

The Right Door for Hope, Recovery and Wellness

Chapter Title	Section #		Subject #
Human Resources	HR		591
Subject Title <b>On-Call Crisis Emergency Coverage</b>	Adopted 9/26/16	Last Revised 9/26/16	Reviewed 10/30/17; 11/26/18

**POLICY**

**Application**

The Right Door for Hope, Recovery and Wellness will maintain mobile-crisis emergency services for Ionia County seven days per week, twenty-four hours per day, 365 days per year in accordance with the Michigan Mental Health Code and National Certified Community Behavioral Health Clinic standards.

- 1.0 A tollfree number shall be maintained and published community-wide. It shall be answered by a live person.
- 2.0 Clinically qualified and trained staff will be scheduled to provide crisis emergency coverage during all normally scheduled hours.
- 3.0 Clinically qualified and trained staff will be additionally scheduled to provide on-call crisis emergency coverage during all other hours, seven days per week, including weekends and holidays for the entire 365 days of the year.
- 4.0 Staff providing on-call crisis emergency services, beyond their normally scheduled full time work week, shall be compensated according to a compensation procedure and schedule developed and approved by The Right Door for Hope, Recovery and Wellness CEO.

Nancy Patera, Board Chairperson	Date		