

- 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 CMH 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
 - 2. Brinks Residence
 - 3. Indian Bay Residence
 - 4. Wesley Roberts Center
 - 5. Whitehall Adult Activity Center
 - 6. Muskegon Life Skills
 - 7. Clubhouse
- 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 Non-Abusive Psychological and Physical Intervention (NAPPI) techniques to protect themselves and others.
 - 2. If an individual does not respond to NAPPI 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. 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.
- L. CMH facilities are drug-free zones.
- M. Any medication (including those belonging to staff for personal use) in CMH facilities must be kept secured at all times.
- N. Documentation and Reporting:
1. Report the incident to your immediate supervisor, if available, or another available supervisor, or the CMH 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 A-177)
 4. The target of the assault will document the incident on a CMH Critical Incident Form (CMH-A159). Any incident involving a person receiving services must also be documented on an Incident Report Form (CMH-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.

O. Training:

1. All new employees will be trained on this policy at orientation.
2. CMH will require and provide annual refresher training on Violence in the Workplace.
3. Employees will receive N.A.P.P.I. training according to 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-Indian Bay Residence
Attachment D: Staff Response to Life Threatening Emergencies-Wesley Roberts Center
Attachment E: Staff Response to Life Threatening Emergencies-Whitehall Adult Activity Center
Attachment F: Staff Response to Life Threatening Emergencies-Muskegon Life Skills
Attachment G: Staff Response to Life Threatening Emergencies-Clubhouse
Attachment H: 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
CMH Policy 06-010: Medication Management
CMH Policy 02-001: NAPPI

/jec