

Section:	Environment/Safety
Policy:	Contraband Items
Policy No:	ES 01
Effective:	03/24/2010
Revised/Approved:	10/23/2018

POLICY: It is the policy of Community Counseling Services (CCS) that all people receiving services and staff members have a right to a safe and healthy treatment/work environment, free from fear that dangerous or potentially dangerous items are available in any of the CCS programs. Potentially dangerous items will be confiscated and held securely as contraband.

PURPOSE: To ensure that the rights of people receiving services are protected against potentially dangerous circumstances while receiving services and that CCS staff members are not exposed to potentially dangerous situations while performing their professional work responsibilities.

PROCEDURE: Contraband items are defined as any items which can be used to function as weapons, instruments of self-harm, or otherwise pose threats of injury. The following is a partial list of articles which may be considered contraband, except when being used appropriately by a CCS staff member in the performance of their specific job functions. Some programs (i.e., SUD Residential, Crisis Stabilization Services) may formulate a program specific listing of contraband items.

- Razor blades, straight razors, safety razors
- Knives and any items that may be used as a knife, such as an ice pick or screwdriver
- Firearms and ammunition
- Non-prescription medicines brought from home
- Glass items, except eyeglasses
- Needles, hooks, pins
- Rope, chains, other corded items
- Shaving lotion, polish remover and caustic liquids
- Aerosol cans
- Illicit drugs
- Cigarettes or other tobacco products (children/adolescents)
- Cigarette lighters and matches (children/adolescents)

In addition to the items mentioned above, the CSU prohibits the following belongings:

- Flat/curling irons, hot rollers
- Hot rollers
- Belts, ties, scarves
- Mirrors
- Body spray, cologne and/or perfume
- Shoe strings
- Boots
- Hard heels
- Plastic bags
- Food

- Pens/pencils
- Radios
- Cell phones
- CD's or DVD's

Contraband items will be handled as follows:

Dangerous items in All Children's Programs: In the event a dangerous item is found to exist while the person receiving services is in a CCS outpatient or day treatment facility, the item will be confiscated by the primary therapist and held until the parent/guardian/legal representative of the person receiving services is able to pick it up. If the person receiving service does not immediately surrender the item to the responsible person, the police will be notified to assist with confiscating illegal items.

Dangerous items in All Adult Programs: Dangerous items as defined by the program must be surrendered to the program administrator in charge, and kept in a locked place until the item can be removed from the premises. If the item is illegal, the incident must be reported to the police. If the person receiving service does not immediately surrender the item to the administrator in charge, the police will be notified to assist with confiscating the item.

Medications: Medication without labels or improperly labeled will be confiscated. If the medication was confiscated from a child or adolescent, it will be held for the parent/guardian/legal representative to pick up or will be destroyed. If the medication was confiscated from an adult, it will be destroyed.

Daily Grooming Items: Razors, hair spray, mirrors, etc., will be dispensed according to the program rules regarding daily grooming item guidelines. Staff members will use good clinical judgment in determining which individuals receiving services will be accompanied while using items such as razors and scissors.

Illicit Drugs and Weapons: Illicit Drugs and weapons will be delivered to the proper authorities or destroyed.

Section: Environment/Safety
Policy: Pest Control
Policy No.: ES 02
Effective: 01/18/1982
Revised/Approved: 3/28/2017

POLICY: It is the policy of Community Counseling Services that regular pest control services will be used in all facilities.

PURPOSE: To promote a clean and disease free work and treatment environment for all staff, individuals receiving services, and visitors to CCS.

PROCEDURE: It is the responsibility of the County Administrator/Program Supervisor and CCS' Officers to ensure that adequate pest control will be conducted on a regular and systematic basis, at least monthly and more frequently if needed, for all facilities owned by CCS. Evidence of pest control service delivery will be maintained in the business office through paid invoices and on site by copies of the invoices. All documentation will be available for review.

Section: Environment and Safety
Policy: Fire, Health, and Safety Equipment Inspection/Monitoring
Policy No: ES 03
Effective: 02/18/1982
Revised/Approved 10/23/2018

POLICY: It is the policy of Community Counseling Services (CCS) to provide a safe and secure work and treatment environment for all staff members and all people receiving services by meeting all state and local fire, health and safety codes.

PURPOSE: To promote safety of staff members and people receiving services during emergencies which could be life threatening.

PROCEDURE:

Inspections: All programs will meet state and local fire, health, and safety codes with documentation maintained at each site. Facilities are inspected and approved by local and/or state fire, health and safety agencies at least annually (within the anniversary month of the previous inspection). The results of the inspections and actions taken to correct any noted citations will be maintained both on site and in the central administrative records in the Administrative Office in West Point. It is the duty of the County Administrator and Program Supervisors, along with the Maintenance Supervisor, to ensure that inspections are conducted and necessary changes made to facilitate compliance with all regulations, and that documentation by appropriate fire and health authorities that noted citations have been corrected is maintained on site. PACH, SUD Residential facility, maintains a certified capacity of sixteen (16) or more participants; therefore, it is the responsibility of the SUD Clinical Coordinator to ensure a Food Service Permit from the MS State Department of Health and a Residential Inspection Report is obtained and renewed annually.

Safety equipment: CCS provides operable 2A-10B, C multi-purpose fire extinguishers in fixed locations that are readily accessible for use throughout each facility. Documentation is maintained that all fire extinguishers are properly maintained and serviced. Smoke detectors/alarms are located throughout each facility and where conditions warrant. Operable carbon monoxide detectors are located every one thousand (1000) square foot area or less in any building where natural gas or any other source of carbon monoxide emission is used, or where there is an open flame. It is the responsibility of the County Administrator, Program Supervisors, and the Maintenance Supervisor to ensure that all fire extinguishers and other equipment, including smoke detectors and carbon monoxide detectors, are inspected annually by an outside source (i.e., fire marshal, fire department representative, fire/safety company) that results in a dated tag on each piece of equipment inspected. Evidence is maintained that fire extinguishers are being recharged or replaced, as needed, but a minimum every six (6) years. Documentation shall be maintained on site of the inspection of smoke alarms and carbon monoxide detectors. For facilities with an existing sprinkler system(s), the sprinkler system(s) must have annual inspection by a licensed company or the local fire authorities. Documentation of an annual inspection by a licensed company is maintained on site.

Monthly Safety Review: Each County Administrator/Program Supervisor shall ensure that a monthly inspection is conducted/documentated by a designated staff member to verify that equipment is properly inspected as follows:

Fire extinguishers: Staff must physically inspect each extinguisher monthly and document on the extinguisher tag by date and initials of the person completing the inspection. Inspection shall include the following: a) verify the locking pin is intact and the tamper seal is unbroken, b) examine the extinguisher for obvious physical damage, corrosion, leakage, or clogged nozzle, c) confirm the pressure gauge or indicator is in the operable range or position, and d) lift the extinguisher to ensure it is still full. Fire extinguishers mounted in agency vehicle are to be included.

Fire detection equipment: Staff must verify/document that each detector is working properly by testing the audible signal.

Carbon Monoxide detectors: Staff must verify/document that each detector is working properly by testing the audible signal.

Lighted exit signs/Emergency lighting: Staff must verify/document that each sign is working properly by interrupting the power supply to the sign/light for at least thirty seconds.

Water temperatures: Staff must verify/document the hot water temperature at each fixture measures between 100 and 120 degrees Fahrenheit.

Facility conditions: Staff must visually verify the program's environment is safe and sanitary during month safety review.

Documentation of monthly inspections will be maintained on a monthly safety review log and will be submitted to the West Point Administrative Office each month to verify that appropriate inspections have occurred.

Section: Environment/Safety
Policy: Facilities
Policy No: ES 04
Effective: 02/01/1997
Revised/Approved: 06/22/2021

POLICY: It is the policy of Community Counseling Services (CCS) that all facilities conform to Mississippi Building Codes unless superseded by more restrictive regulations by Section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act (P.L. 101-336).

PURPOSE: To ensure that all facilities are safe, sanitary, and accessible to any person in need of a service from CCS.

PROCEDURE: The Executive Director shall ensure that all CCS facilities are in compliance with Section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act. For Supervised Living facilities, modifications will be made based on the needs of the people served. Services will not be denied based on the need for modification. New construction of program sites or renovation of existing locations must be in compliance with ADA requirements.

