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| CHAPTER Service Delivery | CHAPTER 02 | SECTION 004 | SUBJECT 05 |
| SECTION Clinical and Support Services | | DESCRIPTION Suicide Calls | |
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APPLICATION:

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| <input checked="" type="checkbox"/> CMH Staff | <input type="checkbox"/> Board Members | <input type="checkbox"/> Provider Network | <input checked="" type="checkbox"/> Employment Services Providers |
| <input type="checkbox"/> Employment Services Provider Agencies | <input checked="" type="checkbox"/> Independent Contractors | <input checked="" type="checkbox"/> Students | <input checked="" type="checkbox"/> Interns |
| <input checked="" type="checkbox"/> Volunteers | <input type="checkbox"/> Person Served | | |

POLICY:

Lapeer County Community Mental Health (LCCMH) provides crisis response service for individuals experiencing suicidal thoughts and behaviors.

STANDARDS:

- A. LCCMH staff respond promptly and professionally to any person threatening suicide.
- B. LCCMH staff respond in a trauma-informed manner by prioritizing the caller's physical and emotional safety and taking steps to minimize the potential for re-traumatization during the interaction.

PROCEDURES:

- A. In the event a staff member receives a call about a suicide threat, the following procedures are followed to provide immediate attention to the person in danger:
 1. Keep the caller on the line and attempt to get identifying information; write down the phone number.
 2. Have someone physically get a Triage worker or page for assistance.

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3. Do not be confrontational.
4. DO NOT put caller on hold.
5. Write down caller's phrases or key words.
6. Try to get as much information as possible.

Support staff will immediately transfer any concerning calls to Triage staff, providing a brief summary of the caller's concerns to minimize any re-traumatization. If necessary, support staff may assist Triage by making additional phone calls or attempting to help identify the caller through other means.

- B. Triage staff decides if contacting 911 is warranted in order to help identify the caller's location and to notify the appropriate law enforcement agency. This may occur when the caller's location is known or can be reasonably determined. Triage staff considers contacting 911 in the following clear and immediate emergency situations:

1. The caller indicates they are actively attempting suicide.
2. The caller hangs up the phone without explanation, and there is no answer upon return call.
3. The caller sets down the phone but leaves the line open – in such cases, do not hang up; use another line to call 911.
4. Another person reports a suicide in progress.

TV:js/rb

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