

SANILAC COUNTY COMMUNITY MENTAL HEALTH AUTHORITY
ADMINISTRATIVE POLICY

NUMBER: BC007

POLICY NAME: VISITOR POLICY

INITIAL APPROVAL DATE:	05/28/1996	BY: Sanilac CMH Board
STAKEHOLDER REVIEW:	03/01/2023	BY: Consumer Advisory Board
(LAST) REVISION DATE:	06/28/2017	BY: Administrative Committee
(LAST) REVIEW DATE:	07/27/2023	BY: Policy Committee
DISCONTINUED DATE:	N/A	REPLACED BY: N/A

I. PURPOSE

This policy shall provide guidance to staff and the public on the responsibility of visitors within the CMH Buildings.

II. APPLICATION

Populations: **ALL**
Programs: **Direct – ALL**
Contracted: **ALL**

III. POLICY

Sanilac CMH encourages parents, guardians, care providers, students, and the public to visit our sites and become informed regarding our services. We are proud of the services we offer and take pleasure in showing our programs and facilities to those interested in what we do.

IV. DEFINITIONS

- a) Staff – An individual that is employed through either Sanilac CMH or a contractual employment agreement through Sanilac CMH.
- b) Contractor – A company/individual that is hired to provide a service that is not normally provided by an employee. i.e. Construction Workers, Carpet Cleaners, etc.
- c) Individual Receiving Services – A person that is currently receiving services from Sanilac County CMH.
- d) Monitor – Assure that the lobby/common areas are maintained and orderly. Also assures that when issues arise, a member of supervision is notified.
- e) Visitor - A visitor is defined as anyone that is not employed by Sanilac CMH as an employee, a contractor providing services OR an individual receiving services on behalf of Sanilac CMH.

V. STAFF STANDARDS

- a) The Supervisor at each Sanilac County CMH facility site shall be responsible for enforcing this policy.
- b) Staff have a responsibility to uphold confidentiality in regard to visitors accessing material of a confidential nature.

- c) Staff shall wear their badges at all times while at the office. Staff that travel with individuals are to carry their badges in a discrete way to allow for confidentiality.
- d) Individual sites may require staff to sign in and out of their facilities.

VI. CONTRACTOR STANDARDS

- a) Visitor Badges are required for all contractors that perform services during working hours. It will be the responsibility of the overseeing site/department supervisor to ensure that a Confidentiality Statement form is signed by contractors.
- b) For those contractors that are hired to perform services during working hours, the overseeing site/department supervisor will be required to notify the designated main reception area and administration/supervisors (via email) of their presence within the building. It is the overseeing site/department supervisor's responsibility to monitor the contractor(s) as they complete their tasks.
- c) The monitoring of contractors that are hired to perform services outside normal business hours will be the responsibility of the overseeing site/department supervisor. This designated staff person is responsible for monitoring/granting access to Sanilac County CMH buildings (as required).

VII. INDIVIDUALS RECEIVING SERVICES STANDARDS

- a) Individuals receiving services at facility sites will not need to wear a Visitor Badge while they are on site receiving services or awaiting services.
- b) Facility waiting areas will be monitored by the receptionist. If/when an individual needs to be released from the program, a staff person will accompany them to the lobby.

VIII. VISITOR STANDARDS

- a) All visitors must check in at the designated main reception area. Signs should be clearly posted showing people where the reception area is and informing them of their requirement to report. The receptionist/secretary is responsible for monitoring the lobby/common areas of the building.
- b) All visitors will wear a "Visitor Badge" when they are going through any secured areas, except when they are attending a training or if they are first responders. A Confidentiality Statement form (form #0061), if appropriate, will be signed by each visitor. It is the responsibility of the site/program supervisor to ensure this has been completed.
- c) Individuals that are making deliveries will be required to stop at the designated main reception area and notify the receptionist what they are delivering and to whom it needs to go to. The receptionist will notify the person receiving the delivery. Regular delivery staff will be allowed, once checking in with proper ID with designated reception area, to proceed to delivery area only (water, coffee, paper, etc.).

d) Individuals that are attending trainings will be required to check in with the receptionist prior to attending the training. The receptionist will direct them to the training location. The training facilitator shall have each individual attending a training sign into the training. CMH training rosters shall be maintained by the Training Department. When outside agencies request to use Sanilac CMH facilities, the Executive Secretary /or designee will ensure the Facility Use Form (form #0467) has been completed.

e) Visitors that are attending meetings will be asked to check in at the designated reception desk where they will receive a Visitor Badge. The receptionist will notify the appropriate staff that the visitor has arrived for the meeting. Visitors will be monitored by the person facilitating the meeting.

f) Visitors should have a specific purpose for being in the building and should be escorted by a staff person. Individuals age 16 or under must be under the constant supervision of a responsible adult/staff person at all times.

g) No visitors are allowed in the industrial production areas without supervisor permission. Due to safety issues, no visitors are allowed in the industrial machine area without direct staff supervision and permission.

IX. **ATTACHMENTS:** None

X. **REFERENCES:**

Form # 0467

Form # 0061