



Pathstone Mental Health

Child & Adolescent Crisis
Services

1-800-263-4944



Pathstone
Mental Health
Compassionate • Innovative • Professional



Mission Statement

- **Crisis Services works to provide a range of accessible and responsive services that include: telephone support, mobile response, crisis stabilization, advocacy, Tele-Psychiatry and crisis bed to assist children youth and families at the time they are in crisis.**

Child and Adolescent Crisis Service

- ▶ There are many ways to define a crisis. One way is an opportunity to change and make a shift in how one thinks and acts. A crisis can come at any time and in any form. Crisis Services responds to a crisis in a timely and respectful manner in order to meet the adolescent and/or families needs.
- ▶ A family in crisis is likely to be under duress, stress, or completely exhausted, both emotionally and intellectually. With understanding, validation, and normalizing what is sometimes seen by others, as maladaptive behavior is often the adolescent's only way to cope with certain situations. Adolescents sometimes engage in attention seeking behavior in order to meet their own needs.
- ▶ We try to focus on the meanings or messages behind behaviors and assist the family in looking for solutions by instilling hope, giving adolescents additional tools of coping, or sometimes suggesting that the parent make a shift in their response. As well as discussing with the parents the various values in the family and how they apply to the developmental stages within the family.
- ▶ We work together with other agencies in providing a safety net for families and children in crisis. This includes psychiatric consult, meeting with school personnel, police and others.
- ▶ We in Crisis Services have the unique opportunity to share in a family's hopes, fears and joys. Through this experience, our team grows and learns personally and professionally.

What is Child & Adolescent Crisis Service?

- A mobile crisis intervention service responding to families and children in the Niagara Region.
- Staffed by professionals. Crisis Services provides immediate telephone counseling and, if necessary, on-site crisis intervention.
- Service is provided to children up to the age of 18 years and their families.
- *Crisis Services is a free and voluntary service.*

Crisis Intervention

- ▶ Staff follow the Hybrid Model of Crisis Intervention (James & Gilliland, 2012)
- ▶ 1) Predispositioning/Engaging contact-initiate positive contact, offer overview of what can be expected of the worker
- ▶ 2) Defining the problem-using core listening skills, and understanding from the client's point of view. Ensuring client safety-assessing safety is always a part of the process
- ▶ 3) Providing support-empathic listening, validation
- ▶ 4) Examining alternatives-situational supports, positive thinking, coping mechanisms
- ▶ 5) Making plans-what can they do right now, and what other referrals or resource are available
- ▶ 6) Obtaining commitment-to call again when needed,, to contact physician etc...
- ▶ 7) Follow-up immediate & short term, check in on safety and that plan is in place

Initial call: Determine nature of crisis
Obtain demographics (who, what, when, where, brief history of current crisis etc)

Imminent risk?
Currently engaging in self harm,
suicidal talk with a plan,
aggression, injury, no safety
supports, medical emergency...

Yes

Call 911

No

Fit Mandate?
Regarding a youth under the age
of 18, residing in Niagara region,
not a child protection concern?

Yes

Provide telephone support, use Crisis
Intervention Model, Risk Assessment
and Brief Solution Focused Therapy,
referral to other resources, Contact
Niagara

No

Redirect to appropriate service i.e.:
COAST, Crisis # for geographic area,
FACS

Assess if further support is needed from
Crisis Services

No

Yes:
Types of support

Onsite: Mobile
or office

Stabilization

OTN

Crisis Bed

Service Complete

Safety Concerns

- ▶ For safety reasons, Crisis Services will not go into violent situations where there is risk of client, family or staff harm.
These situations require police involvement.
- ▶ If appropriate, intervention can occur after the violence has de-escalated in order to prevent an re-intensification of the crisis.

Services Include:

- Crisis Counseling
- Family Support
- Crisis Stabilization
- Referrals to Resources
- Advocacy
- Community Partnerships
- Access to tele-psychiatry (OTN)
- Crisis Bed

Crisis Counseling:

- ▶ *Available 24hrs – 7 days/week through the Crisis Line: 1-800-263-4944*
- ▶ *Immediate telephone counseling*
- ▶ Live answer at all times-if a team member cannot answer a call, the line is picked up by an answering service
- ▶ Follow-up to a call can include meeting with the client & family if needed
- ▶ On-site crisis intervention can occur at our office, in the home, school, hospital or other community location.

