

# Planning and Monitoring Committee Meeting

**Meeting date:** Monday, December 2, 2019

**Meeting time:** 5:06pm – 5:50pm

**Meeting location:** Conference room, 12 Benedict Ave.

**Recorder:** Kristen Cardone

## Committee Members Present:

	Steve Barnes, Committee Chair - excused	X	Rob Duncan
	Laura Wheeler, Second Vice Chair - excused	X	Mike White
X	Julie Landoll		Ben Chaffee, Jr. - absent
X	Ken Murray		

## Board Staff Present:

X	Kristen Cardone, Executive Director	X	Ashley Morrow, Administrative Assistant
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## Unfinished business/updates:

- Nord Center open house
  - Ms. Cardone shared with committee members an invite that she received for the Nord Center open house December 10<sup>th</sup> from 3pm-5pm and encouraged members to attend if they were able.
- Board member training
  - Ms. Cardone shared that all Board member training must be completed by the end of December and if Board members have completed any CEU's to please send her a copy of the certification. She will be reaching out to Board members who still need to complete their required hours of training and will provide a link to the online Ohio Ethics training.
- Open Board seat
  - Ms. Cardone shared that Mr. Dave Light is resigning from the Board effective December 10<sup>th</sup>. This will leave an open Board seat that will need to be filled. She said there is some interest in that seat and she will move forward with the application and interview process.
- Dinner
  - Ms. Cardone shared that the Board will be having a dinner before the December 10<sup>th</sup> Board Meeting to celebrate and thank Mr. Light for his time on the Board and service to the community.
- Peer Support RFP
  - Ms. Cardone shared that there has been some interest in the Peer Support services and a few agencies have expressed interest in submitting an RFP.

## Discussion Items:

- FLC funding request (Attachment I, motion)
  - Ms. Cardone shared with committee members a funding request from Family Life Counseling. The funding request is for Therapeutic Crisis Intervention Training. The goal of the training is to proactively prevent and/or de-escalate a potential crisis situation with a child or young person, manage a crisis situation in a therapeutic manner, process a crisis event with children and young people to help improve their coping strategies, and effectively deliver TCI training to others. The

goal of the training is to prepare for the implementation of a collaborative program, Children's Mobile Response & Stabilization Services. Dr. Steven Burggraf has requested funding for the training which he will then in turn train his staff. The goal is to help reduce the strain on law enforcement and emergency departments regarding crisis situations with children and young people.

- Board members were in agreement with the proposal and topic will be discussed in Implementation for possible motion for funding at Board meeting.
- After prom (Attachment II, motion)
  - Ms. Cardone shared that she has reached out to all schools in the county regarding supporting their after proms and 4 schools have responded.
  - Board members were in agreement with the proposal and topic will be discussed in Implementation for possible motion for funding at Board meeting.
- Board member onboarding policy (Attachment III, motion)
  - Ms. Cardone shared with committee members some updates that have been made to Board member onboarding. Ms. Cardone created a Board member orientation policy, job description, and structure that will help new Board members gain a better understanding of what the Board does and what the Board members role and responsibilities are. Ms. Cardone that she recommends new Board members being assigned a mentor, another Board member, who helps guide new members and answers any questions they may have.
    - Committee members agreed these updates to Board orientation will be very beneficial.
    - Motion will be added to Board meeting agenda.
- Policy Committee recommendations (Attachment IV, motions)
  - Ms. Morrow shared the updates made on policies reviewed by the Policy Committee. The following policies were reviewed and updates were approved by Policy Committee:
    - Whistleblower Policy
    - Grievance Policy
    - Health and Safety Policy
    - Unusual Incident Policy (added to Health and Safety Policy)
    - Tobacco Use Policy (added to Health and Safety Policy)
      - Committee members agreed with the changes and updates to all policies reviewed.
      - Motions will be added to Board meeting agenda.
- SPF Prevention Grant (motion)
  - Ms. Cardone shared an update on the SPF Prevention Grant that the Board received. The grant is to build infrastructure of prevention services. Ms. Cardone shared that she has attended multiple meetings concerning this grant and through discussions it has been decided that the money will be best used towards the hiring of a prevention position in the county. Through discussions it was also determined that the best organization for this position would be the Children and Family First Council so that it can continue to grow in the future. As the funding for this grant is \$30,000 per year for 5 years, the position will be part time. Ms. Cardone shared with committee members a job description that has been created for the position and asked if committee members had any questions or feedback.
    - Committee members did not have any questions and agreed that prevention services are a great need in the county.
    - Board members were in agreement with the proposal and topic will be discussed in Implementation for possible motion for funding at Board meeting.

## Attachment I

Huron County Mental Health & Addiction Services Board  
Attention: Kristen Cardone, Executive Director  
12 Benedict Ave.  
Norwalk, Ohio 44857

Dear Kristen,

In preparation for the implementation of the collaborative program, **Children's Mobile Response & Stabilization Services** (program description attached) with Huron County Children Services, I am requesting partial funding for training in the Therapeutic Crisis Intervention System (TCI). The (TCI) training program for child and youth care staff presents a crisis prevention and intervention model designed to teach staff how to help children learn constructive ways to handle crisis. The training that I will be attending is a training of the trainer in the TCI Model. This course will certify me to train managers, counselors, social workers, and care workers in therapeutic crisis intervention techniques. I have attached a description of the training for your review. In addition to training the clinical staff and children services staff involved in the **Children's Mobile Response & Stabilization Services** program I will be willing to offer the training to all Huron County foster parents at no charge. I will commit to offering the training twice a year or as needed: 2020 – 2023. The cost of attending the training is as follows:

• Cost of Therapeutic Crisis Intervention Systems Training Dec. 9-13, 2019 Ithaca, NY:	<b>\$2,300.00</b>
• Round Trip Mansfield Oh. to Ithaca, NY. (407 miles) X .40 X 2 =	<b>\$325.60</b>
• Discounted Hotel + Parking =	<b><u>\$890.00</u></b>
	<b>Total \$3,515.60</b>

Family Life Counseling and Psychiatric Services will agree to absorb 50% of the training cost. Therefore, the request is for the amount of: **\$1,757.80**. Thank you for your consideration of this request.

