NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES

POLICY AND PROCEDURE

SUBJECT: CONSUMER OUTINGS

NUMBER: NN-PC-PL-06

ORIGINAL DATE: 07/24/89

REVIEW/REVISE DATE: 09/19/90, 09/25/91, 08/10/94, 06/08/95, 03/05/98, 08/02/01, 10/18/01, 05/05/05, 03/08/08, 05/01/08, 4/21/11

APPROVAL:____________Rosalyne Reynolds {s}___________________, Agency Director

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I. PURPOSE

The purpose of this policy is to establish guidelines and purpose of community outings.

II. POLICY

It is the policy of Northern Nevada Adult Mental Health Services (NNAMHS)-to provide consumer outings into the community. Outings for outpatients focus on increasing awareness and utilization of community resources along with increased independent functioning.

III. REFERENCES

1. NNAMHS Policy NN-PI-04, Incident Report.
2. NNAMHS Policy NN-PC-PL-19, -Transporting and Escorting Consumers.
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IV. PROCEDURE

1. All Outings

A. A cellular phone will be taken on all outings. NNAMHS staff is responsible to access a cellular phone prior to the outing. Personal cellular phones may be used if necessary. The phone is to remain with throughout the entire outing.

B. Prior to leaving the NNAMHS campus in a state assigned vehicle, the staff member facilitating the consumer outing must conduct the following tasks:

i. Inspect vehicle, i.e. fuel amount, tires and for any overt signs of disrepair prior to leaving the Motor Pool area. Only state vehicles are to be used for transporting consumers for outings. No personal vehicles are to be used.

ii. Bring First Aid Backpack.

C. If more than one vehicle is used, all vehicles must stay in sight of each other during the trip to and from the destination.

D. Staff will meet prior to departure to address each staff person's role, expectations, safety precautions, and consumer appropriateness for the outing.

E. All consumers must have appropriate clothing/attire. If a consumer does not possess appropriate attire, and appropriate attire is not readily available in stock supplies, that consumer will not attend the outing.

F. All outpatient outings are to be conducted by NNAMHS staff or in compliance with provisions within NNAMHS Policy NN-PC-PL-19 Transporting and Escorting Consumers.

2. Outpatient Outings

a. Outpatient participants must be registered as an active NNAMHS outpatient.

b. Outpatients are attending these outings under their own motivation and interest. These outpatients do not require high intensity observation as that required by the inpatient population. Outpatient outings are provided as a

service to the outpatient population of NNAMHS in providing organized opportunities for outpatients to select opportunities of their choosing in moving towards the independent expression of an appropriate leisure lifestyle.

c. Consumers are encouraged to pay their own expense for outings. The Consumer Benefit fund can be used to pay the vendor directly for consumers who are unable to pay for their own participation, but must be requested in advance.

d. The number of staff assigned to each outing will be based on the number and acuity of the consumers attending. Whenever possible, coed staff will attend coed outings.

e. For any new outpatients signing up to attend an outing that is not familiar to NNAMHS staff will verify the consumer as a current outpatient by contacting the Medical Records Department.

f. It will be up to the discretion of staff responsible for the outing to determine final selection of the participants at the time of departure.

g. Smoking is not permitted in the cars or vans. Outpatients are allowed to bring their own cigarettes and may smoke in appropriate publicly designated areas.

h. Absolutely no alcohol or non-prescribed drugs allowed.

i. Outpatients may purchase miscellaneous food or items with their own money as appropriate to the nature and location of the outing.

j. Outpatients may sign up no more than one week in advance for the outing. Directions for signing up for the activity will be included in the advertisement promoting the activity.

k. Outpatients should arrive no later than fifteen (15) minutes prior to posted departure time.

l. If an outpatient has not arrived prior to the time of departure listed on the outing schedule without prior notice, the next available outpatient on the

waiting list will take their place, as long as they arrived prior to departure time. Emergency reasons for tardiness will be evaluated on a case-by-case basis.

