

HEALTHWEST
POLICY AND PROCEDURE

No. 07-019

Prepared By:

Environment of Care Committee

Effective: November, 2005

Revised: May 03, 2017

Approved By:

Subject:

Prevention and Management
of Violence in the Workplace

Julia Rupp, Director

I. POLICY

- A. HealthWest is committed to a safe work environment for all persons working in or entering a HealthWest facility.
- B. All weapons are banned from HealthWest facilities with the exception of those carried by law enforcement and security personnel.
- C. The County of Muskegon maintains a Drug-Free Workplace. Illicit drugs are not allowed in HealthWest facilities. This will be posted at all sites. Possession of these drugs is in violation of the law, but it is also known that use may contribute to violent behaviors.

II. PURPOSE

To establish practices that ensure the safety and security of all who are associated with HealthWest facilities.

III. APPLICATION

All HealthWest employees, volunteers/student interns, and contracted personnel in HealthWest County facilities.

IV. PROCEDURES

- A. No individual will receive services in a HealthWest facility unless two (2) or more staff are in the building and both are aware of each other's presence.
- B. There will be signage directing visitors to the reception area.
- C. The receptionist will address all visitors and confirm their business.

- D. Responsible/assigned staff, as determined by the Site Safety Officer, will escort all visitors/persons receiving services to and from their appropriate destination(s) in the building.
- E. A staff person will be assigned by the Clerical Supervisor the responsibility of securing the building doors at the close of business hours.
- F. Staff will not interview persons in their office with the door locked at any time.
- G. If it is necessary for a staff to work alone in a facility, the building door shall be locked. Working alone is highly discouraged.
- H. Staff shall request assistance when it is believed there is a potential threat:
 - 1. Ask another staff to escort you to your car.
 - 2. Ask for another staff to accompany/assist you when working with someone you believe is a potential threat.
 - 3. Use a communication device when available.
 - 4. Contact security personnel, if available.
- I. Staff Response to Life Threatening Emergencies

Each HealthWest site will have a set of procedures to follow at that site. These procedures will be attachments to this policy/procedure.

 - 1. Mental Health Center (A)
 - 2. Brinks Residence (B)
 - 3. Club Interactions (C)
 - 4. Muskegon Community Education Center (MCEC-Angell School) (D)
 - 5. Muskegon Covenant Academy (MCA-McLaughlin School) (E)
- J. Response to assaults or potential assaults:
 - 1. If someone is carrying out an assault or appears to be an assault risk, staff shall use approved MANDT techniques to protect themselves and others.
 - 2. If an individual does not respond to MANDT techniques and there continues to be a threat to self or others, 911 may be called to intervene.
 - 3. The assaulted person will not be prohibited from pursuing criminal charges.
- K. Response to someone carrying and/or threatening with a weapon:
 - 1. **Do not attempt to disarm the person.** Request the person place the weapon in a neutral place or to leave the premises.

2. Stay calm.
3. Notify law enforcement. (911)
4. Maintain eye contact at all times.
5. Keep talking but do not argue with the person.
6. Do not make any sudden moves.
7. Follow all instructions from the person so they know you are cooperating, **except** leaving the premises with them.
8. Be prepared to give them possessions rather than risk your life.

L. In case of an active shooter and/or individuals with weapons:

1. **Run**: Staff should move to the closest exit in the opposite direction of any active shooter or individual with weapons. Notify/yell at your co-workers and/or visitors to follow you out of the area. Do not wait for other people to make a decision to leave. When using the building intercom system, use as direct and detailed information as you can to let others know where the shooter is located. Call 911. Stay on the phone giving as much detail as you possibly can about the situation. Follow all instructions given by dispatch.
2. **Hide**: if you are not able to safely exit the building/area find a room or space to hide. Turn off the lights, lock and/or block the doors. Turn Off all cell phones ringers and notification systems so you are not easily detected by the shooter. Remain extremely quiet and do not move until you are asked to leave by law enforcement. RAISE your hands when exiting the building, Do not run at a Police Officer without your hands raised. Follow all directions from law enforcement.
3. **Fight**: If you are caught in the area with a shooter and you have been detected. Use whatever object you have available to protect yourself. You need to “fight for your life”. Look around your work area today and begin to make a plan on what you would do in case of an active shooter.

