

CLIENT EMERGENCY PROCEDURES

A. Background

1. There are times when a client voices comments that can be considered a danger to self or others. Depending upon the circumstance specific procedures are followed. The following defines how to determine if the client is a danger to self or to others.
 - a. Danger to self: the client appears depressed or agitated. The client voices a plan to inflict harm upon him/herself.
 - b. Danger to others: the client appears agitated or presents self in a manner not typical of past behavior. The client voices or presents an object that will be used to inflict harm upon another individual.

B. Procedures

1. Danger to Self or Others (not affiliated with IVRS): when the client voices a desire to inflict pain or danger to self or others the counselor should advise the client that he/she will need to report the information to the proper authorities. Proper authorities may be the client's mental health provider, CRP provider, and may also include authorities charged with public safety. The counselor will also counsel the client to obtain help and make the appropriate arrangements to get the client the necessary help.
2. Danger to IVRS Staff: the counselor will inform the manager of the local office immediately whenever possible of the comments made by the client. The counselor will record in the case record the actions made, the comments provided, and perceived voice tone. The local manager will discuss the situation with the Chief of Rehabilitation Services and together they will determine if authorities should be involved. When the threat is determined to be serious the Supervisor of the office will close the case record, and then send the client a letter advising him/her of the case closure and the reason for the closure. The letter will state that the client is not allowed on IVRS property due to the violation and if the client requires a meeting with the supervisor or anyone in the chain of command, the client will make the appropriate arrangements in advance and produce evidence from a qualified mental health professional that the person is no longer a danger to IVRS staff.

March, 2008