Special emphasis is placed on the following:

It is the responsibility of each County Administrator/Program Supervisor and the Maintenance Supervisor to ensure that the interior and exterior of each facility is maintained in a safe and sanitary manner; that furnishings are clean, well-kept and in good repair; that all facilities have operational utilities (light, water/sewer, heat, electricity and operable hot water); and that a plan of action is in place at each program site in case utilities fail readily available for review. The following Plan of Action will be utilized when utilities fail:

- When a safety issue is identified as a result of inoperable utilities, the area should be cleared and if needed, the building should be evacuated.
- If safety issues warrant, 911 will be contacted.
- The supervisor for the building/program, or his/her designee, will contact the appropriate utility company within 30 minutes of discovering the issue, as well as, notify the Administrative office.
- If it is determined that an internal maintenance issue is the cause of inoperable utilities, a maintenance request will be submitted internally.
- For electrical/power outage, operations can generally continue with natural light and/or the use of flashlights. For extended outages, a portable generator will be utilized. For water/sewer outages, other CCS offices and public buildings within walking distance that have operable water/sewer can be utilized. If water is continuously inoperable for more than 24 hours, programs will be moved to a temporary location that has water until the issue can be resolved. For extended gas outages that impact adequate heating of the building, portable/gas heaters will be utilized until gas/heat is back operable.
- The supervisor for the building/program, or his/her designee, shall notify staff and the Administrative office once services are restored.

Each County Administrator/Program Supervisor shall ensure that all facilities for which he/she is responsible have operable hot water and that the water temperature in all water heaters in facilities providing services to individuals must be set and maintained between one hundred (100) and one hundred twenty (120) degrees Fahrenheit.

Each County Administrator/Program Supervisor shall ensure that emergency lighting systems (appropriate to the setting) are located in corridors/hallways of all facilities under his/her supervision. The emergency lighting system must provide required illumination automatically in the event of any interruption of normal lighting. For Community Living programs not owned by the provider, there must be alternative lighting such as battery operated flashlights or generators.

Any program which has a kitchen that is used by persons receiving services must be designed and equipped to facilitate preparing and serving meals in a clean and orderly fashion. At a minimum, equipment must include:

- A two-compartment sink or an automatic dishwasher and a single sink (except in single occupancy living situations, in which case a single compartment sink is acceptable)
- Adequate supply of dishes, cooking utensils, etc.
- Adequate refrigeration facilities
- Adequate space for the storage of food supplies (No food supplies may be stored on the floor.)
- Approved fire extinguishing equipment and alarms/smoke detectors which show evidence of fire department inspection placed strategically to allow detection of smoke/fire in the kitchen

The County Administrator/Program Supervisor shall ensure that each facility under his/her supervision complies with the following:

- Flammable liquids and other harmful materials are stored to provide for the safety of the individuals enrolled and the staff members working in the program.
- Any location with a clothes dryer has an exterior ventilation system free from excessive lint and dust accumulation.
- Floor space is available for lounge/dining/visitation that is easily accessed/exited in case of emergency.
- No stove or combustion heater may be located as to block escape in case of fire arising from malfunction of the stove or heater.
- No portable heaters are allowed in service areas.

The Department of Mental Health may require additional square footage in any program in order to accommodate the needs of people in the program. Should that requirement be invoked, it shall be the responsibility of the County Administrator/Program Supervisor to arrange for that additional square footage in a timely manner.

Doors/Doorways/Exits: Diagrams of Escape routes must be easy to read from a short distance and posted in highly visible locations throughout the environment, clearly indicating where a person is located in relation to the nearest exit(s). Every exit shall be clearly visible and arranged/marked so that the way to a place of safety is indicated in

a clear manner. Each site will specify escape routes and procedures, and post maps/diagrams of the escape routes at highly visible locations throughout the environment. Those posted maps/diagrams shall indicate where a person is relative to the nearest exit(s) and shall have an "x" or similar marking to show the location of the person in relation to the map/diagram at which he/she is looking. All posted maps/diagrams shall be correctly oriented to the layout of the building. The County /Program Supervisor shall ensure that:

- Evacuation routes are planned for all types for fire/disaster
- Diagrams are posted showing at least two (2) evacuation routes from each location.

In lieu of posted escaped routes, providers of Supervised/Supported Living services must document training that prepares a person to exit the location in the event of emergency. Training must be conducted at the time of admission and at least quarterly thereafter. Documentation of the training must be maintained on site.

The County Administrator/Program Supervisor shall ensure that in each facility under his/her supervision:

- Bathroom door locks must be designed to permit the opening of the locked door from the outside.
- The clear width of doorways when the door is in the full open position must not be fewer than thirty-two (32) inches in width.
- Doors opening onto stairs must have a landing, at a minimum, the width of the door.
- No door in any path of exit, or the exit door itself, may be locked when the building is occupied.
- Exterior doors shall be permitted to have key-operated locks from the egress side, provided the following criteria are met (Exclusion: Supporting Living Services, Supervised Living in apartment settings):
 - A readily visible, durable sign in letters not less than one (1) inch high on contrasting background that reads as follows: THIS DOOR TO REMAIN UNLOCKED WHEN THE BUILDING IS OCCUPIED.
 - The locking device is one that is readily distinguishable as locked.
 - Each staff member inside the building must have a key on their person when the egress door is locked.
 - There may only be one locked door per means of egress.
- Every exit shall be clearly visible, or the route to reach every exit shall be conspicuously indicated. Each means of egress, in its entirety, shall be arranged or marked so that the way to a place of safety is indicated in a clear manner.
- Two (2) means of exit per service area must be provided which are readily accessible at all times and are remote from each other and so arranged and constructed to minimize any possibility that both may be blocked by fire or other emergency condition.
- Exits must be marked by a lighted sign with lettering, at a minimum, six (6) inches in height on a contrasting background in plain lettering that is readily visible from any direction of exit access (excludes supervised and supported living services). The sign must be lighted at all times. The illuminated lights shall have battery backup in order to be readily visible in case of electrical failure or have a backup generator system.

- Any accessible window(s) must be operable from the inside without the use of tools and must provide a clear opening of not fewer than twenty (20) inches in width and twenty-four (24) inches in height.

Handicapped-accessible rest rooms: Each County Administrator/Program Supervisor shall ensure that in each facility under his/her supervision there is at least one rest room accessible to people with physical disabilities. Either one accessible restroom for each sex or one accessible unisex restroom is acceptable. Non-residential programs serving individuals with intellectual disabilities and/or other developmental disabilities must offer adequate changing facilities that provide privacy and preserve personal dignity. Each handicapped-accessible restroom must meet the following requirements:

- The accessible restroom stall must have grab bars behind and beside the toilet and on the side wall nearest the lavatory/sink
- All faucets, soap and other dispensers and hand dryers (if present) must be within reach of someone using a wheelchair and usable with one closed fist
- All doors, including stall doors in the restroom, must be operable with a closed fist from inside the exit
- Door locks are designed to permit the opening of the locked door from the outside

Stairs/landings/ramps/guards/handrails: Each County Administrator/Program Supervisor will ensure that the following regulations are met at all times:

- Doors opening onto stairs must have a landing, at a minimum, the width of the door.
- Minimum head room on stairs to clear all obstructions must be six feet and eight inches (6'8").
- Stairs in program facility(ies) must have the following dimensions:
 - Stair width must not be fewer than thirty-two (32) inches.
 - A minimum tread depth of each step of the stairs must not be fewer than nine (9) inches.
 - Maximum height of risers in each step must not exceed eight (8) inches.
- Guards and handrails must be provided on both sides of all stairs and ramps rising more than thirty (30) inches above the floor or grade below
 - Guards and handrails must continue for the full length of the ramp or stairs.
 - Handrails must provide at least one and one-half (1½) inches between the inner side of the rail and support wall.
 - Handrails must not be more than thirty-eight (38) inches nor fewer than thirty-four (34) inches above the tread of the step or ramp.
- Steps, ramps and the platforms and landings associated with them must be:
 - Designed for at least one hundred (100) pounds per square foot
 - Have a slip-resistant surface

Water Fountains: Each County Administrator/Program Supervisor will ensure that the following regulations are met at all times:

- Any program having drinking fountains must have at least one fountain that meets the following ADA qualifications:
 - Has clear floor space of at least thirty (30) by forty-eight (48) inches in front
 - Has a spout no higher than thirty-six (36) inches from the floor

- Has controls mounted on the front or side near the front edge and is operable with a closed fist

Section: Environment/Safety
Policy: Firearms and other Dangerous Weapons
Policy No: ES 05
Effective: 02/16/1993
Revised/Approved: 04/22/2014

POLICY: It is the policy of Community Counseling Services (CCS) that the possession and/or use of firearms or other dangerous weapons on the premises of any CCS site by any employee, consultant, or contractor is strictly prohibited.

PURPOSE: To ensure that CCS employees, people receiving services, and visitors are provided a safe and secure work and treatment environment.

PROCEDURE: Signage will be posted in each CCS office stating that no weapons are allowed on CCS premises except by local, state and/or federal law enforcement officers in the execution of their duties. Discovery of the possession and/or use of weapon on CCS property will be grounds for immediate termination of employment or contract.

