

# **ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY**

## **ADMINISTRATIVE PROCEDURE**

Date Issued **03/24**

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### **I. APPLICATION:**

#### **ST. CLAIR COUNTY CMH**

- ☐ SCCCMH Board
- ☐ SCCCMH Providers and Subcontractors
- ☒ Direct-Operated Programs
- ☒ Community Agency Contractors
- ☒ Residential Programs
- ☒ Specialized Foster Care

### **II. PURPOSE STATEMENT:**

St. Clair County Community Mental Health Authority (SCCCMHA) shall provide comprehensive staff coverage when open to the public and ensure safe and consistent standards are followed when the agency, program and/or building is closed.

### **III. DEFINITIONS:**

#### **A. Comprehensive Staff Coverage: includes the following:**

1. Administrative Coverage: A member of the Leadership Team is on site or available by phone.
2. Clinical Coverage: A clinician or other mental health professional as assigned by the supervisor on duty.
3. Clerical Coverage: A clerical staff member on duty.

#### **B. Agency Closed: There will be no services provided at any SCCCMHA location (including Port Huron, Capac, Marine City, Children's, CIS, etc.) and staff, with the exception of ACT and MCU, do not have to report. This may be due to adverse weather conditions, building problems, or some other circumstances requiring this action.**

#### **C. Community Integration Services (CIS) Program Closed: The CIS program is closed and that there will be no transportation provided. While this usually coincides with Woodland Developmental Center being closed, it may not in all circumstances. When the CIS Program is closed, this does not**

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indicate that programs other than CIS are closed, as other programs may serve individuals who are able to come in for services. Staff are expected to report to work.

- D. No Transportation: means that transportation will not be provided to individuals receiving SCCCMHA supports at any location (Port Huron, Capac, Marine City, Children's, CIS, etc.). Staff are expected to report to work.
- E. Stand-by: means the employee is still being paid to work/on-the-clock but not currently working and must be reachable for direction on when to return to work.

#### IV. STANDARDS:

##### A. Coverage

1. SCCCMHA is not open to the public in accordance with the Michigan Supreme Court holiday schedule, its Union Contracts and schedule of staff in-service days.

##### B. Closure

1. Only the Chief Executive Officer (CEO)/designee may close SCCCMHA. Every effort will be made to remain open as long as people are not put in danger.
2. Agency/program/building closing **before** working hours will be broadcast on the following local radio stations: WPHM – AM 1380, WHLS – AM 1450, WGRT – FM 102.3 and Q Country – FM 107.1, and will be posted on the websites for these stations. The SCCCMHA website, Facebook page and the Times Herald website will also have a list of local closings.
3. Agency/program/building closing **during** working hours will be issued by the CEO/designee, reported to each site from Administration, and posted on the agency website and Facebook page.
4. Agency/program/building closing will be based upon whether the county has issued a “state of emergency”, adverse weather conditions exist, a building has become uninhabitable, can no longer function as a work site or at the discretion of the CEO
5. If a program supervisor determines a program should be closed, he/she must consult with the Program Director/designee.
6. If Woodland Developmental Center is not in session (due to holiday closing, etc.), the decision to limit transportation or close program will be made by the CEO
7. If SCCCMHA transportation is cancelled for the day, agency vehicles may still be used by staff

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upon consultation and approval by their supervisor.

8. Staff is required to report to work unless the agency has been closed prior to start time. In consultation with their supervisor, if traveling for them is unsafe, staff may use personal leave time to not report or to leave early. **Program coverage will be a priority.**
9. When the agency is closed, it is likely to stay closed. When there is a building problem that may or may not result in a possible closure, Management will direct staff to “stand by”. Work outside the building, relocate to another building/site, provide other options, or send staff home to remain on “stand-by”. If the problem has been resolved, those staff on “stand-by” will be required to return to work at the direction of the CEO/designee.
10. Programs serving individuals who receive SCCCMHA services must maintain and implement notification/cancellation procedures for closing programs during hours.

V. PROCEDURES:

A. Coverage

**Supervisor/Designee**

1. Develops an in-house program coverage policy / administrative procedures to specifically address issues pertinent to the unit’s hours.
2. Selects at least one clinician or other mental health professional and one clerical staff member to work at all times the unit is open to receive the public.
3. Selects staff members on a rotating basis.
4. Receives approval from the Chief Executive Officer for any modifications to this administrative procedures on staff coverage for a particular unit.

B. Closures Before Working Hours (ideally before 5:00 a.m.)

**Chief Executive Officer**

1. Determines if the agency, a building, or program is closed before hours.
2. Notifies designated Community Relations designee.
3. Notifies agency directors of the decision to close the agency/program/building.

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4. Notifies Region 10 CEO when the agency is closed.

#### **Community Relations Designee**

5. Notifies radio stations, the Times Herald and posts on agency website and Facebook page.
  - a. If the agency is closed, calls the radio stations to report that there will be no transportation and staff are not to report.
  - b. If the CIS program is closed, but the agency is open, calls the radio stations to report there will be no agency transportation and staff are to report.
  - c. If agency is not offering transportation, but the agency is open, calls the radio station to report there will be no agency transportation and staff are to report.
6. Notifies by telephone or text: Genoa Pharmacy, People's Clinic and a representative from Department of Health and Human Services.

