

**COMMUNITY MENTAL HEALTH SERVICES OF MUSKEGON COUNTY
EMERGENCY RESPONSE PROCEDURE
WESLEY ROBERTS CENTER**

Revised: August 16, 2010

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 Wesley Roberts Center and ensure immediate and appropriate staff response.

Application

All Community Mental Health employees and contracted staff assigned to Wesley Roberts Center.

Procedure

All staff will follow CMH Procedure 07-019: Prevention and Management of Violence in the Workplace. If a medical situation arises during the situation, staff will additionally follow CMH Procedure 06-018: Responding to Medical Emergencies/Unusual Medical Events. If an individual receiving services at Wesley Roberts Center is demonstrating actual or potentially violent behavior and such behavior is addressed in a formal Behavior Plan, staff should follow that Behavior Plan.

1. Whenever an unidentified person enters Wesley Roberts Center, the first staff person encountering that individual will inquire regarding that person's reason for being in the building. A chime/alert is in place on the Wesley St. door to alert staff when someone is entering the building. If that person cannot identify him/herself as someone who has a specific reason for being at that location, the person will be asked to leave the building.
2. 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.
3. Any staff member observing an individual demonstrating actual or potentially violent behavior will alert other staff and request assistance as needed.
4. If a staff in an office setting/conference room/classroom observes an individual demonstrating actual or potentially violent behavior, the staff will announce over the telephone paging system: "Jill Meyers to _____."
5. At least one Mental Health Aide from each classroom will respond to a "Jill Meyers to _____" request for assistance by going immediately to the identified location.
6. All staff involved in an emergency situation will use their NAPPI skills training during the response.
7. The first staff at the specified location becomes the response team leader. The response team leader will:
 - A. Provide instructions to others as needed.
 - B. 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).

- C. Ask an available respondent to contact 9-1-1, if they determine it is necessary to do so.
 - D. Determine the number of respondents necessary to maintain order of the present situation.
 - E. Redirect (or designate) individuals who are nearby to a safe location away from the potentially violent situation, if necessary. This will include all individuals receiving services, visitors and vendors in the building, as well as staff who are not part of the response team.
8. The response team will attempt to redirect and calm the individual if possible. The intent is to get the person in question to leave the building and/or stay in once location until the police arrive.
9. 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 notify all staff in the building.

/kb