TEXAS
Health and Human Services

ATTACHMENT C

FACILITY SPECIFIC POLICIES AND PROCEDURES

Support Services Department
Contractors Rules and Regulations

Contractors are required to attend a mandatory Safety Training for approximately 2 hour before gaining access to the facility. Support Services Director will coordinate with Competency Training & Development on the date and time of training.

Contractors will check in daily at the front receptionist desk. All workers will need to provide identification daily in order to gain access to facility. A list of all the Contractors names that attended the mandatory Safety Training will be located at the Receptionist desk.

Foreman, Supervisor or Project Manager on site must check in with the Support Services Director or Security upon arrival before proceeding to perform any work and before exiting for the day.

Contractor workers with a contiguous infections/condition are not allowed to work at EPPC.

Support Services Director provide parking and staging of supplies according to availability of space, parking or the needs of the Contractor.

All Contractor vehicles must be locked when unattended. Vehicle interiors must be secure at all times.

All tools, equipment and flammable materials must be properly secured and/or monitor at all times. Contractor must have a locking Jbox and appropriate a fire extinguisher at all times.

No Contact or Communications with patients. Do not provide patients with contraband such as: cigarettes, matches, food, or money.

Cellular phone are not permitted on patient units. All contractor must leave their cell phones in their vehicles or in a locker provided by Security. No photographs or videotaping is allowed at EPPC without prior authorization.

Firearms and Weapons are **not** allow in the facility, EPPC grounds or in the contractor vehicles.

EPPC is tobacco free. All Tobacco products are prohibited in buildings, vehicles, and grounds of EPPC.

ALCOHOL and illegal drugs are forbidden on the EPPC grounds.

ALL INJURIES AND INCIDENTS should be reported to the Support Services department immediately. To report a fire or other emergency requiring assistance, call 5555 on the facility telephone system.

El Paso Psychiatric Center Non-Employee Orientation

EPPC Non-employee Disclaimer:

As a non-employee at EPPC, I have been informed, understand and acknowledge the following information:

- I understand that our patients have the right to privacy and I will keep all information confidential to include what I have heard, seen, or read (HIPAA).
- I understand that if I disclose any confidential information that I may be held liable and can be sued and/or prosecuted for the breach.
- I understand that if I access a patient's chart of someone that I know, I will be removed from the unit and/or facility.
- I understand that any documents related to patient information or hospital information must be discarded in a shred box prior to leaving EPPC.

I am aware that a breach of any of the above will terminate my rotation at EPPC.

EPPC statement for Non-Employees:

As a non-employee of the El Paso Psychiatric Center I am aware that the patients served suffer from severe and persistent mental illness. I understand that at times some patients may experience symptoms that cause them to be psychotic, paranoid, delusional, and possibly aggressive. Should I encounter a patient episode, medical, psychiatric, or aggressive in nature, I will not interfere. I will utilize techniques taught in Treatment, Intervention, and Protection Strategies (TIPS) to remove myself from the situation and immediately go obtain assistance from the trained staff of EPPC.

State Hospital Patient/Staff Boundaries Operating Procedure

The purpose of this training is to increase awareness of inappropriate staff/patient relationships begin and how and why they should be avoided.

- Follow all hospital rules, policies and procedures
- Do not relay personal information, problems or feelings to patients. Your job is to address their issues; don't burden them with yours.
- Address patients respectfully and appropriately

Employees must not:

- give a patient your home or cell phone number, or accept personal contact information from a patient
- Accept phone calls or text messages from patients. If you receive a text or call from a patient, the employee must report it to their supervisor.
- Be or become "friends" on ANY social Application (Facebook, Instagram, etc.). (If someone comes into the facility that you know from the community or are related to and already friends on social media, this is acceptable.)

- Loan or give money to patients.
- Borrow money from patients.
- Accept a gift of money from patients.
- Purchase items from or for patients.
- Use social media or personal email to contact inpatient or patient's family.
- Engage in personal correspondence of any kind (phone calls, letters, emails, etc.) with patients.
- Loan an employee cell phone to a patient or borrow a patient's cell phone.
- Give a patient a gift of any kind.
- Accept a gift of any kind from a patient other than crafts or artwork made at EPPC.
- Run errands for patients whether it is the employee's funds or patient's funds.
- Engage in relationships with HHS clients, service providers, contractors, or vendors that would impair objectivity in performing their duties or endanger confidentiality.
- Participate in gambling, betting, or illegal activity during work hours or on HHS agency's premises.