#### **Chief Executive Officer**

7. CEO notifies supervisors that the agency/program/building is closed.

#### **Supervisor**

8. Notifies clerical/designee responsible for changing the main telephone voice mail message.

#### **Clerical/Designee**

9. Changes the standard incoming telephone message to an alternative greeting with the message that the agency/building is closed due to adverse weather condition/building issue and provides further information as required.

#### **Facilities/IT Director**

10. Ensures buildings are locked if agency is closed due to a "state of emergency". If agency is closed, ensures the parking lot at the Port Huron location is plowed for other businesses (Dental Clinic, Pharmacy and Peoples' Clinic) that may be open. Ensures IT vendors are notified.

#### **Staff**

11. Ensures the appropriate person has a current telephone number where they can be reached for

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notification when agency/building/program is closed and/or they are in “stand-by” status.

**Customer Services Director**

12. Notifies the 24/7 access line to inform them of the agency/building closure.

**C. During Hours of Operation**

**Chief Executive Officer**

1. Determines the agency/program/building needs to be closed.
2. Announces the closure as well as any “stand-by” status if applicable.
3. Announces the employees on “stand-by” should be contacted to return to work.

**VI. REFERENCES:**

- A. A.F.C.S.M.E. – Local 3385 and Local 1518 Chapter 20 Union Contracts
- B. Adverse Weather Conditions document (reviewed and updated annually)

**VII. EXHIBITS:**

- A. St. Clair County Community Mental Health Authority – Working Hours List for Each Unit

**VIII. FORMS:**

None Available

**IX. REVISION HISTORY:**

Date issued 01/21, 03/21, 02/23, 02/24.

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**WORKING HOURS LIST FOR EACH UNIT**

**St. Clair County CMH Main:** **Port Huron – 3111 Electric Avenue, Port Huron, MI 48060**  
Monday, Thursday, and Friday, 8:00 a.m. – 5:00 p.m.  
Tuesday, Wednesday, 8:00 a.m. – 7:00 p.m.  
\*Early and Evening hours available by appointment

**St. Clair County CMH South:** **Marine City – 135 Broadway, Marine City, MI 48039**  
Monday, Thursday and Friday, 8:30 a.m. – 5:00 p.m.  
Tuesday, 8:30 a.m. – 7:00 p.m.  
Wednesday, 8:30 a.m. – 6:00 p.m.  
\*Early and Evening hours available by appointment

**St. Clair County CMH West:** **Capac –14675 Downey Road, Capac, MI 48014**  
Monday, Tuesday, Thursday, and Friday, 8:30 a.m. – 5:00 p.m.  
Wednesday, 8:30 a.m. – 7:00 p.m.  
\*Early and Evening hours available by appointment

**St. Clair County CMH Children's:** **Children's Center – 2415 24th, Port Huron, MI 48060**  
Monday, Thursday and Friday, 8:00 a.m. – 5:00 p.m.  
Tuesday and Wednesday, 8:00 a.m. – 7:00 p.m.

**St. Clair County CMH Mobile  
Crisis Unit:** **3111 Electric Avenue, Port Huron, MI 48060**  
Monday-Friday: 8:00 a.m.-11:00 p.m.  
\*On-Call: 11:00 p.m.-8:00 a.m.

Weekends: On-site: 10:00 a.m.-6:00 p.m.  
\*On-call: 6:00 p.m.-10:00 a.m.

Holidays:  
\*On-call 24 hours/day

**\*Based upon individuals receiving CMH services need/appointments**

Per Article 30, Section 1 of the Union Contract, The typical working hours of a full-time employee shall be thirty-seven and one-half (37½) hours per week. To be responsive to the needs of the individuals receiving services, program activities, outside forces such as grant requirements, etc. (not an all-inclusive list) the parties recognize working hours may vary.

- A. Both parties will attempt to develop a mutually agreed upon work schedule.
- B. Both Parties recognize the Authority's right to adjust Staff and/or Program schedules, as is necessary. The Parties also recognize the Union's desire for employees to be able to generally rely on having a regular schedule. (Management will attempt to notify a new hire of any irregular hours that exist at the time of hire. There will be no forced split shifts.)
- C. Fixed Schedule: The Employer and the Employee will work to develop a mutually agreeable Fixed Schedule based upon program coverage, consumer needs, grant obligations, etc. The Fixed Schedule shall be consistent each week and will not vary. The Fixed Schedule shall not exceed 37.5 hours per week. Employees will be entitled to overtime after 37.5 hours per week. Overtime will require the Supervisor's prior written approval. (Exceptions: Section 8 of this Article.)
- D. Variable Schedule: If circumstances permit, the Employer and the Employee may work to develop a mutually agreeable Variable Schedule, as long as the schedule meets program coverage, consumer needs, grant obligations, etc. The Variable Schedule may vary on a weekly basis. Employees on a Variable Schedule shall not be entitled to overtime until they have exceeded 40 hours in a week or 75 hours in a pay period. Overtime will require the Supervisor's prior written approval. (Exceptions: Section 8 of this Article.)