

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Human Resources		HR	512.1
Subject Title		Last Revised	Reviewed
Staff Safety	Adopted 04/12/02	8/15/18	10/05/06; 3/15/05 03/31/03; 4/28/08; 9/27/10; 1/3/14; 3/15/17; 1/12/18; 8/15/18

PROCEDURE

Application

This procedure shall apply to the clinical services of The Right Door for Hope, Recovery and Wellness.

1.0 Agency Scheduler

All staff are to maintain a detailed account of all appointments and meetings which includes the following information:

- Time of appointment.
- Expected duration of appointment
- Consumer name and/or case number
- Location of appointment

2.0 Business Hours

Whenever possible, schedule appointments, meetings, and home visits to occur during regular agency hours. When appointments occur before or after regular agency hours:

- Notify your direct supervisor prior to occurrence
- Establish a means of checking in when the appointment has ended

3.0 Mobile Phones

Staff members are expected to carry a mobile phone to all appointments and meetings.

4.0 Services performed offsite.

- 4.1..1 The Right Door for Hope, Recovery and Wellness staff performing services outside of The Right Door for Hope, Recovery and Wellness building shall ensure their safety by being familiar with surroundings, not entering facilities or

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homes where a dangerous situations presents itself, and seeking assistance from law enforcement officials when necessary to assure personal safety or self and others. Each staff shall follow the practices of the program they work within when working offsite or after hours.

5.0 Guidelines for an Initial Home Visit

- 5.1 If possible, ask other staff/clinicians who are familiar with the individual/family of any possible safety concerns at the home.
- 5.2 Call ahead to confirm the appointment. At that time, inquire as to the presence of animals or other potential safety hazards at the home.
 - 5.2..1 The visit should be in the Staff calendar. The staff will then follow the practice of the program they work in.

6.0 Sign-In/Sign-Out Logs

The purpose of the Sign-In/Sign-out Logs is to facilitate security and fire safety precautions for the protection of staff, consumers, and visitors

- 6.1 A sign-in/sign-out log is kept at each office entrance normally used for employee ingress and egress.
- 6.2 Each The Right Door for Hope, Recovery and Wellness staff member is to check his/her name on the sign-in/sign-out log each time he/she enters the building and shall cross off his/her name each time he/she exits the building. This process shall include exiting and re-entering the building for all purposes, including breaks.

7.0 Consumers and Visitors

- 2.1 Clerical staff are to track the arrival of consumers at all offices for scheduled appointments in the Outlook® Scheduler.

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2.2 Visitors to all offices are to check in with clerical staff at all offices and check their name on the sign in/sign out log each time they enter or exit the building. The whereabouts of visitors is to be tracked by The Right Door for Hope, Recovery and Wellness staff member being visited by the individual.

8.0 Evacuation

In the event of evacuation of any The Right Door for Hope, Recovery and Wellness office, pre-assigned staff members are to immediately collect the sign-in/sign-out sheets for purposes of taking roll-call in the designated evacuation areas of each site.

9.0 Vehicle Safety

Staff members are required to adhere to Michigan laws when driving agency and personal vehicles for work, including the transporting of consumers.

9.1 Anyone who drives a vehicle for work purposes will abstain from distracted driving.

Distracted Driving:

There are three main types of distraction:

- Visual - taking your eyes off the road
- Manual - taking your hands off the wheel
- Cognitive - taking your mind off of what you're doing

Distracting activities staff should abstain from while driving include:

- Using, talking and/or texting on a cell phone or other electronic device.

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- Eating or drinking.
- Making eye contact while talking to passengers.
- Grooming.
- Reading, including maps.
- Using a PDA or navigation system that is not hands-free.
- Watching a video.
- Changing the radio station, CD, or MP3 player.
- Listening to loud music.

9.2 Staff are encouraged to utilize the “Do not disturb” function of their phone while driving which prevents the phone from taking calls/texts while driving.

9.3 When driving for work purposes, you should familiarize yourself with the vehicle prior to driving it. Figure out where all of the safety features are and adjust mirrors, seat, steering wheel, radio, etc., prior to driving. If you have questions, read the manual located inside the glove compartment or find a maintenance staff to assist you.

9.4 Pull safely off the road, come to a complete stop and utilize hazards if on the side of the road and not parked in a parking lot prior to making a phone call.

9.5 It is expected that staff file an incident report if they experience another employee of The Right Door for Hope, Recovery and Wellness driving in an unsafe manner. If there is no consumer in the car, the incident report goes to HR. If a consumer is in the car, an incident report should go to Recipient Rights.

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References

CARF Standards, Section 2, 3, and 5c

Kerry Possehn, Chief Executive Officer			Date