Employees must:

Notify their superior if the observe, suspect, or believe that another employee:

- May have violated this policy.
- May be planning or intending to violate this policy.

Notify their supervisor if there is any other concern about a co-worker's interaction with a patient.

Contact the Patient Rights Officer: Rocio Cantu ext. 5493

PATIENT RIGHTS

1. You have the right to be treated in a clean and humane environment in which you are protected from harm, have privacy with regard to personal need, and are treated with respect and dignity.
2. You have the right to daily opportunities for physical exercise and to spend time outside.
3. You have the right to appropriate treatment in the least restrictive setting available that provides protection for you and the community.
4. You have the right to be free from unnecessary or excessive medication.
5. You have the right to be moved to another room. The staff must pay attention to your request and must give you an answer and a reason for the answer, as soon as possible.
6. You have the right to be free from Restraint & Seclusion, unless a physician orders it. You may be restrained or secluded in an emergency situation without a medical staff member's order. If the medical staff member does not agree with the decision, you will be released. You must be told why you were restrained or secluded and what you must do to be released.
7. You have the right to keep and use your personal possessions, including the right to wear your own clothing and religious or other symbolic items.
8. You have the right to be free from mistreatment, abuse, neglect, and exploitation.

Staff Responsibilities:

- Uphold rights when rights have not been restricted
- Implement rights restrictions and support restoration of rights
- Report suspected rights violations
- Support patients in exercising rights by removing barriers (lack of knowledge, access, physical barriers, lack of opportunities, and employee attitude, beliefs, and values.

Some Barriers might be:

- Lack of knowledge or understanding of rights
- Physical barriers: ex: need a wheelchair for mobility

Abuse, Neglect, and Exploitation

Definition:	Examples	Signs
Physical Abuse: is the act or failure to act, inappropriate/ excessive force or use of restraints not in compliance with laws and regulations	• Striking/pushing • Shaking • Telling someone else to mistreat someone or take matters into their own hands	• Unusual pattern of injuries such as bruises, burns, bites • Frequent unexplained injuries • Fearful behavior
Sexual abuse: any sexual activity between an employee and a person served.	• Kissing, hugging, stroking, or fondling with sexual intent • Oral sex or sexual intercourse • Requesting, suggesting, or encouraging sex • Sexual exploitation • Sexual assault	• Pregnancy • Sexually-transmitted disease • Trauma to and around sex organs • Accusations • New fear of person or gender
Exploitation: using a person or a person's resources for monetary or personal benefit, profit, or gain.	• Time • Money • Benefits • goods	• Property that suddenly goes missing • Unexplained financial difficulty
Verbal/emotional abuse: communicating in a way that degrades a person or threatens a person with physical or emotional harm	• gestures • name-calling • cursing • verbal threats • loud, angry, or threatening tone • sarcasm	• fearful behavior • change in behavior • refusal to be around a particular person

Report all abuse, neglect, or exploitation to the Department of Family and Protective Services at

1-800-647-7418 or

www.txabusehotline.org

Remember that all allegations are to be reported immediately or within <u>ONE HOUR</u>

STATE OPERATED FACILITIES RISK MANAGEMENT OPERATING INSTRUCTIONS
§2– SAFETY PROGRAM ADMINISTRATION
J. FIREARMS, WEAPONS & OTHER CONTRABAND

Firearms*, ammunition, illegal knives, mace, pepper spray, tasers, explosive weapons and other weapons are not permitted on any premise owned, leased, or otherwise operated by a state supported living center (SSLC) or state hospital (SH).
Firearms and other weapons are not permitted in any SSLC/SH-owned vehicles. Employees are prohibited from carrying their handgun while transporting clients, regardless of whether the vehicle used is agency owned, agency leased, or an employee's personal vehicle.