M. Documentation and Reporting:

1. Report the incident to your immediate supervisor, if available, or another available supervisor, or the HealthWest Executive Director. These people will take immediate corrective action as needed related to law enforcement reporting and possible disciplinary action.
2. If an employee has obtained any legal protection order against an individual, and believes the individual may attempt to contact them at the workplace in violation of this order, the employee should notify their immediate supervisor. Such information will be kept confidential to the extent possible.

3. Within two (2) working days, the Supervisor will complete a written narrative report for the Deputy Director and assure that a copy of this report is sent to the Chairperson of the Risk Management Committee. (See Attachment H: Critical Incident Review Form A177)
4. The target of the assault will document the incident on a HealthWest Critical Incident Form (HealthWest-A159). Any incident involving a person receiving services must also be documented on an Incident Report Form (HealthWest-C260). It may also be necessary to document the incident on a County of Muskegon General Accident form.
5. The Risk Management Committee Chairperson or designee will review all documentation in Section N. 3. and 4. and assure, when needed, that a Critical Incident Debriefing Session is conducted, within fourteen (14) days after the incident, to determine possible changes in procedures to prevent or better manage future incidents.
6. The Risk Management Committee will monitor all incidents and determine a plan of action and the responsible persons for implementation of the plan of action.

N. Training:

1. All new employees will be trained on this policy at orientation.
2. HealthWest will require and provide annual refresher training on Violence in the Workplace.
3. Employees will receive MANDT training according to HealthWest Policy 02-001.

V. ATTACHMENTS

Attachment A: Staff Response to Life Threatening Emergencies-Mental Health Center
Attachment B: Staff Response to Life Threatening Emergencies-Brinks Residence
Attachment C: Staff Response to Life Threatening Emergencies-Clubhouse
Attachment D: Staff Response to Life Threatening Emergencies- MCEC-Angell
Attachment E: Staff Response to Life Threatening Emergencies –MCA-McLaughlin
Attachment F: Critical Incident Review Form (A177)

VI. REFERENCES:

NIOSH- National Institute for Occupational Safety and Health
OPM- United States Office of Personnel Management
OSHA- Occupational Safety and Health Administration
MCL 28.425
HealthWest Policy 06-010: Medication Management
HealthWest Policy 02-001: MANDT

HEALTHWEST

PROCEDURE

STAFF RESPONSE TO LIFE THREATENING EMERGENCIES

MENTAL HEALTH CENTER

Revised: June 13, 2017

Purpose

To establish a procedure to ensure the safety of staff and visitors in potentially life-threatening emergencies which involve violence or potential violence at the Mental Health Center and ensure immediate and appropriate staff response.

Application

All HealthWest employees and contracted staff assigned to the Mental Health Center.

Procedure

All staff will follow HealthWest Procedure 07-019: Prevention and Management of Violence in the Workplace. If a medical situation arises during the situation, staff will additionally follow HealthWest Procedure 06-018: Responding to Medical Emergencies/Unusual Medical Events.

A. General Response to Assaults or Potential Assaults:

1. If someone is carrying out an assault or appears to be an assault risk, staff shall use approved MANDT techniques to protect themselves and others.
2. If an individual does not respond to MANDT techniques and there continues to be a threat to self or others, 911 may be called to intervene.
3. The assaulted person will not be prohibited from pursuing criminal charges.

B. General Response to Someone Carrying and/or Threatening with a Weapon:

1. **Do not attempt to disarm the person.** Request the person place the weapon in a neutral place or to leave the premises.
2. Stay calm.
3. May notify law enforcement. (911)
4. Maintain eye contact at all times.
5. Keep talking but do not argue with the person.
6. Do not make any sudden moves.
7. Follow all instructions from the person so they know you are cooperating, **except**, avoid leaving the premises with them.
8. Be prepared to give them possessions rather than risk your life.

