


CHAPTER: <b>2</b>	SECTION: <b>7</b>	SUBJECT: <b>CONTINUUM</b>
SUBJECT: <b>OFFICE HOURS</b>		
EFFECTIVE DATE: <b>12-15-95</b>	REVISED/REVIEWED DATE: <b>4/30/97; 5/30/01; 3/2/04; 5/3/05; 2/05/08; 9/17/09; 2/28/11; 1/19/12; 3/25/13; 4/17/14, 4-22-15; 9/1/16, 7/29/19; 9/22/2020; 11/09/2021, 01/24/23, 11/13/23</b>	
ISSUED AND APPROVED BY:  EXECUTIVE DIRECTOR		

**I. PURPOSE:**

To establish policy and procedure for scheduling of Community Mental Health of Ottawa County (CMHOC) services to meet consumer needs in a safe environment.

**II. APPLICATION:**

To all CMHOC operated programs providing outpatient services.

**III. DEFINITIONS:**

**Office hours** refers to those hours when an office is open and available to the public. These may vary from site to site and may reflect times when only limited agency services are available.

**IV. POLICY:**

It is the policy of CMHOC to establish regular office hours for appointments, to have other hours available for appointments based on the needs of the consumer, and to assure the safety of staff during the non-office hour appointments. CMHOC will assure that evaluation of demand by office is regularly analyzed and reported to the Leadership Group. CMHOC will assure that consumer feedback is gathered in regard to the convenience of office hours.

**V. PROCEDURE:**

In order that office hours reflect consumer need, Program Supervisors/Coordinators will regularly assess the need to modify office hours (they will decide if evening hours are necessary). The following procedures should be followed in the scheduling of office hours in CMHOC locations

1. Office hours will be posted at each location.
2. If an office is going to be open after regular business hours at least one support staff will be present (to ensure orderly work flow and lock-up). If a support staff is not available, responsibility for building security and lock-up will be assigned.
3. Any decision by a Program Supervisor/Coordinator to modify office hours must be coordinated with any other programs occupying the office location that may be impacted by the change, and approved by the Leadership Team.
4. No staff member shall work alone in a facility during office hours when consumers are present.
5. To protect the safety of staff and visitors, sites with evening hours should lock the doors after the last scheduled evening appointment arrives.

6. Office hours will be continuously assessed to respond to consumer needs.

**VI. ATTACHMENT:**

None applicable.

**VII. REFERENCE:**

DCH Master Contract