

**County of San Diego, Health and Human Services Agency (HHSA)
Eligibility Policy and Procedures Guide**

**Procedure For Temporary Closure for Safety
Family Resource Center (FRC) Lobby/Triage**

Page

1 of 1

Effective Date

February 1, 2023

Background

At Self-Sufficiency Services Family Resource Centers (FRC's) it is occasionally necessary for safety to temporarily close Lobbies and/or Triage areas. This practice is designed to ensure the safety of staff and customers.

Purpose

The purpose of this material is to provide guidance for when it is appropriate for FRC Lobbies/Triage areas to temporarily close and who will give the direction to carry out the temporary closure. Examples of temporary closure situations can include, but are not limited to; disruptive, threatening, unruly customer, warnings from onsite security staff, local law enforcement activity around the site location, or severe weather warnings.

Staff who may direct a temporary closure include: Supervisors assigned to the FRC Lobby/Triage area, assigned Program Specialists, Site Managers, or other related management level persons at the site location.

Procedure

In the event of a FRC Lobby/Triage temporary closure, directed by the appropriate staff identified above, all FRC Lobby/Triage staff will:

1. Remain calm.
2. Immediately cease all work.
3. Proceed to the designated site safety area.
4. Close and secure all public-facing doors.
5. Accompany and assist any customer or co-worker with special needs who appear to need direction.
6. Let site security personnel, law enforcement or first responders handle the situation.
7. Do not leave the site safety area or open any public-facing doors until the appropriate supervisor, management or other authorities have given the verbal all-clear signal.
8. Follow the instructions of site security team, first responders, or any another management staff.
9. Following any incident, FRC Lobby/Triage assigned supervisors or management staff will immediately notify the Site Manager and assigned Chief, using the appropriate communication level (text, phone call, e-mail, etc.).
10. An HHSA Incident Report will be completed and submitted to Site Management, when necessary and appropriate. Notify HHSA-HR as needed for any support and/or Workers Compensation or EAP needs.
11. Site Management will review security camera footage of incidents, as needed and will provide a copy of camera footage to law enforcement when requested.
12. At no time shall any staff engage physically or verbally in any customer or site incident. All customer related and site related incidents shall be handled by building site security and/or law enforcement.

Sunset Date

This policy will be reviewed for continuance by 12/31/2025.

Approval for Release


Rick Wanne, Director
Self-Sufficiency Services