Family Support

- Crisis Services is available to all children, parents/caregivers & community partners in the Niagara region.
- Staff may offer strategies to manage behaviours.
- Staff may offer coping strategies.
- Staff are trained in Suicide Risk Assessment.
- Staff can support families already waiting for or currently receiving services



Crisis Stabilization

- Crisis Stabilization sessions are for clients waiting for other Pathstone programs as sometimes situations arise that require a more immediate intervention and the client cannot wait. The team may meet with a family a number of times and arrange regular telephone check ins to prevent crisis situations worsening during the waiting period.

Referrals to Resources:

- Crisis Staff are equipped with up to date services available throughout the Niagara Region.
- Contact information for other agencies is given when appropriate.
- Staff may advise parents/caregivers of workshops, support groups or educational seminars.
- Families directed to Contact Niagara are given a brief overview of the intake process when looking for ongoing services

Advocacy:

- ▶ Crisis Service staff will act in the best interest of the client or parent/caregiver.
- ▶ Crisis Service staff will promote access to other appropriate services and work as a liaison through this process.
- ▶ Staff work with families to de-mystify intake process for services
- ▶ Staff receive calls from schools and other partner agencies and are able to offer support/strategies



Community Partnerships

Each day Crisis Services receives reports from the Mobile Rapid Response Crisis Team (MCRRT) about children and youth who have been in contact with emergency responders. This is comprised of staff from the Niagara Regional Police, Distress Centre and CMHA. Crisis Staff follow up on these reports will reach out to the client or family for post-vention support. Staff also assist in advocating for treatment or providing information on resources and advice as to how to make referrals.

Access to Psychiatric Consultation:

Crisis service staff are able to access psychiatric consults via Tele-Mental Services (Sick Kids, CPRI & CHEO)

Crisis staff will request to meet with a family if we feel after telephone assessment that a psychiatric consult is needed, but not acute (i.e.: need to go to hospital). From the meeting, a request for referral is sent to the family doctor, then the family returns to the office to complete the intake package. Once the referral is sent out, an appointment time is set. This process currently takes about 4 weeks.

Crisis Bed:

- ▶ Use of the Crisis Bed is primarily to provide a short term therapeutic break for the child and parents/caregivers (up to 5 days)
- ▶ Provided on a voluntary basis – the child and family must agree.
- ▶ Crisis Staff will conduct a face to face assessment with the family to ensure usage is appropriate and a supportive measure.
- ▶ ***The Crisis Bed is not available for emergency or temporary housing as it is funded and intended as a treatment bed.***
- ▶ We have 1 Crisis Bed available for the Niagara Region.
- ▶ Community partners (NHS, FACS, CONTACT) are also able to access the bed for a client for planning/housing purposes. The length of stay for those clients will vary.

Crisis Services Statistics

Service	Year	Number Served
Crisis Bed	2015	12
Crisis Bed	2016 (First Quarter)	7
Crisis On Site	2015	41
Crisis On Site	2016 (First Quarter)	17
Crisis Support	2015	986
Crisis Support	2016 (First Quarter)	317
Crisis Stabilization	2015	121
Crisis Stabilization	2016 (First Quarter)	12
Total Served	2015	There is a glitch with this data: for 3 months when Pathstone used the new data base clients who called more than once, of which there were over 50, some calling up to 10 times; were only counted as 1 contact. Therefore this number should be closer to 1600
Total Served	2016 (First Quarter)	353

Crisis Services Statistics by Demographics:

Year	Demographic	Numbers Served
2015	Gender:	63
	Gender Other/undisclosed	429
	Female Clients	343
	Male Clients	
2015	Age:	34
	0-5	196
	6-10	294
	11-14	264
	15-18	57
	18+/undisclosed	
2016 (First Quarter)	Gender:	41
	Gender Other/undisclosed	129
	Female	134
	Male	
2016 (First Quarter)	Age:	12
	0-5	58
	6-10	115
	11-14	98
	15-18	18
	18+/undisclosed	