Sincerely yours,

*Steven Burggraf Ph.D., LPCC-S, IMFT*

Steven Burggraf Ph.D., LPCC-S, IMFT

Executive Director, Family Life Counseling and Psychiatric Services

### **Therapeutic Crisis Intervention (TCI) Training of Trainers Program**

This intensive five-day TCI train-the-trainer certification course provides organizations with the opportunity to develop an in-house training capacity in the TCI curriculum. Participants will develop knowledge, skills, and attitudes in the TCI curriculum necessary to deliver the training to staff in their organizations. Participants will have the chance to participate, practice, and receive feedback in conducting activities to gain immediate training experience. Training techniques such as role playing, leading small group discussions, using guided fantasies, conducting practice sessions, and using audiovisual aids will be demonstrated. Participants will receive all the necessary materials to conduct the TCI training program in their agency.

#### **Program Objectives**

Participants will be able to:

- Proactively prevent and/or de-escalate a potential crisis with a child or young person
- Manage a crisis in a therapeutic manner, and, if necessary, intervene physically in a manner that reduces the risk of harm to children and staff

- Process the crisis event with children and young people to help improve their coping strategies
- Effectively deliver TCI training in their agencies

## **Program Outline**

**Day 1: Crisis as Opportunity.** Crisis is defined and ways that adults can prevent a crisis are identified. Participants are taught how to maintain self-control in preventing or handling a crisis through awareness of their own personal feelings and values, the young person's needs and wants, and environmental effects on behavior.

**Day 2: Triggering and Escalation. Verbal** and nonverbal techniques for crisis prevention and de-escalation are presented. How to avoid crisis cycles, use protective interventions, and methods to de-escalate a potentially violent child are practiced.

**Day 3: Escalation, Outburst, and Recovery.** Life Space Interviewing (LSI) techniques are taught and methods to deescalate a potentially violent child are practiced. The rationale for safety interventions is explained and situations when restraint should and should not be used are discussed. The use of various physical intervention techniques and safety concerns are discussed and practiced.

**Day 4: Outburst and Recovery.** Participants practice Life Space Interviewing. Safety concerns and documentation issues are discussed. Participants have opportunities to practice the use of various physical intervention techniques.

**Day 5: Implementing the TCI System.** Life Space Interviewing is practiced and the elements of the TCI system are reviewed. All participants are tested for certification as a trainer.

## **Children's Mobile Response & Stabilization Services**

*A collaborative community effort by Huron County Children's Services &*

*Family Life Counseling & Psychiatric Services*

### **Program Description**

Mobile Response and Stabilization Services (MRSS) are available 24 hours a day, seven days a week, to help children, youth and their families who are experiencing crises. The services are designed to defuse an immediate crisis, keep children and their families' safe, and maintain the children in their own homes or current living situation in the community.

The goal of MRSS is to provide intervention and support at the earliest moment families identify that help is needed. Early intervention increases the opportunity to minimize the likelihood of future crises and supports a child and family's path to success. MRSS operates through a trauma-informed lens to understand what the family has experienced and then help them cope with the immediate crisis.

When there is a crisis, an MRSS worker is available within one hour to help de-escalate, assess, and develop a plan together with the child and family.

- MRSS is accessible through a designated phone number, which serves as a single point of entry to a range of services.
- As soon as a Huron County Children Service (HCCS) case worker determines that the family meets the inclusionary criteria, the Family Life Counseling clinical staff is dispatched to be on site within the hour or at a more convenient time within 24 hours, depending on the family's preferences and needs.
- MRSS is initially available during the 72 hours following the request for help, with a focus on de-escalating, assessing, and planning, but can be extended for up to eight weeks of stabilization services.

Services vary according to the child and family's individual needs, but often include some combination of the following:

- In-home counseling
- Behavioral assistance
- Caregiver therapeutic support
- Intensive in-community services
- Skill-building
- Medication management
- Coordination and development of informal and natural support systems, such as faith-based organizations, mentors, and peer support
- Coordination of specialized services to address the needs of children/family members with co-occurring developmental disabilities and substance use.
- The treatment plan is developed together with the child and family and is strengths-based, child-centered, family-driven, community-based, trauma-sensitive, and culturally and linguistically mindful.

Families define their own crisis. By working with birth families, MRSS addresses youth and family needs and stabilizes their circumstances, which can prevent the need for higher intensity intervention or additional system involvement, such as entry into foster care. For youth and families who are involved with the child welfare system, MRSS can support youth and foster parents at the time of entry into foster care or at any time during the placement, as well as support a child and family following reunification. MRSS also helps improve relative placement stability, and strengthen post-permanency outcomes by supporting children in guardianship and adoptive families.

### **How does the MRSS intervention work?**

#### **MRSS follows a four-pronged approach:**

1. On-site crisis intervention for immediate de-escalation of presenting emotional symptoms and behaviors, including observing, interrupting and shifting dynamics, providing education and skill introduction.
2. Assessment, planning, skill building, psycho-education, and resource linkage to stabilize presenting needs, including understanding strengths, triggers, communication, and other key contexts (medical, mental health, trauma, development, patterns of behavior, collateral outreach, etc.)
3. Assistance to the child and family in returning to baseline or routine functioning, and the prevention of further escalation.
4. Provision of prevention strategies and resources to cope with presenting emotional symptoms, behaviors, and existing circumstances, and create a plan to avoid future crises.

### **How is MRSS funded?**

MRSS is supported through the following sources of funding:

- Medicaid
- Insurance coverage
- Wrap/Flex funds, to support services not covered by Medicaid.

## Phase Two Proposal

Phase two of this proposal involves the implementation of short term **Crisis Foster Homes** for children/youth that require placement for safety purposes. The Crisis Foster Home care givers would be trained in the **Therapeutic Crisis Intervention for Families** model, produced by Cornell University, College of Human Ecology. The training is designed to:

- Present strategies for dealing with upset children to prevent and de-escalate potential crises.
- Teach methods to help adults avoid power struggles and enlist a child's cooperation.
- Show how a crisis can be an opportunity for the child to learn new coping skills

The crisis foster home care givers would serve as an integral part of a comprehensive Children's Mobile Response & Stabilization Services team. The objective of the crisis foster home placement will be to provide a short term safe environment while working with the team to safely reintegrate the child/youth back with their family. This component would be implemented when crisis placement criteria is met at the direction of Huron County Children Service

### **Draft proposal: # 1 – submitted 9/18/2019**

*Steven Burggraf Ph.D.*

sburggraf.flc@gmail.com

**Q: Please let me know how many clinicians and children's services staff you plan to train and by what date.**

A: My proposal is to:

- train all of FLC Norwalk office and school-based staff: 14 staff members. by January 31, 2019
- train all of Huron County Children Services field case Workers: 10 staff members by January 31, 2019

**Q: Additionally, do you plan on training all clinicians in Huron County or just Family Life clinicians?**

A: My proposal is to: offer is to offer the training twice a year or as needed: 2020 – 2023 to Huron County foster parents and Huron County clinicians at no charge except for the cost of student training manuals. There will be no charge for the presentation.