V. Procedures for Specific Types of Outings

1. Guidelines for Outpatient Hikes
   a. All outpatients must be assessed as physically capable and mentally stable - staff. Any questionable consumers will be discussed by the Allied Therapy staff and with the consumer's case manager if doubt still persists.
   b. All consumers and staff will remain in visual range of each other
   c. "Buddy System" - No one leaves the group. If someone needs to go to the bathroom, the group will wait.
   d. Staff will identify and maintain responsibility for the observation of their assigned consumers. This will be determined prior to initiation of hike.
2. Non-structured Site Visits - Outpatients
   a. Outpatients outings are periodically planned to allow consumers to walk/tour freely without the direct supervision of the assigned NNAMHS staff. Special consideration must be given to the assessment and suitability of each outpatient who has signed up in advance. The following rules and procedures must be adhered to for each non-structured site visit.
      (i) NNAMHS staff will assemble the outpatient group as a whole prior to departure.
      (ii) The consumers will be informed that they will be allowed to walk/tour freely without direct supervision/observation.
      (iii) NNAMHS staff will inform the outpatients that each consumer must walk/tour with a "buddy"; no consumers may walk/tour alone.
      (iv) NNAMHS staff will ask the outpatients to select a "buddy" prior to departure of the outing. Staff will develop a list of each "buddy" pairing.

(v) NNAMHS staff must assess the appropriateness of each pairing based on level of independence, orientation, and previous history of outing participation.

(vi) Any outpatient who does not agree to walk/tour with a “buddy” will not be permitted to attend that outing.

(vii) Once at the outing site, NNAMHS staff or person will identify a central/identifiable location in which one (1) staff or designee will remain for the duration of the outing, unless relieved by another staff. This location will be announced to the group, and consumers will be informed that they are to return to that location to report any emergencies or concerns.

(viii) Examples of non-structured site visits include, but are not limited to: Window-shopping in Truckee, Christmas shopping/mall browsing, museum visits, etc.

(ix) Outpatients who have physical limitations and may be prone to fall must be identified during the planning stages of the outing. Ample staff must then be assigned to the outing to insure the individual can be accompanied throughout the entire outing.

4. Other Outings
   a. Any new outing proposals will be reviewed thoroughly by Department Supervisors prior to implementation.
   b. Consumers are to remain in sight of staff at all times (with the exception as stated in Non-structured visits).

VI. Special Procedures

1. Incidents occurring on outings (i.e., injuries or conflicts) will be reported according to NNAMHS Policy #NN-PI-04 Consumer Event/Incident Reports.

2. In case of medical emergency during the outing, the following procedures will be put into effect, and the situation will be documented in the medical record by staff upon return to NNAMHS.
   a. Individuals requiring medical attention will be transported either by staff or emergency personnel to the nearest hospital.
      (i) A telephone call will be made to the appropriate Department Supervisor as soon as possible either before or after transport, depending upon the severity and urgency of the event.
      (ii) A telephone call will be made to the Community Services Director for outpatients.
      (iii) If on a weekend, notify the Inpatient Nursing Supervisor immediately.
      (iv) NNAMHS staff or designee will complete an incident report upon return to NNAMHS.
   b. If a consumer leaves an outing and does not return from an outing, the outing staff or designee will address the event as follows:
      (i) Place a telephone call to their immediate Supervisor (or designee) as soon as possible.
      (ii) That supervisor will determine if a call to the Community Services Director for outpatients is necessary. If necessary the supervisor will call the Community Services Director or designee or direct the NNAMHS staff to do so. (iii) An incident report is to be completed upon return to NNAMHS.
      (iv) If a consumer leaves an afterhours (5pm – 7am) or weekend outing the Staff must call the Inpatient Nursing Supervisor to report the event. The Inpatient Nursing Supervisor will then determine if it is necessary to notify the Administrator on Call (AOC). The Inpatient Nursing Supervisor is to be reached by using the direct NNAMHS line 688-2001 and requesting the supervisor. Reporting of incidents may not be solely reported via a supervisor's answering machine, direct contact is required.