- C. Whenever possible, staff will arrange to have another staff member present when conducting business with an individual who presents in an agitated state or appears to be at high risk for violent behavior.
- D. Any staff member observing an individual demonstrating actual or potentially violent behavior will alert other staff and request assistance as needed. If there is a disturbance nearby and a Toby Close has not yet been called, please pay attention, find your supervisor if possible, and see how you can assist your co-worker.
- E. If a staff in a private office setting/conference room observes an individual demonstrating actual or potentially violent behavior, the staff will activate the emergency alert button which will notify the reception staff, via an alert on a wall panel, that there is a problem in the office.
- F. Upon notification that there is a problem in an office, the reception staff will announce over the telephone paging system three (3) times: "Dr. Toby Close Please Report to Room ____." In addition, the announcement will identify whether the room is in the "West" or "East" end of the building.
- G. If a potentially violent situation is observed within the reception area(s) or vestibule/outdoor area, the reception staff will announce over the telephone paging system three (3) times: "Dr. Toby Close Please Report to the Lobby."
- H. All available MANDT trained Emergency Responders within the **immediate vicinity** will respond to a "Toby Close" request for assistance by going immediately to the identified location. A "cross reference" sheet identifying the room numbers and corresponding staff/conference rooms will be maintained in each staff's work area for reference purposes.
- I. All staff involved in an emergency situation will use their MANDT skills training during the response.
- J. The first designated team member at the specified location becomes the Response Team Leader. The Response Team Leader will:
 - 1. Provide instructions to others as needed.
 - 2. Assess the situation for risk, and if the individual is in imminent danger of harming self or others. (e.g., brandishing a weapon, attempting assault, damaging property, extreme agitation including yelling, not respecting others' personal space, and/or refusing requests to leave).
 - 3. Ask an available respondent to contact 911, if they determine it is necessary to do so.
 - 4. Determine the number of respondents necessary to maintain order of the presented situation.
 - 5. Redirect (or designate) individuals who are nearby to a safe location away from the potentially violent situation, if necessary. This will include all consumers, visitors and vendors in the building, as well as staff who are not part of the response team.
- K. The response team will attempt to redirect and calm the individual if possible and discuss treatment options if feasible. It may be necessary to have the individual transported to a hospital emergency room where the individual can be secured for safety.

- L. In the event of a false alarm or at the conclusion of an emergent situation, designated staff will be directed by the Response Team Leader to reset the alarm system, and in the “false alarm” situations, the reception staff will announce over the paging system, “Cancel Toby Close.”
- M. In situations where reception area staff believe there will be imminent danger, they will activate the 911 alert button. The emergency response procedure as noted in G-K above will be followed. In addition, the police will respond to the emergency, and all individuals in the children’s waiting area will be escorted by staff via the security door to a safe area within the building.
- N. The Client Information Manager/designee will maintain an updated “cross reference” listing of all Mental Health Center offices and room number assignments for staff reference when the emergency alert system is activated.
- O. The Mental Health Center Safety Officer or designee will test all emergency alert buttons and the site paging system at least twice per year to maintain emergency equipment in operative working order.
- P. At the conclusion of each emergent situation, the Team Leader completes an Incident Report and gives it to their supervisor who will call a De-briefing meeting within 24-48 hours to include the staff involved in the emergency response. The supervisors of the staff involved in the emergency response incident will also be invited to attend the De-briefing. A written report will be sent to the Deputy Director, and assure that a copy of this report is also sent to the Chairperson of the Risk Management Committee within five (5) days of the incident.

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HEALTHWEST

PROCEDURE

STAFF RESPONSE TO LIFE THREATENING EMERGENCIES

BRINKS CRISIS RESIDENTIAL CENTER

Reviewed: July 10, 2017

Purpose

Ensure the safety of staff, residents and visitors and appropriate immediate staff response in life-threatening emergencies that involve violence or potential violence.

Application

All employees are responsible for notifying other staff of an emergency situation, the location, and type of assistance needed.

Procedure

A. General Response to Assaults or Potential Assaults:

1. If someone is carrying out an assault or appears to be an assault risk, staff shall use approved MANDT techniques to protect themselves and others.
2. If an individual does not respond to MANDT techniques and there continues to be a threat to self or others, 911 may be called to intervene.
3. The assaulted person will not be prohibited from pursuing criminal charges.

B. General Response to Someone Carrying and/or Threatening with a Weapon:

1. **Do not attempt to disarm the person.** Request the person place the weapon in a neutral place or to leave the premises.
2. Stay calm.
3. May notify law enforcement. (911)
4. Maintain eye contact at all times.
5. Keep talking but do not argue with the person.
6. Do not make any sudden moves.
7. Follow all instructions from the person so they know you are cooperating, **except** avoid leaving the premises with them.
8. Be prepared to give them possessions rather than risk your life.

C. Whenever possible Brinks staff will ask for assistance from another staff member when conducting business with a resident demonstrating behavior(s) indicating a high risk for violent behavior as indicated on the MANDT Behavior Scale.

D. Any Brinks staff member observing a resident demonstrating actual or potentially violent behavior will immediately alert other staff and request assistance needed.

