

Lanark County L.E.A.D. Team PROTOCOL

Between

Perth Police Service

Smiths Falls Police Service

Lanark County Ontario Provincial Police

Lanark County Mental Health

Lanark County Ambulance Service

Perth and Smiths Falls District Hospital

Carleton Place and District Hospital

Almonte General Hospital

Brockville General Hospital – Elmgrove & ER
Services

Open Doors For Lanark Children & Youth

TriCounty Addiction Services

Distress Centre Lanark Leeds & Grenville

1. Definitions

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| L.E.A.D. | Lanark County Police Services and Lanark County Mental Health, Emergency Department, Ambulance Services, Diversion |
| LCMH | Lanark County Mental Health |
| CPIC | Canadian Police Information Centre |
| CCD | Communication Centre Dispatcher |
| CTO | Community Treatment Order |
| ECO | Emergency Department Charge Nurse |
| TRICAS | TriCounty Addiction Services |
| DC-LLG | Distress Centre Lanark Leeds & Grenville sponsored by Developmental Services of Leeds & Grenville |

Emotionally Disturbed Person – Person in crisis who may be experiencing mental illness, co-occurring disorder or dual diagnosis.

Mental Illness – Acute or chronic psychiatric condition that affects thoughts and/or emotions.

Co-Occurring Disorder – Acute or chronic psychiatric condition with a substance abuse or gambling disorder.

Dual Diagnosis – Developmental disability with a psychiatric condition or emotional disturbance.

L.E.A.D. Team Members – Members of the police service that receive enhanced training to handle incidents involving police interaction with emotionally disturbed persons

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

Partners ^B for the purpose of this protocol, the Lanark County L.E.A.D. Team partners are: **Lanark County Mental Health, Lanark County Ambulance Service, Perth and Smiths Falls District Hospital, Carleton Place and District Hospital, Almonte General Hospital, Perth Police Service, Smiths Falls Police Service, Lanark County Ontario Provincial Police, Brockville General Hospital – Elmgrove & ER Services, Open Doors For Lanark Children & Youth, TriCounty Addiction Services and Distress Centre Lanark Leeds & Grenville.**

Police Officer ^B 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. Purpose

The L.E.A.D. Team has been established to better serve this community and, specifically, emotionally disturbed persons in crisis. The purpose will be attained through increased training of the L.E.A.D. Team Members and a partnership with local mental health care professionals and advocacy/support groups.

3. Statement of Principles

The guiding principles of this protocol are:

- § Police and emergency / mental health professionals working collaboratively to better serve the mentally ill in our municipality
- § To promote respect and civility pertaining to all emotionally disturbed persons
- § Committed to the well-being of all emotionally disturbed persons
- § Committed to preserve dignity to all emotionally disturbed persons
- § Safety of the Emotionally Disturbed Person
- § Safety of the Public
- § Safety of the Community Partners
- § Safety of the Police
- § Partners will cooperate and assist each other in carrying out their individual responsibilities

4. Philosophy

We believe in a united collective responsibility towards care of persons in crisis. We will be the front line members of the professional community collaborating with appropriate caregivers and family members to provide individuals with compassionate, immediate treatment.

5. Values and Beliefs

- § Emotionally Disturbed Persons are valued members of our community who may be suffering from a disability/disorder and deserve our respect and assistance.
- § Continuous advanced training
- § Individual responsibility towards this community
- § Access to appropriate care, resources and support
- § Strengthening, renewing and building community partnerships

- § Continuous self analysis and positive adjustments of our program with the input and assistance of our community partners to maintain the highest program integrity and effectiveness.

6. Goals

- § Better serve the emotionally disturbed persons in our community
- § Reduce the possibility of tragic consequences during interactions between the Police and the emotionally disturbed persons
- § Re-design, evaluate and change as we develop further partnerships and identify program deficiencies
- § Education of team members B specialization and program enhancement to be shared with other team members in annual training
- § Share information on our program with the community
- § Promote public support to expand community programs
- § Advocate for changes to local programs to benefit consumers and their families
- § 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

7. The Concept

As downsizing of mental health facilities and addictions services proceeds in the Province, more police officers and emergency / mental health professionals are responding to situations involving the mentally ill.

