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

I. POLICY

The policy of the ACCESS CHRC is that we will make every effort to maintain normal work hours, even during severe weather. 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.

II. PURPOSE

ACCESS recognizes that severe weather and other emergencies may affect our ability to open for business. While no policy is able to cover every emergency situation, this policy will cover the most common situations such as inclement weather and general procedures when offices are closed.

III. APPLICATION

This policy applies to all ACCESS CHRC staff, its contractors, and their subcontractors.

IV. PROCEDURES

A. ACCESS will make every effort to notify employees of delay/closure as early as possible.

B. In the event that ACCESS CHRC is closed or delayed, it is the responsibility of the Staff, Managers, Supervisors and Coordinators to contact customers prior to their scheduled appointment time to reschedule/cancel the appointments. If 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.

C. Part time employees are not permitted to perform any work duties during an ACCESS delay/closure. The direct supervisor of the staff will be responsible to contact the part time staff's clients and inform them of the closure.

D. It is required that during the confirmation calls, the day before the anticipated closure, staff informs their clients of the Weather Hotline (313) 297-4530 and discuss rescheduling options as necessary.

E. **CHRC Medical Clinic**

   a. Management is able to access the scheduled patients via the MEDENT homepage by means of Internet Explorer, Google Chrome, Mozilla Firefox, and Safari systems.

   b. 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

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contact the earliest scheduled appointments first and work their way through the schedule until completed.

F. CHRC Mental Health Department

a. Staff are able to access the scheduled clients via Evolv by means of Internet Explorer https://myevolvaccess.netsmartcloud.com.

b. Once logged in, staff can see appointments scheduled for the day. Staff must contact the earliest scheduled appointments first and work their way through the schedule until completed. Staff must utilize the *67 option on their cell phone for privacy. For access to Evolv from personal computers is described in Attachment 1.

c. Notification of customers must be recorded and reported to the Managers, Supervisors and Coordinators for appropriate follow up.

V. QUALITY ASSURANCE & IMPROVEMENT

ACCESS CHRC Management shall review and monitor adherence to this policy and address it in supervision with staff as needed.

VI. COMPLIANCE WITH ALL APPLICABLE LAWS

Agency staff, contractors, and subcontractors are bound by all ACCESS policies, and administrative directives as amended. Employees in violation of this policy will be subject to appropriate disciplinary procedures, up to and including termination of employment, for repeated or egregious violations.

VII. LEGAL AUTHORITY AND REFERENCES
Occupational Safety and Health (OSHA)

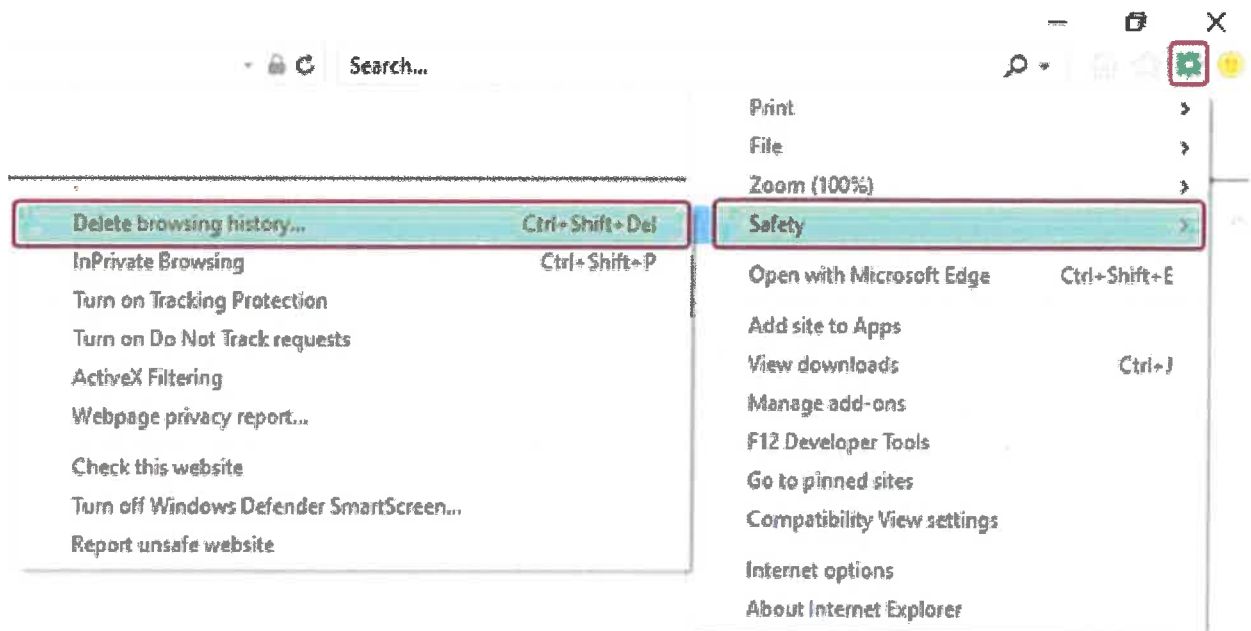| Policy Name: Policy Section/ Number:	Created By:	Initial Date:	Current Date:	Pages:
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Attachment A
Instructions for access MyEvolv

