

Crisis Prevention and Management Policy

All staff recognise their role in Crisis prevention, and that simple mistakes or 'doing nothing' when a potential hazard (e.g. a wet floor) is observed, has the potential of turning into a dangerous accident. This policy sets out the key requirements for staff and management in ensuring a consistent safe approach to crisis prevention and management. This policy is grounded in the CPI training offered to St. Joseph's House staff.

Crisis Prevention

- **Approval.** New and existing equipment and cleaning products must be approved each year. New equipment and cleaning products require a proposal in addition to the Approval Form. Existing equipment and products will require a renewal and update form to be signed off annually. All annual approval and renew equipment and cleaning products forms should be submitted by Staff no later than September 15th each year.
- **Mandatory Insurance.** St. Joseph's House has mandatory insurance in place to protect staff, residents and visitors in all eventualities.
- **Safety Training.** Attending at least one safety training session conducted by each supplier is mandatory for new equipment and cleaning products. Several sessions will be offered, to accommodate roster schedules.
- **Checks.** The Maintenance manager is required to inspect all new equipment and cleaning products or existing equipment and cleaning products storage.
- **Quarterly Meeting.** Shift leaders are required to attend a quarterly meeting with the Director of Care to discuss policies and procedures and receive and review new policies and manuals.
- **Certified Leave.** A doctors Certification is required from all returning staff after a period of certified illness and should be provided to the relevant line-manager at the time of arrival back to work. This is critical presently considering the current Pandemic.
- **Emergency Contacts.** A list (the Emergency Contact Sheet) of all rostered on-call managers, including the Director, family members or designated contact person (in the event of a staff member encountering an emergency. All contact names and numbers are to be submitted by each staff member to the Director or other relevant line-manager.
- **Staff Orientation.** Shift leaders are required to provide a thorough orientation to all new staff members, with an emphasis placed on safety and crisis prevention issues.

- **Log of Events/ Director.** In the event of a crisis or emergency situation, the Director, most Senior Manager present or designate, will immediately begin to keep a log of events. It is critical for information to be recorded, accurately and in full, as soon as possible for reference purposes.
- **Incident Report Form.** In the event of an incident involving alcohol/drugs, theft, assault of a resident or co-worker, injury/illness, behavior problem(s), or other serious situation involving a resident or staff member, the most senior witness will complete the Incident Report Form (which is located in the main office). Should the incident be deemed immensely dangerous, the on-call manager should be immediately informed. This will allow a manager to immediately follow up with an informed decision and provide support if necessary. Staff should fax a copy of the Incident Report Form to any Deaf manager, where necessary.

Crisis Management

1. **Crisis Management Workshop.** A workshop will be given for Shift leaders to aide them in handling emergency situations. The workshop will be facilitated, and will include topics such as: Appropriate listening, recording, and report writing, effective ways of calmly dealing with an occurrence. (Presently by Cullinane Consulting)
2. **Annual Review.** Each year, the staff will receive updated information on policies, training for St. Joseph's Management team. This gives general information about the administration and responsibilities of the Staff, descriptions of Crisis Prevention and management protocols for St. Joseph's Management team and staff.
3. **Phone Script.** St. Joseph's Management team, has an emergency phone script to be used by staff when on-call and answering emergency phone calls from staff, visitors, volunteers, students, any other source. The script, is intended, to help to keep track of important information to ensure those in need are assisted in the most effective and efficient way possible. All 'On-Call' staff are / will be trained to answer emergency phone calls.
4. **Dire Emergency Notification System.** . In the event of an emergency or crisis, the On-call manager should contact An Garda Siochana, in Blackrock station or the Ambulance services (as appropriate). The on-duty manager will then subsequently alert the next most senior manager or the director, as deemed appropriate.

From this point on, one individual, the manager on-scene, will handle all communication with the Gardai, Hospital for the duration of the crisis.

The Shift Leader will contact all emergency contacts, as deemed necessary.

In the event of a death the on-call manager will contact the Director who will contact family members/or/designated contact person and will be responsible for all communication with the family.

St. Joseph's Management team recognises the importance of Crisis Prevention and Management. The issues are vital, complex and fluid. The policy provides the foundation for building an increasingly strong crisis protocol for St. Joseph's House. Under the coordination of the Director a Crisis Committee will meet annually, to review and recommend revisions to St. Joseph's House 'Crisis Prevention & Management' policy and protocols.