Local, state, and/or federal law enforcement officers and security guard will be permitted to carry a weapon in the execution of their duties while inside a CCS facility or while on CCS property. However, when law enforcement personnel or security guards are inside a CCS facility for other purposes (training, accessing services, etc.), weapons will not be permitted.

Section: Environment and Safety
Policy: Environment and Safety Standards for Community Living/Crisis Residential Unit
Policy No.: ES 06
Effective: 02/01/1997
Revised/Approved: 6/22/2021

POLICY: It is the policy of Community Counseling Services (CCS) that community living facilities, including Crisis Residential Units, shall meet all standards as outlined in Policy ES 04: Facilities, as well as, those indicated in this policy. Supported Living and Supervised Living programs that are not owned/operated by a certified provider are exempt from some or all the procedures and standards outlined in this part as noted.

PURPOSE: To facilitate the health, safety and well-being of all people receiving services who occupy community residential facilities

PROCEDURE: County Administrators/Program Supervisors of Community Living programs and Crisis Residential Units shall ensure that facilities utilized as community living facilities meet applicable standards. Specifically,

SUD Residential Services: These regulations apply to environmental and safety requirements that are in addition to or more appropriate for SUD Residential Services.

- Resident bedrooms must house no more than three (3) persons each.
- On-site staff coverage twenty-four (24) hours a day is assigned, maintained and documented with a staff member designated as responsible at all times and male/female staff coverage when necessary.
- Ensure that the laundry room has an exterior ventilation system for the clothes dryer.
- Ensure adequate visiting areas are provided for residents and visitors.
- Separate storage areas for:
 - Sanitary linen
 - Food (Food supplies cannot be stored on the floor.)
 - Cleaning supplies
- All providers of Community Living Services have an adequate, operable heating and cooling system is provided to maintain temperature between sixty-eight (68⁰) degrees and seventy-eight (78⁰) degrees Fahrenheit.
- All programs of two stories or more in height where residents are housed above the group floor must be protected throughout by an approved automatic sprinkler system (unless grandfathered in) and a fire alarm/detection system.
- Auditory smoke/fire alarms with a noise level loud enough to awaken residents must be located in each bedroom, hallways and/or corridors, and common areas.
- Programs using fuel burning equipment and/or appliances (i.e., gas heater, gas water heater, gas/diesel engines, etc.) must have carbon monoxide alarms/detectors placed in a central location outside of sleeping areas.
- Each bedroom must have at least two means of escape
- Residents must not have to travel through any room not under their control (i.e., subject to locking) to reach designated exit, visiting area, dining room, kitchen, or bathroom.

- Two means of exit per living area must be provided and must be readily accessible at all times remote from each other, and so arranged and constructed to minimize any possibility that both may be blocked by fire or other emergency condition.
- Programs must have the capacity to monitor unauthorized entrance, egress, or movement throughout the facility.
- Resident bedrooms must have an outside exposure at ground level or above. Windows must not be more than forty-four (44) inches off the floor if identified as a means of egress. All windows must be operable.
- Resident bedrooms must meet the following dimension requirements:
 - Single room occupancy: at least one hundred (100) square feet
 - Multiple occupancy: at least eighty (80) square feet for each resident
- Resident bedrooms must be appropriately furnished with a minimum of a single bed, a chest of drawers, and adequate storage/closet space for each resident.
- Resident bedrooms must be located so as to minimize the entrance of unpleasant odors, excessive noise, or other nuisances.
- Beds must be provided with a good grade of mattress which is at least four (4) inches thick on a raised bed frame. Cots or roll-away beds may not be used.
- Each bed must be equipped with a minimum of one pillow and case, two sheets, spread, and blanket(s). An adequate supply of linens must be available to change linens at least once a week or sooner if they become soiled.
- All programs must have a bathroom with at least one (1) operable toilet, one (1) operable lavatory/sink, and one (1) operable shower or tub for every six (6) residents.
- All programs must ensure bathtubs and showers are equipped with:
 - Soap dishes
 - Towel racks
 - Shower curtains or doors
 - Grab bars (as needed by the residents)
- For individuals admitted into SUD Residential Services, they must receive a medical assessment within forty-eight (48) hours of admission to screen for health risks.

Supervised Living: These regulations apply to environmental and safety requirements that are in addition to or more appropriate to Supervised Living (SMI/IDD).

- Supervised Living facilities must, to the maximum extent possible, duplicate a “homelike” environment.
- Furnishings are safe, up-to-date, comfortable, appropriate, and adequate. Furnishings to the extent possible are chosen by the individuals currently living in the home.
- Access to a washer and dryer in the home, apartment, or apartment complex and ensure the laundry room or area has an exterior ventilation system for the clothes dryer.
- Providers must develop policies regarding pets and animals on the premises.
- Resident bedrooms must not have windows over forty-four (44) inches off the floor if identified as a means of egress. All windows must be operable.
- Resident bedrooms must meet the following dimension requirements:
 - Single room occupancy – at least one hundred (100) square feet
 - Multiple occupancy – at least eighty (80) square feet for each resident

- Resident bedrooms are located so as to minimize the entrance of unpleasant odors, excessive noise, or other nuisances.
- Beds are provided with a good grade of mattress which is at least four inches thick on a raised bed frame. Cots or roll-away beds are not used.
- Each bed must be equipped with a minimum of one pillow and case, two sheets, spread, and blanket(s). An adequate supply of linens must be available to change linens at least once a week or sooner if they become soiled.
- Individuals have the freedom to furnish and decorate their own rooms in compliance with any lease restrictions that may be in place regarding wall color, wall hangings, etc.
- All programs have a bathroom with at least one (1) operable toilet, one (1) operable lavatory/sink and one (1) operable shower or tub for every six (6) residents.
- All programs ensure that bathtubs and showers are equipped with:
 - Soap dishes
 - Towel racks
 - Shower curtains or doors
 - Grab bars as needed by residents
- Each resident must be provided at least 2 sets of bath linens, including bath towels, hand towels, and wash cloths.
- All programs of two stories or more in height where residents are housed above the group floor must be protected throughout by an approved automatic sprinkler system (unless grandfathered in) and a fire alarm/detection system.
- Auditory smoke/fire alarms with a noise level loud enough to awaken residents is located in each bedroom, hallways, and/or corridors, and common areas.
- Facilities using fuel burning equipment and/or appliances (i.e., gas heater, gas water heater, gas/diesel engines, etc.) have carbon monoxide detectors/alarms placed in a central location outside of sleeping areas.
- Each bedroom has at least two means of escape.
- The exit door(s) nearest the residents' bedroom must not be locked in a manner that prohibits ease of exit.
- Residents do not have to travel through any room not under his/her control (i.e., subject to locking) to reach designated exit(s), the visiting area, dining room, kitchen, or bathroom.
- All providers must ensure visiting areas are provided for residents and visitor and each visiting area must have at least two means of escape.
- Programs have separate storage for:
 - Sanitary linen
 - Food (food supplies cannot be stored on the floor)
 - Cleaning supplies
- Programs have an adequate, operable heating and cooling system to maintain temperature between sixty-eight (68^o) degrees and seventy-eight (78^o) degrees Fahrenheit.
- The setting is integrated in and supports full access to the community to the same extent as people not receiving Supervised Living Services.

Supported Living: These regulations apply to environmental and safety requirements that are in addition to or more appropriate to Supported Living (SMI/IDD).

- A fire extinguisher(s) compliant with the requirements stated in policy ES 03.

- If the housing unit is supplied with gas or other type of fuel that could create danger from carbon monoxide, the apartment/residence must have an operable carbon monoxide detector compliant with requirements stated in policy ES 03.
- At the time of admission and at least annually, training must be provided, and documented in the person's case record, to adults receiving any type of Supported Living Services (whether or not the housing unit is owned/operated by Community Counseling Services) which includes, but is not limited to, the following:
 - Process for evacuating his/her housing unit/house in the event of an emergency.
 - The PASS (Pull, Aim, Squeeze, Sweep) method of using a fire extinguisher. If necessary, staff members must assist in obtaining and mounting the fire extinguisher(s).
 - Fire, smoke, and carbon monoxide safety and the use of detectors. If necessary, staff members must assist in obtaining and mounting fire, smoke, and carbon monoxide detectors.
 - Hot water safety. If necessary, staff members must assist in testing and regulating the hot water temperature and documenting such in a log to be maintained by the provider staff.
 - Any other health/safety issues based on the needs or identified risk for each individual.
 - How to contact 911 in an emergency
 - How to contact agency provider employees in an emergency

Supported Living Services are provided in home-like settings where people have access to the community at large, to the extent they desire, as documented in the Plan of Services and Supports and Activity Support Plan (IDD Supported Living specific).

Crisis Residential Units: These regulations apply to environmental and safety requirements that are in addition to or more appropriate for Crisis Residential Units. All staff will routinely assess the facility for access to potential lethal means of harm. Identified risks will be eliminated immediately whenever possible and reported to the CSU Director. For risks that require building modifications, the CSU Director will assess the risk and recommended appropriate modifications eliminate potential risk.