**Q: If all clinicians, please describe what that plan looks like and what conversations you have had with those agencies?**

A: I have not discussed this with other agencies, however, I would be glad to coordinate and schedule the trainings to the Huron County community through the Board and we could offer CEU's.

Attachment II

# *New London Local Schools*

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Educating Tomorrow's Leaders

November 15, 2019

Kristen,

New London High School in conjunction with the NLHS Post-Prom Committee proudly sponsors a sober post-prom each year for our students. This year's post-prom will be held at New London High School and we are currently raising funds to provide a safe, yet fun event. Please accept this letter as a formal request from New London Local Schools for financial support from the Board Of Mental Health and Addiction Services for our post-prom.

I'd be happy to supply additional information upon request.

Thank you



Brad Romano  
Superintendent  
New London Local Schools



# South Central Local Schools

*Home of the Trojans*  
Board of Education Office  
3305 Greenwich-Angling Rd.  
Greenwich, OH. 44837  
Phone: 419.752.3815  
Fax: 419.752.0182

Kristen Cardone  
Executive Director, Huron County Board of Mental Health & Addiction Services  
12 Benedict Avenue  
Norwalk, OH 44857

Dear Ms. Cardone:

Please allow this letter to serve as South Central High School's interest in receiving financial support for our 2020 After-Prom activities. The "After-Prom Moms" will greatly appreciate the financial assistance.

If there is additional documentation your agency needs, do not hesitate to let me know. Thank you, and thank the board for your, and their, continued support of safe and productive decisions in the lives of young adults.

Together we can,

Thomas Hellickson  
Principal  
South Central High School

**"Character, Competence, & Commitment"**

WILLARD  SCHOOLS

WILLARD MIDDLE/HIGH SCHOOL  
ONE FLASHES AVENUE  
WILLARD, OHIO 44890  
PH. (419) 935-1541 - FAX (419) 935-8312

November 19, 2019

Kristen Cardone  
Huron County Board of Mental Health & Addiction Services  
12 Benedict Ave.  
Norwalk, OH 44857

Dear Ms. Cardone:

Spring is almost here and Prom time, which is scheduled for May 9<sup>th</sup>, is upon us again. Keeping our students safe and drug free is a top priority, and is imperative to the success of the prom activities at Willard High School. I want to take this opportunity to thank you for your generosity in the past in helping fund our after prom activities.

As the principal of Willard High School, I am asking for the opportunity to apply for another mini-grant to help ensure that our students have a safe and drug-free after prom. We have planned for our students to have a fun-filled evening at Castaway Bay. Willard City Schools will bus the students from the dance to Castaway Bay and then return to the high school around 2:00 am. The after prom activities will be chaperoned by parents, staff members, and employees of Castaway Bay.

If you are still offering mini-grants for drug free activities would you please contact me at your earliest convenience to make our after prom activities safe and drug free.

Thank you in advance.

Sincerely,



Chris Schaaf, Principal  
Willard High School



**Norwalk City School District**  
Office of the Superintendent  
Mr. George Fisk

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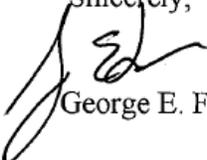
November 19, 2019

Dear Members of the Huron County Board of Mental Health and Addiction Services:

On behalf of the Norwalk City School District After Prom Committee I would like to request any support the MHAS Board may be able to provide to allow our committee to provide a sober after prom experience for the students of Norwalk High School.

Norwalk High School has a strong history of providing a safe and sober after prom experience for our students. Through your support we will be able to continue to offer this safe alternative which provides a layer of assurance to our students and families on what is statistically one of the most dangerous weekends for high school students.

Thank you for your support of NCSD and all Huron County schools.

Sincerely,  
  
George E. Fisk

## **Attachment III**

### **Board member orientation policy**

The Board member orientation process shall be led by members of the Board, with staff assisting in compiling the new Board member manual and related administrative tasks. Each new Board member shall be assigned a mentor who shall make themselves available to answer questions and provide insight. The Board member orientation process is as follows:

1. Board chair shall contact new member once their appointment is confirmed by the appointing authority.
2. Executive Director shall send new member a letter of congratulations and schedule a time to meet to deliver the member's Board manual.
3. Board chair shall introduce new member to existing members of the Board including new member's mentor.
4. Mentor shall schedule a time to meet with new member to review the Board manual and minutes from recent meetings.

The following information shall be included in the Board manual and mentor will be review with new Board member:

#### **Section: Community Board**

##### ***Strategic Framework***

1. Mission, Vision, Values
2. Board History
3. Strategic Plan

##### ***Board Member Roster***

1. List of Board Members and contact information
2. Board Member Bios

##### ***Board Committees and Structure***

1. Planning and Monitoring Committee
2. Implementation Committee
3. Board Meeting ground rules

##### ***Roles and Responsibilities***

1. Board Member Job Description
2. OACBHA Roles and Responsibilities training
3. Removal from office

##### ***Governance Policies***

1. Board By-Laws/Board Governance Section 100

##### ***Board Information***

1. Calendar of Board and Committee Meetings
2. Board Meeting Minutes (most recent)
3. Annual Report
4. Newsletter

##### ***Financials***

1. Monthly Financial Statements
2. Preparation of Fiscal Year Budget (July through June)
3. Board Levy Reserve
4. Fiscal Year Revenue Budget (most recent)
5. Fiscal Year Expense Budget (most recent)
6. Fiscal Year Revenue YTD (most recent)
7. Fiscal Year Expenses YTD (most recent)