***Patients, visitors, family members of patients, contractors and other members of the public are prohibited from bringing a handgun onto the grounds of state hospitals. YOU WILL BE TOLD OF THE IMPLEMENTATION DATE BY YOUR SUPERVISOR NEXT MONTH.**
*Employees who have a handgun license may store a handgun in their personal vehicle in the parking lot/garage of a SH/SSLC. For safety reasons as well as potential theft, it is strongly recommended that licensed handgun holders keep their gun in a lock box stored under the seat or in the locked truck of their vehicle. Handguns covered under this paragraph (and other weapons) may not be removed from the vehicle and carried on campus.
All personal and state owned vehicles must have windows rolled up and doors/trunks locked unless the driver is in the vehicle, regardless of the presence of a firearm for the protection of people and property.
Violation of this policy may result in disciplinary action up to and including termination.
Note: "Illegal knife" means a: knife with a blade over five and one-half inches; hand instrument designed to cut or stab another by being thrown; dagger, including but not limited to a dirk, stiletto, poniard; bowie knife; sword; or spear. For additional information see Texas Penal Code, Title 10 Chapter 46 Weapons.
This policy does not apply to:
- city, county, state, or federal law enforcement officers who are authorized to carry firearms and who are at the facility on official business;
- volunteer emergency services personnel in the course and scope of providing emergency services to the community, and
- firearms kept in the homes of employees who reside in campus housing. Employees residing on the grounds who possess firearms should be advised that they must keep these within their quarters and must keep them sufficiently immobilized to prevent possible accidents or possible operation by clients.

Reporting Violations of Firearms Policy

Employees are not to inquire whether or not a person wearing a handgun at a facility or licensed or not. The risk manager, security officer in charge or administrator on duty is responsible for any communication with a person wearing a handgun.
All employees are responsible for immediately notifying the supervisor, facility risk

management office, security and the executive duty officer of any unauthorized firearms or weapons they have seen or have been told about that would constitute a violation of this policy. If the presence of an unauthorized firearm or weapon is noted after regular business hours or on the weekend, it should be immediately reported to the risk manager, security and the executive duty officer

All reports of unauthorized firearms or other weapons must be taken seriously and investigated immediately by the facility risk manager/security director or administrator on duty.

If there is reasonable suspicion that an unauthorized firearm or other weapon or contraband is on the facility premises or in a state vehicle, the facility head or designee may authorize an inspection consistent with the requirements as described in **HHS Human Resources Manual** Chapter 3 § M - Searches of Employee's Personal Property.

The supervisor, in conjunction with the risk manager, contacts the HHS human resources office and legal services to discuss next steps when there is an employee violation of this Operating Instruction or the HR Manual. If the reported violation constitutes a threat of harm, see the recommended intervention guidelines in Chapter 3, General Employment § L. Threats of Harm; (Threat But No Imminent Threat of Harm or Violence).

If the risk manager or administrator on duty receives a
credible report that individuals are in imminent danger,
particularly when weapons are involved, law enforcement officers will be called immediately to handle the situation. Staff who witness an individual on campus that is actively seeking to cause harm are expected to contact 911 immediately and then report the threat to facility administration via the phone number identified in the facility Emergency Management Plan.

Failure to report any policy violation under Section J may result in disciplinary action,
up to and including dismissal.

Note: For additional information on active threats refer to the:

- **HHS Human Resources Manual** Chapter 3 § K - Handguns and Other Weapons.
- *Facility Emergency Management Plan, Hostile-Armed Intruder Annex.*

Acknowledgement

I have received training on EPPC's non-employee disclaimer, EPPC's statement for Non-Employees, and State Hospital Patient/Staff Boundaries Operating Procedures.

I agree to abide by the responsibilities contained in the El Paso Psychiatric Center non-contract Orientation. Follow all rules, regulations that apply to my rotation as a non-employee at EPPC.

I adhere to the Handgun, weapon, and contraband policies and procedures for State Facilities.

_____	_____
Signature	Date
_____	_____
Print Name	Associate Type
_____	_____
Witness Signature	Date
_____	_____
Witness Printed Name	Witness Position