



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Care and Treatment
	Sub Section:	Access
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	SIGNATURE	DATE APPROVED
Director of Operations Behavioral Health Services	<u>Signature on File</u>	<u>10/5/16</u>

SUBJECT: Welcoming and Customer Service

PURPOSE:

The purpose of this policy and procedure is to implement a uniform and culturally appropriate approach to welcoming and providing customer service to clients, family members, significant others, community members and other staff when they call, present to or participate in any behavioral health program.

POLICY:

All clients, family members, significant others, community members and staff involved with Behavioral Health Services (BHS) programs shall be greeted and provided assistance in a respectful and helpful manner when entering or calling a BHS program.

SCOPE:

This policy applies to all BHS staff working with clients, family members, significant others, community members and to communications/interactions between staff involved with a BHS program. This policy applies to both in-person and over the phone contacts.

REFERENCES:

Health Care Agency Code of Conduct

PROCEDURES:

- I. All staff interacting with clients, family members, significant others, community members and other staff shall greet, interact with and provide service to them in a pleasant, hospitable, respectful, patient and considerate manner consistent with how they, the staff, would like to be addressed when accessing goods/services in the community. This would include behaviors such as:
 - A. Being attentive.
 - B. Providing eye contact (within the context of cultural norms).
 - C. Smiling.

- D. Using appropriate pleasantries such as “please,” “thank you,” “I’m sorry,” “I’ll be with you in a minute,” etc., when addressing others.
 - E. Asking the person his/her name and how they would prefer to be addressed i.e., proper name, first name, nickname, etc.
 - F. Asking how you may assist them.
 - G. If you discover that the person is deaf or hard of hearing, or doesn’t speak English, pleasantly show them (the quick reference one-page copy of) the language poster, and reassuringly invite them to point to their language needed.
 - H. Assisting them in the way they request and if you are unable to assist them, inform them you will get another staff person to assist them.
 - I. Informing them of the time you expect them to be seen by the staff person or when you will be able to respond to their request.
 - J. Updating them about any delay in seeing the staff person or responding to their request.
 - K. Providing resources and/or referrals.
- II. Service Chiefs and Program Supervisors shall develop and implement a system that ensures all staff greet and interact with clients, family members, significant others, community members and other staff in a pleasant, hospitable, respectful, patient and considerate culturally informed manner. This would include the Service Chiefs and Program Supervisors to conduct tasks such as:
- A. Reviewing the Welcoming and Customer Service policy with all new hires, interns and volunteers.
 - B. Reviewing the Welcoming and Customer Service policy with all staff annually.
 - C. Utilizing monthly and/or quarterly staff meetings to discuss topics around customer care as it pertains to the community served by their clinic/program.
 - D. Utilizing staff meetings to facilitate an interactive activity around customer care as it pertains to their clinic/program.
 - E. Being accessible to questions from clients, family members, significant others, community members or other staff to promote customer care. Be aware of different cultural or ethnic groups and ask for suggestions as to how you and other staff can be welcoming.
 - F. Taking time to “walk your sites” in common areas where clients, family members, significant others, the community or other staff congregate to reinforce customer care.

- III. Service Chiefs and Program Supervisors shall ensure the program staff receive adequate training on customer care tailored to the community served by their clinic/program. This would include the Service Chiefs and Program Supervisors conducting tasks such as:
 - A. Utilizing existing trainings available through the County's Training Partner online system and/or Workforce Education and Training (WET) program on customer care specific to the community served by their clinic/program.
 - B. Accessing new trainings as they become available.
 - C. Encouraging staff to seek out additional trainings that can be shared.
- IV. BHS Managers will ensure that information received on trainings is communicated to the other Service Chiefs, Program Supervisors, and Managers within BHS. The BHS Managers would network to optimize trainings across BHS programs.
- V. Refer to the Health Care Agency Code of Conduct for additional information:
<http://intranet.ochca.com/compliance/code>