

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Human Resources		HR	512.1
Subject Title	Adopted	Last Revised	Reviewed
Staff Safety	04/12/02	4/11/25	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; 2/12/19; 3/13/20; 3/15/21; 6/4/21; 8/17/21; 12/1/21; 3/17/22; 3/31/23; 4/15/24; 12/5/24; 4/11/25

PROCEDURE

Application

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

1. Agency Scheduler

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

1.1.1. Time of appointment

1.1.2. Expected duration of appointment

1.1.3. Consumer name and/or case number

1.1.4. Location of appointment

2. Business Hours

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

2.1.1. Notify your direct supervisor prior to occurrence.

2.1.2. Establish a means of checking in when the appointment has ended.

3. Mobile Phones

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Staff members are expected to carry a mobile phone to all appointments, meetings, and service delivery sites.

4. Services Performed Offsite

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

5. 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.

5.2.1.1. The visit should be in Ardie. The staff will then follow the practice of the program they work in.

6. Guidelines for Safety at the Service Delivery Site

Staff/Clinicians and persons served should become familiar with their surroundings and follow the delivery site's written emergency procedure.

7. Sign-In/Sign-Out Logs

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

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7.1.1. A sign-in/sign-out log is kept at each office entrance normally used for employee ingress and egress.

7.1.2. Each staff member of The Right Door for Hope, Recovery and Wellness is to check their name in and out on the sign-in/sign-out log each time they enter and exit the building. This process shall include exiting and re-entering the building for all purposes, including breaks.

8. Persons Served and Visitors

8.1. Clerical staff are to track the arrival of persons served at all offices for scheduled appointments. The clinician is responsible for the whereabouts of persons served at the service delivery site.

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

8.3. In the event that a person served brings a non-threatening weapon (knife, switchblade, etc.) into the building, Clerical will remind the person that this is a weapons free campus and ask that they take the weapon outside and secure it in their vehicle. If the person walked to their appointment or rode Dial-A-Ride, Clerical will provide them with a locked box for the person served to place their weapon in and lock. Clerical will hold onto this locked box until the person served is finished with their business. The person served will unlock and remove their weapon from the box, then exit the building.

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8.4. In the event that the person served has a gun or chooses not to lock up their non-threatening weapon, Clerical will ask that they leave the campus and call back to reschedule their appointment.

9. 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 rollcall in the designated evacuation areas of each site.

10. Vehicle Safety

10.1. Staff members are required to adhere to Michigan laws when driving agency and personal vehicles for work, including the transporting of persons served. The Michigan Compiled Laws Section MCL 257.602b generally prohibits holding or using a mobile electronic device while operating a vehicle. Among other exceptions, the statute generally exempts the use of a mobile electronic device in a voice-operated or hands-free mode if the driver does not use their hands to operate the device.

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

10.3. There are three main types of distraction:

10.3.1. Visual - taking your eyes off the road.

10.3.2. Manual - taking your hands off the wheel.

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10.3.3. Cognitive - taking your mind off what you are doing.

10.4. If navigation or any other electronic devices should need to be revised, the vehicle should be pulled over and stopped before doing so.

10.5. Distracting activities staff should abstain from while driving include:

10.5.1. Reading or texting on a cell phone or other electronic device.

10.5.2. Watch, record, or send a video.

10.5.3. Eating or drinking.

10.5.4. Making eye contact while talking to passengers.

10.5.5. Grooming.

10.5.6. Participating in a Zoom or Microsoft Teams meeting or any other type of virtual meetings.

10.5.7. Using a PDA or navigation system that is not hands-free.

10.5.8. Watching, recording, or sending a video.

10.5.9. Access, read, or post to social media.

10.5.10. Changing the radio station or any other music source.

10.5.11. Listening to loud music.

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10.6. 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.

10.7. 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. All agency vehicles shall have an auto window punch escape tool to prevent persons served and staff from being trapped inside of a burning or submerging vehicle. If you have questions, read the manual located inside the glove compartment or find a maintenance staff to assist you.

10.8. 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.

10.9. In the event of a tornado warning while driving a vehicle, the following actions should be taken:

10.9.1. If the tornado can be seen in the distance, change course and drive toward a sturdy shelter. Once inside, go to the basement, a cellar or a hallway or room without windows in the center of the structure.

10.9.2. If your vehicle is hit by flying debris while you are driving or you are unable to change course, either:

10.9.2.1. Pull over and park. Take cover in the stationary vehicle. Put the seatbelt on and cover your head with your arms and a blanket, coat, or other cushion if possible; or

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10.9.2.2. Exit the vehicle and lie in an area noticeably lower than the level of the roadway and cover your head with your arms and a blanket, coat, or other cushion if possible.

10.10. 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. This includes traffic citations incurred by staff in an agency vehicle. All incident reports must be completed and turned into Supervisors within 24 hours of the incident. Supervisors are to sign and turn in within 48 hours of the incident. If there is a person served in the car, the completed IR goes to the RRO. If there is only staff in the car, the completed IR goes to the Facility Manager.

References

CARF Standards, Section 2, 3, and 5c
NOAA, Red Cross and NWS

Kerry Possehn, Chief Executive Officer	Date		