



BERGEN COUNTY HOUSING, HEALTH AND HUMAN SERVICES CENTER

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Policy on Managing Disruptive/Dangerous Behaviors in Guests

Any threats of violence, verbal or physical must be documented and acted upon immediately.

Such behaviors include:

- Threats by anyone to hit someone, have someone else “come after them”, or vague comments like “you will get what is coming to you”.
- Any threat to “kill” another person in any manner.
- Any threat to kill themselves.
- Anytime a guest threatens to harm another guest, a staff member or security.
- Any reports from a guest that someone threatened them physically.
- A guest that is yelling at staff, security or another guest, especially when they are visibly agitated and unable to calm down.
- A guest, who punches/hits Center property, picks up and throws Center property or causes physical damage to themselves or others while on the premises.

In any of the above situations you must do the following immediately, not later or the next day.

- Alert immediate supervisor (if on-site) and security.
- Security will notify BCPD
- Move others away from the area where the behavior is occurring or have them go to the security office.
- **Alert clinical staff** (if it is at night then the Coordinator for Program Services, who is a licensed social worker, must be notified).
- Alert the nurse if there is physical injury.
- Clinical staff will determine along with the police if the person needs to be hospitalized (262 if it is involuntary), arrested or removed from the premises.
- Document the incident with details and include actions taken.
- The Assistant to the Director will notify the county of actions taken.

Staff that fails to properly follow these directives will be in violation of following protocol and may be subject to disciplinary actions. This process must be uniform and unbiased in its

implementation. All threats must and will be taken very seriously and guests will be immediately discharged for any threatening or violent behavior as determined by the Director. Staff failure to report such incidents will be viewed as obstructing the safety of other staff and guests and will not be tolerated.