

<b>River Valley Therapeutic Residence Policy and Procedure</b>		
<b>Emergency Guidelines</b>		
Effective: 4/26/2023	Revised:	Due to Review: 4/26/2025

## **POLICY**

River Valley Therapeutic Residence (RVTR) is committed to establishing and maintaining a treatment environment that is safe, clinically effective, and non-violent.

## **PROCEDURE**

If an individual escalates, RVTR leadership shall ensure staff:

- Continue to ensure the use of ProAct defusing techniques (verbal de-escalation skills) and offer PRN medication if available.
- Comply with all Therapeutic Community Residence (TCR) regulations.
- Protect and promote resident's rights.

If a resident is unable to regulate emotions or behavior's the following procedures will be followed:

- **During regular business hours (6:00am to 4:30pm)**
  - Notify the RVTR Director or Nurse Manager to discuss next steps.
- **After hours, if a determination is made that there is an imminent risk to safety of residents and staff the nurse on-duty or shift leader:**
  - Call 911
  - Call Howard Center Crisis at 802-488-7777
  - Attempt to notify RVTR Director first, and if unavailable, contact DMH Available Administrator by calling VPCH Admissions at 802-828-2799 and ask for the DMH Available Administrator to be paged.

If resident is escalated but there is no imminent risk to the safety of residents or staff:


1. If the resident can work with staff about taking a time out, using a PRN, etc. and can regain control, they can remain at the residence.
2. If resident is unable to regain control the nurse on-duty or shift leader can call for support if needed, by first attempting to contact RVTR Director, and if unavailable, contact VPCH Admissions at 802-828-2799 and ask for the DMH Available Administrator to be paged. When the Available Administrator calls back, explain the situation and concerns to determine if Howard Center First Call screeners need to be called.

If it is determined that resident will be transported to UVMMC for an emergency evaluation (EE):

- After resident leaves:
  - Contact UVMMC Emergency Department (802)-847-2434, tell them who you are, and inform them the resident is being transported there for an emergency psychiatric evaluation.
  - Inform them a fax will be sent to their preferred number with a copy of the MAR, PRN, Face Sheet and the last 48 hours of progress notes.
  - Ask to have the UVMMC crisis clinician call RVTR so pertinent information can be shared.
  
- Residents do not necessarily need to be hospitalized if transported to the ED. The crisis clinician may determine that the crisis has passed, and the resident has agreed to return to RVTR. They should contact the Program Director/Nurse Manager to discuss resident’s return.
  
- After being evaluated in the UVMMC ED, the determination may be made that the resident needs to be hospitalized, either voluntarily or involuntarily. Systems are already set in place for these types of emergent situations, and it is up to the crisis clinician to arrange hospitalization.
  
- Return transportation will be arranged in the least restrictive manner possible.

Staff shall write a detailed note in the chart and complete a Resident Event form.

The facility shall have a debriefing meeting as soon as possible following any event and shall also give the residents an opportunity to debrief regarding the event if they wish.

Approved by	Signature	Date
Emily Hawes Commissioner Vermont Department of Mental Health	 <p>DocuSigned by: Emily Hawes C50275615A62462...</p>	4/26/2023