

**WEST MICHIGAN COMMUNITY MENTAL HEALTH
ADMINISTRATIVE MANUAL**

		Chapter: 2	Section: 16	Subject: 1
CHAPTER: Board Services and Program Administration				
SECTION: Program Operations During Severe Weather				
SUBJECT: General Policy				
Administrative Approval:		Date of Governing Board Action:		Page 1 of 4
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- I. **PURPOSE:** To establish guidelines for program operation during times of severe weather.
- II. **APPLICATION:** All CMH employees and all mental health programs operated by West Michigan Community Mental Health.
- III. **REQUIRED BY:** Not required.
- IV. **DEFINITIONS:**

Severe Weather: Means the occurrences of a tornado, severe thunderstorm, excessive snow accumulation, or ice storm or its result, which limits program operation.

Program Site: Means the location to which the employee normally reports.
- V. **POLICY:** It is the policy of the West Michigan Community Mental Health (WMCMH) that Lake, Mason and Oceana program sites shall remain in operation within reasonable limits during severe weather, unless a program(s) is closed by the Executive Director or his/her designate. Community Mental Health emergency services shall be available 24 hours a day at all times.
- VI. **PROCEDURES:**
 1. The Executive Director or his/her designate is authorized to close any or all WMCMH programs (except emergency services) in cases of severe weather.
 2. Employees are expected to report to their respective program site unless all Community Mental Health programs are closed.
 - 2.1 Employees unable to report shall notify their appropriate program manager or supervisor at the earliest opportunity.
 - 2.2 Employees shall utilize Time Star to request paid time off for the time absent from work.
 - 2.3 In unusual circumstances, employees may submit a written request to the Executive Director for paid administrative leave of absence.

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3. CMH Crisis Stabilization Services shall be available 24 hours a day.
 - 3.1 The scheduled Crisis Stabilization Services (CSS), and Assertive Community Treatment (ACT) staff member shall assume responsibility for his/her contracted duties upon notification of the close of all CMH programs.
 - 3.2 The scheduled Crisis Stabilization, and Assertive Community Treatment On-Call staff member shall remain responsible for emergency services until relieved of this duty by another clinical staff member.

4. During severe weather, the CMH staff member who is scheduled to administer medications shall be responsible for delivering medications to the consumers' place of resident between 4:00 p.m. and 6:00 p.m. The staff member, in addition, shall give the consumers his/her morning medication(s).
 - 4.1 If the staff member scheduled to administer medications cannot do so due to severe weather, he/she shall be responsible for locating another staff member, who is on the schedule to administer medications, to deliver the medications.
 - 4.2 In the event the responsible staff person cannot deliver medications due to severe weather and is unable to locate another staff member to deliver medications in his/her absence, he/she shall contact the Assertive Community Treatment (ACT) On-Call system for assistance.

5. In the event that severe weather may result in unsafe traveling conditions when programs are to remain open, staff members should tune into WKLA (92.7) FM, WCXT (105.3 FM), or WWKR (94.1 FM) before leaving the agency to get information about driving conditions. Staff members must exercise good judgment and common sense when conditions are questionable (icy roads, high winds, tornado watch, poor visibility, heavy rain or snowfall).
 - 5.1 It shall be understood that, at any time, if a staff member judges the road conditions to be too hazardous for travel, they may inform their supervisor or manager that they have decided not to travel.
 - 5.2 If there is cause for suspension of travel (extreme weather conditions, such as a tornado warning or flash flooding), notification of the suspension shall be given by the safety officer and posted at each location.

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VII. SUPPORT DOCUMENTS:

- Appendix 2-16-1A: PWC Consumer Attendance During Severe Weather Policy
- Appendix 2-16-1B: DU Consumer Attendance During Severe Weather Policy
- Appendix 2-16-1C: Natural Disaster-Winter Storm
- Appendix 2-16-1D: Emergency and Severe Weather Phone Numbers

WEST MICHIGAN COMMUNITY MENTAL HEALTH

PROGRESSIONS WORK CENTER

SEVERE WINTER WEATHER CONSUMER ATTENDANCE POLICY

Many clients are transported daily to Progressions by contracted transportation providers.

1. Announcements of Contracted Providers closings will be on local TV and radio stations.
2. If the Contracted Provider closes mid-day, PWC will then call the homes to notify families of early arrival and assure that someone is available to meet the consumer.
3. On days when there is no transportation provided, clients and their families have the option of transporting (both a.m. and p.m.) themselves to and from the workshop. We ask that if you intend to transport, to please call PWC first in order to make sure that enough staff have been able to make it in to provide adequate supervision.
4. PWC follows agency policies if the decision is made to close the entire agency.