Manually Configure the Browser to access MyEvolv from your computer
Make sure you're opening Internet Explorer and not Microsoft Edge


Clear the Browser Cache

It may be necessary at times to clear the browser cache, especially after an upgrade.
1. Within the browser, from the Settings (gear icon) menu, select Safety > Delete browsing history.

2. In the Delete Browsing History dialog box, clear the Preserve Favorites website data check box, and check the Temporary Internet files and website files and the Cookies and website data boxes.
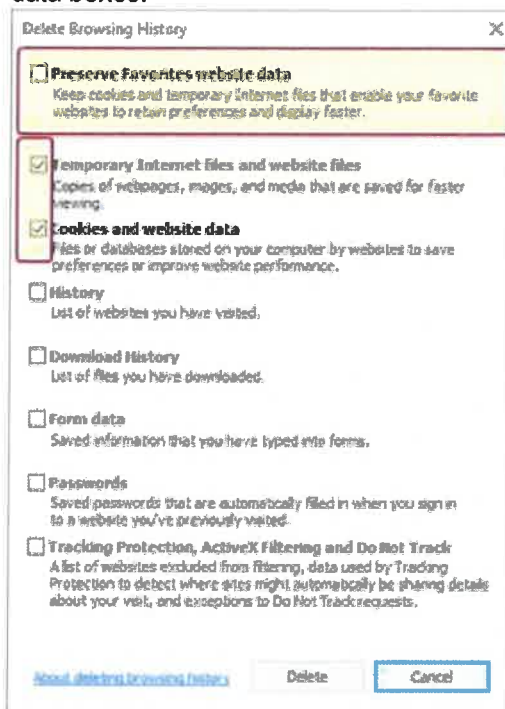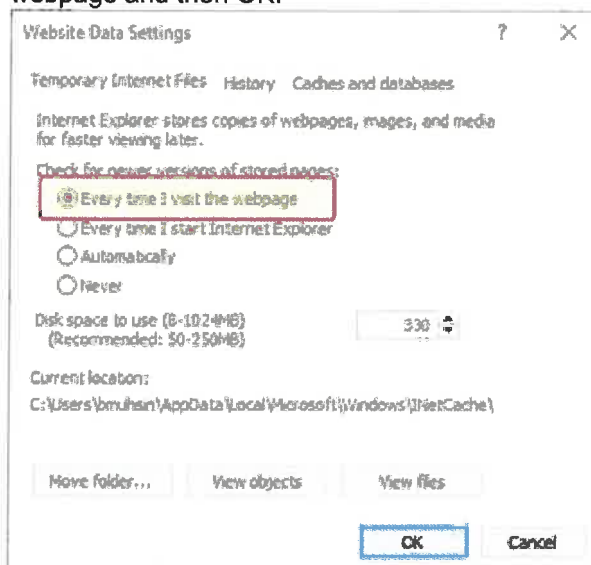

3. Set Internet Explorer to load the page every time you visit myEvolv. From the Settings (gear icon) menu, select Internet Options, then on the General tab under Browsing

History, click Settings .

