

Unit Order #19-0013 BEHAVIORAL HEALTH BASED OUTREACHES, NOTIFICATIONS, & ON-CALL CONTACTS

Effective Date: September 19, 2019

PURPOSE OF ORDER:

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate ethically, efficiently, and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

SCOPE OF ORDER:

This order applies to all psychologists assigned to Psychological Services Bureau (PSB).

ORDER:

When a staff psychologist receives an outreach request, notification, or a call about an employee of concern, the outreach shall be attempted whenever possible the same day or at the latest within 24 hours. Any exceptions shall be pre-approved by a manager, such as when an outreach request is closed out without an attempt to outreach the employee. If there is possible concern for safety, the psychologist shall conduct the outreach the same day it was received which may require prior approval for anticipating overtime. If the employee is reached, a competent safety assessment shall be conducted with thorough and accurate documentation. Any endorsement of recent or current safety concerns requires further assessment of risk. Proper documentation on the Consultation Activities Log (CAL) shall occur as soon as possible (but no later than three business days).

Basic components in completing a CAL after an outreach or on-call contact must include at a minimum:

- 1-Who made the request or notification:
- 2-Reason for the concern and outreach, if requested by a supervisor, family member, colleague, or friend;
- 3-Whether psychoeducation, support, or any other service was provided;
- 4-Details of any concerns of risk of harming self or others, how this was determined, and the steps taken to reduce the risk;
- 5-Specific interventions;

6-Specific recommendations, scheduling of a PSB appointment, providing referrals, and any plan for the consulting psychologist to follow-up. If a referral is made to another PSB psychologist at one of the clinics, the consulting psychologist who referred and scheduled the employee shall apprise the clinician of the reason for referral to therapy and relevant history prior to the initial appointment.

7-Time commitment

PSB managers/supervisors shall take the appropriate action to address all violations or deficiencies in following this order, including non-disciplinary corrective action for the involved employee, and/or referring the incident for disciplinary action. PSB managers/supervisors are responsible for tracking violations or deficiencies and the corrective action taken for each incident.