WEST MICHIGAN COMMUNITY MENTAL HEALTH

DIMENSIONS UNLIMITED

SEVERE WINTER WEATHER CONSUMER ATTENDANCE POLICY

1. Contracted transportation providers do not transport consumers who live outside Ludington city limits when the West Shore ESD is closed due to severe winter weather. DU knows this is the policy. AFC providers, families and consumers are also aware of this policy.
2. If the decision to close the West Shore ESD is made during the day, the contracted transportation provider notifies DU with the time they plan to pick up consumers. DU is responsible for notifying families and AFC providers. DU will also notify PWC of the contracted transportation provider's decision. If a family cannot be reached, the consumer will remain at DU until the family can be reached.
3. Consumers who live inside Ludington city limits are always transported by contracted transportation providers to DU, unless the contracted transportation provider makes the decision to pull their buses from the city streets. If this decision is made during the workday, the contracted transportation provider notifies DU. DU is responsible for notifying families.
4. Consumers, their families, and AFC providers always have the option of transporting their consumer who lives outside the city limits to DU if the contracted transportation provider is not transporting due to severe weather.
5. DU follows agency policy and guidelines if the decision was made to close the entire agency.

NATURAL DISASTER-WINTER STORM

Winter storms are a combination of cold air, wind, heavy snow and/or freezing rain. These conditions can endanger personal safety due to poor visibility, freezing temperatures, and/or wind chill. The National Weather Service issues winter storm warnings when there is a serious threat that a winter storm will occur. While it is the policy of the agency to remain open during winter storms, employees are not to endanger themselves in order to get to work (see WMCMH personnel policy for time off options). Warnings are broadcast via local radio and TV stations.

1. Following are procedures that CMH staff members shall implement in the event of a winter storm.
 - 1.1 Prior to early morning transportation runs, the Safety Officer or Program Supervisor shall determine if a "State of Emergency" has been declared in any of the three counties by contacting the sheriff's department.
 - 1.1.1 If a state of emergency has been declared, the Executive Director, Safety Officer or designee will notify WMOM FM, WYBR FM, WCXT FM, WWKR FM, and/or WKLA FM to announce that West Michigan Community Mental Health will be closed in the county where the state of emergency is declared.
 - 1.1.2 Staff members shall be responsible for getting this information from the radio.
 - 1.2 In the event that a state of emergency is declared during work hours, the following shall apply:
 - 1.2.1 Program supervisors or their designee, shall be responsible for ensuring all customers have adequate transportation home and for those customers who reside in AFC or Staffed Group Homes, that the care provider is home.
 - 1.2.2 Program supervisors or their designee shall remain at their program site until all customers and program staff has safely evacuated.
 - 1.3 If the decision to cancel normal operations is made during normal operating hours, the Executive Director, safety officer or designee shall contact WMOM FM, WYBR FM, WCXT FM, WWKR FM, and WKLA FM to issue a bulletin regarding the changes in operations.
 - 1.4 In the event that the weather is too dangerous to send staff members and customers home, they shall remain in their respective buildings until it is safe to transport as determined by the Executive Director, Safety Officer or Program Supervisor.
 - 1.5 All staff members should use common sense when making the decision to travel on back roads during inclement weather. Employees should heed Sheriff's advisories when making the decision to travel beyond the city limits during normal operations.

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EMERGENCY AND SEVERE WEATHER PHONE NUMBERS

LAKE COUNTY:

Lake County Sheriff's Department & 911 Non-emergency for Lake County: (231) 745-2711
Lake County Road Commission: (231) 745-4666

MASON COUNTY:

Mason County Sheriff's Department: (231) 843-3475
911 Non-emergencies for Mason County: 1-800-364-7332
Mason County Road Commission: (231) 757-2882
Garage: (231) 757-2235

OCEANA COUNTY:

Oceana County Sheriff's Department: (231) 873-2121 (9-5 hours), (231) 873-3967
911 Non-emergencies for Oceana County: (231) 873-2388
Oceana County Road Commission: (231) 873-4226

RADIO ANNOUNCEMENTS OVER:

WWKR 94.1 FM Pentwater: (231) 843-0941
WKLA 1450 AM, 92.7 FM and 107.9 FM Ludington (231) 843-2225
Y-102 WYBR FM Big Rapids (231) 796-7000

SAFETY COMMITTEE MEMBERS (home phone numbers):

Bonstell, Tracy (Administrative Site Services Coordinator) (231) 873-5372
Shay, Carla (Vocational/CSS Program Manager) (231) 231 233-5933
VanderWall, Zack (Facilities) (231) 301-4931
Condit, Michele (Deputy Director of Service Enhancement Team) (231) 510-6152

Vocational & Community Employment Services Team Leader (home phone number):

Shay, Carla (231) 233-5933