4. Under Check for newer versions of stored pages, select Every time I visit the webpage and then OK.

Configure Internet Explorer

Configure Trusted Sites and ActiveX Controls

1. Navigate to the URL of your myEvolv server (https://myevolvaccess.netsmartcloud.com/).

2. From the Settings (gear icon) menu, select Internet Options. Within Internet Options, click the Security tab. Click Trusted sites and then Sites.
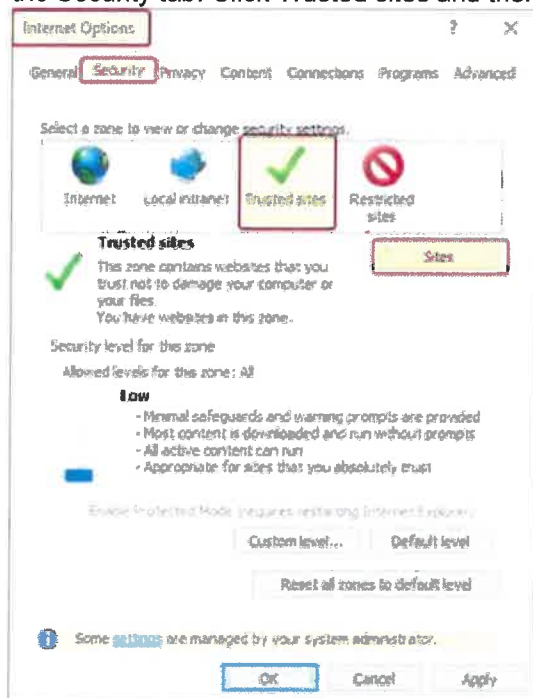
3. In the Trusted Sites dialog box, confirm the URL listed is https://myevolvaccess.netsmartcloud.com, click Add and then Close.

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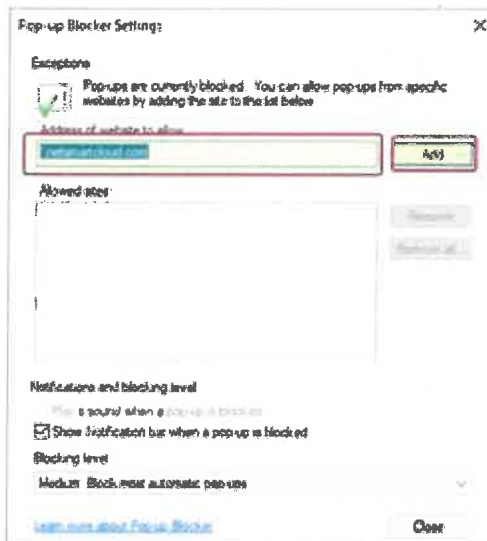4. On the Security tab, change the Security level for this zone to Low.

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ACCESS

Community Health &
Research Center

5. On the Privacy tab of the Internet Options window, click the Settings button for the Pop-up Blocker.
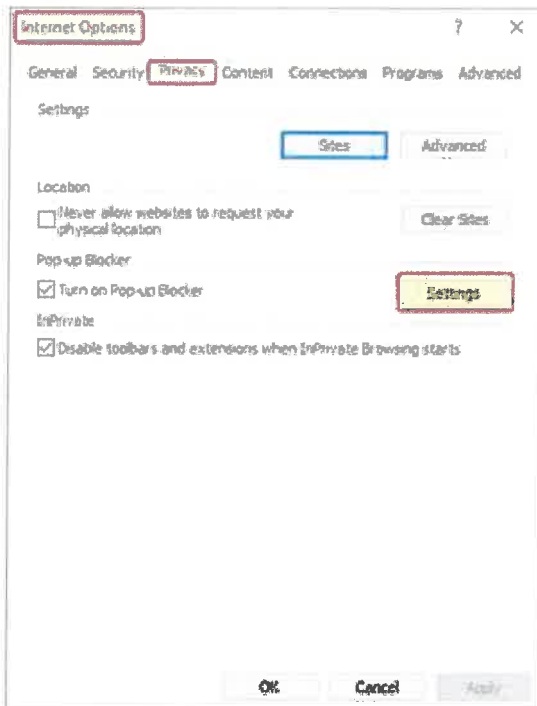
6. Enter *.netsmartcloud.com in the Address of website to allow field and click Add

7. Close the Pop-up Blocker Settings window.

8. Click Apply to apply the settings and OK to close the Internet Options window.

Disable ActiveX Filtering
1. Click the gear icon in the top-right and find Safety --> ActiveX Filtering
2. Make sure ActiveX Filtering is not checked.