

 <p><b>BAY OF PLENTY</b> DISTRICT HEALTH BOARD HAUORA A TOI</p> <p><b>HEALTH &amp; SAFETY PROTOCOL</b></p>	<p><b>HEALTH &amp; SAFETY - ADMIN &amp; RECEPTION STAFF SAFETY - MHAS</b></p>	<p><b>Policy 5.3.1 Protocol 13</b></p>
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## PURPOSE

It is the Bay of Plenty District Health Board (BOPDHB) Mental Health & Addiction Service's (MH&AS) policy intent to maintain health and safety systems which will ensure the health and safety of all people within the DHB.

## OBJECTIVE

To provide guidelines for MH&AS staff which aim to:

- Assist with the de-escalation of Tangata Whaiora or visitors who present as distressed, agitated, angry, or behaving in a threatening manner.
- Provide simple, clear and immediate guidelines to support reception / administration staff safety.

## STANDARDS TO BE MET

1. All staff employed by MH&AS will use the in/out board at all times
2. All reception and administration staff employed by MH&AS will have completed the 1 Day Safety Training and will complete the half day MH&AS Safety Training re-validation course at least once every 2 years.
3. The appropriate Team Leader will ensure that relievers have a basic understanding of this protocol and a basic Health and Safety orientation to the reception area including the identification of workplace risks and risk mitigation.
4. Wherever practicable two staff members will be present in reception during normal working hours (8.00am – 4.30pm)
5. Prompt access to Security response or to the police will be available at all times

ACTION	
A. In The Event Of An Agitated Person Presenting To Reception	
1.	<p>The Reception/Admin staff are advised to:</p> <ul style="list-style-type: none"> <li>• Remain calm</li> <li>• Remain behind the reception counter</li> <li>• Close the reception door, if fitted.</li> </ul> <p>If fitted, the reception area door will be locked by keypad lock at all times to prevent access of unauthorised people into the reception area.</p>
2.	<p>Attempt to engage the person to ascertain:</p> <ul style="list-style-type: none"> <li>• Her / his name.</li> <li>• Who s/he has come to see.</li> <li>• Whether s/he has an appointment.</li> <li>• Locate patient details on MCP / WebPAS at the first available opportunity.</li> </ul>
3.	<p><b>If the person has an appointment:</b></p> <ul style="list-style-type: none"> <li>• Ask her / him to take a seat whilst you contact the appropriate staff member</li> </ul> <p><b>If the person does not have an appointment</b></p> <ul style="list-style-type: none"> <li>• Ask whether s/he has a case-manager / anyone involved in her / his care.</li> <li>• If yes – ask her / him to take a seat while you contact that person.</li> </ul>

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<p>Protocol Steward: Quality &amp; Patient Safety Coordinator, MH&amp;AS</p>	<p>Authorised by: GM, Corporate Services</p>	

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<b>ACTION</b>	
4.	<ul style="list-style-type: none"> <li>If the person is not Tangata Whaiora but wishes to speak to a clinician urgently, ask her / him to take a seat and call the Intake Co-ordinator for the service.</li> <li>If it appears the person has a mental Health crisis and there is no-one available call: <ul style="list-style-type: none"> <li><b>Tauranga: Crisis Ph: 8322 or 8955</b></li> <li><b>Whakatane: On Call Crisis Worker via pager</b></li> </ul> </li> </ul>
<b>B. If Reception / Admin Staff Feel Unsafe Or Are Concerned About The Presentation Of The Person</b>	
1.	<p><b>The Receptionist may at any time during the presentation:</b></p> <ul style="list-style-type: none"> <li>Call for assistance from another available staff member</li> <li>Press the emergency buzzer that calls security (if fitted)</li> <li>Press the HELP button that sounds the alarm (if fitted)</li> <li><b>Tauranga:</b> Call 777 if the situation demands it</li> <li><b>Whakatane: Voyagers, CMH:</b> Call 111 if the situation demands it</li> </ul>
2	<p><b>For Community Health Services Reception:</b></p> <ul style="list-style-type: none"> <li>Check the in / out board and call the following people to assist:</li> </ul> <p><u>Tauranga:</u></p> <ul style="list-style-type: none"> <li>Crisis Service Ph: 8322 or 8955</li> <li>Team Leaders Ph: 8379 ( Acute Service) 8309 (North), 8038 (South)</li> </ul> <p><u>Whakatane:</u></p> <ul style="list-style-type: none"> <li>On Call Crisis Worker via pager.</li> <li>Team Leader CMH Ph: 6115</li> </ul>
3	<ul style="list-style-type: none"> <li>Once clinical staff are present it is expected that they will assume responsibility for managing the situation which would include making a decision to call Security if necessary.</li> <li>It is expected that staff will utilise rapport building and de-escalation strategies</li> <li>If the person is an established Tangata Whaiora it is expected that the attending clinical staff will use their clinical judgement to ensure that the staff member who knows the person best will utilise established rapport to aid de-escalation.</li> <li>One clinical staff member will engage directly with the person to de-escalate the situation</li> <li>Supporting staff will attend to the safety of other members of public in the area and may guide them to another safer area.</li> <li>The person who deals directly with the person should be regarded as co-ordinating the intervention and will indicate to security and the others when it is safe again to leave the area.</li> </ul>
4.	<ul style="list-style-type: none"> <li>Should any incident escalate to the point where it meets the criteria of a Reportable Event / Near Miss it will be reported as follows: <ul style="list-style-type: none"> <li>Any staff member attending the incident will be responsible for completing a Datix Incident Report.</li> </ul> </li> <li>Completed Incident Report will be automatically forwarded to the Service Leader / Team Leader for completion of the Investigation Report.</li> </ul>
5.	<ul style="list-style-type: none"> <li>If the Reception / Admin staff involved or witnessing any incident feel that their safety has been compromised can request and be offered a “debrief”</li> <li>A referral to Employee Assistance Programme (EAP) counselling can be offered to affected staff.</li> </ul>

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## REFERENCES

- [Health and Safety at Work Act 2015](#) and [Regulations 2016](#)
- Health & Disability Services Standards NZS 8134:2008 Standards New Zealand

## ASSOCIATED DOCUMENTS

- [Bay of Plenty District Health Board policy 5.3.1 Employee Health & Safety \(EHS\)](#)
- [Bay of Plenty District Health Board policy 5.4.7 protocol 0 Threatening Behaviour, Bullying, Harassment and Violence in the Workplace - Standards](#)
- [Bay of Plenty District Health Board policy 2.1.4 protocol 1 Incident Management - Standards and Severity Assessment Codes \(SAC's\)](#)
- [Bay of Plenty District Health Board Policy 5.4.7 protocol 1 Management of Violence in Mental Health and Addiction Services](#)
- Community Based Services Emergency Procedures Flipchart (Security Incidents)
- Community Safety Training (CST): Safety Training Package in the Work Environment for Community Mental Health Staff
- [Bay of Plenty District Health Board Incident Management Form](#)

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