- On-site staff coverage twenty-four (24) hours a day is assigned, maintained and documented with a staff member designated as responsible at all times and male/female staff coverage when necessary.
- Ensure that the laundry room has an exterior ventilation system for the clothes dryer.
- Ensure adequate visiting areas are provided for residents and visitors.
- Furnishings are safe, up-to-date, comfortable, appropriate, and adequate.
- Separate storage areas for:
 - Sanitary linen
 - Food (Food supplies cannot be stored on the floor.)
 - Cleaning supplies
- Ensure adequate, operable heating and cooling system is provided to maintain temperature between sixty-eight (68^o) degrees and seventy-eight (78^o) degrees Fahrenheit.

- All programs of two stories or more in height where residents are housed above the group floor must be protected throughout by an approved automatic sprinkler system (unless grandfathered in) and a fire alarm/detection system.
- Auditory smoke/fire alarms with a noise level loud enough to awaken residents must be located in each bedroom, hallways and/or corridors, and common areas.
- Programs using fuel burning equipment and/or appliances (i.e., gas heater, gas water heater, gas/diesel engines, etc.) must have carbon monoxide alarms/detectors placed in a central location outside of sleeping areas.
- Each bedroom must have at least two means of escape
- Residents must not have to travel through any room not under their control (i.e., subject to locking) to reach designated exit, visiting area, dining room, kitchen, or bathroom.
- Two means of exit per living area must be provided and must be readily accessible at all times remote from each other, and so arranged and constructed to minimize any possibility that both may be blocked by fire or other emergency condition.
- Programs must have the capacity to monitor unauthorized entrance, egress, or movement throughout the facility. The CSU is equipped with a security system, inclusive of security cameras to monitor the safety of the facility/residents. The security system has exit doors operated by magnetic/electronic release system. All doors include signage identifying the door as an emergency exit. The system is readily accessible and in location in which only staff has access.
- Resident bedrooms must have an outside exposure at ground level or above. Windows must not be more than forty-four (44) inches off the floor if identified as a means of egress. All windows must be operable.
- Bedrooms have outside exposure at the ground level with windows that are not over forty-four inches off the floor.
- Resident bedrooms must meet the following dimension requirements:
 - Single room occupancy: at least one hundred (100) square feet
 - Multiple occupancy: at least eighty (80) square feet for each resident
- Resident bedrooms must house no more than two (2) persons each.
- Resident bedrooms must be appropriately furnished with a minimum of a single bed and adequate storage for each resident.
- Resident bedrooms must be located so as to minimize the entrance of unpleasant odors, excessive noise, or other nuisances.
- Beds must be provided with a good grade of mattress which is at least four (4) inches thick on a raised bed frame. Cots or roll-away beds may not be used.
- Each bed must be equipped with a minimum of one pillow and case, two sheets, spread, and blanket(s). An adequate supply of linens must be available to change linens at least once a week or sooner if they become soiled.
- All programs must have a bathroom with at least one (1) operable toilet, one (1) operable lavatory/sink, and one (1) operable shower or tub for every six (6) residents.
- All programs must ensure bathtubs and showers are equipped with:
 - Soap dishes
 - Towel racks
 - Shower curtains or doors
 - Grab bars (as needed by the residents)
- Pets will not be allowed on the premises of the CSU.

- Smoking and e-cigarettes are prohibited in compliance with policy ES 08: Smoke-Free Environment

Mississippi DMH Operational Standards addressed: Rule 19.6V2, 19.7, 28.2, 28.4, 30.4A-X, 30.7, 31.6

Section: Environment/Safety
Policy: Surveillance Cameras
Policy No: ES 07
Effective: 8/28/2018
Revised/Approved:

POLICY: It is the policy of Community Counseling Services to strategically place interior and exterior surveillance cameras in CCS' facilities.

PURPOSE: To protect CCS from theft and other security issues, as well as, offer a safe environment for employees and individuals receiving services.

PROCEDURE:

Definitions:

Surveillance Camera: Any technology device used alone or in conjunction with a network, for the purpose of gathering, monitoring, recording or storing audio/or image of CCS' facilities and/or people in CCS' facilities. Audio and/or images captured by surveillance cameras may be real-time or preserved for review at a later date. Such devices may include, but are not limited to the following: close circuit television, web cameras, real-time surveillance systems, and computerized visual monitoring.

Surveillance Monitoring or Recording: The process of using a surveillance camera to observe, review or store visual images for purposes of deterring crime and protecting safety and security.

CCS Facilities: All space and facilities which are located on CCS/Regional Foundation owned, leased or controlled property, both internal and external, and includes all buildings, offices, common spaces, grounds, and all other spaces.

General:

Surveillance cameras will only be installed with the approval of the Executive Director or his/her designee. Only authorized personnel, as determined by the Executive Director or his/her designee, will be involved in, or have access to, surveillance monitoring. Surveillance cameras will be installed and configured to prevent tampering with or unauthorized duplicating of recorded information. The conduct of surveillance monitoring or recording, and the use of surveillance cameras are limited to uses that do not violate federal or state constitutional protections against unreasonable search and seizure or other applicable laws including federal and state laws prohibiting wiretapping and electronic surveillance of aural communications.

Locations:

Surveillance cameras, with both video and audio capabilities, will be strategically located throughout CCS facilities in order to monitor activity both outside and within CCS facilities. This includes parking lots, grounds, hallways, common/open areas, front desk areas and waiting rooms. Surveillance cameras will not be located in areas in which reasonable privacy is expected. These include restrooms, break rooms, individual staff offices, or employee lounges. In facilities in which people receiving services require constant monitoring to ensure their safety and well-being, cameras will be located in bedrooms.

Employee Notification: Employees will be notified at the time of hire that surveillance cameras are utilized throughout CCS facilities in an effort to protect CCS from theft and to promote the health and safety of all employees, individuals receiving services, and visitors. An employee's acknowledgement of having reviewed and being responsible for the content of CCS' Policies and Procedures Manual will serve as documentation that employees have been notified of the presence of surveillance cameras and their use. In addition, signs will be posted in all offices indicating the use of surveillance cameras.



Section: Environment/Safety
Policy: Smoke-Free Environment
Policy No: ES 08
Effective: 11/12/1992
Revised/Approved: 10/23/2018

POLICY: It is the policy of Community Counseling Services (CCS) to provide a smoke free workplace for all employees, people receiving services and visitors. The Executive Director shall ensure compliance with provisions of Public Law 103-277 (Pro-Children Act of 1994). This policy covers the use of cigarettes, as well as, e-cigarettes.

PURPOSE: To promote the wellness and good health of all people receiving services, staff members and visitors by ensuring that CCS employees, individuals receiving services, and visitors will not be exposed to a smoke-contaminated environment.

PROCEDURE: All facilities/campuses/vehicles of CCS are smoke-free; therefore, all employees, people receiving services, and visitors must refrain from smoking cigarettes or e-cigarettes in any CCS building, vehicle, or CCS property, both inside and outside the facilities. Employees transporting people receiving services in their personal vehicles shall ensure that no smoking occurs in the vehicle when a person receiving services is present. Any employee of CCS found in violation of this policy or permitting a person receiving services or visitor to violate this policy shall be subject to disciplinary action.

Exception: Designated outdoor smoking areas are located at SUD Residential Treatment facilities located in Columbus. Smoke break times will be posted and only apply to people receiving services. These smoke areas and times do not apply to visitors or employees of Community Counseling Services.

Section: Environment/Safety
Policy: Transportation of People Receiving Services
Policy No: ES 09
Effective: 01/31/1991
Approved/Revised: 6/22/2021

POLICY: It is the policy of Community Counseling Services (CCS) that all staff members and the vehicles they utilize will comply with the applicable laws of Mississippi regarding motor vehicle operation, inspection, licensure and maintenance.

PURPOSE: To ensure that people receiving services from CCS programs are not subject to any undue risk when riding in a CCS vehicle or the vehicle of a CCS staff member.

PROCEDURE: All vehicles and drivers are required to comply with the applicable laws of Mississippi regarding motor vehicle operation, licensure, and maintenance. Liability insurance will be maintained on all CCS vehicles with proof of insurance being maintained in the glove box of each vehicle. All drivers of CCS-owned vehicles must maintain a current driver's license and be approved to be covered by the agency's automobile liability policy. Any staff member using his/her personal vehicle for transportation, must have/maintain a current driver's license and auto insurance. Proof must be submitted to the HR Department to be maintained in an employee's personnel file.

Maintenance records, insurance documentation, titles, etc. of CCS-owned vehicles are maintained at the CCS Administrative office or in each CCS vehicle as appropriate. The Maintenance Supervisor will ensure that all CCS vehicles are maintained in good working condition and routine maintenance is conducted.