#### ***Services & Providers***

1. Huron County Resource List

### **Section: Board Office**

#### ***Staff***

1. Table of Organization
2. Employee Job Descriptions

#### ***Personnel Policies***

1. Board Personnel Policies and Procedures Section 200

### **Section: Behavioral Health**

#### ***Ohio's Behavioral Healthcare System***

1. Description and History of Ohio's BH System
2. Description of types of funds
3. List of all Boards

#### ***OACBHA-Ohio Association of County Behavioral Health Authorities***

1. Who is OACBHA

### **Section: Laws & Legislation**

#### ***Ohio Revised Code Chapter 340***

1. Chapter 340 ORC

#### ***Ohio's Sunshine Laws & Public Meetings***

1. The Sunshine Laws and Public Meetings

### **Section: Reference Materials**

#### ***Robert's Rules of Order***

1. Introduction to Robert's Rules of Order

#### ***The Fundamental Roles & Responsibilities of a Board***

1. What are the fundamental roles and responsibilities of a board?

### **MHAS Board meeting ground rules**

1. We will start all Board meetings on time; please do your best to be on time.

2. We expect that all Board members will read the materials sent in advance of the meeting; the purpose of our meeting is to identify policy needs, review action steps, and surface unique perspectives. Come prepared for a lively discussion.
3. Respect your fellow Board members and staff by staying focused on the topic at hand.
4. Remember your duty to dissent; if you disagree or have a different perspective, don't go along to get along, please share what is on your mind. Voting 'yes' when you are feeling 'no' is neglect of your duties as a Board member; withholding how you really feel violates your commitment to be candid.
5. Respect confidentiality; do not discuss the deliberations of the Board outside the boardroom.
6. Encourage others on the Board to share their thoughts and concerns; do not try to speak for others.
7. Keep in mind that differences of opinion often lead to meaningful discussion followed by the best possible decision; even if you think you are right, hang on until we hear from the other brilliant minds around the table.
8. Whether you are sharing an opinion, disagreeing with a proposal under consideration, or voting, remember to keep what is best for the organization and community at the forefront.



## **MHAS BOARD MEMBER JOB DESCRIPTION**

The board of directors is legally and ethically responsible for all activities of the organization. To that end, the collective responsibilities of the board of directors include:

- Establish the mission and strategic plan for MHAS
- Adopt an annual budget and provide fiscal oversight
- Hire and evaluate the performance of the executive director
- Evaluate the Board's performance and overall performance of the organization in achieving the mission
- Establish policies for the effective management of the organization
- Approve and monitor contracted services and programs

Responsibilities:

- Understand and promote the Board's mission
- Be familiar with the organizations programs, policies, and needs
- Faithfully read and understand the organizations financial statements
- Attend Board meetings and appropriate committee meetings (Under the policies, being absent from four board meetings or two unexcused absences is cause for removal)
- Review agenda and supporting documents prior to meetings
- Review meetings minutes if unable to attend meeting
- Keep current on developments in program areas
- Strictly adhere to conflict of interest policies
- Strictly adhere to confidentiality policies

Information:

- Board meetings are scheduled for the second Tuesday evening of each month, beginning at 6:00pm
- Committee meetings are the Monday and Tuesday prior to the Board meeting
  - Planning and Monitoring Committee meetings are held on the first Monday of the month at 5:00pm
  - Implementation Committee meetings are held on the first Tuesday of the month at 12:30pm

\* If the first Monday of the month is a holiday, all meetings will be pushed back by one week

**Attachment IV**  
**Grievance Policy**

Appendix 504.9

Revised: November 18, 2019

**Grievance Policy**

The HCMHAS Board defines grievance as any complaint, problem, or concern of an employee regarding their workplace, job or coworker relationships.

Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health and safety
- Supervisor behavior
- Adverse changes in employment conditions
- Fraud or abuse of funds or equipment

The list is not exhaustive. However, employees should try to resolve less important issues informally before they resort to a formal grievance.

Employees who file grievances can:

- Reach out to their direct supervisor or HR department
- File a grievance from explaining the situation in detail

Employees who face allegations have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Appeal any formal decision

The Board is obligated to:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate all grievances promptly
- Treat all employees who file grievances equally
- Preserve confidentiality at any stage of the process
- Resolve all grievances when possible

Respect its no-retaliation policy (whistleblower protection) when employees file grievances with the company or external agencies (e.g., equal employment opportunity committee)

**Procedures**

Employees are encouraged to talk to each other to resolve their problems. When this is not possible, employees should know how to file a grievance:

1. Communicate informally with their direct supervisor. The supervisor will try to resolve the problem. When employees want to complain about their supervisor, they should first try to discuss the matter and resolve it between them. In that case, they're advised to request an informal meeting. Supervisors should try to resolve any grievance as quickly as possible. When they're unable to do so, they should refer to the HR department and cooperate with all other procedures.
2. IF the grievance relates to a supervisor behavior that can bring disciplinary action (e.g., sexual harassment or violence), employees should refer directly to the HR department or the next level supervisor.
3. Accommodate the procedure outlined below

The HR Department (or any appropriate person in the absence of an HR department) should follow the procedure below:

1. Ask employee to fill out a grievance form
2. Talk with the employee to ensure the matter is understood completely
3. Provide the employee who faces allegations with a copy of the grievance
4. Organize mediation procedures (e.g., arrange a formal meeting)
5. Investigate the matter or ask the help of an investigator when needed
6. Keep employees informed throughout the process
7. Communicate the formal decision to all employees involved
8. Take actions to ensure the formal decision is adhered to
9. Deal with appeals by gathering more information and investigating further
10. Keep accurate records

## **Health and Safety Policy**

600 Board Health, Safety & Incident Policy

Adopted: (Month/Day) 2016

Revised: November 18, 2019

600.1 Section 1:

### **Health and Safety Program**

It is the policy of the Huron County Board of Mental Health and Addiction Services to maintain a written Health and Safety Program to effectively respond to fire, medical emergencies, natural disasters, bomb threats, other workplace threats and violence, power failures, or other life threatening situations to maintain a healthy and safe environment for visitors, personnel and other stakeholders.

The HCBMHAS shall designate its Safety Officer to monitor the Health and Safety of the Board's facilities and operations. Due to the small staff in Huron County, the Board's Executive Director shall serve at the default Safety Officer if staffing includes no other administrator(s), if no other administrator(s) has been so designated or if the designated individual is not available. The Board shall post a notice stating the individual designated as the Safety Officer.

