

# SERVICE DESCRIPTION

## EMERGENCY MENTAL HEALTH RESPONSE

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### **DESCRIPTION:**

This service provides an after hours professional mental health response to urgent mental health needs of individuals in the community. The service is provided after hours on an on-call basis, responding to call outs and being available for consultation by phone to the other Southern Gulf Islands. The service works closely with Lady Minto Hospital and the RCMP and is part of a region wide emergency mental health response of the Health Authority.

### **HISTORY:**

This service has been delivered by Salt Spring Community Services since 1995. It was developed by SSICS and Lady Minto Hospital in order to respond to the after hours emergency mental health needs of people who live on Salt Spring Island.

### **POPULATION SERVED:**

The service provides support specifically to hospital emergency staff, RCMP and other first responders. The service is intended for individuals on Salt Spring Island who have emergency mental health needs. Telephone consultation for professionals on the Outer Gulf Islands is also available.

### **GOALS AND EXPECTED OUTCOMES:**

1. Improved assessment and immediate care plans for individuals with emergency mental health needs.
2. Decrease in hospitalization of individuals with emergency mental health needs.
3. Increase in the effectiveness of RCMP, first responders and medical service providers in managing emergencies with mental health elements.

### **SERVICE DELIVERY PHILOSOPHY AND PRINCIPLES:**

1. Service delivery will be caring, respectful, safe and open.

2. People will be treated with dignity and respect.
3. Services will be provided in a discreet and confidential manner.
4. Services will include the promotion of wellness, healthy development and independence.
5. Service delivery will be person-centered including being flexible, individualized and involving the person served in setting the direction of service.
6. Services will be responsive and timely.

#### **SERVICE DELIVERY ACTIVITIES:**

1. **Crisis Intervention.** The mental health professional responds to mental health emergencies on Salt Spring Island by telephone or in person.
2. **Consultation.** The mental health professional provides telephone consultation for emergency mental health professionals in the Outer Gulf Islands.
3. **Assessment.** The mental health professional assesses the needs of the individual and suggest interventions in consultation with community mental health professionals and others as appropriate.
4. **Follow-Up and Referral.** The mental health professional provides individuals with follow-up and referral support in conjunction with the Salt Spring Island Community Services Psychiatric Nursing Program and/or USTAT Program as needed.
5. **Information and Education.** The mental health professional will provide training sessions regarding emergency mental health responses to key stakeholders from all the Southern Gulf Island communities.

#### **STAFF RESOURCES:**

Two Mental Health Clinicians share a seven day per week on-call schedule. The Clinicians report to the Director of Adult and Outreach Services, and is part of the Adult Services Team including mental health counsellors, nurse, addictions worker, housing worker and consulting psychiatrist. The service has the capacity to provide approximately 14 hours of call out service per week. The Capital Health Region provides a telephone response when SSICS staff unavailable (e.g. vacation or illness).

#### **HOURS:**

The service is available on an on-call basis 4 pm – 12 am, 7 days a week. At times the service may not be covered and telephone consultation is available through Capital Health Region Emergency Mental Health Services

**ACCESS TO SERVICE:**

Service is accessed through the Lady Minto Hospital emergency room, RCMP, BC Ambulance Service or Outer Island Crisis Workers. Pager numbers are posted at each reception location. VIHA emergency services contact is 1- 866-386-6323. Phone consultation, on-site assistance at hospital or RCMP, or other outreach service may be requested.

**STANDARDS/REFERENCES/BEST PRACTICES:**

1. CARF accreditation standards
2. BC Ministry of Health and Ministry Responsible for Seniors, Adult Mental Health Division – Best Practices in Mental Health for Rural and Remote Communities.

**FUNDING/SPONSORSHIP:**

The service is funded by Mental Health and Addictions Services division of Vancouver Island Health Authority.

**PARTNERSHIPS/KEY CONNECTIONS:**

1. Lady Minto Hospital
2. British Columbia Ambulance Service
3. Royal Canadian Mounted Police
4. Vancouver island Health Authority