Staff to rider ratio:

When children aged zero to six (0 – 6) years of age are transported in one vehicle, the staff ratio in addition to the driver must be one (1) staff to five (5) children and one (1) staff to three children when more than three (3) are infants or toddlers (0 – 24 months). When transporting people with intellectual/developmental disabilities, there must be adequate staff to meet the needs of individuals being transported. Additional staff is available to assist with transportation if the needs of the people being transported warrant additional support or for specific programs as directed by the County Administrator/Program Supervisor.

Safety and well-being:

All CCS vehicles used for the transportation of people receiving services shall be accessible based on the person's needs and reasonable requests. All vehicles are equipped with a secure, operable seat belt for each passenger transported, as per CCS *Seat Belt* Policy. Children must be seated in approved safety seats with proper restraint in accordance with state law.

As people enter and exit CCS vehicles, the driver shall maintain a count of people entering and exiting the van and record this information on the Vehicle Trip/Passenger Record to ensure that all passengers are accounted for after each trip/route. Such

Passenger Record(s) are available for review. Staff members will observe people entering their home/residence or designated drop off location before leaving the destination site. Staff members will assist people receiving services as needed in boarding and leaving the van (i.e., elderly individuals, individuals with physical disabilities). The driver must be stationed at the passenger entrance to the van at any time people receiving services board or leave the van and shall ensure that people receiving services board/leave the van safely. If needed to prevent premature exit before a staff member can be stationed at the door, the child safety lock will be utilized.

Drivers must ensure that during each trip/route, a cell phone is available for emergency communication. This can be an employee's personal cell phone as long as it is operational and available for use. Any charges incurred for emergency communication can be submitted for reimbursement. In cases where a driver does not have an operational/available cell phone, a CCS van phone can be checked out from the front office. Should there be a need to use the cell phone and there is a staff member in the vehicle in addition to the driver, that non-driving staff member may use the phone as necessary when the vehicle is in motion. If the driver is the only staff member in the vehicle, he/she shall pull off the road to a safe location and securely stop the vehicle before answering the phone, even if that means letting the ringing stop while coming to a secure off-road stop. The driver can then return the missed call. If the driver needs to make a call, he/she shall pull off the road to a safe location and securely stop the vehicle before making the call. **Observed/verified cell phone use by the driver when the vehicle is in motion will result in disciplinary action, up to and including termination.**

Should staff members be unable to leave someone at home or an alternate site as specified by family/legal guardian, the following procedure shall be utilized:

1. The driver or other staff person shall contact his/her supervisor for consultation about a course of action to ensure the person's well-being.
2. The supervisor shall make an attempt to contact a family member/legal guardian to determine an alternate site for leaving the person.
3. Should the supervisor reach a family member/legal guardian, the advice of that responsible party shall be followed.
4. Should the supervisor not be able to reach a family member/legal guardian, the supervisor and staff member shall make a decision regarding appropriate action taking into consideration the person's age, disability, support system, level of functioning at the time of the situation.
5. A staff member will remain with the person until a drop-off location that ensures the person's well-being is determined.

Vehicle maintenance:

A preventive maintenance inspection by the driver shall be completed for each vehicle before the vehicle begins the first trip/route of the day. The Vehicle Daily Inspection Form shall be signed and dated by the driver and maintained in the vehicle during the week. At the end of the week, the inspection form should be maintained in the main county office with log books/keys or in a separate file that can be easily accessed. Mechanical difficulties or problems needing immediate attention shall be reported by the driver to his/her supervisor and the Vehicle Maintenance Technician at the time the

problem is identified. The following are examples of items that require immediate attention:

- Flat tire
- Low oil level
- Check engine light is on
- Interior vehicle warning lights are illuminated
- Exterior lights/brake lights are not functioning properly
- Unusual or unidentified noise/smell that causes concern
- Failure to start/run properly
- Accident/vehicle damage
- Any other issue(s) that presents concern for transporting individuals safely

Problems noted or items not needing immediate attention that are identified on the Vehicle Daily Inspection Form require that a Vehicle Maintenance work order be completed and submitted to the Vehicle Maintenance Technician once identified. Work orders should be submitted via the Vehicle Maintenance Help Desk. Vehicle maintenance logs are available for all vehicles used to provide transportation.

The daily preventive maintenance inspection shall include that the following items to be checked on a daily basis before the first trip of the day:

- Oil level is adequate
- Date/mileage at which vehicle will be due for an oil change has not been reached (every 5,000 miles)
- Water reservoir is full
- Current insurance card is present
- Windshield wipers are functioning properly
- Windshield is in good condition – no chips/cracking are present and windshield is clean
- All driver/passenger seat belts are intact and in working order
- The emergency brake and brake pedal are working correctly
- Tire pressure reads 50 psi front/80 psi back and appropriate tire tread depth is present
- All outside lights are working appropriately (HL, TL, BL)
- Horn blows easily
- Exterior is free from any new dents/damage
- Fire extinguisher is present, charged, tagged, and up to date, and secure
- First aid kit is present, complete and current
- Flares appear to be in good condition
- Reflectors are working properly
- Cell phone is present and available for use
- Flashlight produces strong beam
- Lift operation (if equipped) is working properly
- Other areas of concern identified

The vehicle maintenance specialist is responsible in ensuring that each vehicle has a securely mounted/fixed fire extinguisher with proof of annual inspection, flares or reflectors, a flashlight, and a first aid kit which contains the following, current items:

- Gloves

- Adhesive bandages
- Gauze
- First aid tape
- Sterile pads
- Antiseptic wipes
- A first aid booklet

It is the responsibility of the driver completing the daily inspection to ensure all items are present and submit a work ticket for missing items or items that need replaced.

Accident procedures:

In the event of an accident, the following 7 steps should be taken to ensure the safety on all persons and that proper reporting procedures are followed.

1. Assess all people on the vehicle (staff included) to determine if there are any injuries. Take whatever immediate measures are necessary to respond to individual needs and to ensure that people remain safe.
2. For accidents involving other vehicles and/or potential life threatening/significant injuries, call 911 so law enforcement and the ambulance can be dispatched.
3. Contact the appropriate supervisor and the Maintenance Supervisor to notify them of the accident. Follow directives regarding offering medical treatment if needed and/or contacting guardians/family members of people involved in the accident.
4. Contact the Human Resources Department so arrangements can be made for needed medical care and appropriate insurance carriers can be notified. A post-accident drug screen will be coordinated by the HR Department for the vehicle driver in compliance with CCS' post-accident drug screen policy.
5. Do not move the vehicle unless leaving the vehicle at the present location presents additional danger/risk or if law enforcement instructs you to do so.
6. Comply with law enforcement and answer questions as requested.
7. If physically possible, the incident report should be completed prior to leaving the worksite for the day. All staff members present must complete separate incident reports.

Transportation provided in private vehicles must comply with this policy, with the exclusion of having to have available for review a) accounting of people entering and exiting the vehicle b) vehicle maintenance logs, c) pre-trip inspections, and d) first aid kit.

Section:	Environment/Safety
Policy:	Emergency/Disaster Response Plans and Continuity of Operation
Policy No:	ES 10
Effective:	08/01/1998
Revised/Approved:	06/22/2021

POLICY: It is the policy of Community Counseling Services (CCS) to plan for appropriate action in the event of a serious emergency/disaster.

PURPOSE: To assure the safety of people receiving services, employees and visitors in the event of natural disasters or other emergencies that could disrupt the normal agency operations and to assure that all employees are familiar with specific emergency procedures

PROCEDURE: It is the responsibility of the County Administrator/Program Supervisor to ensure that an "Emergency/Disaster Response Plan" is developed and maintained for each site. Information may be similar to other locations, but specific site information is required. The Plan shall address responding to:

- Fire
- Tornado
- Flooding
- Earthquake
- Civil Disturbance
- Bomb Threat
- Utility failure (see policy ES 04)
- Other threatening disasters such as workplace violence (see policy ES 16)

The plan shall include:

- Lines of authority and incident command
- Identification of a Disaster Coordinator
- Notification and plan activation
- Coordination of planning and response activities with local and state emergency management authorities
- Assurances that staff will be available to respond during an emergency/disaster
- Communications with individuals receiving services, staff, governing authorities and accrediting and/or licensing entities
- Accounting for all persons involved (staff and people receiving services)
- Conditions for evacuation
- Procedures for evacuation
- Conditions for agency closure
- Procedures for agency closure
- Schedules of drills for the plan
- The location of all fire extinguishing equipment, carbon monoxide detectors (if gas or any other means of carbon monoxide emission is used in facility) and alarms/smoke detectors
- The identified or established method of annual fire equipment inspection

- Escape routes and procedures that are specific to location/site and the type of disaster(s) for which they apply.
- Procedures for post event conditions (i.e., loss of power, telephone service, ability to communicate)

It is the responsibility of the Executive Director to ensure that a Continuity of Operations Plan (COOP), approved by the governing body, for responding to natural disasters, manmade disasters, fires, bomb threats, utility failures and other threatening situations, such as workplace violence be developed for the agency as a whole and a copy be maintained at each site location and the administrative office. This plan must address at a minimum:

- Identification of the provider's essential functions in the event of an emergency/disaster
- Identification of necessary staffing to carry out essential functions
- Delegations of authority
- Alternate work sites in the event of location/site closure
- Identification of vital records and their locations
- Identification of a system to maintain security of and access to vital records

It is the responsibility of the County Administrator/Program Supervisor to ensure that each Emergency/Disaster Response Plan and Continuity of Operations Plan is specific to each certified location/site, is approved by the Governing Authority, and a copy is present at each location, as well as the administrative office.

