

**Arizona Department of Health Services  
Division of Behavioral Health Services  
PROVIDER MANUAL  
Pascua Yaqui Centered Spirit Program**

**10C.2 Workplace Safety- Security and Prevention of Violence**

**I. STATEMENT OF PURPOSE:**

To foster a safe environment and provide assistance for persons who feel threatened by a visitor or who need assistance in another potentially unsafe situation.

**II. STANDARDS:**

CSP endeavors to ensure the personal safety of all persons at the CSP facilities.

**III. PROCEDURES:**

**A. General safety measures**

1. Entrance doors are unlocked by the receptionist at 8:00am and locked at 6:00pm weekdays. Clients seen after hours use the doorbell to alert staff that they have arrived.
2. The main entrance remains unlocked and the security alarm is deactivated, allowing routine access, during business hours. Support staff monitor the entrance doors and waiting area during business hours.
3. Clients are not seen after 8:00pm except in emergencies.
4. If staff members arrive before 7:00am or remain in the building after 8:00pm on workdays or during weekends and holidays, health department security must be notified of arrival and departure. The entrance doors remain locked.
5. The last person to leave the building is responsible for arming the security alarm and following the closing protocol posted near each exit.
6. If requested, health department security will accompany staff members to their vehicles after dark.
7. Automobiles parked in the parking lot should be locked and valuables should be removed from the car or placed in the trunk compartment out of sight.
8. Office doors should be locked when staff members are away from their desks. Purses and other valuables should be secured.

9. Visitors must wait in the designated waiting area until they are accompanied to the office area by staff.
10. Clients are not left in offices unattended.
11. Children under 12 are not allowed to sit in the waiting area without a parent or other adult to supervise them.
12. Children allowed to wait in the playroom should be supervised through the observation mirror.

**B. Threats to safety**

1. CSP encourages all staff to remain calm, listen, be tactful, sensitive and diplomatic, especially when interacting with a visitor who is becoming upset (one who may be pounding on objects, shouting, swearing, pacing and/or clenching fists or jaws). Staff should concentrate on what they can do to help the visitor, without promising anything unrealistic and follow through quickly to provide assistance
2. Staff are advised to be aware of their immediate surroundings, keep a safe, personal distance from visitors and to keep items that may be potential weapons in safe places and out of sight when dealing with visitors that may become upset.
3. Reception staff should call a supervisor or director who can assist a visitor who is upset.
4. If a staff person feels threatened by a visitor in a staff office, the staff member may request that a supervisor or another therapist come into the office to assist.
5. All work areas are equipped with panic alarm buttons that are activated by pressing. If a staff person believes a visitor is becoming violent or otherwise dangerous, the panic alarm should be pressed. A silent alarm will be activated and the police will be called to the scene. Upon arrival of emergency personnel, CSP staff defers to their leadership and direction until the emergency situation is resolved.
6. Unless otherwise directed by management or emergency personnel, all other staff should remove themselves and other clients from the emergency area and remain calm and quiet until an "all clear" is directed by management.

**C. Documentation and Training**

1. Incidents of Workplace Violence, theft and vandalism including broken windows, tampering with alarms, suspicious activity and unfamiliar vehicles are documented on an Incident Report (Attachment B- Incident Report) and reported to the Pascua Yaqui Security and the Pascua Yaqui Police Department.
2. CSP provides annual training on de-escalation techniques, CPR and first aid for personnel.

**SUBJECT:**

**Workplace Safety: Personal Safety**

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**IV. ATTACHMENTS:**

A. Incident Report