



Department of Behavioral Health and Developmental Services

Policy and Procedure (Sample #1)

Area: HEALTH AND SAFETY		No: 12 VAC 35-105-700	Page 1 of 2 pages
Title: Crisis Intervention and Emergencies	Issued: 11/10/10	Revised: 1/2012	

POLICY:

It will be the policy of Hunt and Peck, LLC that all direct care staff members are trained to intervene in crisis situations that require either the use of basic first aid/CPR or psychological crisis that may respond to verbal attempts to de-escalate. Staff are also expected to be able to identify a medical or psychiatric emergency and take immediate and appropriate measures, as outlined in policy, to address such emergencies.

PROCEDURES:

Within the first thirty days (30) of employment, attempts will be made to have all direct care staff of Hunt and Peck will be certified in first aid, CPR, behavior management techniques consistent with the Hunt and Peck, LLC behavior management and human rights plans.

No staff member will be assigned to work alone at any Hunt and Peck, LLC location without another staff member who is current in First Aid/CPR, behavior management training and medication administration certification.

Staff trained in first aid will first address all injuries or illnesses involving consumers. Direct care staff members will not be required to determine if an injury or illness is "minor" or "major". All such illnesses or injuries shall be reported to the Program Nurse or Clinical Coordinator.

Staff will document in the consumer's Health Information Record all such injuries and illnesses, including the interventions staff applied. Staff members involved will complete incident reports.

The Program Nurse, and/or the Clinical Coordinator will determine if the consumer's primary care physician should be contacted for further medical guidance. If required, an appointment will be scheduled with the physician and the Program Nurse will transport the consumer to the appointment, requesting the physician to complete the Medical Appointment form (Form #7).

Staff members who sustain minor injuries on the job will be directed to their primary care physician if care beyond primary first aid is required. Incident reports must be completed for staff injuries.

If any injury or illness is determined to be "minor", but requiring urgent medical attention, staff may transport the consumer or staff member in vehicles owned by Hunt and Peck, LLC (for consumer injuries/illness) or private automobiles, for injuries or illness involving staff, to appropriate medical attention, (either primary care physician or local emergency room).

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Title: Crisis Intervention and Emergencies	Issued: 11/10/10	Revised: 1/2012	Revised:

Occasionally the behavior of consumers at Hunt and Peck, LLC may escalate into what may appear to be agitating, threatening or out of control actions. Staff members are expected to use the skill they have mastered in behavior management training to attempt to verbally de-escalate such consumers. Only in an absolute emergency, where the immediate safety of the consumer, other consumers or staff members is threatened, may Hunt and Peck staff physically intervene to physically restrain a consumer. Such physical restraint will follow the guidelines of Hunt and Peck, LLC behavior management and Human Rights Policies and Procedures and may only be used by staff trained in these procedures.

Many of the consumers at Hunt and Peck, LLC are also under a physician's care. Staff should check the Medication Administration Record (MAR) to determine if there is an existing physician order for a PRN medication for agitation. If such an order is present, the consumer should be offered this medication. As with any medication, the administration of the PRN medication must appropriately be documented on the MAR.

At all times staff are expected to protect all consumers. If attempts at de-escalation of an out of control consumer are ineffective, staff will attempt to get the consumer to separate from others around them. If possible, at least two staff members should accompany any out of control consumer.

If attempts at separation are unsuccessful, staff are to remove all other consumers for the area of threat.

UNACCEPTABLE

This policy would not be accepted BECAUSE it:

- ***is not numbered according to the regulation,***
- ***has not addressed all the elements of the regulation,***
- ***does not define what constitutes a crisis or behavioral, medical or psychiatric emergency,***
- ***does not it give clear instructions for staff to follow in the event of a Crisis or an Emergency, etc.***

Note: How well policies and procedures developed and are used train your staff, could determine the



health and safety, life or death of the clients you provide services and supports to.
Department of Behavioral Health and Developmental Services

Policy and Procedure (Sample #2)

Area: HEALTH AND SAFETY MANAGEMENT	Policy: 12 VAC 35-105-720	Page 5 of 6 pages
Title: 720 Medical Management Focus: Infection Control Measures	Issued: 1/10/2010	Revised: 1/2012

These universal precautions shall be provided, in writing, to all employees, interns, volunteers and resident upon association the Rion's Hope program.

In the event that potentially infectious or bodily fluids are exposed, staff will be required to clean and disinfect the area to prevent harmful effects due to direct contact with these materials. The following actions must be adhered by all staff to ensure that they are properly cleaned.

For any exposure to potential for spills or splatters of or direct contact with blood, urine, feces, semen or any other bodily fluids; Rion's Hope staff, volunteers, or students interns must use the following procedures:

- 1. Retrieve the necessary supplies from the closet in the staff's off or the closet in the kitchen to cover themselves from direct contact with potentially infectious material. Such items include **gloves, goggles, a protective gown, shoe covers and a mask.***
- 1. After properly putting the needed items on for protection, retrieve the pre-prepared bleach and water solution and towels (10 cups of water to 1 cup of bleach) for use in cleaning the exposed area. These items can be found in the closet in staff's office.*
- 2. Use a **RED trash bag** (red bags used only in such cases) to collect any exposed clothing, cleaning towels or other items, which may need to be discarded due to exposure.*
- 3. After cleaning is completed, carefully view the area to ensure that all the harmful material has been removed.*
- 4. Place any remaining towels or items including the protective gown, gloves, and facial masks into the red bag. Tie the red bag and place it inside of another red bag before placing it into the facility's dumpster.*
- 5. All persons involved must wash their hands thoroughly before returning to any other activity.*

The Rion's Hope program shall maintain a well-stocked first aid kit in the home at all times. This kit shall contain items that will be used to support any minor injuries and medical emergencies to

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residents and staff who may experience an injury or require treatment. In addition to the items in the first aid kit, the Rion's Hope program will keep a regular stock of band-aids, rubbing alcohol and peroxide to ensure that such items in the first aid kit are not depleted. The first aid kit will be monitored regularly for items that may need to be replenished. The first aid kit must accompany staff when residents are taken any road trips; however, the console compartment of the vehicle will also house alcohol pads and band-aids on a regular basis.

ACCEPTABLE

This policy and procedure would be accepted because it:

- *is numbered according to the regulation for easy review by staff,*
- *gives very CLEAR, CONCISE instructions,*
- *identifies who, what, how, where and why of the policy- for all employees, interns, volunteers and residents relative to the infection control measures that will be used should potentially infectious or bodily fluids are exposed.*

Note: How well policies and procedures developed and are used train your staff, could determine the health and safety, life or death of the clients you provide services and supports to.