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| **POLICY TITLE:**  | **Utility Failures Policy** - CP24 |
| **APPLIES TO:**  |    All Clinical Staff at Caregiver Grove Behavioral Health  |
| **EFFECTIVE DATE:**  | December 1, 2018 |
| **ANNUAL** **REVIEW DATE:**   | January 1 (each calendar year)Reviewed: July 1, 2019Reviewed: November 1, 2019Updated: January 21, 2024 Reviewed: July 31, 2024  |
| **PURPOSE:**  | The purpose of Caregiver Grove Behavioral Health’s Utility Failures policy is to ensure the safety of Caregiver Grove Behavioral Health personnel, individuals served, and visitors in the event of the loss of electricity, water, heat, air conditioning, computer systems, or phones. The policy will also aid in ensuring a quick return to normal business operations in case of an event.  |
| **DEFINITION:**  | Caregiver Grove Behavioral Health’s Utility Failures is the policy and process used to maintain a safe environment.  |
| **POLICY**  | Caregiver Grove Behavioral Health’s Operations Department will oversee and maintain a safe environment for employees and individuals served. To ensure that employees will be familiar with this policy in the event of a utility, system failure, or other threat. The circumstances surrounding an event, such as external temperature, time of day, may dictate a deviation from the guidelines in this policy. All employees will be trained by the Operations Department during the orientation period and have annual training based on regulatory requirements (OAC 5122-26-12) and to ensure safety and compliance. The Operations Department is responsible for ensuring that all areas of this policy are adhered to. **Procedure** 1. If Caregiver Grove Behavioral Health requires evacuation, the CEO will order the evacuation of all staff and clients. The decision to suspend client care will be determined by the CEO.
2. In the event of an electrical outage, if evacuation is not necessary and client care is to continue, clinicians are to use paper forms. Staff are to use natural light when possible or emergency flashlights. Candles are not permitted for use by any staff.
3. When the utility failure results in the loss of phone, employees may use their cell phones to communicate with each other and administrative staff. If staff need to use their cell phones to communicate with clients or the client’s emergency contact, they may dial \*67 before the phone number to block their number.
4. Unannounced tests of this procedure will be completed annually.
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| **APPLICABLE STANDARDS:** | OAC 5122-26-12  CARF1.H  |
| **EXCEPTIONS:**  |   |
| **APPROVERS:**  |  Chass Rice | Vice President, Business Strategy & AdministrationJuenethia Fisher | Chief Financial Officer (CFO) |