- E. All staff involved in an emergency situation will use their MANDT skills training during the response.
- F. Brinks staff may notify other staff of actual or potential violent behavior by using any of the following devices:
 - 1. Activate an office panic button.
 - 2. The telephone paging system (**dial 8968**).
 - 3. Use a cell phone.
 - 4. Verbally.
- G. Brinks staff will request assistance from other staff by: Asking “~~Dr.~~ Toby Close” to come to a specified location, i.e., “Dr. Toby Close to the living room”, this message should be repeated three (3) times.
- H. All available MANDT trained staff will respond to any and all “~~Dr.~~ Toby Close” requests for assistance and go immediately to the identified location.
- I. The site where the office ~~alarm~~ panic button was pushed will be indicated on two (2) computer security system keypads that are located in the reception and behind the team desk. All available staff are to go immediately to the location identified on the keypad display panel.
- J. The first responding staff member who arrives at the specified emergency location becomes the Response Team Leader until medical staff, a RCS or member of the clinical team arrives and takes over as Response Team Leader. The Response Team Leader is responsible for giving instructions to other responders including whether to call 911 or other emergency assistance, and may give directives for assistance such as:
 - 1. Clearing immediate area of other consumers.
 - 2. Waiting at the side door for police/ambulance to arrive.
 - 3. Retrieving medical supplies and/or PPE kit.
 - 4. Other assistance as needed.
- K. All staff involved in any violent or potentially violent incident are responsible for using MANDT skills training during an emergency response.
- L. Staff in a violent or potentially violent situation without access to an office ~~alarm~~ panic button or phone will use MANDT skills and remove residents and themselves from the potentially violent situation as possible.
- M. The Site Safety Officer will annually perform a test of each office alarm button to ensure it is working and the keypad location is accurate. Clerical staff will regularly distribute current phone lists to staff for all Brinks phone extension numbers. The Site Safety Officer will assure the alarm company tests all panic buttons annually.
- N. The Program Manager will make arrangements for a debriefing within 24-48 hours of any situation that requires the use of this procedure, send a written report to the Deputy Director, and assure that a copy of this report is sent to the Chairperson of the Risk Management Committee and Safety Coordinator within five (5) days of the incident.

HEALTHWEST

PROCEDURE

STAFF RESPONSE TO LIFE THREATENING EMERGENCIES

CLUB INTERACTIONS

Reviewed: May 11, 2017

Purpose

To establish a procedure to ensure the safety of staff and visitors in potentially life-threatening emergencies which involve violence or potential violence at Club Interactions and ensure immediate and appropriate staff response.

Application

All HealthWest employees assigned to Club Interactions.

Procedure

All staff will follow HealthWest Procedure 07-019: Prevention and Management of Violence in the Workplace. If a medical situation arises during the situation, staff will additionally follow HealthWest Procedure 06-018: Responding to Medical Emergencies/Unusual Medical Events.

A. General Response to Assaults or Potential Assaults:

1. If someone is carrying out an assault or appears to be an assault risk, staff shall use approved MANDT techniques to protect themselves and others.
2. If an individual does not respond to MANDT techniques and there continues to be a threat to self or others, 911 may be called to intervene.
3. The assaulted person will not be prohibited from pursuing criminal charges.

B. General Response to Someone Carrying and/or Threatening with a Weapon:

1. **Do not attempt to disarm the person.** Request the person place the weapon in a neutral place or to leave the premises.
2. Stay calm.
3. May notify law enforcement. (911)
4. Maintain eye contact at all times.
5. Keep talking but do not argue with the person.
6. Do not make any sudden moves.
7. Follow all instructions from the person so they know you are cooperating, **except** leaving the premises with them.
8. Be prepared to give them possessions rather than risk your life.

