

L.E.A.D. Team PROTOCOL

Between

Napanee Ontario Provincial Police

Lennox and Addington Community Mental Health

Lennox and Addington County Ambulance Service

Lennox and Addington County General Hospital

DEFINITIONS

L.E.A.D. Team

- L** **Lennox and Addington County Police Services and Lennox and Addington Community Mental Health Services,**
- E** **L**ennox and Addington County General Hospital **Emergency Department**
- A** **L**ennox and Addington County **Ambulance Services,**
- D** **L**ennox and Addington County Community Mental Health Court **Diversion/Criminal Justice Programs**

LACMHS **L**ennox and Addington Community Mental Health Services

LACGH **L**ennox and Addington County General Hospital

CPIC **C**anadian Police Information Centre

CCD **C**ommunication Centre Dispatcher

CTO **C**ommunity Treatment Order

EDP **E**motionally Distressed Person

L.E.A.D. Team Members - Members of the police service and front line service providers who have received enhanced training to handle incidents involving police interaction with emotionally distressed persons

L.E.A.D. Team Liaison - are responsible for the L.E.A.D. Team and Community partner communications, ongoing training issues, statistical analysis, problem solving, team program effectiveness.

Partners - for the purpose of this protocol, the L.E.A.D. Team partners are: **Lennox and Addington Community Mental Health Services, Lennox and Addington County Ambulance Service, Lennox and Addington County General Hospital, and Napanee Ontario Provincial Police.**

Police Officer - as defined in the Police Services Act

Qualified Physician - psychiatrist, family physician, general practitioner and physicians working in psychiatric facilities who have knowledge of the Mental Health Act.

2. Mission Statement/Purpose

The Lennox and Addington County L.E.A.D. Team – is a responsible community based partnership between front line service providers (police, mental health, consumer survivor groups, ambulance, emergency room staff). The purpose of this team is to facilitate and promote effective, compassionate care to the members of this community and their families and, specifically, emotionally distressed persons in crisis. This purpose will be attained through a commitment to work collaboratively, joint protocols, and increased training of the L.E.A.D. Team Members.

3. Statement of Principles

The guiding principles of this protocol are:

- To work collaboratively to better serve the mentally ill/person in crisis in our community
- To promote respect and civility pertaining to all **emotionally distressed persons**
- To preserve dignity and safeguard the wellbeing of all emotionally distressed persons
- To cooperate and assist one another in carrying out our individual responsibilities
- To ensure the safety of the emotionally distressed person, the community, and the community partners.

4. Values and Beliefs

We believe that:

Emotionally Distressed Persons are valued members of our community who are suffering from a disease and deserve our respect and assistance.

Emotionally distressed Persons deserve access to appropriate care, resources and support

We have a united, collective responsibility to persons in crisis

That strengthening, renewing, and building community partnerships is essential in providing the best interventions for persons in crisis

Sharing knowledge with one another/networking via on-going participation and contribution of LEAD team members in training initiatives

Annual LEAD team training

Conducting on-going and timely review of protocol and training initiatives to maintain program integrity and effectiveness.

5. Goals

- Better serve the **emotionally distressed persons** in our community
- Reduce the possibility of tragic consequences during interactions between the Police and the emotionally distressed persons
- Re-design, evaluate and change as we develop further partnerships and identify program deficiencies
- Ongoing Education of team members and training of additional members annually
- Share information on our program with the community
- Advocate for government funding for the L.E.A.D. Team program, which includes community partners and all programs to benefit this community
- Stimulate public understanding and support through community presentations
- Promote and investigate the benefits of additional community partnerships
- Assist our partners to more effectively carry out their responsibilities to care for emotionally distressed persons

6. The Concept

As downsizing of mental health facilities proceeds in the Province, more police officers and emergency / mental health professionals are responding to situations involving the mentally ill. The concept of additional training and enhanced partnerships has been established with the hope of developing, and implementing safe, proactive and preventative methods of containing emotionally explosive situations involving emotionally distressed persons.

The L.E.A.D. Team members use their training to attempt to de-escalate volatile situations without resorting to the use of force. In similar programs, police have recognized a significant reduction in consumer and police injuries during crisis calls. We anticipate that this benefit, as well as improved relationships with the mentally ill and mental health professionals will be realized in **Lennox and Addington County** as a result of the L.E.A.D. Team.

This basic concept was implemented in 1988 by the Memphis Police department and has grown into a nationally recognized model for community policing and advocacy for the mentally ill in various communities. In Ontario, Chatham-Kent Police Services has developed and successfully implemented a four-day advanced mental health training for police (H.E.L.P.).

In Southeastern Ontario, Lanark County Mental Health in Partnership with their local police services has developed the two day L.E.A.D training template, a comprehensive 16 hour training for police and front line responders. This training has become a standardized template for training across the South East.

7. Information Sharing and Disclosure

Partners, while assisting each other to better serve the emotionally distressed person, must be cognizant of their rights and relevant statutes such as the Freedom of Information and Privacy Act, Health Care Consent Act and Bill 68.

