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| **POLICY TITLE:**  | **Client & Visitor Safety Policy** - CP18 |
| **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, 2019 Updated January 21, 2024 Reviewed July 31, 2024  |
| **PURPOSE:**  | The purpose of Caregiver Grove Behavioral Health’s Client and Visitor Safety policy is to ensure that the safety of clients and visitors are maintained in accordance with all applicable laws and standards.  |
| **DEFINITION:**  | Client and visitor safety are the processes that Caregiver Grove Behavioral Health uses to minimize risk and ensure the safety of clients, visitors, and Caregiver Grove Behavioral Health employees.  |
| **POLICY**  | It is the policy of Caregiver Grove Behavioral Health that the safety of clients, visitors, and employees is maintained. At times, clients or visitors may pose a possible risk to employees. Caregiver Grove Behavioral Health has implemented procedures to ensure safety in the event of a disruptive client or visitor. All employees must be familiar with the procedures in this policy in order to address any issues if necessary. Caregiver Grove Behavioral Health does not practice using physical or chemical restraints or seclusion. **Procedure** 1. In the event that an employee anticipates difficulties with a client or visitor, the employee will contact the Clinical Director or Office Manager as soon as possible or within 24 hours. If the designated staff is not available, the employee will contact the Operations department. The designated staff will assist, supervise, or be available for the visit.
2. If a client or visitor becomes disruptive during a visit, the clinician will utilize the appropriate verbal de-escalation techniques, as instructed in the annual training related to these techniques. If additional assistance is needed, the clinician will contact the designated staff and use the specific code: “Please contact my next client and tell them I am running late.” The designated staff will then ask the clinician if staff assistance is needed or if 9-1- 1 needs to be contacted. Designated staff should only ask questions that require a “Yes” or “No” from the clinician. The designated staff will follow instructions provided by the clinician.
3. If a client or visitor becomes disruptive in the waiting area of the office or any other area in the office, the Clinical Director or any available independently licensed clinician will be notified. All other clients or visitors present will be escorted out of the vicinity of the disruptive individual. The Clinical Director or other designated staff will initiate verbal de- escalation with the disruptive individual. If additional assistance is required, the Clinical Director or other designated staff will call 9-1-1 or direct another staff person to call 9-1-1 by using the designated code word system (Please contact my next client and tell them I am running late.”). Staff may also contact building security for assistance.
4. If the individual is a child or individual with special needs, the intervening clinician will interact in a manner that is appropriate and meaningful for the client (using age-appropriate and understandable language, using support of a family member, or trusted Caregiver Grove Behavioral Health staff), safely accommodating any physical needs, and accessing necessary communication assistance services.
5. Upon resolution of the incident, an incident report will be completed, and the standard report guidelines will be followed as indicated in the Incident & Reportable Incident Reporting policy.
6. Caregiver Grove Behavioral Health staff will not utilize seclusion, physical, or chemical restraints. Caregiver Grove Behavioral Health employees are trained to empower clients to manage their own behavior as part of quality care and service delivery.
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| **APPLICABLE STANDARDS:** |  CARF 1.H.1.; 1.H.2.; 1.H.6. |
| **EXCEPTIONS:**  |   |
| **APPROVERS:**  |  Chass Rice | Vice President, Business Strategy & AdministrationJuenethia Fisher | Chief Financial Officer (CFO) |