

POLICIES AND PROCEDURE MANUAL

Chapter:	Human Resources		
Title:	Emergency Notification Procedure - Internal		
Policy: <input type="checkbox"/>	Review Cycle: Biennial	Adopted Date: 05.2018	Related Policies: Personnel Manual
Procedure: <input checked="" type="checkbox"/>	Author: Deputy Director	Review Date: 07.01.2025	
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Purpose

The procedure is to ensure that Mid-State Health Network (MSHN) has a method to alert staff when an emergency occurs. The emergency notification procedure shall meet legal and regulatory standards under the Medicaid Specialty Supports and Services contract and federal and state privacy guidelines and ensure compliance with notification requirements.

Procedure

Invoking Urgent/Emergency Alert Requirements

Mid-State Health Network personnel, acting in an emergent situation where there is potential risk to staff shall notify supervisory personnel on site and the Mid-State Health Network's Chief Executive Officer (CEO) and Deputy Director immediately.

- A. Upon identification of an emergent situation as identified below, MSHN staff shall use one of the following methods:
 1. A panic button, located at the front desk, when there is immediate concern for an emergency should be pressed and will generate a notification to Lansing Police Department, the Landlord, and the Chief Executive Officer. After notification of such, the Chief Executive Officer (if appropriate) will generate an email to: emergency@midstatehealthnetwork.org using the process identified in 2 below.
 2. Generate an email to: emergency@midstatehealthnetwork.org
 - i. This email sends a text message alert to all identified MSHN staff and the Professional Employment Agency representatives.
 - ii. The subject line will warn of an emergent situation.
 - iii. The message body will indicate there is an emergency, identify if it is safe to drive to the MSHN physical location, instruct whether to call back, or await further guidance.
- B. Upon identification of an urgent situation (one that may be escalating but not yet emergent) MSHN staff shall use one of the following methods:
 1. Generate an email to: urgent@midstatehealthnetwork.org
 - i. This email sends a text message alert to the Chief Executive Officer, Deputy Director, Chief Information Officer and Landlord.
 - ii. The subject line will warn of an urgent situation and the location (e.g. Suite F)
 - iii. After notification of such, the Chief Executive Officer, Deputy Director, Chief Information Officer and/or Landlord will immediately assess the location and determine if further emergency procedures should be implemented.
- C. MSHN staff shall adhere to the instructions provided and await further guidance. NOTE: If staff have scheduled meetings at the MSHN offices with providers, Community Mental Health Service Program (CMHSP) staff, the state, or other colleagues, staff are responsible for

notifying the parties and/or cancelling on-site meetings depending on the nature of the emergency.

Administrative Cancellations/Office Closures

- A. Upon identification of an administrative cancellation situation such as inclement weather (per office closure policy). The MSHN CEO/Deputy Director shall:
1. Generate an email to: emergency@midstatehealthnetwork.org
 - i. This email sends a text message alert to all identified MSHN staff and the Professional Employment Agency representatives
 - ii. The subject line will indicate Office Closure
 - iii. The message body will indicate the date/time of office closer and any further guidance

Maintaining Emergency Alert Directory

All Mid-State Health Network personnel required to carry a mobile device shall make the cell phone number available for emergency contact information and immediately notify MSHN of a change to their cell phone number.

- A. MSHN Executive Support Specialist shall maintain a listing of all MSHN staff (including interns and contractual staff) and their cell phone numbers. This listing is kept current to include new hires and remove personnel that have resigned employment at MSHN. The phone directory is located in BOX under Human Resources and saved in Human Resources/Payroll software.
- B. MSHN technology staff shall use the phone directory listing to update the private file kept on the site <https://www.clicksend.com> Providence Consulting shall be the backup to this process.
- C. MSHN Chief Information Officer or designee shall annually test the urgent@midstatehealthnetwork.org and emergency@midstatehealthnetwork.org. The test shall ensure all employees received the notification.

Intended Uses

For any urgent or emergency situations at Mid-State Health Network, such as: weapon threats, tornadoes, bomb threats, etc. and administrative cancellations such as snow days.

Applies to

- ☒ All Mid-State Health Network Staff
- ☐ Selected MSHN Staff, as follows:
- ☐ MSHN's CMHSP Participants: ☐ Policy Only ☐ Policy and Procedure
- ☐ Other: Sub-contract Providers

Definitions

CEO: Chief Executive Officer

CMHSP: Community Mental Health Service Program

MSHN: Mid-State Health Network

Other Related Materials

N/A

References/Legal Authority

N/A

Change Log:

Date of Change	Description of Change	Responsible Party
05.04.2018	New Procedure	Deputy Director
02.15.2019	Amended to include use for administrative cancelations	Deputy Director
05.2019	Annual Review	Deputy Director
02.2021	Biennial Review	Deputy Director
02.2023	Biennial Review	Deputy Director
03.2025	Biennial Review	Deputy Director