

HEALTHWEST  
POLICY AND PROCEDURE

No. 07-019

Prepared By:	Effective:	November, 2005
	Revised:	May 3, 2017

Environment of Care Committee

Approved By:	Subject:	Prevention and Management of Violence in the Workplace
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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