The partnerships have been established to develop and implement safe, proactive, preventative methods of containing emotionally explosive situations involving emotionally disturbed persons that could lead to violence.

The L.E.A.D. Team members use their training to attempt to de-escalate volatile situations. The partnerships forged with mental health professionals provide invaluable assistance to the officers. 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 Lanark County as a result of the L.E.A.D. Team.

8. L.E.A.D. Team Response

- 8.1 L.E.A.D. Team or Community Patrol Branch involvement is initiated by calling the Emergency Communications Centre, **911** for emergency or **(888) 310-1122** for Non-emergency. **Perth Police (613) 267-3131 for Non-emergency. Smiths Falls Police (613) 283-0357 for Non-emergency. Lanark Ontario Provincial Police (888) 310-1122.**
- 8.2 The Communication Centre Dispatcher (CCD) will decide who will respond to the call for service based on nature of the call and availability of the L.E.A.D. Team.
- 8.3 Regular patrol officers will respond to the call for service and a L.E.A.D. Team Member may be used as a resource.
- 8.4 Responding officers normally will be responsible for interaction with the emotionally disturbed person at the scene.
- 8.5 **If necessary, take the emotionally disturbed person to the nearest Emergency Department for assessment.**
 - 8.5.1 The police/ambulance services are responsible for transporting the emotionally disturbed person.
 - 8.5.2 As soon as the officer decides to transport the emotionally disturbed person the following procedure will be followed:
 - the CCD should be advised to contact to the local Emergency Department for assessment, either voluntarily or involuntarily
 - the CCD will advise that the emotionally disturbed person is being brought in for assessment
 - the estimated time of arrival
 - whether the emotionally disturbed person is being transported by ambulance or police
 - whether the assessment is voluntary or involuntary,
 - the state of the individual to determine whether the emotionally disturbed person should be triaged normally.
 - 8.5.3 The admitting procedure is as follows:
 - If the emotionally disturbed person is being transported by police and the emotionally disturbed person's emotional status as observed is such that routine triage may not be appropriate or safe, the transporting officer will use the ambulance entrance.
 - When an emotionally disturbed person is brought to the emergency room the initial assessment will be completed by the Emergency Room

Nurse.

- The responding police officer when possible and if time permits will complete the **Lanark L.E.A.D. Team Police Mental Health Referral Form** (Appendix A) which is also available in the emergency department. Emergency Department Nurse will provide the form to the responding officer to complete. The **white copy** is the original for police officer, **yellow copy** to attach to emergency record for the attending physician and the **pink copy** to Lanark County Mental Health.
- The Lanark County Mental Health (MH) Crisis Worker will be contacted to provide consultation / crisis assessment (for an adult 18-years-old or older).
- Crisis Worker will attend the local emergency department to complete mental health assessment during regular business hours. After hours availability to attend to the emergency department if the patient would meet criteria to access the Crisis Bed located at Shardon Manor in Smiths Falls.
- The Lanark County Mental Health (MH) Crisis Worker will contact Open Doors Quick Response Team if the person is (18 years of age or younger) to provide a telephone consultation/crisis assessment, with a same day or next working day follow up by the Quick Response Team during regular business hours Monday to Friday 8:30 a.m. to 4:30 p.m.
- The Lanark County Mental Health (MH) Crisis Worker will initiate referral to TriCAS for co-occurring disorder crisis assessment.

If the emotionally disturbed person requires Form 1 (Application for Psychiatric Assessment) the closest Schedule 1 facility will be contacted for psychiatric consultation. Patient must be transported forth with to nearest psychiatric facility under the Mental Health Act.

Perth and Smiths Falls District Hospital emergency will contact Brockville Mental Health Centre (ROHCG) Crisis Line 1 – (866) 281-2911 to consult with Duty Physician and arrange Form 1 transfer.

In the event Brockville General Hospital – Elmgrove & ER Services is on Form 1 Diversion the Elmgrove Crisis Line worker will facilitate alternate Schedule 1 to complete the Form 1 assessment.

Carleton Place and District Hospital and Almonte General Hospital will contact Ottawa Crite-Call Emergency Roster 1-(800)-668-4357.

Patient transport, in the execution of a Form 1, will be arranged by the emergency department staff. Patient must be medically cleared. Form 1 transport to Schedule 1 Facility will be by ambulance. If the patient has received chemical restraint transport must be by ambulance.

