

CEC CCBHC Crisis Policy (for the public)

The CCBHC Criteria requires that the CCBHC be responsive to clients who present in crisis. The CEC CCBHC Crisis Policy is as follows:

New Patients Who Present in Crisis:

If a new client / prospective client presents for care and appears to be in crisis:

1. If the client is reaching out by phone
 - a. The CCBHC staff will assess the client
 - 1) If it is unclear to what extent the client is in crisis the staff member taking the call may call the Nassau County Mobile Crisis Team to conduct an evaluation
 - a) The CCBHC will provide the relevant information to the team and will await results of the evaluation.
 - (1) If the client is sent to the Emergency Room or admitted to the hospital, the CCBHC staff will attempt to follow-up with the facility and client to offer a rapid intake upon discharge.
 - 2) If the staff assesses that the client is in a life-threatening emergency where time is of essence:
 - a) The CCBHC staff will seek to encourage the client to accept voluntary services
 - (1) If the client accepts, the staff member will enlist the assistance of other CCBHC staff. One staff member will engage the patient by phone while the other staff member calls for emergency services. The patient will be engaged until emergency services arrive.
 - (2) The CCBHC staff will call ahead to the local emergency room where the client will be taken to provide the relevant details
 - (3) The CCBHC will remain in contact with the hospital and will offer a rapid appointment after the patient is discharged.
 - b) If the client does not accept voluntary assistance
 - (1) CCBHC staff will seek to continue to engage the client
 - (2) The CCBHC staff will get assistance from another CCBHC staff member who will seek to engage 911 for an emergency visit
 - (3) The CCBHC will remain in contact with emergency services until the situation is resolved.
 - (4) If the client is transported to a hospital, the CCBHC will relay vital information to the Emergency Department.
 - (5) The CCBHC will seek to contact the hospital and client to offer a rapid appointment for services upon discharge.
2. If the client walks into the clinic site and presents in crisis (i.e. suicidal ideation with plan)
 - a. The CCBHC staff will seek to encourage the client to accept voluntary services
If the client accepts, the staff member will enlist the assistance of other CCBHC staff. One staff member will remain with the patient while the other staff member calls for emergency services.
 - 1) CCBHC staff will greet emergency services and inform them of the situation
 - 2) The CCBHC staff will call ahead to the local emergency room where the client will be taken to provide relevant details.
 - 3) The CCBHC will remain in contact with the hospital and will offer a rapid appointment after the patient is discharged.
 - b. If the client does not accept voluntary assistance
 - 1) CCBHC staff will continue to engage the client in a calming manner
 - 2) The CCBHC staff will get assistance from another CCBHC staff member who will call 911
 - 3) The CCBHC staff will greet the emergency personnel to inform them of the situation.
 - 4) The CCBHC staff will clear the immediate area while the emergency personnel tend to the client.
 - 5) If the client is transported to a hospital, the CCBHC will relay vital information to the Emergency Department.

- 6) The CCBHC will seek to contact the hospital and client to offer a rapid appointment for services upon discharge.

Existing CCBHC Clients Who Experience a Crisis:

All CCBHC clients are provided with a sheet containing emergency / after hour phone numbers along with instructions about crisis situations. Clients are encouraged to utilize the appropriate level of support depending on the situation.

Clients experiencing crisis situations during business hours will have access to their provider via staff cell phone or agency phone numbers. Their CCBHC worker will provide support including:

- Telephone support
- Home visit (if necessary)
- Dispatch of Mobile Crisis (if necessary)

After business hours the CCBHC has contracted with South Shore Child Guidance who provides Mobile Crisis Services in the Nassau County area. The CCBHC will coordinate with the Crisis Team, the hospital, and the client to offer a rapid appointment upon discharge from the facility.

Postvention:

In the event of a completed suicide:

1. The CCBHC staff will submit all reports as required by the New York State Office of Mental Health, the NYS Office of Addiction Services and Supports, and by the Charles Evans Center Incident Review Committee.
 - a. The CCBHC staff will participate fully in the Incident Review and change policies / procedures as needed to prevent future incidents.
2. The CCBHC will seek to offer postvention services as relevant and needed to:
 - a. The client's family, friends and significant others
 - b. Other clients who may have been impacted
 - c. Staff who may have been impacted
3. The Postvention services will generally be provided by an external Subject Matter Expert who is skilled in providing postvention.