- C. Whenever possible, staff will arrange to have another staff member present when conducting business with an individual who presents in an agitated state or appears to be at high risk for violent behavior.
- D. Any staff member observing an individual demonstrating actual or potentially violent behavior will alert other staff and request assistance as needed.
- E. People demonstrating actual or potentially violent behavior will be instructed to immediately leave the building.
- F. If the individual demonstrating actual or potentially violent behavior does not leave the building, staff (first choice) or Club Interaction members (second choice) are to call 911.
- G. Staff are not to take an individual demonstrating actual or potentially violent behavior into an isolated meeting room. Staff should meet with that person in a room where there is regular foot traffic so that if help is needed, a verbal call for assistance will immediately be heard.
- H. All available MANDT trained Club Interaction **staff** will respond to a verbal request for assistance by going immediately to the identified location.
- I. All staff involved in an emergency situation will use their MANDT skills training during the response.
- J. The first MANDT trained staff at the specified location becomes the response team leader. The response team leader will:
 - 1. Provide instructions to others as needed.
 - 2. Assess the situation for risk, and if the individual is in imminent danger of harming self or others. (e.g., brandishing a weapon, attempting assault, damaging property, extreme agitation including yelling, not respecting others' personal space, and/or refusing requests to leave).
 - 3. Ask an available respondent to contact 9-1-1, if they determine it is necessary to do so.
 - 4. Determine the number of respondents necessary to maintain order of the presented situation.
 - 5. Redirect (or designate) individuals who are nearby to a safe location away from the potentially violent situation, if necessary. This will include all consumers, visitors and vendors in the building, as well as staff who are not part of the response team.
- K. The response team will attempt to redirect and calm the individual if possible and discuss treatment options if feasible. It may be necessary to have the individual transported to a hospital emergency room where the individual can be secured for safety.
- L. At the conclusion of each emergent situation, the emergency response team will debrief and required reports and paperwork will be completed as soon as possible.
- M. The Program Manager will make arrangements for a debriefing within 24-48 hours of any situation that requires the use of this procedure, send a written report to the Deputy Director,

and assure that a copy of this report is sent to the Chairperson of the Risk Management Committee, and Safety Coordinator within five (5) days of the incident.

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HEALTHWEST

PROCEDURE

STAFF RESPONSE TO LIFE THREATENING EMERGENCIES

MUSKEGON COMMUNITY EDUCATION CENTER (MCEC/ANGELL)

Revised: June 13, 2017

Purpose

To establish a procedure to ensure the safety of staff and visitors in potentially life-threatening emergencies which involve violence or potential violence at MCEC and ensure immediate and appropriate staff response.

Application

All HealthWest employees assigned to MCEC.

Procedure

All staff will follow HealthWest Procedure 07-019: Prevention and Management of Violence in the Workplace. If a medical situation arises during the situation, staff will additionally follow HealthWest Procedure 06-018: Responding to Medical Emergencies/Unusual Medical Events.

A. General Response to Assaults or Potential Assaults:

1. If someone is carrying out an assault or appears to be an assault risk, staff shall use approved MANDT techniques to protect themselves and others.
2. If an individual does not respond to MANDT techniques and there continues to be a threat to self or others, 911 may be called to intervene.
3. The assaulted person will not be prohibited from pursuing criminal charges.

B. General Response to Someone Carrying and/or Threatening with a Weapon:

1. **Do not attempt to disarm the person.** Request the person place the weapon in a neutral place or to leave the premises.
2. Stay calm.
3. May notify law enforcement. (911)
4. Maintain eye contact at all times.
5. Keep talking but do not argue with the person.
6. Do not make any sudden moves.
7. Follow all instructions from the person so they know you are cooperating, **except** avoid leaving the premises with them.
8. Be prepared to give them possessions rather than risk your life.

- C. Whenever possible, staff will arrange to have another staff member present when conducting business with an individual who presents in an agitated state or appears to be at high risk for violent behavior.
- D. Any staff member observing an individual demonstrating actual or potentially violent behavior will alert other staff and request assistance as needed.
- E. People demonstrating actual or potentially violent behavior will be instructed to immediately leave the building.
- F. If the individual demonstrating actual or potentially violent behavior does not leave the building, staff are to call 911.
- G. Staff are not to take an individual demonstrating actual or potentially violent behavior into an isolated meeting room. Staff should meet with that person in a room where there is regular foot traffic so that if help is needed, a verbal call for assistance will immediately be heard.
- H. All available MANDT trained staff will respond to a verbal request for assistance by going immediately to the identified location.
- I. All staff involved in an emergency situation will use their MANDT skills training during the response.
- J. The first MANDT trained staff at the specified location becomes the response team leader. The response team leader will:
 - 1. Provide instructions to others as needed.
 - 2. Assess the situation for risk, and if the individual is in imminent danger of harming self or others. (e.g., brandishing a weapon, attempting assault, damaging property, extreme agitation including yelling, not respecting others' personal space, and/or refusing requests to leave).
 - 3. Ask an available respondent to contact 911, if they determine it is necessary to do so.
 - 4. Determine the number of respondents necessary to maintain order of the presented situation.
 - 5. Redirect (or designate) individuals who are nearby to a safe location away from the potentially violent situation, if necessary. This will include all consumers, visitors and vendors in the building, as well as staff who are not part of the response team.
- K. The response team will attempt to redirect and calm the individual if possible and discuss treatment options if feasible. It may be necessary to have the individual transported to a hospital emergency room where the individual can be secured for safety.
- L. At the conclusion of each emergent situation, the emergency response team will debrief and required reports and paperwork will be completed as soon as possible.
- M. The Program Manager will make arrangements for a debriefing within 24-48 hours of any situation that requires the use of this procedure, send a written report to the Deputy Director, and assure that a copy of this report is sent to the Chairperson of the Risk Management Committee, and Safety Coordinator within five (5) days of the incident.

