

ST. CLAIR COMMUNITY MENTAL HEALTH SERVICES AUTHORITY

ADMINISTRATIVE PROCEDURE

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WRITTEN BY Kathleen Gallagher	REVISED BY Latina K. Cates		AUTHORIZED BY Tracey Pingitore	

I. APPLICATION:

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

II. PURPOSE STATEMENT:

St. Clair County Community Mental Health Authority (SCCCMHA) shall promote safety for employees and persons served when providing services in the office (individual session, group session and program).

III. DEFINITIONS:

None Available

IV. STANDARDS:

A. SCCCMHA employees are provided with the tools necessary to ensure their safety in the workplace by attending staff meetings, in-service trainings, conferences, workshops, and/or participating in other available SCCCMHA independent training offered and/or as required (i.e. Homebased Safety, Violence in the Workplace), SCCCMHA videos and on-line library resources.

B. Safety issues for persons served are addressed in every Individual Plan of Service.

V. PROCEDURES:

Staff

1. Maintains a minimum of 6-foot distance between self and person served, through furniture placement or floor markings when individual, being served, exhibits threatening behavior or displays alleged serious physical health symptoms.

A. Threatening Behavior

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1. Discusses with supervisor if the person served has exhibited threatening behavior toward staff.

Supervisor

2. Discusses threats and acts of violence with Assistant Division Director.

Assistant Division Director

3. Discusses threats and acts of violence with Medical Director, who may add the individual to the SCCCMHA Threat List and request that a warning banner is added to the individual's electronic health record.

Staff

4. Implements one or more of the following actions when a person served has exhibited challenging behavior or language in which staff feels may be a threat and a visit in the office is planned;
 - a. Makes sure they have phone access. This is highly recommended.
 - b. Have another staff person attend session for safety.
 - c. Meets with the person served in a large meeting room (rather than office).
 - d. Notifies supervisor or designee when you have concerns regarding an upcoming session. Utilize panic buttons if needed, where available.
 - e. Reviews applicable sections of Exhibits A and B prior to implementing safety precautions for in office services.
5. Addresses safety issue(s) in Treatment Plan of person served.

B. Physical Health Symptoms

Staff

1. Wears a masks and offers the individual a mask.
2. Utilizes agency provided sanitation products after each session.
3. Documents in Electronic Health Record physical health concerns.
4. May reschedule appointment.
5. Contacts person served 24 hours in advance of the scheduled appointment to inquire if any serious or contagious illnesses exist in the family. If COVID screen information, including if a

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person in their residence is COVID positive or has symptoms. Encourage people served to take their temperature before coming to the building and staying home if sick or if temperature is 100.4 or above and staff to stay home and contact supervisor if sick.

Secretary

6. Keeps an updated list of all Program staff's cell phone numbers.

Supervisors/Management

7. Limits amount of staff and people served in office/meeting room.

VI. REFERENCES:

- A. CARF – Health and Safety
- B. Oregon Home Visitor Safety Guide

VII. EXHIBITS:

- A. In Office/Group Visit Guidelines
- B. Use of Masks by Visitors
- C. Use of Masks by Employees

VIII. REVISION HISTORY:

Dates issued 07/20, 07/21, 07/22.

In Office/Group Visit Guidelines

Risk Factors:

- Drug or gang activity reported.
- History of intimate partner violence.
- History suicide attempt (individual) _____.
- Choosing not to take prescribed medication.
- Past threats to an employee.
- Persistent self-destructive or aggressive behavior.
- Public Health concerns (list): _____.
- Uncomfortable, assaultive behavior toward self or others.
- Unsecured weapons in the home.

A face-to-face office visit should not occur if:

- The assessed risk of aggression is high or extreme.
- There are weapons present.
- Any individual is intoxicated or under the influence of drugs to a degree that the employee feels unsafe.
- Violence is directed towards the staff.
- A threat is made against the staff.
- The individual is COVID positive, has COVID symptoms or a risk is identified in the COVID screening.
- The individual served refuses to wear a mask.

Procedures:

- Staff and individuals served must be six feet apart. This can be physically delineated through furniture placement and or markings on the floor indicating six foot distance.
- Staff to discuss procedure with people served as a mechanism to protect both the person served and staff.
- Staff and person served must wear masks or follow most current SCCCMHA COVID protocol.

Group Guidelines

- Six feet apart (delineated through furniture placement and or markings on the floor).
- All participants must wear face masks or follow most current SCCCMHA COVID protocol.
- No sharing of food and/or drinks.

If any of these conditions occur, the staff's supervisor should be notified immediately.

St. Clair County Community Mental Health

Agency Directive re: Use of Masks by Visitors during a Pandemic or other Public Health
Emergency

- All individuals entering the building are required to wear a mask that covers the mouth and nose. Individuals should be reminded of this requirement upon entry into the building.
 - If an individual removes their mask after being screened in the vestibule, staff should kindly remind them that masks are required in the building for their own safety and the safety of others.
 - If an individual chooses to remove their mask, they should be asked to wait outside (and then will need to wear the mask upon entry to the building) or they can be offered an alternate access to service. If an individual indicates they cannot wear a mask due to medical reasons, alternate methods of service (such as telephone or video) will be offered.
 - These same requirements are in place for visitors to the People's Clinic, Genoa Pharmacy and Region 10 PIHP.
- Schedulers need to remind individuals of the requirement to wear a mask when they call to schedule appointments. If an individual indicates they are unable to wear a mask or expresses the desire to not wear one, schedulers will offer them a choice of phone interview or video contact. Primary case holders should also remind individuals of this requirement when calling to complete Patient Status Updates.
- Any incidents of non-compliance should be reported to the Supervisor on call or - Management member.

- ✓ **Masks are required for the health and safety of everyone.**
- ✓ **If a mask is not medically tolerated, alternative methods of service must be explored and offered.**

St. Clair County Community Mental Health Agency Directive
Use of Masks by Employees during a Pandemic or other Public Health
Emergency

- All employees entering any CMH building are required to wear a mask covering their mouth and nose.
- Masks must remain on at all times while in all CMH buildings, with the following exceptions:
 - An employee may remove their mask if they are alone in a separate office or meeting room.
 - An employee is in a large meeting room with sufficient space between themselves and others in the room, allowing for proper social distancing.
- Any incidents of non-compliance should be reported to the Supervisor and HR Manager.

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