

L.E.A.D. Team PROTOCOL

For Lennox and Addington County

Community based partnership between:

Napanee Ontario Provincial Police

**Lennox and Addington Addiction and Community
Mental Health Services**

Lennox and Addington County General Hospital

Lennox and Addington County Emergency Services

Lennox and Addington County Interval House

Napanee and Area Community Health Centre

**Providence Care – MHS Community High Intensity
Treatment Team**

DEFINITIONS

L.E.A.D. Team

- L** **Lennox and Addington County Ontario Provincial Police and Lennox and Addington Addiction and Community Mental Health Services,**
- E** **Lennox and Addington County General Hospital Emergency Department, and other first responder services**
- A** **Lennox and Addington County Ambulance Services,**
- D** **Lennox and Addington County Addiction and Community Mental Health Court Diversion/Criminal Justice Programs**

- LAACMHS** **Lennox and Addington Addiction and Community Mental Health Services**

- LACGH** **Lennox and Addington County General Hospital**

- PC-MHS** **Providence Care Mental Health Services**

- CHITT** **Community High Intensity Treatment Team**

- CHC** **Community Health Centre**

- LAIH** **Lennox and Addington Interval House**

- CPIC** **Canadian Police Information Centre**

- PCC** **Provincial Communication Centre**

- HDH** **Hotel Dieu Hospital**

- EDP** **Emotionally Distressed Person – for the purpose of this agreement an “emotionally distressed” person may be someone who, ultimately, may not be mentally ill but is presenting in crisis at the point of contact with the first responder.**

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

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.

1. Introduction

This protocol was developed in collaboration with key stakeholders who are the first responders to individual in acute mental health distress. This document reflects the commitment of all participants to provide an effective and integrated response by Lennox and Addington County to persons in mental health crisis. The purpose of this agreement is to provide clear direction, promote safe and timely response to mental health crises, where multiple front line service providers may be involved. This agreement outlines:

- The individual roles of the signatories in responding to the persons in mental health crisis
- The respective responsibilities of each signatory in supporting and cooperating with the other signatories in providing a coordinated response to the person in mental health crisis

2. Mission Statement/Purpose

The Lennox and Addington County L.E.A.D. team protocol is a responsible community based partnership between front line service providers. The purpose of the team is to facilitate and promote effective compassionate care to the members of this community and their families and specifically the emotionally distressed person in crisis. This purpose will be attained through a commitment to work collaboratively, joint protocols, and increased training of LEAD team members. The result will be a comprehensive, seamless and integrated mental health crisis response for the residents of Lennox and Addington County.

3. Statement of Principles

The guiding principles of this protocol are:

- Crisis response to people with a mental illness or in acute emotional distress should be provided by the least restrictive and least intrusive means possible and in a manner that ensures the safety, dignity and self respect of the person family and others

- Provision of prompt assessment, treatment and referral for individuals and families who are experiencing a psychiatric crisis in the community is essential to ensure a safe level of physical and psychological well being for those individual, families and the community
- Inter-agency co-operation in assessment, intervention and co-ordination is essential to provide a comprehensive, efficient and effective crisis resolution, as well as to facilitate ongoing service delivery
- Participants recognize that all our resources are often scarce and medical and life-threatening emergencies will take priority over mental health crises in certain situations.

This protocol does not supersede policy and procedures for incidents in which a mentally ill person has committed a serious criminal offence(s), a criminal act of violence or presents a danger to public safety.

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

Continuous self analysis and positive adjustments of the Agreement with the input and assistance of our community partners will maintain its integrity and effectiveness of the protocol

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 disturbed persons

6. The Concept

As downsizing of mental health facilities proceeds in the Province, more police officers and emergency mental health professionals and community agencies 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. It has also been identified as a best practice model for training in the Ontario Provincial Police 2007 business plan.

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

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

POLICE

- 9.1 Napanee Ontario Provincial Police have designated officers who have received additional mental health training. These officers are known as L.E.A.D. team officers. LEAD team or Community Patrol Branch Involvement is initiated by calling the emergency communications centre, 911.
- 9.2 The Provincial Communication Centre (PCC) 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, the EDP will be taken 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 PCC should be advised to contact the local Emergency Department.
 - The PCC will advise that the EDP is being brought in for assessment and provide the following information:
 - 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.
- 9.5 A Lennox and Addington County Mental Health Template will be filled out by the officer (see appendix A). This form will be faxed to LAACMHS and the crisis team will provide follow-up. In addition a copy of the form can be given to the hospital to provide additional information that will help inform them on the situation observed at the scene at the time of apprehension. Further details on this procedure are located in Appendix B of this document.

LAACMHS contact numbers:

Business hours 9:00 a.m. - 9:00 p.m. Monday to Friday
Call (613) 354-7388 and 1-800-267-7877
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.

9.6 Lennox and Addington Addiction and Community Mental Health Services

Lennox and Addington Addiction and Community Mental Health Services provides comprehensive 24/7 crisis response to residents of Lennox and Addington County.

