 Emergency Response Drill Form

LR

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