

CareCertify LLC

Mental Health Clinic Training Series

MHC-10

Clinic Safety, Emergencies & Mandated Reporting

Participant Guide

Mental Health Clinic Training Series · Audience: Clinic Staff · Clinicians · Practitioners · Front-Office · Support · CE Hours: 1.0

Keeping Everyone Safe

A mental health clinic must be a safe place for clients, staff, and visitors — ready for emergencies and faithful to the duty to report harm. Safety and reporting are shared responsibilities across the whole clinic, from the front desk to the clinical team. Chapter 245I requires training on emergency procedures, safety, and reporting.

This guide covers clinic safety, emergencies, and mandated reporting, plus caring for the staff who do this work. Whatever your role, you help keep everyone safe and protect vulnerable people from harm.

Learning Objectives — by the end of this module you will be able to:

- Maintain clinic safety and respond to workplace safety concerns
- Respond to medical and behavioral health emergencies
- Apply suicide and crisis response
- Report vulnerable adult and child maltreatment
- Support emergency preparedness and staff wellbeing

Section 1: Clinic Safety and Security

A mental health clinic should be a safe, secure environment for clients, staff, and visitors. Know your clinic's safety and security procedures — how to summon help, secure the space, and handle visitors. Maintain a calm, orderly, welcoming environment, and report hazards and security concerns promptly. A safe environment supports good care and protects everyone in the clinic.

Section 2: De-escalation and Workplace Safety

Clients in distress may become agitated. Use de-escalation — stay calm, give space, listen, and avoid arguing or crowding. Protect your own and others' safety: keep an exit available, don't get cornered, and get help if a situation becomes unsafe. Know how to quickly summon help (a clinician, supervisor, security, or 911).

Workplace violence is a real, if uncommon, risk, and preparation — knowing the protocol and trusting your instincts — keeps staff safe.

Section 3: Medical and Behavioral Health Emergencies

Be ready for emergencies. Call 911 for medical emergencies — chest pain, difficulty breathing, seizures, severe bleeding, or unconsciousness — and know where first-aid supplies and any AED are. For behavioral health emergencies, follow your clinic's crisis protocol and use 988 and county crisis teams (covered in MHC-06). Recognize emergencies early, get help, and don't try to manage them alone. Preparation lets you respond calmly when it matters.

Section 4: Suicide and Crisis Response

Suicide and crisis response is part of clinic safety. Take any risk seriously, don't leave the person alone, and follow your clinic's crisis protocol — alerting clinicians, using the 988 Suicide and Crisis Lifeline, and calling 911 for imminent danger. Everyone has a role, clinical and not. After a crisis, report, ensure clinical follow-up and safety planning, and debrief. (MHC-05 and MHC-06 cover recognizing and responding to risk in depth.)

Section 5: Mandated Reporting of Vulnerable Adult Maltreatment

Clinic staff are mandated reporters of vulnerable adult maltreatment under Minn. Stat. 626.557. If you have reason to believe a vulnerable adult — a client or someone a client tells you about — is being abused, neglected, or financially exploited, report it immediately to the Minnesota Adult Abuse Reporting Center (MAARC) at 1-844-880-1574; call 911 first for immediate danger. You don't need proof, just reason to believe. Notify your supervisor and document. Good-faith reporters are protected; internal reporting doesn't replace your duty to MAARC.

Section 6: Mandated Reporting of Child Maltreatment

Clinic staff are also mandated reporters of child maltreatment under Chapter 260E. If you have reason to believe a child is being abused or neglected — whether a child client or a child a client tells you about — report to the county child protection agency or local law enforcement; call 911 first for immediate danger. The standard is reason to believe, not proof. Stay calm and supportive, don't promise secrecy, notify your supervisor, and document. Reporting protects children.

When in doubt, report

Whether a vulnerable adult or a child, if you have reason to believe maltreatment is occurring, report immediately. You're protected, and someone is depending on you.

Section 7: Emergency Preparedness

Know your clinic's emergency procedures — for fire, severe weather, medical events, and security situations — and your specific role. Know where exits, alarms, first-aid supplies, and any AED are, and how to summon help. Participate in drills and treat them as real practice. Emergency procedures are a required 245I training topic, and preparation is what lets you and the team act calmly and effectively when something goes wrong.

Section 8: Emergency Preparedness and Staff Wellbeing

Safety includes the staff who provide care. Clinic work — including handling crises, emergencies, and reporting — can be stressful and emotionally heavy. Watch for stress, secondary traumatic stress, and burnout, and use supervision, peer support, and self-care. A clinic that supports its staff's wellbeing keeps both staff and clients safer. Caring for yourself and your colleagues is part of keeping the whole clinic safe and able to help.

Key Terms

Term	What it means
Clinic safety	A safe, secure environment for clients, staff, and visitors.
De-escalation	Calming a tense situation through connection and respect.
Mandated reporter	A person legally required to report suspected maltreatment.
MAARC	Minnesota Adult Abuse Reporting Center (1-844-880-1574).
Chapter 260E	Minnesota's child maltreatment reporting law.
Emergency preparedness	Knowing and practicing plans for emergencies.

Check Your Understanding

1. What makes a clinic safe and secure?
2. How do you stay safe during a client's agitation?
3. Who do you report vulnerable adult vs. child maltreatment to?
4. What is the reporting standard, and do you need proof?
5. Why does staff wellbeing matter for safety?

What's Next

Looking ahead

This completes the Mental Health Clinics course — and the full CareCertify Minnesota library. Keep each lesson's completion record in the personnel file per Chapter 245I, and pair these with your clinic's required supervision and drills.