9.6.1 When an emotionally distressed person presents in crisis and it is deemed that they need to be assessed for admission EDP will be referred to local ER department or Schedule 1 facility. If assessment is involuntary or there is a concern regarding safety of EDP or staff Police will be contacted to assist in transporting person to hospital. LAACMHS will contact hospital to inform that person is being sent for mental health assessment and will provide all necessary information to ER including risk assessment information. When appropriate LAACMHS crisis worker will accompany person to the hospital and stay with the person until care is transferred directly to a nurse or physician.

9.6.2 If contacted by ER or police LAACMHS crisis worker will provide a crisis/risk assessment. During available hours worker will go mobile to secure location to provide assessment. Worker will help facilitate transfer of EDP to schedule one facility as appropriate.

9.6.3 If EDP is not admitted to hospital LAACMHS will provide next day and on-going follow-up to person in the community.

9.7 Lennox and Addington County Emergency Services

9.7.1 In responding to a community call about an EDP:

9.7.1.1 EMS responds to call as instructed by Dispatch.

9.7.1.2 EMS crew makes determination if scene is secure and if there is no risk to crew. If no risk, the EDP is transported to nearest appropriate hospital.

- 9.7.1.3 If there is a risk to the EMS crew or if the EDP exhibits violence or potential violence, the OPP are called to assist.
- 9.7.1.4 If there is concern of a suicide risk and the EDP refuses to be transported to hospital, the OPP are called to assist.
- 9.7.2 In responding to a request from LACGH to transport an EDP to another hospital:
 - 9.7.2.1 EMS transports volunteer admissions to the Level 1 hospital.
 - 9.7.2.2 EMS transports Form 1 patients to the Level 1 hospital provided that:
 - 9.7.2.2.1 There is no risk to the crew.
 - 9.7.2.2.2 In the case of a female EDP and an all male EMS crew, there is a female RN available to accompany the EDP during transport.
 - 9.7.3. EMS crew will fill out a Mental Health Template for individuals agreeable to follow up by the LAACMHS crisis team. LAACMHS will provide next day and ongoing follow-up to all referred to the service.

9.8 Lennox and Addington County General Hospital

The Emergency Department (ED) arrival procedure will be as follows:

- 9.8.1 When an EDP is brought to the emergency room the initial Assessment will be completed by the Emergency Room triage Nurse. Lennox and Addington Community Mental Health Crisis Worker may be contacted to provide consultation / crisis assessment.

The patient will be placed in a secure area in the Emergency Department (ED) under appropriate observation. If not already in attendance, the Police will provide assistance if the safety of any person is of concern and/or if there is concern that the patient may be concealing a weapon.

- 9.8.2 All emotionally distressed patients will undergo the triage process.
- 9.8.3 The patient undergoes mental health and medical assessment by the Emergency Physician (EP).

9.8.4 At the discretion of the EP, the Lennox and Addington Addiction and Community Mental Health Crisis Worker may be asked to assess the patient in the ED. LAACMHS will provide an onsite assessment, including written report, to the physician, Monday to Friday 0900-2100 (613-354-7388). After hours the on-call worker may be contacted by the physician or nursing staff, and the worker will provide appropriate information and/or assist in arranging follow-up for the patient.

Next Day referral form can be filled out by Physician requesting follow-up by crisis team. Please see appendix 3 for this form.

9.8.5 The EP decides the disposition of the patient, which may include:

9.8.5.1 Discharge to the care of the family, the Police or self (depending on the diagnosis and risk assessment). That may include safety plan involving any of: family; friends; LAACMHS; family doctor; Police.

9.8.5.2 Admission to LACGH. It not being a psychiatric facility, LACGH would only admit a mental health patient under exceptional circumstances and only when it has been determined that the patient is not of potential harm to his/herself or to another person.

9.8.5.3 Transfer to another hospital (usually the Hotel Dieu Hospital or the Kingston General Hospital) under Form 1 for a mandatory psychiatric assessment or on a voluntary basis.

9.8.6 When a patient is transferred on a Form 1, the patient must go by ambulance, by police escort or both. Ambulance transfer is appropriate for non-violent patients. Female patients must have a female registered nurse escort when the ambulance crew is all male.

9.8.7 Voluntary transfers to another hospital will go be whatever means available.

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.

- 9.8.4 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.

- 9.8.5 **If the EDP is not sent to schedule 1 facility for further assessment**, LAACMHS will be informed so that follow-up can be provided.

9.9 Lennox and Addington County Interval House

Lennox and Addington Interval House (LAIH) provides a full range of services to assist women and children whose lives have been impacted by violence and domestic abuse.

When someone staying in the shelter becomes emotionally distressed shelter staff will assess that person. Shelter staff may contact LAACMHS to attend to the shelter to further assist in this assessment process.

- 9.9.1 If it is determined that the EDP needs requires the care of the local emergency department or a Schedule 1 facility they will be transported there.

