

ADMINISTRATIVE POLICY

1 Suicide Intervention Protocol

1.1 Community Support Specialists:

When a supported person is verbally expressing suicidal ideation, Community Support Specialists (CSS) will implement the following procedures:

- 1.1.1. Listen to the person and take the statement seriously. Do not ignore the comment or use extinction. Be empathetic; use active listening; remain calm; use a supportive tone of voice and crisis communication.
- 1.1.2. Assess the environment and remove any potentially dangerous items in the immediate vicinity, (e.g. knives from meal preparation, glasses, sharp objects, etc.).
- 1.1.3. Determine if the person has a plan and the means to carry out the plan.
- 1.1.4. Refer to the ISP. Call the on-call staff if the behavior/statement/s continue or escalate. Follow instructions of on-call staff. Call Crisis Services or the Police if needed.
- 1.1.5. While the person is in crisis, provide continuous, direct observation until Crisis Services or the Police arrive. Communicate with other staff. If behavior escalates, ensure safety of other persons served by moving to another room. Once the person has de-escalated, provide direct observation every 15 minutes for the next 24 hours unless otherwise directed.
- 1.1.6. Create a contract with the person not to harm himself/herself. A contract can either be verbal or written, but the important thing is for the person who is threatening self-injurious behavior to make a commitment not to harm himself/herself.
- 1.1.7. At the end of your shift, document the statement in the ID notes and on the behavior chart, if one is in place for that

ADMINISTRATIVE POLICY

particular individual. Communicate with the on-coming staff.

- 1.1.8. Complete an incident report if outside agencies have been involved. Report incident to supervisor/manager regardless of severity of statement/incident. Leave a message if incident occurs after hours.

2 On-call staff:

When a supported person is verbally expressing suicidal ideation, on-call staff will implement the following procedures:

- 2.1 Ensure the CSS has followed the above steps.
- 2.2 Determine the severity of the situation. If necessary, talk the CSS/Job Coach through the risk assessment.
- 2.3 If possible, contact the person's therapist. Follow the therapist's instructions.
- 2.4 Call Crisis Services if the person is covered by this service.
- 2.5 Contact the police if the situation escalates to a dangerous level (person is a danger to self or others).
- 2.6 Follow up with Program Manager or Supervisor as soon as possible.

POLICY DATE: May 2004
Revised: August 2007
January 2011
May 2012
September 2014
September 2015
Reviewed: September 2016
October 2017