

Person in Crisis Information Package



Threats to harm oneself or others are all reasons to respond immediately and call 9-1-1. This is about safety for all and police services are there to help you and your loved one.

Before the Critical Incident

- **Be prepared** before the crisis occurs.
- **Remember** the importance of **your own safety first**. Make the 9-1-1 call from a place that will not bring harm to you for doing so.
- **The goal** is to enable the safe transfer of your loved one to police and/or EMS.
- **Know** that help will be on the way as soon as you begin to provide information to the call-taker.
- **Prepare** the individual's current information checklist (see back of pamphlet) to provide to first responders when they arrive.

Calling for Help

Call 9-1-1 when you believe someone may be a danger to themselves or others.

Stay calm, listen and be prepared to answer the questions asked of you by the call-taker. The call-taker has necessary questions for which they need clear answers to and are typing as they are provided. Think of it this way:

Where? = Address

Who? = The name of the person in crisis

What's going on? = Nature of the Crisis

Clearly and briefly identify the nature of the crisis. Example, "My son is in a mental health crisis" or "My daughter has just overdosed on prescription medication".

As soon as the nature of the crisis is identified, the mobile response is activated and the correct first responders will be sent to the address provided.

Even if the individual's location is unknown and you have serious concerns for their safety, call 9-1-1 and response can be initiated.

Questions you may be Asked During a Mental Health Related Call

Basic Information:

- Name of the person in crisis
- Date of Birth
- Description (race, height, weight, hair color, clothing etc.). All are needed for an officer to be able to identify the person in crisis if they have left the residence.

Medication:

- What medications are they currently prescribed?
- Have they been taking the prescribed medication?
- Is the individual under the influence of illicit drugs, marijuana or alcohol?

Safety:

Is the individual threatening to harm themselves, hurt someone else, or talking about committing suicide?

If you answered **YES** to any part of that question, the call-taker may ask:

- Where is the person now?
- Is the individual alone or with other people?
- Do you know the nature of the attempt/plan? What are they threatening to do?
- Does the person in crisis have a history of violence towards themselves or to others?
- Is the person armed or have access to firearms or weapons?
- Is the person in a public area or open area? Are they barricaded?
- Are there any known injuries?
- Is an ambulance required?
- Is the person involved with any community agencies, health care providers, Crisis Outreach and Support Team (COAST)?

Possible Outcomes to a 9-1-1 Mental Health or Addiction Emergency Call

- Uniform officers are always the first responders to calls for service. In the case of a mental health crisis, Mobile Crisis Rapid Response Team (MCRRT), if available, will attend as well. This team is made up of a Halton Regional Police Service Officer and either a Registered Nurse or Social Worker from St. Joseph's Healthcare Hamilton. These teams are in uniform and are specially trained in mental health
- Police have the authority under Section 17 of the Mental Health Act (<https://www.ontario.ca/laws/statute/90m07#BK14>), to apprehend an individual and take them to the hospital for assessment if they meet one or more of the following criteria: danger to self, danger to others or inability to care for self.
- Be aware that there is the potential that your loved one may be placed in handcuffs for the safety of themselves and others.
- If officers determine that a crime has been committed, they may move forward with criminal charges or a caution. There is the potential for this to happen in addition to a mental health apprehension. Each situation is very different and all options are carefully weighed out.
- A 9-1-1 call made for a suspected overdose may result in only EMS taking your loved one to hospital depending on the circumstances.
- After the incident, information is sent to COAST for follow up. COAST is a partnership program between the Canadian Mental Health Association Halton Region Branch and Halton Regional Police Service. For more information about the COAST crisis line and outreach team, call: 1-877-825-9011. The COAST officer is not in uniform but is easily identifiable as police due to his/her HRPS vest. The team arrives in an unmarked car to allow for discretion.
- In some cases, you may receive a call from a Halton Regional Police Service Social Worker after the incident to offer support and referrals.

Information Checklist for the Person in Crisis

Please fill out in advance.

Name: _____
 Date of Birth: _____
 Address: _____
 Home Phone Number: _____
 Cell Phone Number: _____
 Health Card Number: _____

Medication: _____
 Diagnoses: _____
 Psychiatrist: _____
 Family Doctor: _____

Power of Attorney /Substitute Decision Maker:

Emergency Contacts Names and Numbers:

Previous Hospitalizations (names of hospitals):

Substance Use:

History of Suicide Attempts:

History of Violence:

Triggers that may Cause a Crisis:

Helpful Hints at De-Escalation:

24 Hour Crisis Numbers to Call in Halton Region

Emergency 9-1-1

Halton Regional Police Service.....905-825-4777

COAST

Ages 16 and up1-877-825-9011

Reach Out Centre for Kids (ROCK)

Ages 17 and under.....905-878-9785

Distress Centre Halton

Oakville905-849-4541

Burlington.....905-681-1488

North Halton.....905-877-1211

This information has been developed for the residents of Halton through a collaboration between the Canadian Mental Health Association - Halton Region Branch, Halton Regional Police Service and the Person, Family, Caregiver and Advisory Council (PFCAC) of Joseph Brant Hospital.

For more information please contact:



Halton Regional Police Service

9-1-1 in an Emergency

905-825-4777

www.haltonpolice.ca



Canadian Mental Health Association

Halton Region Branch

905-693-4270

www.halton.cmha.ca