9.9.2 If assessment is involuntary or there is a concern regarding safety of EDP or staff Police will be contacted to assist in transporting person to hospital.

9.9.3 LAIH will contact the local ER/Schedule 1 and provide relevant Back ground and assessment information to the hospital.

9.10 Napanee and Area Community Health Centre

The Napanee Area Community Health Centre provides primary care to persons traditionally deemed “hard-to-serve”. This care is provided within a multidisciplinary context which includes traditional primary care staff (physicians, nurse practitioners, nursing) but also Social Work and Community Development Services.

9.10.1 An emotionally disturbed person presenting in crisis to the Napanee Area Community Health Centre will be assessed by staff to determine whether or not the person needs to be referred to the local emergency room or on to a Schedule 1 facility.

If the person is a client/patient of NACHC, they will be assessed by clinical staff most familiar with their case. If their primary contact is not available, or if the person is not a client/patient of NACHC, this assessment will be completed by the Centre’s social worker. If the social worker is unavailable this assessment may also be completed by the community development worker, a nurse practitioner, the Centre’s physician or the Program Manager

If for some reason, no clinical staff are available to assess the individual, the medical secretary will call the LAACMHS crisis line for support.

9.10.2 If it is determined that the emotionally disturbed person requires the care of the local emergency department or a Schedule 1 facility one of following options will be exercised:

If it is safe to do so, the emotionally disturbed person will be transferred to the Lennox & Addington General Hospital Emergency Department by cab. NACHC staff will contact the emergency department to inform that a person is being sent for a mental health assessment. NACHC staff will also contact Lennox & Addington Addiction and Community Mental Health Crisis Services to briefly explain the situation and request the support of a mobile crisis worker at the hospital for the person. Based on staff

availability and discretion one of the above mentioned NACHC staff members may accompany the person to the hospital and remain with the person until care is transferred to an LAACMHS crisis worker, a nurse or physician.

If there are concerns about the safety of the EDP or staff , police will be contacted to transfer the EDP to the hospital. NACHC staff will contact the emergency department to inform that a person is being sent for a mental health assessment. Any pertinent information including risk assessment will be shared with ER staff. NACHC staff will also contact LAACMHS.

9.11 Providence Care - Mental Health Services (Community High Intensity Treatment Team)

Regular Business hours: 8:00am – 8:00pm Monday to Friday

Weekend and Statutory holiday hours: 8:00am – 6:00pm

Call (613) 546-1101 ext 5899 or 548-5567 ext 5899

When an EDP who is a client of CHITT presents in crisis and it is deemed that they need to be assessed for admission, the EDP will be referred to the local ER department or Schedule 1 facility. If assessment is involuntary or there is a concern regarding safety of the EDP or staff, Police will be contacted to assist in transporting the person to hospital. CHITT staff will contact the hospital to inform that person is being sent for mental health assessment and provide all necessary information to ER.

If EDP is not admitted to hospital CHITT will provide next day and on-going follow-up to person in the community.

After hours on-call service:

8:00pm – 8:00am Monday through Friday

6:00pm – 8:00am Weekend and Statutory holidays

Call 613 546-1101 ask to speak to Area Coordinator on behalf of a CHITT client in crisis.

Providence Care mental Health Services Area Coordinator will activate CHITT mobile response as necessary.

CHIT team clients have access to the CHIT team on-call after hour service. This is accessed through the Providence Care Mental Health Services switchboard and provides after hours telephone support and/or mobile crisis services. Additionally, CHIT team clients have access to Crisis Services available through L&A Addiction and Mental Health services

9.12 Hotel Dieu Hospital / Kingston General Hospital

9.12.1 As the nearest Schedule 1 hospital to Lennox and Addington County the Hotel Dieu Hospital/Kingston General Hospital is the primary referral inpatient centre for mental health persons in crisis, whether it be on an involuntary (Form1) or voluntary basis

7. Information Sharing and Disclosure

Partners, while assisting each other to better serve the emotionally disturbed 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 mentally ill 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 mentally ill person.

As is relevant, appropriate and feasible staff from each organization will receive LEAD team training. This training consists of 16 hours of mental health training for front line responders. The LEAD team trained staff from each organization will act as a resource for other staff from their organizations.

9. Evaluation

The effectiveness of this protocol will be measured through ongoing evaluation and communication between all signatories. Regular meetings will be held to evaluate efficacy of agreement and explore further areas of opportunity, growth and collaboration between our organizations.

10. Meetings

The signatories agree to meet annually or more often as may be required to review the Agreement and other issues as they may arise.

11. 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.

Napanee Ontario Provincial Police

Date

Lennox and Addington Addiction and
Community Mental Health Services

Date

Lennox and Addington County General
Hospital

Date

Lennox and Addington County Emergency
Services

Date

Lennox and Addington Interval House

Date

Napanee and Area Community Health Centre

Date

Providence Care- MHS (CHITT)

Date

