#### Working in Isolation (New)

Issued By: Executive Director

Effective Date: June 15, 2017 Updated:

**Residential Staff**

Special Care Unit Staff working alone between the hours of 8pm and 8am will check-in with Support Services every hour either by phone or by radio. Both the Staff checking in with Front Desk and the Front Desk Staff will log the check-in in their respective logs.

Check-ins will be made on or near the top of each hour. Special Care Unit Staff may check-in more frequently if there is an operational or safety related need.

*When Staff leaves the Special Care Unit periodically, they are required to communicate to Support Services that they will be off the floor for a period of time. During which time, Support Services will monitor the floor through Security Camera Surveillance. Upon return to the floor Special Care Unit Staff must do a round of all common areas of the unit, including the patio, and confirm the unit supervision is re-established and that they are back on the unit.*

When necessary to enhance safety of Staff and Residents, Staffs who are working alone will be encouraged to communicate legitimate concerns related to Clients to Front Desk and/or to Support Services Staff for the purposes of keeping them informed and ready to assist wherever may be necessary, or request their presence on the floor if needed.

If contact is lost with Residential Staff – Support Services will be dispatched to the Residential floor to ensure that the Staff member is okay. If there is an emergency or urgent situation on the Residential floor

– Support Services will assist and Front Desk will contact the Director of Residential Services or Executive Director for direction.

Support and Female Shelter staff are not to access client files, provide any functions of case management, or to provide supervision without staff members present and/or permission from the Supervisor.

**Support Services Staff**

Support Services Staff will make regular rounds to each Residential floor – particularly when Residential Staff are working alone between the hours of 8pm and 8am. Rounds will be made hourly as a minimum. Support Services Staff will check-in with the Residential Staff Member on duty to ensure they are okay and the Residential Staff Member will log these rounds as they occur.

While making their rounds of the building, Support Services personnel are required to report their location to Front Desk Staff at regular intervals (every 15 to 20 minutes) to ensure that ongoing contact is maintained.

If contact is lost with Support Services Staff – the Support Services Manager and the Executive Director will be contacted immediately for direction.

**Female Shelter Staff**

Female Shelter staff are available by request of Special Care Unit Staff, and vice versa, to assist with client related needs such as a second person present when entering a client room. Staff are encouraged

to radio them first should you feel a safety concern is imminent, as their proximity is closer. Staff are then directed to radio Support Services second.