

EMERGENCY INTERVENTION SERVICES POLICY

I. INTENT

It is the intent of San Andreas Regional Center to have a mechanism to address the emergency needs of consumers so that consumers will be maintained in safe and healthy living arrangements.

II. DEFINITION

Consumers, Individuals served by the regional center and Persons we serve are terms that are used interchangeably throughout the San Andreas Purchase of Service policies to refer to those individuals who receive services from the regional center. These same terms are used throughout the Lanterman Developmental Disabilities Services Act.

Emergency services are those services which are required to immediately protect the life, health and safety of the consumer and others.

Emergency intervention services are those services necessary to maintain the consumer in his or her current living arrangement.

Emergency relocation services are those services necessary to move a consumer from his or her current living arrangement to a safe, temporary alternative until the consumer's long term needs can be addressed.

III. POLICY

All consumers, families, care givers and program staff shall use the generic emergency services available to the community, e.g., police, fire, medical services, as warranted by the situation.

San Andreas Regional Center has an emergency twenty four-hour response system that consumers, families, service providers, and the public can access by calling the main phone number at the office from which the consumer normally receives service (Campbell, Gilroy, Salinas or Watsonville). The San Andreas on-call managers shall respond within 30 minutes to an emergency call.

The regional center provides emergency intervention services. When available, an emergency response team may be sent to the site of the emergency (e.g. residence, day program/work site, and emergency psychiatric center) to:

- Assess the situation
- Provide the support necessary to ensure the health and safety of the consumer and others
- Maintain the consumer in his or her residence

The regional center provides emergency relocation services. In response to an emergency, a consumer may be placed in an available alternative environment for up to twenty-one days until a safe and appropriate living arrangement can be located.

IV. PURCHASE OF SERVICE (POS) STANDARD

Authorization for emergency services is available twenty-four hours a day.

V. EXCEPTION

The exception process is not pertinent/relevant to this policy.

VI. NOTICE OF ACTION

A Notice of Action is not pertinent/relevant to this policy.

Adopted 03-17-2014