HEALTHWEST

PROCEDURE

STAFF RESPONSE TO LIFE THREATENING EMERGENCIES

MUSKEGON COVENANT ACADEMY (MCA/MCLAUGHLIN)

Revised: June 13, 2017

Purpose

To establish a procedure to ensure the safety of staff and visitors in potentially life-threatening emergencies which involve violence or potential violence at MCA and ensure immediate and appropriate staff response.

Application

All HealthWest employees assigned to MCA.

Procedure

All staff will follow HealthWest Procedure 07-019: Prevention and Management of Violence in the Workplace. If a medical situation arises during the situation, staff will additionally follow HealthWest Procedure 06-018: Responding to Medical Emergencies/Unusual Medical Events.

A. General Response to Assaults or Potential Assaults:

1. If someone is carrying out an assault or appears to be an assault risk, staff shall use approved MANDT techniques to protect themselves and others.
2. If an individual does not respond to MANDT techniques and there continues to be a threat to self or others, 911 may be called to intervene.
3. The assaulted person will not be prohibited from pursuing criminal charges.

B. General Response to Someone Carrying and/or Threatening with a Weapon:

1. **Do not attempt to disarm the person.** Request the person place the weapon in a neutral place or leave the premises.
2. Stay calm.
3. May notify law enforcement. (911)
4. Maintain eye contact at all times.
5. Keep talking but do not argue with the person.
6. Do not make any sudden moves.
7. Follow all instructions from the person so they know you are cooperating, **except** leaving the premises with them.
8. Be prepared to give them possessions rather than risk your life.

- C. Whenever possible, staff will arrange to have another staff member present when conducting business with an individual who presents in an agitated state or appears to be at high risk for violent behavior.
- D. Any staff member observing an individual demonstrating actual or potentially violent behavior will alert other staff and request assistance as needed.
- E. People demonstrating actual or potentially violent behavior will be instructed to immediately leave the building.
- F. If the individual demonstrating actual or potentially violent behavior does not leave the building, staff are to call 911.
- G. Staff are not to take an individual demonstrating actual or potentially violent behavior into an isolated meeting room. Staff should meet with that person in a room where there is regular foot traffic so that if help is needed, a verbal call for assistance will immediately be heard.
- H. All available MANDT trained staff will respond to a verbal request for assistance by going immediately to the identified location.
- I. All staff involved in an emergency situation will use their MANDT skills training during the response.
- J. The first MANDT trained staff at the specified location becomes the response team leader. The response team leader will:
 - 1. Provide instructions to others as needed.
 - 2. Assess the situation for risk, and if the individual is in imminent danger of harming self or others. (e.g., brandishing a weapon, attempting assault, damaging property, extreme agitation including yelling, not respecting others' personal space, and/or refusing requests to leave)
 - 3. Ask an available respondent to contact 911, if they determine it is necessary to do so.
 - 4. Determine the number of respondents necessary to maintain order of the presented situation.
 - 5. Redirect (or designate) individuals who are nearby to a safe location away from the potentially violent situation, if necessary. This will include all consumers, visitors and vendors in the building, as well as staff who are not part of the response team.
- K. The response team will attempt to redirect and calm the individual if possible and discuss treatment options if feasible. It may be necessary to have the individual transported to a hospital emergency room where the individual can be secured for safety.
- L. At the conclusion of each emergent situation, the emergency response team will debrief and required reports and paperwork will be completed as soon as possible.

The Program Manager will make arrangements for a debriefing within 24-48 hours of any situation that requires the use of this procedure, send a written report to the Deputy Director, and assure that a copy of this report is sent to the Chairperson of the Risk Management Committee and Safety Coordinator within five (5) days of the incident.

