

**Arizona Department of Health Services  
Division of Behavioral Health Services  
PROVIDER MANUAL**

**White Mountain Apache Tribal Regional Behavioral Health Authority**

**Section 10.1 HEALTH AND SAFETY**

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**10.1.1 Introduction**

White Mountain Apache TRBHA expects all provider sites to provide a clean, safe and secure environment for persons served, their families, and personnel. Many of these provisions are provided for under the Office of Behavioral Health Licensing requirements; however WMATRBHA includes these requirements to assure consistent safety standards across the entire WMATRBHA provider network. The requirements for provider agencies include:

- Appointment of a Safety Officer;
- External inspections with documentation of corrective action;
- The development and annual review of a written emergency plans;
- No Smoking Policies;
- Workplace Safety Policies; and
- No Weapons Policies.

**10.1.2 References**

[Division of Licensing Services Office of Behavioral Health Licensing](#)

[Arizona Administrative Code: State Requirements for Licensing - Behavioral Health](#)

[R9-20-214 Environmental Standards](#)

[How to Complete a Plan of Correction \(Example\) \[PDF 77KB\]](#)

**10.1.3 Scope**

To whom does this apply?

This section applies to all behavioral health providers delivering services within the WMATRBHA Provider Network.

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**10.1.4 Did you know...?**

The top two (2) citations issued by the [Division of Licensing Services Office of Behavioral Health Licensing](#) are [R9-20-214 Environmental Standards](#) violations.

**10.1.5 Objectives**

To assure the WMATRBHA network providers meet these environmental standards WMATRBHA has established annual environmental inspections, which generate training and technical assistance to providers' facility staff.

**10.1.5 Procedures**

**10.1.5-A Environmental Standards**

The WMATRBHA Provider Network Manager performs annual environmental inspections at all sub-contracted facilities in the WMATRBHA Provider Network. WMATRBHA provides orientation and technical assistance to improve environmental standards at each provider's facility. WMATRBHA has developed [Form 10.1 Environmental Inspection Checklist](#) to measure facilities' compliance with health and safety regulations and as a tool to develop plans of correction.

**10.1.5-B Appointment of a Safety Officer**

Each provider contracting with WMATRBHA appoints staff to act as the Safety Officer. The Safety Officer is responsible for:

- Ensuring that the items on [Form 10.1 Environmental Inspection Checklist](#) are implemented;
- To act as liaison with the provider's facility and WMATRBHA Provider Network Manager and Quality Management Department;
- Assures all safety-related activities, inspections, and drills are conducted, providing in-service as needed to address safety concerns; and
- Attends WMATRBHA Safety Officers annual meetings;

**10.1.5-C Smoke-free Facility Protocol**

To foster a safe, healthy environment for staff and clients provider's facilities must assure these protocols are implemented:

No Smoking is allowed anywhere in the facility;

Staff are not allowed to smoke in view of or with clients;

A safe, secure area away from the front door is established for smokers;

Clients and staff are made aware of the no-smoking policy at orientation.

**10.1.5-D Workplace Safety- Security**

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Each provider will assure clients and staff are aware of the facility's safety rules, emergency exits, and all other safety protocols.

- Emergency Exit Diagram is posted throughout the site;
- No Smoking signs are posted where staff, clients and visitors will see them;
- First Aid Kits are easily accessible;
- Visitor entrance has signs posted in visible area indicating weapons (knives, guns, clubs, or any other object perceived as threatening to staff or clients) are not permitted in any facility;
- All client, staff and family visitors receive orientation on all safety measures; and
- Staff receive training (at least annually and as needed) on safety protocol if an emergency situation occurs.