

SUBJECT: SAFETY IN THE PROVISION OF OFF SITE SERVICES

EFFECTIVE

DATE: 11-24-09 (replaces 04-01-05)

APPROVED BY:

Reviewed (no changes): 04-06-11 \_\_\_\_\_  
\_\_\_\_\_

Executive Director

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POLICY

It is the policy of the McIntosh Trail CSB to ensure basic safety procedures for staff providing services in consumers' homes and in the community.

PROCEDURES

1. Appointments will be scheduled in advance with consumers and families when possible.
2. Staff will make a reminder phone call the night before the scheduled appointment.
3. Staff will submit a daily schedule to the Program Director outlining all scheduled appointments, location, and time frames. Staff will call in with any unexpected schedule changes.
4. Two staff members should travel together if the situation is thought to be risky. For example: high crime areas, consumers who are not thought to be stable, consumers with a history of violence, etc.
5. Community Support Services staff will carry a cell phone at all times.
6. Staff will keep maps and resource guides in their vehicles, including emergency numbers.
7. Staff will know the location of their visit prior to the actual scheduled appointment. This will prevent staff from appearing "lost" and increasing their vulnerability.
8. Staff will drive past their scheduled location to scan for safety risks before actually stopping at the location.
9. Staff will visually scan the home and surrounding area for potential danger such as weapons, other people in the home (such as noises from other rooms, or other clues to potential danger).
10. Families or consumers who refuse to properly lock up weapons can be denied services until compliance can be met.

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PROCEDURES: (Continued)

11. If animals in the home are thought to be unsafe, staff will request that the animal(s) be put outside or locked in a room during the home visit.
12. Families or consumers who refuse to properly contain animals can be denied services until compliance is met.
13. If a particular location is deemed unsafe for providing services, alternate locations in the consumer's natural environment (i.e. community centers, restaurants, etc.) will be explored for service provision.
14. Staff will visually scan location for potential escape routes should the situation become dangerous.
15. Staff and Program Director (or their designee) will devise a "check-in" call system to include code words to use in the event that staff needs additional assistance.
16. Staff receiving the call will coordinate assistance and/or contact law enforcement, if necessary.