

D.14 BEHAVIORAL HEALTH CRISIS STANDARD OPERATING PROCEDURE

BEHAVIORAL HEALTH CRISIS SOP CBOC's, Day Treatment Center, Homeless Program

Revised October 2016

What to do if you encounter a person in the building or on the grounds who is in crisis or expressing suicidal thoughts/plans:

- Stay calm.
- Let the person know you are concerned.
- Tell them you are going to get them help.
- Call the Behavioral Health Provider in your location, and ask them to come to where you are for assistance.
- When the Behavioral Health Provider arrives, complete the patient handoff by communicating what you know about the situation.
- If the person will not go willingly, stay with the person, call 911.
- Ask another employee to help you with the phone call if needed.
- If you become aware at any time that the person has a weapon, **remove yourself from the situation**, call 911. Alert other staff.

What to do if you have a caller who is in crisis or expressing suicidal thoughts/plans:

- If the caller has a weapon or is about to harm him/herself find out where they are (address/phone), keep the person on the line, and call 911 to report this information and request help.
- If the caller needs to speak with a mental health professional, during administrative hours contact the Behavioral Health Provider in your location.
 - Keep the caller on the line until the provider responds.
 - Communicate what you know prior to transferring the call.
- If the Behavioral Health provider is not available, contact the operators at the Buffalo facility (716-834-9200) and ask them to page the Suicide Prevention Pager – **77-2525 (available 7days a week, 8am-midnight)**.
 - Keep the caller on the line while waiting for the Suicide Prevention staff person to respond.
 - Communicate what you know about the situation to complete the handoff.
 - Remain w/ the patient until call is completed to address any needed follow up.
- After hours, complete a warm transfer of the call to the Veterans Crisis Line (see instructions on next page).

Behavioral Health Provider Response

- Assess the patient.
- Provide necessary intervention(s), including facilitating hospitalization, or calling 911 to request emergency assessment and transportation in the community.
- Stay with the person until a safe handoff has been completed.
- If receiving a phone call, keep caller on the phone, until a safe handoff has been completed.
- Document any contact /intervention in the medical record immediately.
- Notify the Suicide Prevention Coordinator of the contact and intervention.

- Voice mail messages should be in compliance with the Patient Safety Advisory released on 8/26/15. If you do not have a copy of this, contact the BVAC Administrative Officer.

After hours information is posted at all entrances, providing the Veterans Crisis Line number, as well as local Police and Crisis Services contact information.

If you have any questions, call the Suicide Prevention Office at (716) 862-7384, (716) 862-7399, or (716) 834-9200 x5446.

Completing a Warm Transfer to the Veterans Crisis Line (VCL) during night time hours:

- 1.) Determine if the caller is in distress.
 - a. Remain calm and listen.
 - b. Ask the question: "Sometimes when people are (upset/angry/in pain, etc.) they think about suicide. Are you thinking about killing yourself or someone else?"
 - c. If no, route caller to appropriate local resources.
 - d. If yes (suicidal, homicidal, or in crisis), continue to #2.
- 2.) If caller reports they have already harmed themselves or are in process
 - a. Notify your supervisor or other staff (by instant messenger if you need to).
 - b. Try to gather the caller's phone number, name, last 4 of SSN, and address. Immediately call 911.
 - c. Remain on the phone until emergency personnel arrive.
- 3.) If the caller is in crisis, but NOT at imminent risk, collect information:
 - a. Caller's phone number (caller ID or ask for their phone number)
 - b. Veteran's name
 - c. Veterans social security number (or last four digits of the SSN)
 - d. Veteran's current location
- 4.) Transfer the call
 - a. Explain that you will conference a VCL staff member into the call.
 - b. Inform the caller that there will be a moment of silence while you are contacting the VCL.
 - c. Press the conference button and dial 1-800-273-8255, Press 1.
 - d. Inform the VCL responder that you have a Vet on the line that you are warm transferring.
 - e. Provide the individual's name, phone number, location, and brief reason for the transfer.
 - f. Press the conference button again and the 2 parties will be connected. You can hang up once you verify the connection by three way conversation, reassuring the Veteran that you are leaving them in good hands.
- 5.) Document the initial call and warm transfer to VCL in CPRS. Add suicide prevention team as additional signers.