Attachment F

HEALTHWEST

PROCEDURE

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STAFF RESPONSE TO LIFE THREATENING EMERGENCIES

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FOLKERT COMMUNITY HUB

Revised: June 23, 2017

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Purpose

To establish a procedure to ensure the safety of staff and visitors in potentially life-threatening emergencies which involve violence or potential violence at the Folkert Community Hub and ensure immediate and appropriate staff response.

Application

All HealthWest employees assigned to the Folkert Community Hub.

Procedure

All staff will follow HealthWest Procedure 07-019: Prevention and Management of Violence in the Workplace. If a medical situation arises during the situation, staff will additionally follow HealthWest Procedure 06-018: Responding to Medical Emergencies/Unusual Medical Events.

A. General Response to Assaults or Potential Assaults:

1. If someone is carrying out an assault or appears to be an assault risk, staff shall use approved MANDT techniques to protect themselves and others.
2. If an individual does not respond to MANDT techniques and there continues to be a threat to self or others, 911 may be called to intervene.
3. The assaulted person will not be prohibited from pursuing criminal charges.

B. General Response to Someone Carrying and/or Threatening with a Weapon:

1. **Do not attempt to disarm the person.** Request the person place the weapon in a neutral place or to leave the premises.
2. Stay calm.
3. May notify law enforcement. (911)
4. Maintain eye contact at all times.
5. Keep talking but do not argue with the person.
6. Do not make any sudden moves.
7. Follow all instructions from the person so they know you are cooperating, **except** leaving the premises with them.
8. Be prepared to give them possessions rather than risk your life.

- C. Whenever possible, staff will arrange to have another staff member present when conducting business with an individual who presents in an agitated state or appears to be at high risk for violent behavior.
- D. Any staff member observing an individual demonstrating actual or potentially violent behavior will alert other staff and request assistance as needed.
- E. People demonstrating actual or potentially violent behavior will be instructed to immediately leave the building.
- F. If the individual demonstrating actual or potentially violent behavior does not leave the building, staff are to call 911.
- G. Staff are not to take an individual demonstrating actual or potentially violent behavior into an isolated meeting room. Staff should meet with that person in a room where there is regular foot traffic so that if help is needed, a verbal call for assistance will immediately be heard.
- H. All available MANDT trained staff will respond to a verbal request for assistance by going immediately to the identified location.
- I. All staff involved in an emergency situation will use their MANDT skills training during the response.
- J. The first MANDT trained staff at the specified location becomes the response team leader. The response team leader will:
 - 1. Provide instructions to others as needed.
 - 2. Assess the situation for risk, and if the individual is in imminent danger of harming self or others. (e.g., brandishing a weapon, attempting assault, damaging property, extreme agitation including yelling, not respecting others' personal space, and/or refusing requests to leave).
 - 3. Ask an available respondent to contact 911, if they determine it is necessary to do so.
 - 4. Determine the number of respondents necessary to maintain order of the presented situation.
 - 5. Redirect (or designate) individuals who are nearby to a safe location away from the potentially violent situation, if necessary. This will include all consumers, visitors and vendors in the building, as well as staff who are not part of the response team.
- K. The response team will attempt to redirect and calm the individual if possible and discuss treatment options if feasible. It may be necessary to have the individual transported to a hospital emergency room where the individual can be secured for safety.
- L. At the conclusion of each emergent situation, the emergency response team will debrief and required reports and paperwork will be completed as soon as possible.
- M. The Program Manager will make arrangements for a debriefing within 24-48 hours of any situation that requires the use of this procedure, send a written report to the Deputy Director,

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and assure that a copy of this report is sent to the Chairperson of the Risk Management Committee and Safety Coordinator within five (5) days of the incident.

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/jec

HEALTHWEST CRITICAL INCIDENTS

Type of Incident (circle all that are relevant):

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> A. Incident involving injury B. Incident involving communicable disease C. Incident involving infection control D. Incident involving violence or aggression E. Use or possession of weapons F. Vehicular accident G. Biohazardous accidents | <ul style="list-style-type: none"> H. Use or possession of licit or illicit substances I. Responding to medical emergencies/unusual medical incidents J. Suicide or attempted suicide K. Medicaid fraud or other corporate compliance issues L. Violations of local, state or federal law by employees, involving work-related duties M. Any action that would negatively impact the delivery of services to or compromise the safety of staff visitors at a HealthWest facility N. Other Incident not listed (describe) _____ |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Root Cause Analysis Completed by:	Credentials	Recommended Action(s)			Measurement Strategy		
		Person(s) Responsible	Recommended Action(s)	Due Date	Person(s) Responsible	Measurement Strategy	Date Completed

