

NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES

POLICY AND PROCEDURE

SUBJECT: USE OF CONTRACTED SECURITY SERVICES

NUMBER: NN-PC-SF-07

ORIGINAL DATE: 2/7/2011

REVIEW/REVISE DATE: 3/17/11

APPROVAL: \_\_\_\_\_Rosalyn Reynolds (s)\_\_\_\_\_, Agency Director

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I. PURPOSE

The purpose of this policy is to assure that contracted security services at Northern Nevada Adult Mental Health Services (NNAMHS) are provided safely and according to the initiated contract. In addition, all contracted security staff are provided general orientation, to the way services are provided at NNAMHS, including information on working with seriously mentally ill consumers and appropriate response to behavioral emergencies. They will also complete a policy review prior to starting work.

II. POLICY

It is the policy of NNAMHS to provide a safe environment for consumers, customers, staff, and visitors through the utilization of contracted security services at NNAMHS main campus on Galletti Way in Sparks.

III. REFERENCES

NNAMHS Policy NN-HR-27 Training and Role Proficiency

NNAMHS Policy NN-PI-04 Incident –Report

## V. PROCEDURE

### Orientation of Contracted Security Staff

1. Upon hire, and prior to beginning rounds at NNAMHS, all contracted security officers must have been tested for Tuberculosis and must receive orientation and training regarding NNAMHS services.
2. At a minimum, the orientation will include:
  - A. How to interact with consumers
  - B. Procedures for responding to unusual clinical events and incidents
  - C. NNAMHS channels of clinical, security, and administrative communication
  - D. Distinctions between seclusion and restraint.

### Patrol Procedures

1. Patrols of NNAMHS grounds will be made randomly throughout the 24-hour day, 7-days a week.
  - A. Exterior checks will include the perimeter of all buildings. Any findings are reported to the Administrative Services Officer II or designee who will interface with the appropriate departments.
    - i. If individuals are found to be loitering, they will be asked to leave the grounds. If they are not cooperative, the program supervisor, security supervisor of the Sparks Police Department will be notified accordingly. Day laborers are to be escorted to the nearest edge of the property and asked not to return.
    - ii. Safety violations are to be reported to the appropriate department as soon as possible.
  - B. Random patrols of the parking lots are conducted. Any unusual activity is reported. Parking citations will be issued to cars not parked in designated parking areas.
  - C. Any requests for assistance from the pharmacy or outpatient programs will be responded to during day hours.
  - D. All buildings on campus are to be secured at 5:00 p.m. Monday through Friday.
    - i. During routine rounds, the duty officer will check to assure the buildings are secure.
    - ii. If a building is found to be unlocked, the security officer will remain at the building until they are able to secure the building.

- iii. The hospital after-hours number will be contacted and a NNAMHS staff will be requested to come and secure the building.
  - iv. An incident report will be Compliance with HIPAA Privacy Regulations
1. All employees and workforce members must practice due diligence in safeguarding consumer's personal information.

#### Incident Reporting

1. Any situation which is reported to contract security personnel supervisor requires the completion of an incident report.
2. In event that Sparks Police Department, Sparks Fire department or REMSA (paramedics) are called, security staff is expected to provide emergency information, if requested.
  - A. A completed blue NNAMHS incident report is submitted to the Performance Improvement Department at NNAMHS as soon as possible after the incident, but no greater than 48 hours.

#### Timely Billings

1. Monthly billings shall be submitted to the NNAMHS Business Manager no later than 10 working days after the close of the month to be billed.
2. All billings submitted after the first Friday in August, which forces the State to process the billing as a stale claim pursuant to NRS 353.097, will subject the contractor to an administrative fee not to exceed \$100.00.