The designated Safety Officer is responsible for assuring the implementation of the health and safety program policies and procedures. The following position description stipulates the essential functions of the Safety Officer to include, but not be limited to, the following:

1. Understands important regulations and is familiar with revisions, trends, and updates concerning best practices in safety.
2. Reviews accidents and incidents occurring to employees, consumers, visitors, etc.; keeps a log of all events.
3. Completes Incident Reporting Form of all events.
4. Ensures Board personnel observe and follow established safety guidelines.
5. Assists the County Maintenance Supervisor to coordinate fire and other emergency drills and to coordinate surveys by external health and safety authorities of the Board's offices, located in a county building.
6. Assists the County Maintenance Supervisor to coordinate battery inspection on all battery operated/battery back-up safety equipment. For example, smoke detectors, exit lights, etc. and maintenance of fire extinguishers.
7. Maintains a first aid kit.

The Safety Officer shall assist the County Maintenance Supervisor to coordinate an annual comprehensive inspection of the Board facility that results in a written report identifying the areas inspected, recommendations for areas needing improvement, and actions taken to respond to the recommendations. Such inspection shall be conducted by a qualified external authority.

All new employees are required to review the Board Health and Safety Program section of the policies and procedures as part of their new staff orientation. Existing employees are shall review the plan as revisions occur.

#### REPORTS ON FILE

Copies of the following reports/certifications shall be kept on file and available for review:

1. Building Inspection Reports
2. Fire and other Inspection Reports
3. Annual Fire Evacuation Plans
4. Emergency Evacuation Plans
5. Verification of Employees/Volunteers Training in Fire Evacuation Plan and other Emergency Evacuation Procedures
6. Verification of Annual Fire Drill and of other Emergency Evacuation Plan Drills (Fire drill is required and others as indicated)

#### EMERGENCY EQUIPMENT / TESTING

Emergency Preparedness Program

The Huron County Board of Mental Health and Addiction Services provides an emergency preparedness program to ensure the safety of and accounting for all visitors and employees in the event of an emergency situation including, but not limited to the following:

1. In the event of a natural disaster or other type of catastrophic event in the community, the HCBMHAS shall anticipate and prepare for its roles and responsibilities in response to the event.
2. Staff shall be instructed to call 911 in the event of an emergency.
3. The emergency evacuation plans are communicated to all personnel. The emergency fire evacuation plan shall be tested at least annually. A written analysis of the test of the emergency fire evacuation is prepared by the Safety Officer. The written analysis will document the effectiveness of each test of the emergency plans and identifies corrective action taken.
4. Emergency evacuation plans shall be posted in conspicuous locations on each floor of the HCBMHAS facility to insure safe and timely evacuation instructions are available to all staff and visitors.
5. Huron County Board of Mental Health and Addiction Services makes First Aid Kits accessible and available to staff, volunteers and visitors.

#### De-Escalation Procedures

Huron County Board of Mental Health and Addiction Services addresses crisis or emergency situations that involve disruptive or aggressive act(s) experienced by individuals, family members and/or significant others.

1. Staff will call 9-1-1 in the event of a crisis or emergency situation.
2. When incidents occur, an incident report is completed and placed in the incident report log book.

#### Robbery

1. The employee shall follow the instructions of the robber, staying as calm as possible.
2. The employee shall observe any and all possible identifying features such as height (where on the wall or door the robber's head comes), clothing, color of hair, eyes, etc.
3. When the robber departs, 911 should be called immediately.
4. Employees shall assist the police with description of robber and articles stolen.

#### Medical Emergencies

1. If injury is due to a fall resulting in trauma, do not move employee or visitor.
2. If the employee or visitor requires immediate medical attention, call 911.
3. If the employee or visitor does not require immediate attention, but does require examination, arrangements will be made for someone to accompany the person to the emergency room of the nearest hospital or to the employee's or visitor's physician of choice.

#### Natural Disasters

1. The first priority will be the safety and welfare of the visitors and employees.
2. The Executive Director or Safety Officer shall pay immediate attention to the evacuation of all employees, and visitors. If evacuation is not possible or advisable, employees and visitors will be secured within the facility as appropriate until the disaster threat has ceased.
3. If advance warning is possible or available, the Executive Director will immediately contact the proper authorities or call 911.
4. All employees, visitors, or visitors will be asked to assemble if possible and/or advisable at the designated refuge site to make possible the accounting for all persons in the facility.

#### Bomb Threats

1. Immediately contact the Executive Director or Safety Officer and call 911.
2. In an orderly fashion, evacuate all visitors and staff to designated outdoor location, the same as when evacuating due to fire in a building.
3. Safety Officer shall take a "head count" to verify that all staff and visitors are evacuated.

#### Severe Weather

1. In the event of severe weather, the Executive Director or Safety Officer will monitor the weather forecast. If a weather warning is broadcast, it will be the responsibility of the Executive Director or Safety Officer to ensure the safety of employees and visitors. Staff will instruct people to go to the windowless basement of the building. An accounting of all visitors, staff and visitors will be completed.
2. In the event of a tornado warning, the Executive Director or Safety Officer will recommend that individuals do not have people leave the building. If a visitor or staff member is adamant about leaving and does prepare to leave, the Executive Director or Safety Officer will advise him or her that the Board WILL NOT BE RESPONSIBLE for his/her safety.
3. People will remain in the internal rally point location until the tornado warning has been lifted or the threat of severe weather has passed.
4. The Executive Director is empowered to close the Board early, delay the opening of the Board or excuse staff early in the event of hazardous weather or other emergency that threatens the health or safety of Board personnel.
5. In general, if the County closes for any reason, the Board office will be closed.

#### Fire Evacuation Plan

1. It is the responsibility of all staff to be mindful of fire safety and to report unsafe conditions to the Safety Officer.
2. Disaster Containment - When and where advisable, an employee who is a witness to a fire, after calling 911, should evaluate the potential of containing such fire, using the fire extinguisher. If the employee determines a containment effort to be unsafe, proceed with the above described evacuation plan.