It is the responsibility of CCS' Officers to document implementation of the written plans for emergency/disaster response that are specific to each particular location/site and continuity of operations. This documentation of implementation shall include, but is not limited to the following:

- Quarterly fire drills for day programs
- Monthly fire drills for supervised living and residential treatment programs, conducted on a rotating schedule within the following time frames: 7 a.m. to 3 p.m., 3 p.m. to 11 p.m., 11 p.m. to 7 a.m.
- Quarterly disaster drills, rotating the nature of the event for the drill, based on the emergency/disaster plan, for each facility and program
- Annual drill of Continuity of Operations Plan for the agency

Schedule: Quarterly fire/disaster drills will be conducted during the months of January, April, July, and October. Types of disaster drills will rotate between Tornado, Flooding, Bomb Threat and Active Shooter. (See policy ES 16 for Active Shooter policy.)

All community living and residential treatment programs must maintain current emergency/disaster preparedness supplies to support people receiving services and staff for a minimum of seventy-two (72) hours post event. At a minimum, these supplies must include the following:

- Non-perishable foods
- Manual can opener

- Water
- Flashlights and batteries
- Plastic sheeting and duct tape
- Battery powered radio
- Personal hygiene items

All community living and residential treatment programs shall have policies and procedures that can be implemented in the event of an emergency that ensure medication, prescription and nonprescription, based on the needs of the people in the program and guidance of appropriate medical staff is available for up to seventy-two (72) hours poste event.

Emergency/Disaster Response Plan

Fire: Any employee who detects the presence of a fire shall have as his/her first duty the notification of the fire department. In addition, the employee who detects the presence of the fire shall contact the front desk or another staff member so an announcement can be made instructing all people to exit the building. All individuals should meet in a safe location away from the building (i.e., parking lot). The Office Manager should take the sign in/out sheet so all staff can be accounted for once outside the building. For residential/supervised living facilities, the Office Manager should take the most current census, in addition to the sign in/out sheet, to ensure every person in the facility has exited the facility.

When exiting the building during a fire, each staff member shall place a sheet of paper in the doorjamb of his/her office or the room being exited to indicate the room is clear/empty. If the room has a door, it should be tightly closed so that the paper can be seen from the hallway. As the staff member leaves the facility, any office door which is open should be closed after the office has been determined to be empty. A sheet of paper should be placed in that doorway also. Staff members passing a rest room should check for any occupants and place a paper towel in the door indicating that the rest room is vacant. A staff member who is with a person receiving service is responsible for that individual. People receiving services and visitors in the waiting room will be the responsibility of the receptionist. It is expected that all individuals will exit under the responsible person's direction. All employees are expected to be familiar with location of all fire extinguishers within offices he/she works, method of operating fire extinguishers, and posted escape routes. Any employee discovering a fire shall follow the **R-A-C-E** procedures:

Rescue: Remove all people from the immediate disaster area. Give directions firmly and calmly.

Alarm: Activate alarm system through the nearest pull box, or notify the receptionist using the telephone system. Be absolutely sure that the fire department has been called.

Confine: Confine the fire by closing the doors to the fire scene and securing potentially dangerous substances and/or equipment if safe to do so.

Extinguish: If the fire is small, use a fire extinguisher to extinguish it. Use **P-A-S-S** Procedures indicated below. If clothing catches on fire, **stop** where you are, **drop** to the floor, and **roll** around on the floor to smother the flames. If another individual's clothing catches on fire, **smother** the flames. If a piece of equipment is on fire, pull the plug if possible.

- **Pull** the pin between the handles
- **Aim** the nozzle at the base of the fire (pressure may spread burning materials if spray is directed into fire)
- **Squeeze:** the handles together
- **Sweep:** from side to side, evenly coating entire area of fire

No employee shall remain inside a building at the risk of grave harm to him/herself. Safety of persons shall always have precedence over safety of property. Once the fire department has arrived, their instructions shall be obeyed implicitly and immediately. The most senior supervisor present shall ensure that appropriate CCS officials are notified. If no supervisor is present, it shall be the responsibility of the receptionist. Those to be notified include, but are not limited to, County Administrator/Program Supervisor and a member of the Executive Leadership Team.

Tornado: Each County Administrator/Program Supervisor shall designate an individual to monitor a weather radio/weather channel for weather advisories in the event of a threat of severe weather. Additional methods for determining a threat of severe weather include but are not limited to:

- A report by a staff member of a severe weather watch or warning
- Phone weather alerts
- Notification by CCS' administrative personnel of a severe weather watch or warning
- Observation of weather which appears to be threatening
- Sirens and/or emergency management notifications

In the event of a severe thunderstorm or tornado warning, the designated individual shall notify all staff members, people receiving services and visitors to:

- Enter corridors and/or other areas of the building which have been determined to be of the highest degree of safety from high winds (i.e., areas located in the center of the building, on the ground floor, away from windows)
- Sit on the floor
- Remain calm until the danger has passed
- Return to routine after danger has passed

The designated individual shall bring a portable radio/weather radio/cell phone into the place of safety to serve as an information source.

Flooding (water leak): The staff member discovering a flooding condition shall notify the Maintenance Supervisor and the County Administrator/Program Supervisor immediately and take any appropriate action to minimize water damage. The Maintenance personnel shall:

- Locate the source of the flooding
- Shut off the water supply to the affected area
- Perform or arrange for necessary repairs
- Arrange for cleanup

Flooding (weather related): Each County Administrator/Program Supervisor shall designate an individual to monitor a weather radio/weather channel for weather

advisories in the event of possible flooding. Additional methods for determining possible flooding include but are not limited to:

- A report by a staff member of flooding in the area
- Phone weather alerts
- Notification by CCS' administrative personnel of a flood watch or warning
- Observation of weather which appears to be threatening
- Sirens and/or emergency management notifications

In the event of possible flooding, the County Administrator/Program Supervisor shall take steps to notify staff members, as well as, people receiving services/visitors that are in CCS' offices of the threat of potential flooding. Individuals should be prepared to evacuate before water levels rise and potentially cut off evacuation/transportation routes. If flooding has begun and it is unsafe to evacuate the building, all individuals should proceed to the highest location in the building. The designated individual shall bring a portable radio/weather radio/cell phone into the place of safety to serve as an information source. If possible, shut off electrical power and natural gas/propane to avoid fire, electrocution, or explosions.

Travel Considerations:

- Identify in advance of flooding who can be sent/taken home safely
- Assess roads necessary for transportation and if they are safe to travel
- Contact law enforcement, emergency management, and/or school bus departments regarding road conditions
- Consult with supervisor regarding alternative transportation plans to ensure safety of all individuals
- As addressed in vehicle safety training, staff should not drive through standing water and should follow public service announcements of "Turn Around Don't Drown"

Earthquake: Should an earthquake occur, each employee shall take shelter under a heavy piece of furniture, a doorway, or the most secure area available. If people receiving services and/or visitors are in the presence of a staff member, that staff member shall make every effort to ensure they take shelter as well. When the earthquake is over, employees shall be warned of the danger of aftershocks. The most senior supervisor present (or receptionist if no supervisor is present) shall notify the Maintenance Department so that a determination of the safety of the building may be made as the earliest possible time. If the building appears to be unsafe, the senior supervisor shall instruct all employees, people receiving services and visitors to evacuate the building, following fire procedures as listed in the section on "Fire" above.

Civil Disturbance: In the event of a civil disturbance, the senior supervisor present (or receptionist if no supervisor is present) shall immediately notify area law enforcement officers utilizing the 911 system, and shall coordinate activities until their direction. He/she shall attempt to de-escalate the situation utilizing crisis intervention principles, reducing the risk of potential harm as much as possible.

