



PROCEDURE

Title/Subject: Emergency Services Response			
Policy #: OPS - 206	Page 1 of 1	Adoption Date:	Revision Date: 10/20/04
Approved By:		Title: President/Chief Executive Officer	
Approved By:		Title: Program Vice President/CQI Chairperson	
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The Florida Center for Child and Family Development (The Florida Center) does not provide emergency mental health services to the community. However, guidelines have been established in order that employees can assist persons in need of crisis services by referring them to the appropriate emergency response authorities.

Individuals who are not current clients will occasionally call The Florida Center during personal crises. Staff who are responsible for answering the telephone during normal business hours are trained on response protocols and provided a copy of this procedure in order that effective information and response can be provided to these individuals. Employees are instructed to:

- ✓ Listen to the person and attempt to determine the immediate situation and need.
- ✓ Ask the caller if this is a medical or mental health emergency.
- ✓ If the caller indicates that they are in need of immediate emergency services, staff are to instruct the caller to hang up and call 911. If the caller appears incapable of responding as directed, the employee is to attempt to obtain the callers name, location, and phone number. The employee will then call 911 to report the emergency.
- ✓ If the caller does not indicate they are in need of immediate medical or mental health emergency services, but do indicate they are in need of mental health crisis services, staff are to refer them to their private medical provider/physician or the CSU (crisis stabilization unit) located at 1451 10th St., Sarasota. CSU phone number is 364-9355.

At the time of intake to Outpatient Mental Health Services, clients are informed that The Florida Center does not provide emergency services. However, all clients are provided with the appropriate community resources to access in the case of an emergency.

The Florida Center does respond to emergencies experienced by children under protective supervision or foster care. The Case Manager of record for the child is contacted and must respond within 15 minutes. If the call is after hours, the call is taken by the On-Call Case Manager. Clients, foster parents and collaborative agencies are provided with the emergency on-call pager number through the after hours message. The Case Manager will contact the child's clinician or clinical supervisor/VP if the situation warrants therapeutic intervention.