3. In the event of a large fire (a large fire is any fire that cannot be put out by using the fire extinguisher) the following evacuation plan will be implemented:

A. Staff will sound an alert and then call to report the fire at 911.

B. In the event of a fire, each employee is responsible for the following:

- 1) Evacuate the premises via the route designated by the Emergency Evacuation map, and out the nearest designated Fire Exit.
- 2) Assist all visitors who are with him/her out of the building via the designated route.

#### Workplace Threats and Violence/Safety During a Violent or Other Threatening Situations

1. These situations include, but are not limited to the following: bomb threats, hostage situations, the presence of firearms or explosives, terrorist event, etc.

2. The Executive Director will attempt to de-escalate the situation.

3. In the event that 911 must be called, if he/she cannot do this safely with or without further agitating the situation, he/she will call 911 if it is deemed safe to do so.

#### Hazardous Waste Material

1. Huron County Board of Mental Health and Addiction Services will ensure that any hazardous waste is disposed of appropriately.

#### Utility/Power Failures

1. In the event of a loss or failure of electric power, gas/propane, telephone service and other utility, a safe and organized response by all agency staff for the continued protection and accountability for visitors and other personnel will be initiated. Priority will be given to those visitors who may require special assistance from the organization's safety personnel and other identified staff persons to safely cope with the utility failure.

2. When a utility failure of any type occurs, staff will immediately notify building facilities personnel. If an emergency ensues, designated staff shall contact 911, if indicated to address the emergency. Otherwise, designated internal staff will facilitate the agency response.

3. If gas/propane service is interrupted during regular business hours, staff will attempt to determine the safety of the buildings occupants and decide whether an evacuation needs to be initiated. Facilities staff shall be responsible for determining the extent and safety of the building and report to the Safety Officer. Recommendations will be made at this time as to whether to evacuate the building or not.

4. Services may be interrupted for a brief period of time while external repair personnel and/or internal facilities staff attempt to correct the problem. It will be the decision of the Executive Director as to whether services should be discontinued/cancelled for the day.

#### Security

1. The front door of the office is to remain locked and the intercom used to admit non-employees to the building, unless deliveries or meetings are planned so that the door being unlocked is more efficient.

#### Off-Hour Response Plan

1. In the event of an emergency situation that requires involvement by the HCBMHAS, the Executive Director shall be available by telephone to effectively respond to the emergency situation. During any planned or unplanned absence, the Executive Director shall assign/delegate the emergency response responsibility to another administrator, and if no other administrator is available, the Executive Director shall notify contract agencies as to when no Board staff will be available.

#### HCBMHAS Role and Responsibilities in the Event of a Catastrophic Event in the Community

1. The Huron County Board of Mental Health and Addiction Services staff is committed to serving the community in the event of any emergency or disaster. The HCBMHAS staff has participated in development of and trained as part of the Huron County Emergency Response Plan and is willing to assist as needed in order to promote an efficient behavioral health response to natural and other types of disasters. Emergency communication procedures are in place.

600.2 Section 2:

Updated: November 18, 2019

#### Incident Reporting

Written reports of all incidents must be completed within 24 hours of the incident. The degree of the incident will be determined by using the criteria listed below. All incidents are reviewed by the Executive Director. Specific action may be deemed necessary/desirable by the Executive Director and/or the Safety Officer if patterns and trends emerge.

Types of incidents are defined below.

ROUTINE INCIDENTS include, but are not be limited to, those occurrences which take place outside the norm and activity of the Board and which may place staff, visitor, or others at some risk. The following are some examples of routine adverse incidents:

1. Physical injury and/or threats to a visitor or staff occurring on Board premises or during Board-sponsored, off-site activities.
2. Damage or theft of property in or at the Board's facilities or during Board-sponsored activities (i.e., stolen property or fire that causes minor damage).
3. Breaches of Board policy or improper following of Huron County Board of Mental Health and Addiction Services procedures, including confidentiality.
4. Suspicions of incidents of a sexual nature by a visitor.

5. Suspicions of use or possession of alcohol or illegal substances on Board property or during Board-sponsored activities.
6. Medical issues which are not considered life-threatening.
7. Any incident which may jeopardize the safety and welfare of visitors or staff.
8. Any complaint, threat or concern that may damage the Board's reputation in the community.
9. Communicable disease.
10. Car accident while on work time, performing a work-related task.

UNUSUAL INCIDENTS is an event that: (a) causes a beneficiary direct or indirect harm, or has the potential to do so and is outside of the beneficiary's established baseline and/or functioning or (b) involves a beneficiary causing direct or indirect harm, or the potential to do so, to individuals and/or staff on provider premises. Examples of unusual occurrences that may occur at Board operated or contracted provider property, in the course of providing services (i.e. while out in the field) and during or after business hours, include but are not limited to the following events:

1. An unexpected death (e.g. , suicide or homicide) or serious injury to a current beneficiary of the Board or its contracted providers.
2. Any allegations of abuse or neglect of beneficiaries perpetrated by contracted provider staff and/or other beneficiaries.
3. Injuries to beneficiaries while on Board operated or contracted provider property or in the presence of staff (e.g., falls, sprains, bruises, etc.)
4. Errors in the prescription or administration of medications (e.g., prescribing error, administration error) if the error reaches the beneficiary and/or adverse medication event occurs.
5. Assault (e.g., battery, threats, physical attack, etc.) on beneficiary or by a beneficiary to an individual (including staff).

#### Procedure

Any member or employee who has reasonable suspicion of any unusual incident (as defined above) shall consult with the Huron County Prosecutor for advice and counsel as soon as possible. The employee or member shall follow the directions of the Huron County Prosecutor.

REPORTABLE INCIDENTS are serious incidents involving staff members or visitors of the Board. Reportable Incidents involve, but are not limited to, death, serious bodily injury, life-threatening risk factors, and criminal acts. Reportable Incidents include:

1. Death of a visitor or employee within Huron County Board of Mental Health and Addiction Services facilities or during Board-related business.
2. Alleged physical or sexual abuse, exploitation or neglect by Huron County Board of Mental Health and Addiction Services staff.
3. Serious bodily injury caused by accident, attempted suicide, fighting or criminal act victimization.

4. Committed/alleged criminal acts such as arson, assault, rape/sex offense, homicide or theft.
5. Suicide by staff member or visitor.
6. Use or possession of a weapon within Huron County Board of Mental Health and Addiction Services facilities or during Board-related business.

