Civil/Community Disturbance

Mitigation

Purpose – Civil Disturbances are unusual but can occur. MHS’ mitigation should be to emphasize to all staff the importance of remaining calm and neutral when these situations arise and to follow an established plan of action.

1) All doors to facilities are locked to visitors and patients except main entrance.
2) All MHS staff are required to wear name tags at all times.
3) Emergency codes are provided on the back of staff name tags.
4) Emergency Plans will be placed in each department of MHS.
5) Codes have been established for alerting staff of Individual/Group Disturbances:
   - Dr. Green - Use when a threatening situation occurs in the clinic but the threat of physical harm is not imminent.
   - Dr. Red - Use when a situation occurs where bodily harm appears to be imminent.
   - Code Orange – Used when building needs to be evacuated of staff and patients to prevent harm due to an Individual/Group/Civil or Community disturbance.
6) Pepper Spray /Mace is on hand in the Chief Operations Officer office in Suite 202 and in the Front Desk Manager’s office in Suite 319.
7) Emergency Preparedness staff training will be conducted annually.
8) The Chief Behavioral Health Officer (or designee) has been designated for crisis intervention.
9) Civil/Community Disturbance Emergency Plan will be distributed to all staff members in the finalized MHS Emergency Preparedness Manual.
10) The MHS Employee Handbook includes a “Workplace Violence Policy”.
11) Emergency Preparedness Committee members are assigned walkie-talkies to use in emergency situations. Channel 7 will be used.

Preparedness Plan and Response

OUTSIDE THREAT: As soon as it is observed that a civil disturbance is in progress outside, all doors to the MHS facility at risk will be locked and the police will be called. If danger appears to be imminent Code Orange will be called. COO will be notified and main entry doors to the facility at risk will be locked. Staff will evacuate patients to the back hallway and await assistance from law enforcement. If staff or patients desire to leave, they will be allowed to leave thru the safest exit but at their own risk.

INSIDE THREAT: As soon as it is suspected or determined that persons with non-official business or a non-business related reason for being at the clinic is, in fact, circulating within the premises the Chief Operations Officer will be notified and police will be called if necessary.
**DR. GREEN**-If at any time it is determined that a person or a group of people are presenting *a possible danger* inside the facility, the first available staff member in any department should page overhead—“Dr. Green, please come to __ Suite # and area of the building where the disturbance is taking place) __". Front Desk staff member will alert the Chief Behavioral Health Officer (or designee) to provide crisis intervention. Leadership and willing male staff members will move to the area of the disturbance to be available, if needed. (Male staff members are not *required* to assist).

**DR. RED**-If a situation arises where *bodily harm appears imminent* inside the facility, the first available staff member will page overhead, “Dr. Red, please come to _ (Suite # and area of the building where the disturbance is taking place)___. Upon hearing the overhead page, the front desk will call 911 and ask for assistance from the Police Department. A Front Desk staff member will alert the Chief Behavioral Health Officer (or designee) for crisis intervention. All leadership and willing male staff members will move to the area of disturbance to offer assistance. Male staff members are not *required* to assist. Staff members should make all possible efforts to remove themselves and patients from the disturbance area. Mace can be obtained from the COO’s office in Suite 202 (mounted on the wall beside desk) and from the Front Desk Manager’s office (on shelf inside the door) in Suite 319.

**CODE ORANGE**-If the individual or group causing the disturbance possess a firearm, explosive device, bio-hazardous weapon or any other type of weapon that could cause harm beyond the immediate area of the disturbance, the first available staff member will page overhead, “Code Orange (Suite # and area of disturbance) __”. Upon hearing this type of overhead page, the front desk will call 911. If possible, all staff will conduct evacuations of their areas as they would in the case of a fire, assisting patients as needed. Staff and patients will exit the building and get as far away from the premises as possible. If staff members are in the area of the disturbance and cannot evacuate, they will remain as calm as possible until police arrive.

**Recovery**

When police arrive and the situation is under control, details of the incident will be reported in accurate detail to law enforcement. MHS' Emergency Call Tree will be used to communicate information to all staff members regarding returning to work, etc. Any necessary “clean up” will be handled by the Chief Operations Officer and other leadership. The MHS Marketing and Development department will conduct all interviews with media and public. Staff members will direct all phone inquiries regarding the incident to the Marketing and Development Department. The Marketing and Development Department will provide an approved script to all staff members to use when holding discussions outside the office regarding the incident. Discussions will take place between management regarding the possible closing of medical records of those involved, if applicable. Management will also decide if other legal steps should be taken, such as restraining orders, etc.

Note: In the absence of the Chief Operations Officer any other Departmental Chief will be notified.