

COMMUNITY MENTAL HEALTH SERVICES OF MUSKEGON COUNTY

EMERGENCY RESPONSE PROCEDURE

MUSKEGON LIFE SKILLS

Developed January 14, 2011

Purpose

To establish a procedure to ensure the safety of staff and visitors in potentially life threatening emergencies which involve violence or the potential for violence at the Muskegon Life Skills (MLS) and to ensure immediate and appropriate staff response.

Application

All Community Mental Health employees and contracted staff assigned to the Muskegon Life Skills.

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 MLS is exhibiting actual or potentially violent behavior and such behavior is addressed in a formal behavior plan, staff should follow that behavior plan.

1. A chime / buzzer is in place on all 3 MLS entrance doors to alert staff when someone is entering the building. Whenever an unidentified person enters MLS, the first staff member encountering the individual will make verbal and visual contact by asking, "Can I help you?" Staff will do their best to answer any questions the individual might have including information on CMH services. If the Site Supervisor is available, he/she should be informed of the visitor. If the person cannot identify him/herself as someone who has a specific reason for being at MLS, the person will be asked to leave the building.
2. Normally 3 staff are always present in each of the 5 classrooms. 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 a high risk for violent behavior.
3. Any staff observing an individual exhibiting actual or potentially violent behavior will alert other staff and request assistance as needed.
4. At least one staff from the adjacent classroom and anyone in the office will respond to a staff's request for assistance.

5. All staff involved in an emergency situation will use their NAPPI skills during the response. All staff will participate in NAPPI Update training each year.
6. When a potentially life threatening emergency occurs at MLS, the first staff at the specific location becomes the response team leader.

The response team leader will:

- A. Assess the situation for risk and determine if the individual is in imminent danger of harming self or others.
 - B. Provide instructions to other staff as needed.
 - C. Determine the number of staff necessary to respond to the emergency situation.
 - D. If necessary, direct staff to move other individuals to a safer location. This will include all individuals receiving services, visitors, vendors, as well as staff who are not part of the response team.
 - E. Ask an available staff to contact 9-1-1 if it is determined it is necessary to do so.
7. At the conclusion of the emergency situation or in the event of a false alarm, the response team leader will direct a staff to notify all staff in the building.