## REPORTING PROCEDURES

1. HCBMHAS staff involved in an incident will be responsible for completing the Incident Reporting Form and attaining all police reports or other pertinent documents related to the incident. The staff person involved in the incident also is responsible for documenting essential facts of the incident.
2. Completed incident reporting forms are submitted immediately to the Executive Director.
3. The Executive Director will review all Reportable Incident Reports immediately following the occurrence to assure that the incident was handled appropriately.
4. All adverse incidents will be properly logged and stored by the Safety Officer for audits, reviews, and reporting purposes.

### 600.3 Section 3:

#### Reasonable Accommodations

The Huron County Board of Mental Health and Addiction Services offices are not handicap and wheel chair accessible. In the event where a disabled individual requires access to HCBMHAS staff, the staff will meet the individual in an area accessible to the individual. Handicap parking spaces are located close to the entrance.

Legislation requires the HCBMHAS to make reasonable accommodations to the known physical or mental limitations of otherwise qualified applicants or employees unless it creates an undue hardship on the Board. All decisions concerning undue hardship will be made by the Executive Director and will be documented in writing and maintained with the appropriate file.

The term “reasonable accommodation” is interpreted to mean:

1. Modifications or adjustments to a job application process that enables a qualified applicant with a disability to be considered for the position such applicant so desires, or
2. Modifications or adjustments to the work environment, or to the manner or circumstances under which the position held or desired is customarily performed, that enable a qualified individual with a disability to perform the essential functions of the position, or
3. Modifications or adjustments that enable a covered entity’s employee with a disability to enjoy equal benefits and privileges of employment as are enjoyed by its other similarly situated employees without disabilities.

Reasonable accommodations may include, but are not limited to:

1. Making existing facilities used by employees readily accessible to and usable by individuals with disabilities, and

2. Job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modifications of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, provisions of qualified readers or interpreter, and other similar accommodations for individuals with disabilities.

The term “disabled individual” is interpreted to mean a person with a physical or mental impairment that substantially limits one or more of the major life activities of the individual, a record of such an impairment or being regarded as having such an impairment.

1. Major life activities means functions such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

2. A “record of such impairment” means having a history of having a mental or physical impairment that substantially limits one or more major like activities.

3. “Regarded as having and impairment”: means:

A. Has a physical or mental impairment that does not substantially limit major life activities but that is treated by a public entity as having such a limitation.

B. Has a physical or mental impairment that substantially limits major life activities only as a result of the attitudes of others.

4. The term “undue hardship” means that the alterations in the workplace or in the duties of the position needed to accommodate a qualified individual with a disability are unduly burdensome to the program. The following factors are to be used in making this determination:

A. The overall size of the program, number of employees, number and type of facilities or size of budget.

B. The type of operation, composition and structure of the work force.

C. The nature and cost of the accommodation needed.

5. “Auxiliary aids and services” include aides/devices as the following:

A. Qualified interpreters, note takers, transcription services, written materials, telephone handset amplifiers, assistive listening devices/systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs) or videotext displays.

B. Qualified readers, taped texts, audio recordings, Brailled materials, large print materials or other effective methods of making visually delivered materials available to individuals with visual impairments.

600.4 Section 4

Updated: November 18, 2019

TOBACCO USE POLICY

In order to promote a healthy and comfortable work environment, employees and visitors are prohibited from using tobacco products throughout all County properties and while performing duties related to Board employment while traveling and/or offsite.

“County property” includes, but is not limited to: buildings; offices; restrooms; hallways; common work areas; parking lots; garages; county vehicles; conference rooms; sidewalks; green spaces; stairs; cafeterias/break rooms; storage areas; and all other County property or offsite locations while performing duties related to County employment. In addition, in compliance with Ohio Revised Code 3794.02, smoking in locations immediately adjacent to locations in ingress or egress to the public place or place of employment is prohibited.

For the purpose of this policy “tobacco” is defined as all tobacco, tobacco- derived/containing products and/or substances mimicking tobacco products, including, but not limited to, the following: cigarettes, electronic cigarettes, vapor cigarettes, any artificial/faux cigarettes, cigars, cigarillos, pipes, oral tobacco or any other manner of using or consuming tobacco, tobacco-derived substances and/or substances mimicking tobacco.

Accordingly, the Board's policy regarding tobacco use is that it is prohibited in the building that contains the Board Offices, in the Board Offices, on any county property, including that immediately outside of the Board Offices, and while traveling or attending any meetings or trainings on the Board’s behalf. Employees are encouraged to cease tobacco use altogether, in line with the Board’s mission to promote a healthy and addiction-free milieu in the county.

## 220 WHISTLEBLOWER PROTECTION

Adopted: June 1, 1993

Revised: February 21, 2017

Revised: November 18, 2019

### 220.1 Section 1:

#### **Whistleblower protection.**

(A) No person or government entity shall retaliate against an employee or another individual used by the person or government entity to perform any work or services who, in good faith, makes or causes to be made a report of suspected abuse, neglect, or exploitation of a resident or misappropriation of the property of a resident; indicates an intention to make such a report; provides information during an investigation of suspected abuse, neglect, exploitation, or misappropriation conducted by the director of health; or participates in a hearing conducted under section [3721.23](#) of the Ohio Revised Code or in any other administrative or judicial proceedings pertaining to the suspected abuse, neglect, exploitation, or misappropriation. For purposes of this division, retaliatory actions include discharging, demoting, or transferring the employee or other person, preparing a negative work performance evaluation of the employee or other person, reducing the benefits, pay, or work privileges of the employee or other person, and any other action intended to retaliate against the employee or other person.

(B)(1) No person or government entity shall retaliate against a resident who reports or causes to be reported suspected abuse, neglect, exploitation, or misappropriation; indicates an intention to make such a report; provides information during an investigation of alleged abuse, neglect, exploitation, or misappropriation conducted by the director; or participates in a hearing under section [3721.23](#) of the Revised Code or in any other administrative or judicial proceeding pertaining to the suspected abuse, neglect, exploitation, or misappropriation; or on whose behalf any other person or government entity takes any of those actions.

(2) No person or government entity shall retaliate against a resident whose family member, guardian, sponsor, or personal representative reports or causes to be reported suspected abuse, neglect, exploitation, or misappropriation; indicates an intention to make such a report; provides information during an investigation of alleged abuse, neglect, exploitation, or misappropriation conducted by the director; or participates in a hearing under section [3721.23](#) of the Revised Code or in any other administrative or judicial proceeding pertaining to the suspected abuse, neglect, exploitation, or misappropriation; or on whose behalf any other person or government entity takes any of those actions.

