CLF Mentorship Program Crisis Response Procedure

Peer Support Volunteers should recognize the warning signs of suicide, emotional crisis, and life-threatening situations. The CLF Peer Support Volunteer Training guidebook outlines these signs and when to notify the CLF Patient Services Coordinator by email and telephone if an emergency arises. The CLF Patient Services Coordinator will take the lead in crisis response escalation.

Definition of Crisis

We define “crisis” as any situation where it becomes clear a Mentee’s life is in immediate danger. Some examples of life-threatening situations that a Peer Support Volunteer may encounter in a Mentee include:

- Active planning and intention to die by suicide
- An attempt at suicide
- Intimate partner violence or domestic violence
- Drug overdose or alcohol abuse
- Driving while intoxicated

If a Peer Support Volunteer learns that a Mentee’s life is in danger, they should immediately notify CLF’s Patient Services Coordinator by email and phone at help@concussionfoundation.org and 339-212-7200.

Crisis Response Procedure

Once notified of a possible crisis, the CLF Patient Services Coordinator activates the Crisis Response Procedure detailed below.

Step 1 – Direct Contact & Resource Distribution

The CLF Patient Services Coordinator makes immediate and direct contact with the Mentee experiencing a crisis. They may be in crisis themselves or may be acting as a caregiver for the patient experiencing a crisis. The coordinator provides the following resources for assistance:

Crisis De-escalation Resources

<table>
<thead>
<tr>
<th>Resource</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Suicide &amp; Crisis Lifeline</td>
<td>988 -or- 800 273 8255</td>
</tr>
<tr>
<td>National Domestic Violence Hotline</td>
<td>800 799 7233</td>
</tr>
<tr>
<td>Childhelp National Child Abuse Hotline</td>
<td>800 422 4453</td>
</tr>
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<thead>
<tr>
<th>Veterans Crisis Line</th>
<th>Dial 988 then press 1</th>
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<tbody>
<tr>
<td>Substance Abuse &amp; Mental Health SAMHSA</td>
<td>800 662 4357</td>
</tr>
<tr>
<td>NFL LifeLine</td>
<td>800 273 8255</td>
</tr>
<tr>
<td>Hall of Fame Health (NFL) Crisis Line</td>
<td>866 901 1245</td>
</tr>
<tr>
<td>National Alliance on Mental Illness (NAMI)</td>
<td>800 950 6264 (10am-10pm ET)</td>
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**911/Emergency Services**

If the crisis response team believes a crisis has escalated to an attempt at suicide or life-threatening situation, an emergency response team may be sent to the client’s location.

**Mobile Crisis Intervention Team**

*Crisis Intervention Teams* (CITs) affiliated with some local law enforcement or independent organizations mobilize trained mental health counselors for crisis management and de-escalation. This is a good option when an active suicide attempt or life-threatening situation is not suspected. The crisis response team will work to identify the nearest CIT.

**IPV/DV Agencies & Organizations**

If a client’s life is not in immediate danger but is at risk from Intimate Partner Violence (IPV) and Domestic Violence (DV), CLF staff will identify and provide local resources such as emergencies shelters, local hotlines, and crisis assistance.

**On-Call Mental Health Counselor / Dr. David Reiss**

CLFs on call trained clinician will be offered to the client as an option for someone to speak to who understands brain trauma and mental health crisis management.

To contact Dr. Reiss, email dmreiss@gmail.com or phone 1-619-280-3422

**#BeThe1To Framework and steps for suicide intervention**

CLF staff will provide this is a resource for caregivers to understand their role when a person is experiencing a mental health crisis.

**National Alliance on Mental Illness (NAMI) Local Chapter Helpline**

This resource provides guidance and support at a local level. This resource is best for building out a plan once initial progress is being made. NAMI can assist with things like finding detox facilities, rehabilitation programs, long term mental health counseling, and guidance navigating medical insurance.

**Step 2 – Peer Support Volunteer/CLF Coordinator Debrief**

Once direct contact is made with the Mentee and the situation has deescalated, Peer Support Volunteers are asked to be available for a phone conversation about the emergency response.

This conversation functions as an information gathering session and as an opportunity to discuss next steps. The Peer Support Volunteer and Mentee connection will be paused and placed on hold after this conversation.
Step 3 – Mentee/ CLF Coordinator Follow Up
The CLF Patient Services Coordinator will follow up with the Mentee to provide support, guidance, and establish next steps.

Step 4 – Resumption of Peer Support Volunteer/Mentee Relationship
The Peer Support Volunteer/Mentee relationship can return to independent connection when:

- The Mentee in crisis has received a medical evaluation
- The Mentee reports having regular appointments or a clear plan to establish regular appointments with a mental health care provider
- The Mentee has spoken with the CLF Patient Services Coordinator to debrief and discuss next steps
- The Mentee confirms a desire to resume the mentorship engagement
- The Peer Support Volunteer confirms a desire to continue the mentorship engagement

Summary
Helping a Mentee survive a crisis can be a stressful and taxing experience. Please know that the CLF Patient Services Coordinator are is with you every step of the way.

Program Contacts
Program Manager: Michael Burke; mburke@concussionfoundation.org
HelpLine Email: help@concussionfoundation.org
HelpLine Phone: (339) 212-7200