

## **Brant Community Crisis Protocol For Individuals with Special Needs**

### **Purpose of the Protocol:**

Emergency and social services often interact when individuals with special needs experience a crisis. The goal of this protocol is to ensure that these services work together in a manner that:

1. Recognizes that individuals with special needs are entitled to the same services and are required to abide by the same regulations as all other Brant citizens.
2. Ensure that services are provided by the most appropriate provider(s) and that a team approach be used to fully meet the needs of the individual.
3. Ensure that the expectations of each participant are consistent with the mandate of their service agency.

### **Goals of the Protocol:**

1. To reduce risk to citizens of Brant who have special needs through collaboration.
2. To increase the effectiveness of crisis services.
3. To describe the role of each sector in meeting the crisis needs of citizens of Brant who have special needs.
4. To promote the use of the Individual Crisis Plan to improve service coordination for individuals who are likely to utilize crisis services.
5. To promote positive working relationships among social services agencies and emergency services providers.

### **Guiding Principles:**

1. As full citizens of Brant County and the Province of Ontario, individuals with special needs are entitled to the same high quality emergency and crisis services as are all other residents.
2. Individuals with special needs may require additional support to make use of emergency and crisis services.
3. All service providers, regardless of funding source are committed to working collaboratively, within their agency mandate to serve individuals with special needs.

### **Scope of the Protocol:**

This protocol is inclusive of services provided by the following emergency crisis services providers:

- Brant County OPP
- Brantford Police
- Six Nations Police
- Laurier Police, Brant Campus
- Brant Community Healthcare System
- St. Leonard's Community Services

- Woodview Children's Mental Health and Autism Services

This protocol is inclusive of individuals served by the following sectors:

- Developmental Services
- Adult Mental Health Services
- Children's Mental Health
- Child Welfare
- Intervener Services (Deaf/blind)

Agencies that sign this agreement are committing to involvement in this protocol for all services they provide in the community.

## **Procedures:**

### **1. Preparation:**

#### **a. Training:**

- i. Agencies will ensure that staff is generally familiar with Brant County emergency and social services including the purpose and scope of those services, the individuals they serve and the responsibilities of services.
- ii. Social Services Agencies will provide training upon request to assist emergency service providers with understanding their population.
- iii. Agencies will provide training to all existing and new staff related to this protocol.

#### **b. Crisis Planning:**

- i. Social Service Agencies will discuss crisis options with individuals and/or their families in service.
- ii. Agencies will complete a "Crisis Plan" (attached) with individuals who consent and are likely to require additional supports.
- iii. Agencies will ensure that the "Crisis Plan" is updated on a regular basis. The schedule for updating the plan will be established by the agency staff member, the individual who is being planned for and the individual's family member (if applicable) based upon the unique situation. All plans must be reviewed and updated at least once each calendar year.
- iv. Crisis plans will be maintained on file with St. Leonard's Community Services for adults, 16 yrs of age and older and with Woodview Children's Mental Health for children under 16 yrs of age with the consent of the individual and/or their family.
- v. St. Leonard's Community Services or Woodview Children's Mental Health will notify the Hospital and Police department in writing of the existence of the crisis plans for individuals and that these plans are on file at the St. Leonard's or Woodview agencies.

### **2. Crisis Situation**

#### **a. Police:**

- i. Police will respond to 9-1-1 calls in accordance with provincial and local policy.
- ii. Police will flag individuals for whom there is a crisis plan available.
- iii. Time permitting, police dispatch will call St. Leonard's Community Services (Woodview Children's Mental Health for children) and relay information they provide from the Crisis plan to police officers who are responding to the call. If police already have a copy of the Crisis Plan they will be able to skip this step.
- iv. Police officers will consider the information provided from the Crisis Plan in approaching the individual or residence.
- v. The police may transport an individual with special needs to the hospital for emergency assistance if they deem it necessary. The police may request that a St. Leonard's Community Services worker (Woodview Children's Mental Health for children) meet them at Emergency to support the individual and/or to deliver the crisis plan to the hospital.

**b. Hospital:**

- i. The Brant Community Healthcare System will triage individuals with special needs for medical and psychiatric concerns in accordance with provincial and local policy and regulations including the Public Hospital Act.
- ii. Where appropriate, the Brant Community Healthcare System will consult with the St. Joseph's Hospital Dual Diagnosis Team when an adult with a dual diagnosis presents at Emergency or Mental Health Services.
- iii. The Brant Community Healthcare System will consult with Woodview Children's Mental Health when a child or youth present at Emergency with Behavioural and/or Mental Health concerns.
- iv. When an individual with a developmental disability requires hospitalization, the Brant Community Healthcare System will consult with the individual's case manager to determine an appropriate level of Developmental Services staffing to support the individual in the hospital. Where indicated, the Developmental Services Sector will arrange staffing at their expense.

**c. Social Services Agencies – Residential Supports:**

- i. Social Services Agencies providing residential supports will ensure that a crisis plan is completed with each consenting resident.
- ii. Agency case managers will ensure that the crisis plan is updated on the schedule indicated and ensure that all existing copies of the previous crisis plan are destroyed and updated.
- iii. When emergency services are contacted, the social services agency will provide the crisis plan to the emergency services providers; communicate the major concerns or issues.

iv. Upon request, the service provider will arrange to provide supports for individuals receiving crisis services, including attending the hospital with the individual.

**d. Social Services Agencies – non-residential supports:**

i. Direct services staff (i.e. case managers) of Social Services agencies will assist individuals in non-residential settings and their family members in developing and implementing a crisis plan.

ii. The case manager will decide with the individual and/or family members about the need to have the crisis plan on file with St. Leonard's Community Services. If the plan is to be on file at St. Leonard's Community Services, the case manager will be responsible for submitting the plan and updating the plan at the appropriate schedule (not less than once each calendar year).

