




**COBB COUNTY COMMUNITY SERVICES BOARD
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

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Policy # 8148	Behavioral Health Crisis Center (BHCC) - Authorized Entry/Exit to the BHCC
Origination Date: October 1, 2012	
Revision Date: December 28, 2015	
Reviewed Date: May 8, 2013, December 19, 2016	
Approved:  Bryan G. Stephens, Interim Executive Director	

POLICY:

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board's Behavioral Health Crisis Center (BHCC) to provide protection and safety for clients, staff and visitors to the CSU, with physical safety and confidentiality as the primary concerns.

PROCEDURE:

1. Until the Lobby remodel is complete:
 - a. The front lobby's external door is open during the day with visitors using the lobby telephone to communicate with the unit staff. The lobby's external door is manually locked at dusk. Visitors may communicate with the unit staff by the outside bell and speaker box.
 - b. Security will go with staff to the door. The Lobby will be monitored by the Nurse's Station during the visit.
 - c. Then follow Procedures numbered two (2a) through number five (5).
2. Once the Lobby remodel is completed:
 - a. Visitors and Individuals will check in with the support staff seated in the check-in area.
 - b. Staff will assist the visitor to sign into the visitors' log book controlled by staff.
 - c. Vendors sign into the log book located in the lobby and are escorted by staff for the duration of the time they are at the facility.
 - d. The interior lobby door that enters into the building is coded and must have staff accompaniment to enter.
 - e. The internal door directly to the unit is coded and must have staff accompaniment to enter if the person is eligible for entry.
 - f. Visitors to the unit during designated visiting hours sign into the unit log book, and follow the procedures outlined in Policy #1006 Client Access to Telephone, Mail and Visitors.
3. All doors to the unit are locked by magnetic locks and will open if the fire alarm sounds.
4. Law Enforcement/Ambulances who bring individuals for admission to the BHCC will follow the signs to press the outside intercom.
 - a. They will state who they are and staff will go to the Sally Port to open the door.

- b. The Law Enforcement/Ambulances will then enter the Sally Port and wait for the staff to shut the door.
 - c. The individual may then be escorted by the Crisis Receiving Charge Nurse for triage.
 - d. The Crisis Receiving Charge Nurse must go to the Sally Port to accept admissions, and check Paperwork.
5. Exiting from the building is through the same coded doors and must have staff accompaniment.