8. Joint Training

Training will be an important component of our ability to better serve the emotionally distressed person. Our partners are committed to assist each other in their training needs. Training will be constantly modified to enhance our ability to serve the emotionally distressed person.

L.E.A.D. Team members will attend an initial 16 hours of training under instructional supervision of mental health providers. L.E.A.D. members will then take their training back to the rest of the team to further develop and renew our program.

The objectives of this training are as follows:

To develop among course participants enhanced interviewing, communicating, and advisor skills to enable them to function effectively as Referral agents

To increase the awareness and understanding of mental health issues and particularly better understand the perspective of the consumer and their family members

To develop and enhance the course participants skills in interviewing and communicating with mentally ill persons

To increase the knowledge about the most common mental illnesses, the effects of those illnesses and the appropriate ways for members to approach and deal with these individuals

To increase course participants knowledge in available community resources

To have course participants understand the range and the relative importance of strategies for effectively de-escalating volatile or emotional situations.

9. L.E.A.D Team Response

9.1 L.E.A.D. Team or Community Patrol Branch involvement is initiated by calling the Emergency Communications Centre, **911**.

9.2 The Communication Centre Dispatcher (CCD) will dispatch the appropriate zone officer and back-up officer. If available, a L.E.A.D. team officer will also be dispatched to any incident involving an EDP with the knowledge and approval of the Sergeant on duty or designated officer in charge.

9.3 L.E.A.D. Team Officers responding to an EDP incident will assist the investigating officer and offer any assistance or advice necessary in dealing with the EDP.

9.4 **If necessary, take the EDP to the nearest Emergency Department for assessment.**

9.4.1 The EDP will be transported to the hospital for assessment by the responding officers unless transportation by ambulance is required for Medical reasons.

9.4.2 As soon as the officer decides to transport the EDP the following procedure will be followed:

- The CCD should be advised to contact the local Emergency Department.
- The CCD will advise that the EDP is being brought in for assessment
- the estimated time of arrival
- Whether the EDP is being transported by ambulance or police
- Whether the assessment is voluntary or involuntary,
- the state of the individual to determine whether the EDP should be triaged normally.

9.4.3 The admitting procedure is as follows:

- If the EDP is being transported by police they are to use the ambulance entrance.
- When an EDP is brought to the emergency room the initial assessment will be completed by the Emergency Room Nurse. Lennox and Addington Community Mental Health Crisis Worker will be contacted to provide consultation / crisis assessment.

If the EDP requires Form 1 (Application for Psychiatric Assessment) the closest Schedule 1 facility will be contacted for psychiatric consultation.

For consultation between 9:00 a.m. – 10 p.m. Monday to Friday Hotel Dieu Hospital will be contacted (613) 544-3310.

For after hours/weekends Kingston General Hospital will be contacted (613) 548-2333.

Patient transport, in the execution of a Form 1, will be arranged by the emergency department staff. Appropriate transportation will be arranged to the particular circumstance.

If the EDP is discharged from the schedule 1 the Emergency room physician/staff will ensure that Lennox and Addington Community mental health is contacted so that follow-up is provided and appropriate referrals made.

9.4.4 If the EDP is requiring Form 1 assessment and requires physical and/or chemical restraint, these will be administered to the EDP in the Emergency Department, when possible, to lessen the likelihood of violent behavior during transport to the local Schedule 1 psychiatric facility.
The EDP must be medically stable before transport to local Schedule 1 psychiatric facility.

91.5 **If the EDP is not taken to the hospital for assessment, LACMHS will be informed so that follow-up can be provided.**

9.5.1 LACMHS contact numbers:

LACMHS Will provide advice or mobile response to local hospital Emergency Department.

**Business hours 9:00 a.m. - 9:00 p.m. Monday to Friday
Call (613) 354-7388 and/or Fax Referral (613) 354-7524**

**After Hours: 9:00 p.m. - 9:00 a.m. and weekends/stat holidays
telephone consultation: Call (613) 354-7388 and request the On-Call
Mental Health Worker. The on-call worker will respond to the page.**

- 9.5.2 If it is determined that the EDP is not involved with a community partner, the L.E.A.D. Team will make all attempts to ascertain which, if any, advocacy group or support group the EDP is involved in, or any family contact person, and contact that group or person for assistance.

- 9.6 Responding L.E.A.D. team members will follow-up with Lennox and Addington Community Mental Health.

- 9.7 Statistical Information regarding L.E.A.D. team response will be maintained for program evaluation purposes.

10. Authorization

We, the undersigned on behalf of our respective agencies agree to the joint Protocol to better serve this community and, specifically, emotionally disturbed persons.

Napane Ontario Provincial Police

Date

Lennox and Addington County Ambulance Services

Date

Lennox and Addington County General Hospital

Date

Lennox and Addington Community Mental Health

Date