



CLF Peer Support Connection Program Crisis Response Procedure

This explanation of CLF’s crisis response procedure is designed to inform **Peer Support Volunteers** about what happens if a **Peer Support Partner** shows signs of an active mental health crisis or life-threatening situation.

If you believe or have reason to suspect your Partner is in immediate danger, notify staff immediately by emailing support@concuSSIONfoundation.org.

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Crisis Mitigation

CLF takes steps to ensure patients or caregivers who demonstrate a high risk for crisis connect with risk mitigation resources before being onboarded as Peer Support Partners and matched with a Peer Support Volunteer. If a prospective participant appears to be in active crisis or at a very high risk for imminent crisis, CLF staff prioritizes connection with professional medical and mental healthcare providers.

While crisis situations and escalations are rare, **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 Peer Support Coordinator by email and telephone if an emergency arises. The **CLF Peer Support Coordinator** will take the lead in crisis response escalation.

Definition of Crisis

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

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

A Partner may show risk factors for crisis that are important to recognize but are not necessarily indicative of immediate danger, such as:

- Thoughts of suicide with no intent to act
- Depression, anxiety, increased sadness, or social isolation
- Substance Use Disorder
- Difficulty in personal relationships

Crisis Response Procedure

If you believe or have reason to suspect your Partner is in immediate danger, notify staff immediately by emailing support@concussionfoundation.org.

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

Step 1 – Direct Contact & Resource Distribution

The CLF Peer Support Coordinator immediately and directly contacts the Partner experiencing a crisis. They may be in crisis themselves or a caregiver for the patient experiencing a crisis. The coordinator provides the following resources for assistance:

Crisis De-escalation Resources (US)

Resource	Phone Number
Suicide & Crisis Lifeline	988 -or- 800 273 8255
National Domestic Violence Hotline	800 799 7233
Childhelp National Child Abuse Hotline	800 422 4453
Veterans Crisis Line	Dial 988 then press 1
Substance Abuse & Mental Health SAMHSA	800 662 4357
NFL LifeLine	800 273 8255
Hall of Fame Health (NFL) Crisis Line	866 901 1245
National Alliance on Mental Illness (NAMI)	800 950 6264 (10am-10pm ET)

Crisis De-escalation Resources (Canada)

Resource	Phone Number
Suicide Crisis Helpline	Dial 988; Text 988
Suicide.ca (Quebec)	1-866-277-3553; Text 535353
Veteran, military, and RCMP crisis line	1-800-268-7708
ShelterSafe Domestic Violence Crisis Lines	Provincial/Territorial Crisis Lines
Canadian Centre on Substance Use and Addiction Helplines	Addiction Treatment Helplines
Child Abuse and Neglect	Provincial/Territorial Assistance
Indigenous crisis line - Hope for Wellness Helpline	1-855-242-3310

911/Emergency Services

- If CLF's crisis response team believes a crisis has escalated to an attempt at suicide or a 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. CLF's crisis response team will work to identify the nearest CIT.

IPV/DV Agencies & Organizations

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

On-Call Mental Health Counselor (US)

- 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.

#BeThe1To Framework and steps for suicide intervention

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

Local Support and Guidance

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 in navigating medical insurance.

Canadian Mental Health Association ([CMHA](#))

- This resource provides guidance and support at a local level. This resource is best for building a plan once initial progress is made. CMHA can assist with things like finding local mental health support and programs.

Step 2 – Peer Support Volunteer/CLF Coordinator Debrief

Once direct contact is made with the Partner and the situation has been 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 the next steps. After this conversation, the Peer Support Volunteer and Partner connection will be

paused and placed on hold.

Step 3 – Partner/ CLF Coordinator Follow Up

The CLF Peer Support Coordinator will follow up with the Partner to provide support and guidance and establish the next steps.

Step 4 – Resumption of Peer Support Volunteer/Partner Relationship

The Peer Support Volunteer/Partner relationship can return to independent connection when:

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