Supervisor Investigation Completed: _____ (supervisor signature) Date: _____

HEALTHWEST

CRITICAL INCIDENT REVIEW

Date of Incident Report:	Date Reviewed by Quality Assurance:
Reporting Agency/Program	Quality Assurance Reviewer:
Name of Individual:	Case Number:

INFORMATION SOURCES: (Use as indicated)

- Incident Report
- Interview with:
- Document review of:
- Other

				RELEVANT COMMENTS
Was the incident critical?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Is the population reportable?	<input type="checkbox"/>		<input type="checkbox"/>	
Was the event unexpected?	<input type="checkbox"/>		<input type="checkbox"/>	
Did the event result in major permanent loss of limb or function?	<input type="checkbox"/>		<input type="checkbox"/>	
Was there risk of loss?	<input type="checkbox"/>		<input type="checkbox"/>	
Was there death or major permanent loss of function associated with a health care acquired infection?	<input type="checkbox"/>		<input type="checkbox"/>	
Should a formal investigation (including a root cause analysis) be conducted?	<input type="checkbox"/>		<input type="checkbox"/>	
If yes, who should be involved in that analysis?	<input type="checkbox"/>		<input type="checkbox"/>	
Are there any immediate recommendations for actions to be taken in order to prevent further occurrences?	<input type="checkbox"/>		<input type="checkbox"/>	
Should this event be reported as a sentinel event to:	<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/> MDCH <input type="checkbox"/> LBHA <input type="checkbox"/> Accreditation				

SUMMARY OF INCIDENT: _____

SUMMARY OF FINDINGS: _____

RECOMMENDATIONS: _____

REVIEWER'S SIGNATURE: _____ DATE: _____

INCIDENT REPORT

HEALTHWEST

REPORT DATE	REPORT TIME	REPORTING AGENCY	REPORTING PROGRAM/ HOME	
CONSUMER NAME		CASE NUMBER	GENDER	AGE/DOB

WHEN DID YOU DISCOVER INCIDENT (Date & Time) <input type="checkbox"/> AM <input type="checkbox"/> PM	WHEN DID IT HAPPEN (Date & Time) <input type="checkbox"/> AM <input type="checkbox"/> PM	WHERE DID INCIDENT HAPPEN (Specific Location)
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CONSUMER(S) INVOLVED: _____

EMPLOYEE(S) INVOLVED AND/OR PRESENT: _____

EXPLAIN WHAT HAPPENED: _____

ACTION TAKEN BY STAFF: _____

PHYSICAL INJURY APPARENT? <input type="checkbox"/> YES <input type="checkbox"/> NO	REPORTING PERSON'S SIGNATURE & TITLE:	DATE:
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REVIEW/COMMENTS FROM SC/CSM/CC: _____

ASSIGNED SC/CSM/CC NAME: (PRINT CLEARLY)	SIGNATURE:	DATE:
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IF RELATED TO BEHAVIOR PROGRAM AND/OR P.I., REVIEW AND COMMENTS BY PSYCHOLOGIST: _____

ASSIGNED PSYCHOLOGIST NAME (PRINT CLEARLY):	SIGNATURE:	DATE:
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IF INJURY, DESCRIPTION OF INJURY AND CARE/TREATMENT GIVEN BY PHYSICIAN OR R.N.: _____

DATE & TIME CARE GIVEN <input type="checkbox"/> AM <input type="checkbox"/> PM	EXTENT OF INJURY AT THIS TIME <input type="checkbox"/> SERIOUS <input type="checkbox"/> NONSERIOUS
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IF SERIOUS INJURY: DATE & TIME DIRECTOR OR DESIGNEE NOTIFIED <input type="checkbox"/> AM <input type="checkbox"/> PM	IF SERIOUS INJURY: DATE & TIME RIGHTS OFFICER NOTIFIED <input type="checkbox"/> AM <input type="checkbox"/> PM	PHYSICIAN'S OR R.N. SIGNATURE	DATE:
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DESIGNATED SUPERVISOR (State program or administrative action to remedy and/or prevent reoccurrence of incident, including disciplinary action):

NAME OF EMPLOYEE ASSIGNED TO CONSUMER AT TIME OF INCIDENT:	DESIGNATED SUPERVISOR'S SIGNATURE:	DATE:
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WITHIN 24 HOURS, DISTRIBUTE: WHITE COPY to Provider YELLOW COPY to Office of Recipient Rights