



# Monterey County Behavioral Health Policy and Procedure

<b>Policy Number</b>	402
<b>Policy Title</b>	Dangerous Consumers And Those In Possession Of Weapons
<b>References</b>	Policy No. 202 Safety Practices For Field Visits
<b>Form</b>	None
<b>Effective</b>	September 8, 1986 Revised: May 9, 2003 Revised: September 1, 2008

## 1 Policy

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3 It is the policy of the Monterey County Health Department – Behavioral Health Division to provide a  
4 safe environment for its staff and consumers. Personnel having the responsibility for outpatient  
5 services, day treatment, case management and support services are not required to provide such  
6 services to clients who pose an immediate physical danger. Consumers, who are deemed  
7 dangerous as a result of a mental disorder under the Welfare & Institutions Code 5150, will receive  
8 treatment only in an appropriately safe and secure inpatient facility. Under no circumstances  
9 should any staff member initiate or provide services to any customer in possession of a firearm or  
10 other dangerous weapon. All staff is encouraged to attend training on managing verbal de-  
11 escalation so they can identify early warning signs and possibly intervene before danger occurs.

## 12 Procedure

### 13 A. Belligerent Consumers – No Apparent Weapon

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17 1. Personnel having initial contact may exercise judgment as to:  
18 a. Attempting to verbally calm the client.  
19 b. Notifying the Behavioral Health Service Manager, Unit Supervisor, Case Manager, or Officer of  
20 the Day - with an explanation of the problem, to calm the consumer.  
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22 2. Calling 911 (police or security) in an emergency, if needed and feasible.  
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24 3. Do not attend to the consumer alone unless it is deemed that no immediate danger exists. If a  
25 questionable safety issue is present, follow the office protocol by requesting assistance using a  
26 pre-designated code, such as, “cancel my appointments for the rest of the day”, which signal will  
27 staff you need immediate assistance and/or 911. Staff are encouraged to utilize their “panic alarm”  
28 as needed; exiting the room that the consumer is in if they won’t voluntarily leave.  
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30 4. Staff should interview a potentially problematic consumer in a designated office that has ready  
31 access to exits for the staff person or other personnel to enter and render assistance as needed.