If the emotionally disturbed person is discharged, the MH Crisis Worker will assess follow-up needs and, with the emotionally disturbed person's consent, will make a referral to the appropriate community agency.

8.6 If the emotionally disturbed person is not taken to the hospital for assessment, the police will investigate and attempt to ascertain if the emotionally disturbed person is currently involved with a community partner and that partner is to be contacted for advice or assistance.

8.6.1 The Partners and contact numbers are:

**Lanark County Mental Health:
Will provide advice or mobile response to local hospital Emergency Department.**

**During business hours 8:00 a.m. - 8:00 p.m. Monday to Thursday
Friday 8:00 a.m. to 5:00 p.m. Call (613) 283-2170 and/or Fax Referral
(613) 283-9018**

**After Hours: 8:00 p.m. - 8:00 a.m. and weekends telephone
consultation: Call (613) 284-1410 and request the On-Call Mental
Health Worker. The on-call worker will respond to the page.**

**Open Doors For Lanark Children & Youth:
Monday Smiths Falls Office 8:30 a.m. – 8:00 p.m.
Monday Perth Office 8:30 a.m. – 8:00 p.m.
Wednesday Carleton Place Office 8:30 a.m. – 8:00 p.m.
Tuesday, Thursday & Friday – 8:30 a.m. – 4:30 p.m.
Smiths Falls: 613-283-8260
Carleton Place: 613-257-8260
Perth: 613-264-1415
Toll Free: 1-877-232-8260**

**Distress Centre Lanark Leeds & Grenville
Monday to Sunday (7 days a week) 5 p.m. – 12:00 p.m.
Call 1 – (800) 465-4442 to speak with volunteer / worker.
Provide active listening and referral for individuals in Lanark County.
Volunteer / worker will contact Lanark County Mental Health if caller
is from Lanark County requiring referral for mental health services.
Contact LCMH during regular business hours and after hours
contact on-call worker.**

8.6.2 If the responding officer or L.E.A.D. Team member is unable to determine if the emotionally disturbed person has been involved with a community partner, the officer will call **Lanark County Mental Health** (at above

numbers) and provide the following information: individual=s name, particulars, officer concerns and action taken. The Crisis Worker will use database to determine if the emotionally disturbed person is involved with the agency and contact the assigned worker.

8.6.3 If it is determined that the emotionally disturbed person 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 emotionally disturbed person is involved in, or any family contact person, and contact that group or person for assistance.

8.7 Responding L.E.A.D. team members will submit a contact report to Lanark County Mental Health.

9. 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.

It is understood and agreed that the parties in this protocol shall hold all information, materials and patient information gained through participation in this agreement in confidence in accordance with each organizations own policies.

10. Joint Training

Training will be an important component of our ability to better serve the emotionally disturbed 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 disturbed person.

L.E.A.D. Team members will attend an initial 16 hours of training under instructional supervision of mental health providers. Further, individual members will receive enhanced training as available and will be expected to bring this experience and training back to the rest of the team to further develop and renew our program.

The initial training involves exposure to basic dynamics of common types of mental illness and to viewpoints and feelings of mental health consumers first hand. Training assists team members to understand that mental illness is not a crime, but a disability/disorder. Skills are developed in de-escalating potentially volatile situations, gathering relevant history, assessing medical information and evaluating the individual=s social support system.

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.

| | |
|--|---------------|
| _____ Perth Police Service | _____ Date |
| _____ Smiths Falls Police Service | _____ Date |
| _____ Lanark County Ontario Provincial Police | _____ Date |
| _____ Lanark County Mental Health | _____ Date |
| _____ Lanark County Ambulance Service | _____ Date |
| _____ Perth & Smiths Falls District Hospital | _____ Date |
| _____ Carleton Place & District Hospital | _____ Date |
| _____ Almonte General Hospital | _____ Date |
| _____ Brockville General Hospital - Elmgrove & ER Services | _____ Date |
| _____ Open Doors For Lanark Children & Youth | _____ Date |
| _____ TriCounty Addiction Services | _____ Date |
| _____ | _____ |

Distress Centre Lanark Leeds & Grenville

Date