**e. St. Leonard's Community Services/ Woodview Children's Mental Health:**

i. St. Leonard's Community Services (Woodview Children's Mental Health for children) will be available to go to the site of the crisis and take steps to deescalate the situation at the community site whenever possible.

ii. St. Leonard's Community Services (Woodview Children's Mental Health for children) will maintain a current copy of all Brant Crisis plans on file.

iii. St. Leonard's Community Services (Woodview Children's Mental Health for children) will relay the information presented in the plan to emergency service workers provided written consent to do so is included in the plan.

iv. St. Leonard's Community Services (Woodview Children's Mental Health for children) will meet an individual with a plan at the Brant Community Health System upon request by the individual or the individual's family, the police, the hospital staff or other service provider.

**3. Post Crisis:**

**a.** Social Services agencies will review all crisis situations involving individuals utilizing their services and provide notification to the Southern Network of Specialized Care of the situation without providing identifying information with the use of the Crisis Protocol Situation Report.

**b.** Where situations were not resolved to the satisfaction of the individual or family member, the case manager, with consent, will notify his or her supervisor. The supervisor will review the case with the designated manager from the emergency service provider(s). The Emergency Service Provider will investigate the situation. The Emergency Service Provider will notify the supervisor who initiated the complaint of the reason for the action that was taken and to identify opportunities for improvement and service gaps.

**c.** Gaps in service will be brought to the attention of the relevant planning tables and the Southern Network of Specialized Care.

**d.** St. Leonard's Community Services/Woodview Children's Mental Health staff will notify the case manager of all involvement in crisis resolution for individuals with a crisis plan.

**4. Review:**

**a.** The Southern Network of Specialized Care will provide a report on the number of times this protocol was used and relevant information about the nature and resolution of each situation and any service gaps identified by involved agencies. This report will be circulated in print version to each of the protocol signatories annually in March.

**b.** Agencies will be asked to review the protocol each year and commit to participation for the coming year.

**c.** Any signatory to the protocol may request that the protocol be reviewed and/or amended at any time. Should this request be made, the Southern Network of Specialized Care will reconvene the members of the Brant Special Needs Crisis Planning Committee to review and amend this protocol.

# CRISIS PLAN

## Brant Community Crisis Protocol

<b>Date:</b>	<b>DOB:</b>
<b>Name:</b>	<b>Competent:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Address:</b>	<b>Substitute Decision Maker:</b>
<b>Tel #:</b>	<b>Contact #:</b>
<b>Health Card #:</b>	<b>Guardian:</b>
<b>Next of Kin:</b>	<b>CTO:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(Attach copy of CTO)</i>
<b>Contact #:</b>	
<b>Primary Case Manager:</b>	<b>Lead Agency:</b>
<b>Contact #:</b>	
<b>Other Agencies</b>	<b>Contact #:</b>
<b>Family Physician:</b>	<b>Contact #:</b>
<b>Allergies:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Details:</b>	<b>Known Risks:</b>
<b>Known Diagnoses (medical and psychiatric):</b>	

**Current Medication:**

Name	Dosage	Target Symptoms

**CRISIS PLAN FOR THIS CLIENT**

**COMPLETE CRISIS PLAN FOR \_\_\_\_\_**

**LEVEL 1 (BEGINNING ESCALATION PHASE)**

<b>Behaviours to indicate that a problem may surface</b>	<b>Interventions used at this time</b>

**LEVEL 2 (PRE-CRISIS PHASE)**

<b>Behaviours to indicate a continuation of problematic behaviour</b>	<b>Interventions used at this time</b>

**LEVEL 3 Crisis Phase (presentation at E.R.)**

<b>Behaviours seen to warrant ER visit</b>	<b>Interventions used at this time</b>

**Please note: Anytime Crisis Plan is utilized for Crisis Services, a Crisis Protocol Situation Report must be filled out and faxed to the Southern Network of Specialized Care at 905-574-5155.**

**I agree to have the information in my Crisis Plan shared with the following agencies that I have signed for:**

<b>Distributed Agency</b>	<b>Signature of Consent</b>	<b>Plan (✓)</b>
St. Leonard's Community Services		
Woodview Children's Mental Health		
Brant Community Healthcare System (Hospital)		
Community Living Brant		
Community Living Six Nations		
Family Counselling Centre of Brant		
Hamilton Brant Behaviour Services		
Bethesda		
Twin Lakes Clinical Services		
St. Joseph Dual Diagnosis Program		
Other:		
Other:		

<b>I agree with this crisis plan:</b>	<b>Date:</b>
<b>Client/Guardian:</b>	<b>Date:</b>
<b>Witness:</b>	
<b>Valid until:</b>	

**Created Date:**

**Date of next review:**

**Brant Community Crisis Protocol  
Situation Report**

**To be completed by the Case Manager each time an Individual Plan is used  
with emergency services.**

- 1. Name of Case Manager (or person completing the form):**
  
- 2. Agency:**
  
- 3. Which of the following crisis service providers were involved (please check all that apply)**
  - Police
  - Hospital ER
  - St. Leonard's Community Services Mental Health Crisis Support Program
  - Woodview Children's Mental Health
  - Other: (Please identify) \_\_\_\_\_
  
- 4. Date of Situation:**
  
- 5. Location of Crisis:**
  
- 6. Was the Crisis Plan helpful in this situation? (if no, please explain)**
  - Yes
  - No
  
- 7. Are there service gaps or concerns that this situation has identified?**
  - Yes (Please explain)
  
  
  - No

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Please fax this form to: Southern Network of Specialized Care:  
905-574-5155**