

CRISES PLAN FOR CONSUMER

Purpose:

To establish minimum standards for CHS employees regarding their residential client and related to protocol in the event of an environmental or emotional crisis.

Illness - Injury

- Assess the situation
 - Seek immediate medical help if necessary (apply first aid). If consumer refuses, discuss the concerns, and tell them to call: CMH case manager, doctor, or 911 if they get worse.
 - Notify CHS supervisor and supervisor will notify CMH and guardian (if applicable)

Inclement weather – Loss of power

Inside temperature is tolerable (i.e.: stays above 64 degrees, below 89 degrees)

- Call the utility company to notify them of the problem and to determine how long the outage will last. Stay put unless the house temperature drops lower than 64 or higher than 89 degrees. Be aware of the client's tolerance to heat, and cold monitor and assess factoring in their health condition.
- Humidity will make it feel warmer and the wind chill will make it feel colder.
- Do not open the refrigerator/freezer longer than absolutely necessary
- Have battery-powered lighting available (use candles safely if no other choice)
- If the problem lasts longer than the client can tolerate, assist them with alternative housing.
- Notify CHS supervisor who will notify guardian and CMH

Inside temperature is not tolerable (i.e.: stays lower than 64 degrees, above 89 degrees)

- Follow all steps above except identify alternative housing quickly before the temperature drops to intolerable levels.

Pet is sick

- Assess the situation
- Listen to what the consumer wants to do and take appropriate steps to help.
- Notify CHS supervisor and supervisor will notify CMH and guardian (if applicable)

Threats of Suicide

- **Always take seriously; Injury-see above**
- Staff don't determine if this is a serious threat, they should call their supervisor immediately and follow their instructions
- Complete an Incident Report
- Management will contact the guardian and CMH