(3) For purposes of divisions (B)(1) and (2) of this section, retaliatory actions include abuse, verbal threats or other harsh language, change of room assignment, withholding of services, failure to provide care in a timely manner, and any other action intended to retaliate against the resident.

(C) Any person has a cause of action against a person or government entity for harm resulting from violation of division (A) or (B) of this section. If it finds that a violation has occurred, the court may award damages and order injunctive relief. The court may award court costs and reasonable attorney's fees to the prevailing party.

## **Procedure**

(a) If an employee becomes aware in the course of the employee's employment of a violation of any state or federal statute or any ordinance or regulation of a political subdivision that the employee's employer has authority to correct, and the employee reasonably believes that the violation is a criminal offense that is likely to cause an imminent risk of physical harm to persons or a hazard to public health or safety, a felony, or an improper solicitation for a contribution, the employee orally shall notify the employee's supervisor or other responsible officer of the employee's employer of the violation and subsequently shall file with that supervisor or officer a written report that provides sufficient detail to identify and describe the violation. If the employer does not correct the violation or make a reasonable and good faith effort to correct the violation within twenty-four hours after the oral notification or the receipt of the report, whichever is earlier, the employee may file a written report that provides sufficient detail to identify and describe the violation with the prosecuting authority of the county or municipal corporation where the violation occurred, with a peace officer, with the inspector general if the violation is within the inspector general's jurisdiction, or with any other appropriate public official or agency that has regulatory authority over the employer and the industry, trade, or business in which the employer is engaged.

(b) If an employee makes a report under division (A)(1)(a) of this section, the employer, within twenty-four hours after the oral notification was made or the report was received or by the close of business on the next regular business day following the day on which the oral notification was made or the report was received, whichever is later, shall notify the employee, in writing, of any effort of the employer to correct the alleged violation or hazard or of the absence of the alleged violation or hazard.

(2) If an employee becomes aware in the course of the employee's employment of a violation of chapter 3704., 3734., 6109., or 6111. of the Revised Code that is a criminal offense, the employee directly may notify, either orally or in writing, any appropriate public official or agency that has regulatory authority over the employer and the industry, trade, or business in which the employer is engaged.

(3) If an employee becomes aware in the course of the employee's employment of a violation by a fellow employee of any state or federal statute, any ordinance or regulation of a political subdivision, or any work rule or company policy

of the employee's employer and the employee reasonably believes that the violation is a criminal offense that is likely to cause an imminent risk of physical harm to persons or a hazard to public health or safety, a felony, or an improper solicitation for a contribution, the employee orally shall notify the employee's supervisor or other responsible officer of the employee's employer of the violation and subsequently shall file with that supervisor or officer a written report that provides sufficient detail to identify and describe the violation.

(B) Except as otherwise provided in division (C) of this section, no employer shall take any disciplinary or retaliatory action against an employee for making any report authorized by division (A)(1) or (2) of this section, or as a result of the employee's having made any inquiry or taken any other action to ensure the accuracy of any information reported under either such division. No employer shall take any disciplinary or retaliatory action against an employee for making any report authorized by division (A)(3) of this section if the employee made a reasonable and good faith effort to determine the accuracy of any information so reported, or as a result of the employee's having made any inquiry or taken any other action to ensure the accuracy of any information reported under that division. For purposes of this division, disciplinary or retaliatory action by the employer includes, without limitation, doing any of the following:

- (1) Removing or suspending the employee from employment;
- (2) Withholding from the employee salary increases or employee benefits to which the employee is otherwise entitled;
- (3) Transferring or reassigning the employee;
- (4) Denying the employee a promotion that otherwise would have been received;
- (5) Reducing the employee in pay or position.

(C) An employee shall make a reasonable and good faith effort to determine the accuracy of any information reported under division (A)(1) or (2) of this section. If the employee who makes a report under either division fails to make such an effort, the employee may be subject to disciplinary action by the employee's employer, including suspension or removal, for reporting information without a reasonable basis to do so under division (A)(1) or (2) of this section.

(D) If an employer takes any disciplinary or retaliatory action against an employee as a result of the employee's having filed a report under division (A) of this section, the employee may bring a civil action for appropriate injunctive relief or for the remedies set forth in division (E) of this section, or both, within one hundred eighty days after the date the disciplinary or retaliatory action was taken, in a court of common pleas in accordance with the Rules of Civil Procedure. A civil action under this division is not available to an employee as a remedy for any disciplinary or retaliatory action taken by an appointing authority against the employee as a result of the employee's having filed a report under division (A) of section 124.341 of the Revised Code.

(E) The court, in rendering a judgment for the employee in an action brought pursuant to division (D) of this section, may order, as it determines appropriate, reinstatement of the employee to the same position that the employee held at the time of the disciplinary or retaliatory action and at the same site of employment or to a comparable position at that site, the payment of back wages, full reinstatement of fringe benefits and seniority rights, or any combination of these remedies. The court also may award the prevailing party all or a portion of the costs of litigation and, if the employee who brought the action prevails in the action, may award the prevailing employee reasonable attorney's fees, witness fees, and fees for experts who testify at trial, in an amount the court determines appropriate. If the court determines that an employer deliberately has violated division (B) of this section, the court, in making an award of back pay, may include interest at the rate specified in section 1343.03 of the Revised Code.

(F) Any report filed with the inspector general under this section shall be filed as a complaint in accordance with section 121.46 of the Revised Code.

(G) As used in this section:

- (1) "Contribution" has the same meaning as in section 3517.01 of the Revised Code.
- (2) "Improper solicitation for a contribution" means a solicitation for a contribution that satisfies all of the following:
  - (a) The solicitation violates division (B), (C), or (D) of section 3517.092 of the Revised Code;
  - (b) The solicitation is made in person by a public official or by an employee who has a supervisory role within the public office;
  - (c) The public official or employee knowingly made the solicitation, and the solicitation violates division (B), (C), or (D) of section 3517.092 of the Revised Code;
  - (d) The employee reporting the solicitation is an employee of the same public office as the public official or the employee with the supervisory role who is making the solicitation.