



Administrative Policies and Procedures


Section: Client Rights, Responsibilities and Satisfaction	Policy Number: CLT-007
Title: Speak Up for Client Safety-Intervening and Escalating Safety Concerns	
Applies To: Seven Counties Services (SCS)	Scope: Organization-wide
Responsibility: Executive Leadership Team	

Purpose: To promote and communicate the directive that staff (includes employees and volunteers) are to “speak up” if they have concerns about the safety of a client care situation by intervening directly in the situation to assist in stopping it, and/or if intervention is needed beyond that point to assist in resolving the unsafe situation or concern, immediately escalating the concern through their supervisory reporting structure.

Policy Statement: Seven Counties Services (SCS) promotes and directs all staff to “speak up” if they have concerns about the safety of a client care situation by intervening directly in the situation to assist in stopping it, if/as possible, and if intervention is needed beyond that point to assist in resolving the situation or concern, immediately escalating the concern through their supervisory reporting structure. We will take no disciplinary action or punitive action against employees or other persons who speak up when they report safety or quality-of-care concerns.

Procedure:

1. Directors are to provide a supervisory reporting structure contact list to all staff. Directors are to post this reporting structure contact list in staff common spaces and have the same list on the program’s shared drive that also includes cell phone numbers.
2. If staff have concerns about the safety of a client, the staff should intervene directly, if safe to do so, and say what is needed to immediately eliminate the potential safety risk of the situation.
3. Staff is to follow their reporting structure contact list to communicate situations, even if their direct intervention did eliminate the immediate risk.
4. If the concern about the safety of the situation involves their direct supervisor, staff is to contact their supervisor’s direct supervisor.
5. In the event that a supervisor/leader needed cannot be reached or is involved in the client care situation of concern, staff is to communicate to the next level of leadership, following this process until they make direct contact with a person to report the safety concern, up to and including to the Chief Executive Officer.
6. Supervisor/leader contacted by staff who is reporting a client care safety situation is to provide immediate consult to the staff, take any actions needed to address the situation with any clients and staff involved, and report the situation and actions taken to their supervisor/leader who will make decisions, based on situation, for further communication escalation need.



Chief Executive Officer

April 10, 2024

Date