Policy Title: 6001V.1 Emergency Client Accommodation Protocol and Policy
Patient Age Group: ( ) N/A (X) All Ages ( ) Pediatric ( ) Adult

Purpose:

The purpose of this policy is to establish standardized procedures for accommodating clients in life-threatening emergencies, ensuring that appropriate interventions and support are provided in a timely and effective manner. This policy is in place to safeguard the health and safety of clients, staff, and the broader community while maintaining Centro Savila's commitment to providing compassionate and culturally competent care.

Scope:

This policy applies to all staff and clinicians / case managers at Centro Savila who are responsible for interacting with clients, particularly in situations where immediate medical, psychiatric, or behavioral health interventions are necessary due to a life-threatening emergency.

Definitions:

1. **Life-Threatening Emergency:** A situation in which the client's physical or mental health is in immediate jeopardy of serious harm or death, requiring urgent intervention. This includes, but is not limited to:
    - Suicidal ideation or attempts
    - Severe self-harm
    - Overdose or substance toxicity
    - Acute psychiatric episodes leading to violent behavior
    - Medical emergencies (e.g., heart attack, stroke)
2. **Accommodation:** The provision of immediate, temporary care and/or support for clients facing life-threatening emergencies, which may involve coordinating with emergency medical services (EMS), law enforcement, or other healthcare providers.

Policy:

Centro Savila is committed to ensuring that all clients facing life-threatening emergencies receive appropriate and timely accommodations. This includes access to emergency care, immediate stabilization, and necessary resources. Staff are trained and equipped to respond in emergencies with compassion, professionalism, and urgency.

Procedure:

1. Identification of Life-Threatening Emergency:

- **Staff Training:** All staff members will receive training to recognize signs of life-threatening emergencies, including suicidal ideation, violent behavior, overdose, medical emergencies, and acute psychiatric decompensation.
- **Assessment:** If a client presents with behavior or symptoms indicating a life-threatening emergency, the staff member must immediately assess the situation using established risk protocols (e.g., Suicide Risk Assessment or Acute Behavioral Health Crisis Protocol).

2. Initial Response to Life-Threatening Emergencies:

- **Immediate Response:** If a client is in immediate danger, the following actions must be taken:
    - **Stay calm and assure the client:** Reassure the client that help is on the way and that they are not alone.
    - **Activate Emergency Medical Services (EMS):** If the client requires urgent medical attention (e.g., overdose, heart attack, stroke), staff must call 911 immediately and provide clear information about the nature of the emergency.
    - **Notify Supervisor and Emergency Response Team:** The clinical supervisor or designated emergency response team should be notified promptly to ensure coordination of internal resources.
    - **Prepare for Emergency Transport:** If the client requires transport to an emergency room or psychiatric facility, staff should be prepared to assist in the safe transfer of the client, ensuring they are accompanied by a clinician if necessary.

3. Client Accommodation During Crisis:

- **Provide a Safe Space:** While awaiting emergency services, the client should be escorted to a safe, quiet space. Staff should avoid leaving the client alone unless necessary for safety reasons.
- **Non-judgmental Support:** Ensure that staff provide empathetic support while respecting the dignity and rights of the client. In cases of acute psychiatric distress, staff should use de-escalation techniques to minimize harm and prevent further distress.

4. Coordination with Emergency and Medical Teams:

- **Collaborate with EMS/First Responders:** Provide essential information to emergency responders regarding the client's mental health history, presenting symptoms, and any known medical conditions. This ensures a comprehensive approach to the client's care.
- **Coordinate with Behavioral Health Providers:** If necessary, coordinate with psychiatric hospitals, crisis intervention teams, or other healthcare providers to arrange appropriate accommodations for the client.
- **Documentation:** Complete necessary documentation of the event, actions taken, and outcomes. This should include:
    - A detailed description of the incident
    - Actions taken (e.g., emergency services contacted, de-escalation methods used)
    - Names of all involved parties
    - Follow-up actions and referrals, if applicable

5. Follow-Up Care:

- **Post-Emergency Care:** After the emergency has been resolved, a follow-up care plan should be developed, which may include:
    - Referral to psychiatric care or medical follow-up
    - Ongoing monitoring of the client's well-being
    - Review of the event to determine if changes to care procedures or additional resources are needed.
- **Client Advocacy:** Staff will assist the client in connecting with appropriate resources, including outpatient care, substance use treatment, psychiatric care, or support groups.

Staff Responsibilities:

1. **All Staff:**
    - Recognize the signs of a life-threatening emergency.
    - Provide immediate, non-judgmental support to the client in crisis.
    - Notify emergency services promptly if necessary.
    - Ensure client safety and comfort while awaiting emergency assistance.
2. **Clinical Staff (Therapists, Counselors, Nurses, etc.):**
    - Conduct initial risk assessments to determine the level of care required.
    - Implement de-escalation techniques as appropriate.
    - Offer crisis intervention and stabilization services if the situation warrants.
3. **Clinical Supervisor or Designee:**
    - Ensure appropriate coordination with external emergency and medical teams.
    - Oversee emergency response and documentation.
    - Review and assess any follow-up care needs for the client after the crisis has passed.

4. **Facility Administration:**

- Ensure the clinic has the necessary emergency resources (e.g., first aid kits, emergency contacts).
- Provide regular training on crisis management for all staff.
- Maintain up-to-date emergency protocols in accordance with local regulations.

Client Rights:

- Clients in life-threatening emergencies will be treated with dignity and respect at all times, in accordance with Centro Savila's commitment to ethical and compassionate care.
- Clients have the right to be informed of any actions taken on their behalf during an emergency and to have their rights respected in terms of privacy, autonomy, and confidentiality.

Confidentiality:

- Information regarding the life-threatening emergency and the client's treatment will be kept confidential in accordance with HIPAA guidelines and Centro Savila's confidentiality policy.
- Staff should only share necessary information with emergency responders, medical personnel, or others involved in the client's immediate care.

Training and Evaluation:

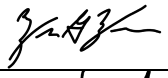
- All relevant staff members will undergo annual training on life-threatening emergencies, crisis intervention, and safety protocols.
- The policy and procedures will be reviewed annually, with updates made as necessary to ensure alignment with best practices and state regulations.

Policy Review:

This policy will be reviewed by the clinical leadership team annually to ensure its effectiveness and relevance. Changes or updates to this policy will be communicated to all staff, and retraining will be conducted as needed.

Approved by: William G. Wagner, Executive Director
Updated: 09.12.23

Signature:

Item	*Date*	*Signature*
Executive Director	09.12.2023	
Deputy Director	09.19.2023