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Approved By: Mohamad Khraizat	Title: Health Operations Manager
Signature:	Date: 6-24-21

**I. POLICY**

The policy of the ACCESS Community Health and Research Center (CHRC) to make every effort to maintain normal work hours, even during severe weather or other emergencies. As a human services organization, we are committed to making decisions that balance our commitment to serving our clients with the importance of employee safety. ACCESS recognizes that severe weather and other emergencies may affect our ability to open for business.

**II. PURPOSE**

The purpose of this policy is to delineate and describe program standards and expectations for notifying employees of delay/closure as early as possible in order to inform consumers of services of the closure.

**III. APPLICATIONS**

This policy applies to all ACCESS employees, interns and volunteers who provide support and treatment on behalf of the ACCESS Community Health and Research Center.

**IV. PROCEDURES**

- A. In the event that ACCESS CHRC is closed or delayed, it is the responsibility of the Managers, Supervisors and Coordinators to contact customers prior to their scheduled appointment time to reschedule/cancel the appointment. If supervisory staff is unable to perform this task, they must notify their immediate supervisor ASAP and request to delegate. Delegation will only be approved in unique situations and to full-time exempt/non-exempt employees. Part time employees are not permitted to perform any work duties during an ACCESS delay/closure.
- B. CHRC Clinic management staff are able to access the scheduled patients via the MDM homepage by means of Internet Explorer, Google Chrome, Mozilla Firefox, and Safari systems. Once logged in, staff are able to see appointments scheduled for the day. Staff are able to enter the patient record and obtain the contact information for the client. Staff must contact the earliest scheduled appointments first and work their way through the schedule until completed.
- C. CHRC Mental Health Department management staff are able to access the scheduled clients via Evolv by means of Internet Explorer <https://myevolvaccess.netsmartcloud.com> . Once logged in, staff are able to see appointments scheduled for the day. Staff must contact the earliest scheduled appointments first and work their way through the schedule until completed.
- D. Notification of customers must be recorded in each client file and reported to the Managers, Supervisors and Coordinators for appropriate follow up.

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**V. QUALITY ASSURANCE/IMPROVEMENT**

- A. ACCESS CHRC leadership will be monitoring adherence to this policy
- B. ACCESS' quality improvement program must include measures for both the monitoring of and continuous improvement of the program or process described in this policy.

**VI. COMPLIANCE WITH ALL APPLICABLE LAWS**

ACCESS Employees, interns and volunteers are bound by all applicable local, state, and federal laws, rules, regulations, and policies, all federal waiver requirements, state, and county contractual requirements, policies, and administrative directives in effect and as amended.

**VII. LEGAL AUTHORITY AND REFERENCES****VIII. EXHIBITS**