

Gila Regional Medical Center Home Visitor

S A F E T Y P R O T O C O L S

During our work, it is possible to experience client emergencies that may warrant action to ensure your safety. It is vital to stay in touch with team members who can help and support.

Every staff member has and does the following:

1. A GRMC employee badge that is always worn on a visible place of their shirt.
2. A vehicle in good condition from which you can get in and out promptly (don't stay in the vehicle engaged in anything that will distract you from monitoring your surroundings).
3. To ensure you can leave any dangerous situation promptly, park your vehicle facing the street whenever possible; or park in a way that your vehicle will not be blocked from driving out. Staff members are advised not to park in driveways.
4. Staff members are to have updated phone numbers of co-workers in your phone contacts
5. Staff members are to have two co-worker contacts on speed dial for cases of emergency
6. Staff members are to keep updated in the database system phone numbers and addresses for their caseload clients
7. Staff members are to always have an up-to-date shared Outlook calendar so the team can identify which client the visitors are seeing at any time. Full client address and client initials are indicated for each appointment (The name of the apartment complex is not enough. Street name, number, and apartment number are needed).
8. Staff members have a charged cell phone locked and "on silent mode" during visits (in and out of the office).
9. Whenever possible sit near the door during visits and when possible check for other exits.
10. When faced with an emergency or full safety risk, remove yourself calmly and quickly- You don't have to be absolutely certain, follow your instinct and remove yourself.
11. If your phone permits: Activate the smartphone location tracking feature
12. Prior to heading to a visit that presents a specific but low risk – alert a fellow co-worker of your departure time and estimated end time. Text your co-worker once the visit is done. If your co-worker doesn't hear from you at the specified time, he/she will call you. If no response after 5 minutes the co-worker will alert 911.
13. Always follow your supervisor's direction about visiting clients that present moderate to high risks.
14. If an emergency arises:
 - a. Remove yourself from the home/location and call 911 to report the emergency
 - b. If you are at the Beginning Years office your second call needs to be to GRMC security at _____ or Landline _____ or Secondary cell _____
 - c. Be sure to text all team members informing them of the situation.
15. Staff members will contact GRMC Security to alert them when they are working late (past dark) or on weekends.
16. Staff Members will communicate via phone to Program Manager when he/she is at a visit past 5 pm and alert the Program Director when he/she is out of the visit.
17. Staff members will alert the last staff working that they are the last person on the premises.

*Remember, your safety is the priority. If at any time you feel unsafe, remove yourself from the situation and call 911!