Bomb Threat: The staff member receiving a bomb threat by telephone shall follow these procedures:

- Be calm and courteous. Do not interrupt the caller and listen closely. Calmly talk with the caller, using the *Homeland Security Bomb Threat Procedures/Checklist* as a guide, completing the form as he/she talks. Write down name or number displayed on caller id if available.
- Be alert for background noises such as music, aircraft, traffic, etc., noting any distinguishing voice characteristics (i.e., accent, language, speech), asking where, when, how the bomb will explode, noting if the caller indicates knowledge of the facility by his/her description of locations, manner/emotion of the caller (i.e., calm angry, rational, irrational, intoxicated).
- Inform another staff member of the situation as soon as possible so appropriate law enforcement officials can be contacted.

The first individual aware of the threat and not occupied in talking with the caller shall:

- Notify the appropriate law enforcement/fire department personnel, utilizing the 911 system
- Notify the County Administrator/Program Supervisor and a member of the Executive Leadership Team
- Implement evacuation of the building, following fire procedures as set forth in the Section on “Fire” above. It is important that the building be evacuated **without** any person touching any unfamiliar or out-of-place object.

All staff are expected to comply explicitly with law enforcement directions/commands. No person may re-enter the building until authorized to do so by law enforcement/fire department officials.

Failure of Utilities: See policy ES 04 for plan of action in the event of utility failure.

Coordination with other agencies: It is the responsibility of the Executive Director or his/her designee to ensure that CCS staff members cooperate fully with local Emergency Management agencies requesting assistance with the management of a community-wide disaster and/or disaster drills. It is also the responsibility of the Executive Director to ensure the cooperation of all necessary staff members with the efforts of the Mississippi Emergency Management Agency, the Federal Emergency Management Agency, and the Mississippi Department of Mental Health in working with the survivors of a disaster anywhere within Region VII.

Section: Environment and Safety
Policy: Security Badges
Policy No: ES 11
Effective: 08/01/1998
Revised/Approved: 10/23/2012

POLICY: It is the policy of Community Counseling Services to utilize security measures to identify employees to protect other staff members, human service agencies/schools and individuals receiving services from intrusion.

PURPOSE: To identify all employees

PROCEDURE: Identification tags/badges shall be issued to all employees. All staff members are a) required to wear name tag/badge at all times while on duty, b) shall not allow anyone else to use his/her tag, c) report immediately to his/her supervisor if name tag/badge is lost or broken. A charge of \$5.00 may be issued for repetitive requests for replacement id badges. If an employee changes his/her name or position, a new badge will be issued at no cost to the employee, as well as, when a badge becomes unusable due to normal wear and tear. Staff members are required to return his/her badge to the Department of Human Services at the time of resignation/employment termination.

Section: Environment/Safety
Policy: "Green File" Protocol
Policy No: ES 12
Effective: 08/01/1998
Revised/Approved: 3/28/2017

POLICY: It is the policy of Community Counseling Services that in order to alert staff members to respond quietly to a potential emergency situation (without alarming other staff members, people receiving services and visitors) a "green file" code is established.

PURPOSE: To alert staff members to respond quietly to a potential emergency situation without alarming other staff members, people receiving services, and visitors.

PROCEDURE: A staff member requiring assistance when a potential violent situation exists within a closed office or when the staff member is alone with a person receiving services/visitor/other employee calls "Green File" code. This can be done by calling another extension and speaking to a co-worker. The staff member calmly tells the answering/other staff member, the location of the staff member requiring assistance and asks the staff member to bring the "Green File" to the staff member. The staff member receiving the call of another staff requiring assistance takes the following steps:

1. Notifies another staff member (preferably the front desk and/or County Administrator/Program Supervisor) of potentially dangerous situation and reports immediately to the location with a folder in his/her hand.
2. Knocks on the door and enters, assessing the situation, remaining until situation de-escalates.
3. If the situation is under control and requires no intervention, the staff member calling the "Green File" code will thank the other staff member for the file and the other staff member can leave the room.
4. If the situation is not under control and continues to escalate, the assisting staff members stands by and renders assistance as necessary (which may include leaving the room to call for assistance from other agency personnel and/or law enforcement).
5. Staff members will use verbal Crisis Prevention Intervention techniques in an effort to de-escalate the situation/individual. Physical Intervention will only be used as a last resort, when the individual is a danger to self or others, and the risks of the physical restraint are assessed as less than the risk associated with physically acting out behavior.

Section: Environment/Safety
Policy: Maintenance of Facilities
Policy No: ES 13
Effective: 10/15/1998
Revised/Approved: 02/26/2013

POLICY: It is the policy of Community Counseling Services (CCS) that all facilities shall be maintained in good repair, cleanliness and order.

PURPOSE: To provide an attractive, comfortable, safe environment for people receiving services and staff members

PROCEDURE: All maintenance work on/in CCS facilities must be requested through a Maintenance Work Ticket which is reviewed/submitted by the appropriate Administrator/Supervisor. The ticket is submitted to the appropriate maintenance personnel, and all work is performed by staff of the maintenance department or individuals that have been contracted by CCS to perform required maintenance. In case of emergency, a telephone request can be made. Emergency requests must be followed with a submitted Maintenance Work Ticket.

All office assignments shall be made by the County Administrator/Program Supervisor. Requests for office changes/assignments/rearrangement shall be made to an employee's supervisor. No staff can change offices without the consent of his/her supervisor. In addition, office furniture/equipment may not be relocated without the permission of an individual's supervisor. No pictures, plaques, wall hangings, posters, etc. will be attached to any door or wall of any CCS facility by any person who is not a maintenance department staff member. Transparent tape must **not** be used to attach posters, notices, bulletins, etc. to any painted wall of any CSS facility due to fire regulations. Any staff member who becomes aware of any hazard to staff or people receiving services (spills, torn carpet, broken glass, broken steps, etc.) shall immediately notify the appropriate County Administrator/Program Supervisor and complete appropriate documentation (i.e., maintenance work ticket and incident report if applicable).

In order to keep heating and cooling systems functioning properly and in an effort to keep the temperature in the building comfortable for all individuals, climate control boxes are set to a specific temperature based on certain times of the year/seasons. Climate control boxes shall not be tampered with by any staff member without the express permission of the County Administrator/Program Supervisor or his/her designee.

Each staff member will be responsible for the cleanliness of his/her office, as well as, order of staff areas of each facility. This includes, but is not limited to:

- Disposal of coffee cups, soft drink cans, lunch and snack boxes/plates
- Washing or disposal of utensils used for eating
- Pickup of materials from office floors (paper clips, envelopes, etc.)
- Appropriate disposal of waste paper (in wastebasket, shredded or in shred boxes)

Section: Environment/Safety
Policy: CCS-Owned Vehicles
Policy No: ES 14
Effective: 10/15/1998
Last Revised: 01/01/2021

POLICY: It is the policy of Community Counseling Services (CCS) to provide vehicles for the use of specified programs to facilitate the transportation of people receiving services, as well as, to specified staff members in the performance of their position with the agency (i.e., maintenance personnel).

PURPOSE: To ensure that all CCS vehicles are well maintained mechanically and that their appearance will be clean and orderly to facilitate the health and safety of the staff members and people receiving services.

PROCEDURE: All individuals driving CCS vehicles shall submit before employment a copy of appropriate driver's license for the vehicle he/she is expected to drive. This must be received by the HR Department before the employee will be permitted to operate a CCS-owned vehicle and must be maintained and current. The employee must give written consent for CCS to conduct a motor vehicle report (MVR) so CCS's auto insurance carrier can determine whether or not to allow the employee to be insured under CCS policy. All employees must be approved to be added to CCS' insurance policy in order to drive any CCS vehicle or van. Employees are expected to attend all driver training classes scheduled for the individual by the HR Department. Training will include, but not be limited to, procedures for correctly and appropriately completing pre-trip inspections. These inspections should be maintained in the vehicle during the week. At the end of the week, the inspection form should be maintained in the main county office with log books/keys or in a separate file that can be easily accessed. Employees who use agency vehicles for non-client transportation purposes, are not required to document pre-trip inspection, but should assess the vehicle each time prior to use and maintain recommended preventative maintenance (i.e., oil changes, tire rotation). The Maintenance Supervisor will assist in ensuring regular and routine maintenance is performed as needed.

All maintenance problems must be reported as soon as they become evident either by direct phone contact (items/situations requiring immediate attention) or by submitting a work order by the Vehicle/Maintenance Help Desk (items/situations not needing immediate attention). The Maintenance Supervisor and an employee's supervisor shall be notified immediately for items/situations needing immediate attention.

Prior to signing out the vehicle/keys for the intended trip, each driver will complete a pre-trip inspection, which includes checking the first aid and emergency kits to ensure that they are operable, fully stocked and in proper location. Upon completing the pre-trip inspection, the employee will sign out the vehicle/keys according to the vehicle sign-in/out procedures for each county. While driving, the driver will comply with all Mississippi State laws regarding vehicle operation. Additional responsibilities for employees transporting people receiving services can be found in policy ES 09. Any accident must be reported immediately to the Maintenance Supervisor and the employee's supervisor. A written incident report shall be completed prior to leaving the

worksite (if physically able) and in compliance with CCS' Incident Reporting policy. If police are contacted, information about accessing the accident report should be gathered from the police officer responding.

