

## The Right Door for Hope, Recovery and Wellness

Chapter Title	Section #		Subject #
Human Resources	HR		591
Subject Title	Adopted	Last Revised	Reviewed
On-Call Crisis Emergency Coverage	9/26/16	9/26/16	10/30/17; 11/26/18; 12/16/19; 12/14/20; 12/20/21; 12/19/22; 12/18/23; 12/16/24; 12/15/25

### 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. A toll-free number shall be maintained and published community wide. It shall be answered by a live person.
2. Clinically qualified and trained staff will be scheduled to provide crisis emergency coverage during all normally scheduled hours.
3. 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. 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	