Transportation protocols:

1. All CCS vehicles must have interiors kept clean at all times. Exterior cleanliness must be maintained as much as is practical considering the environment in which the vehicle is operated.
2. Fuelman cards should be checked out with the vehicle keys and should be maintained in the plastic holder attached to the vehicle key ring.
3. No smoking, drinking, or eating at any time may be permitted for all passengers/drivers. However, bottled water is permitted to prohibit dehydration for long routes and during the hot summer months. All bottles must be removed after the route is complete.
4. All drivers and passengers must have seat belts fastened at all times the vehicle is in motion. Vehicles must be stopped if a seat belt is removed until all passengers have seatbelts securely fastened.
5. Vehicles must be operated at all times in accordance with all applicable laws of the State of Mississippi and the locality in which they operate, including, but not limited to posted speed limits, wearing of seat belts, licensing of drivers, parking regulations. Vehicles must be operated for CCS only.

Section: Environment/Safety
Policy: Pets on Program Property
Policy No: ES 15
Effective: 03/22/2011
Revised/Approved: 10/23/2018

POLICY: It is the policy of Community Counseling Services (CCSS) that pets will only be allowed on program property with the prior approval of the County Administrator, Program Director or a CCS Officer.

PURPOSE: To ensure the safety and health of people who participate in programs where pets may be located.

PROCEDURE: It will be the responsibility of the County Administrator and/or Residential program coordinator to ensure a) documentation of vaccinations against rabies and all other diseases communicable to humans must be maintained on site, b) procedures are used to ensure pets will be maintained in a sanitary manner (no fleas, ticks, unpleasant odors, etc.), c) ensure pets will be kept away from food preparation sites and eating areas, and d) procedures for controlling pets to prevent injury to individuals living in the homes as well as visitors and staff (e.g., animal in crate, put outside, placed in secure room, etc.).

Staff member's pets are prohibited from all CCS facilities without approval of his/her supervisor or the HR Department. If a staff member's pet is authorized to be brought into any CCS facility, the previous outlined procedures must be met.

Section:	Environment/Safety
Policy:	Active Shooter Situation Response
Policy No:	ES 16
Effective:	03/28/2017
Revised/Approved:	n/a

POLICY: It is the policy of Community Counseling to provide an emergency response plan to alert staff that an Active Shooter appears to be actively engaged in killing or attempting to kill people at a CCS facility or on CCS property.

PURPOSE: It is the policy of Community Counseling Services to provide guidance in the event an individual is identified as an “Active Shooter” on CCS property or at a CCS facility.

DEFINITIONS: For purposes of this Policy

An **Active Shooter** is defined as a person or persons who appear to be actively engaged in killing or attempting to kill people. In most cases Active Shooters use a firearm(s) and display no pattern or method for selection of their victims. In some cases Active Shooters use other weapons and/or improvised explosive devices to cause additional victims and act as an impediment to police and emergency responders. These improvised explosive devices may detonate immediately, have delayed detonation fuses, or detonate on contact.

PROCEDURE:

The first employee to identify an Active Shooter situation:

- Should call front desk of the facility where the Active Shooter is identified and announce a “Code Green”, providing the location of the incident and a description of the person(s) with the weapon and type of weapon if known.
- Contact 911 and provide the following information if available:
 - number of victims
 - location of shooter(s)
 - physical description of shooter(s)
 - type and number of weapons possibly in the possession of the shooter.
- Evacuate individuals receiving services, visitors, and staff if safe to do so.

Upon notification, the front office staff member will:

- Overhead page “Code Green and the location” three times.
- Contact the HR Department ext. 8040 and 8042 at the Administrative Office located in West Point to communicate that a “Code Green” has been signaled and to provide the location of the incident. If the “Code Green” is at the Administrative Office, a County Administrator/front office staff member in another office should be contacted.
- Assist in evacuating individuals receiving services, visitors and staff if safe to do so.

How to respond when an Active Shooter is in your vicinity:

- Evacuate

- If there is an accessible escape path, attempt to evacuate the premises. Be sure to have an escape route in mind, evacuate whether or not others agree to do so, leave your belongings behind, help others if possible, prevent individuals from entering where the Active Shooter is located, keep your hands visible, follow instructions of any policy officer, do not attempt to move wounded people, and call 911 when you are safe.
- Hide Out
 - If evacuation is not possible, find a place to hide where the Active Shooter is less likely to find you. This should be a location that is out of the Active Shooter's view, provide protection if shots are fired in your direction, not trap you or restrict your options for movement. To prevent an Active Shooter from entering your hiding place, lock the door and blockade the door with heavy furniture. If the Active Shooter is nearby, lock the door, silence your cell phone and/or pager, turn off any source of noise, hide behind large items, and remain quiet.
- Take Action
 - If an Active Shooter comes into an area where employees are located, office or meeting room, each employee should try to remain calm and try not to do anything that will provoke the Active Shooter. If there is no possibility of escaping or hiding, only as a last resort when your life is in imminent danger should you make a personal choice to attempt to negotiate with or overpower the shooter. This may include throwing items, improvising weapons, yelling, and acting as aggressively as possible towards the shooter. If the Active Shooter(s) leaves the area, barricade the room or go to a safer location.

At a location distant from the Active Shooter, such as on a different floor, in a different building close to the location of the Active Shooter, or you are not able to leave the area safely:

- Remain calm
- Warn other staff, visitors and individuals receiving services to take immediate shelter
- Go to a room that can be locked or barricaded
- Lock and barricade doors or windows
- Turn off lights
- Close blinds
- Block windows
- Turn off radios or other devices that emit sound
- Keep yourself out of sight and take adequate cover/protection (i.e., concrete walls, thick desks, filing cabinets)
- Silence cell phones
- Have one person call 911 and state: "This is Community Counseling Services (give your exact location). We have an Active Shooter at our facility, gunshots fired."

If you are in an outside area and encounter an Active Shooter, you should:

- Try to remain calm.
- Move away from the Active Shooter or the sound of gunshot(s) and/or explosions(s).

- Look for appropriate locations for cover/protection (i.e., brick walls, retaining walls, parked vehicles, etc.)
- Call 911 and provide the information listed above.

Law Enforcement Involvement Details:

What should I expect from responding officers:

The objectives of responding law enforcement officers are a) immediately engage or contain the Active Shooter(s) in order to stop the killing, b) identify threats such as improvised explosive devices, c) identify victims to facilitate medical care, interviews and counseling, and d) investigate. Police officers responding to an Active Shooter are trained to proceed immediately to the area in which shots were last heard in order to stop the shooting as quickly as possible. The first responding officers may be in teams; they may be dressed in normal patrol uniforms, or they may be wearing external ballistic vests and Kevlar helmets or other tactical gear. The officers may be armed with rifles, shotguns and handguns. Do exactly as the team of officers instruct. The first responding officers will be focused on stopping the Active Shooter and creating a safe environment for medical assistance to be brought in to aid the injured.

How to react when the police arrive at your location:

It is important to remain calm, and follow officers' instructions. All staff will explicitly and immediately follow directions/commands given by law enforcement. Put down any items in your hands (i.e., bags, jackets). Immediately raise hands and spread fingers. Keep hands visible at all times. Avoid making quick movements toward officers such as attempting to hold on to them for safety. Avoid pointing, screaming and/or yelling. Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the area.

When the police arrive the following information should be available:

- Number of shooters
- Number of individual victims and any hostages
- The type of problem causing the situation
- Type and number of weapons possibly in the possession of the shooter
- All necessary individuals still in the area
- Identity and description of participants, if possible
- Keys to all involved areas as well as floor plans.
- Locations and phone numbers in the affected area

Administrative Office involvement:

The Administrative Office in West Point will serve as the Command Center. Staff will work to develop a list of individuals receiving services or staff known to be in the area of the incident. The Administrative Office will serve as the media center and all communication with local media will come from the Administrative Office. The Administrative office will designate a Family Information Center. Attempts will be made to contact family members. Family members involved in the incident will be directed to a Family Information Center, located away from the public and media. Plans will be developed for a situation that may take several hours to resolve. While the violence may be over quickly, there may be an extensive crime scene over a wide area and support needed for impacted families/co-workers/communities. Staff will be assigned to assist

with keeping uninvolved staff, visitors, individuals receiving services, and families kept away from the area until the situation is fully resolved and clear. Upon resolution, an announcement will be made stating “Code Green All Clear three times on the overhead page and on the mass notification system.

REFERENCES:

US Department of Homeland Security Active Shooter-How to Respond, October 2008