

# *What are Mental Health Emergency Services?*



**Psychiatric Assessment Unit**  
**HSC – Psychiatric Emergency**  
**Short Stay Unit**  
**Mental Health Crisis Center**  
**Gambling Addiction Helpline**  
**Mobile Crisis Response Team**



# *Integrated series of services*



**Call us...drop by.....**

**or we can come to you....**



# *Psychiatric Assessment Unit*

- ✓ Mental Health Emergency Room; operational 24 hours a day year round
- ✓ 3 “holding beds” used for further observation (maximum 23 hours)
- ✓ All clients are seen by Psychiatric Nurse and Physician
  
- ✓ No referral needed
- ✓ Serves St. John’s, Rural Avalon, and Labrador

# *HSC Psychiatric Emergency*

- ✓ **Psychiatric Nurse present in Emergency Room at HSC to provide emergency Mental Health Assessment**
- ✓ **Operational 24 hours a day year round**
- ✓ **No referral needed**
- ✓ **Serves St. John's, Rural Avalon, and Labrador**
- ✓ **Please note if you require a physician assessment or intervention you may be transferred to our other assessment site.**



# *Short Stay Unit*

- ✓ Inpatient unit for brief crisis stabilization
- ✓ 7 private rooms
- ✓ Average length of stay 3.5 days
- ✓ Team includes RN's, Nurse Practitioner, Social Worker, GP, and Psychiatrist.
- ✓ Empowerment Focus! Every patient sees every team member, everyday

# *Mental Health Crisis Phone Line*



**737-4668 or 1-888-737-4668**

- ✓ **24 hours a day**
- ✓ **Province wide**
- ✓ **Voluntary**
- ✓ **Confidential**
- ✓ **No referral required**
- ✓ **We do not subscribe to call display**



# ***Gambling Addiction Helpline***



**1-888-899-HELP (4357)**

- ✓ **24 hours a day**
- ✓ **Province wide**
- ✓ **Voluntary**
- ✓ **Confidential**
- ✓ **No referral required**



# ***Mobile Crisis Response Team***



**MCRT provides a rapid community based intervention with professional crisis interveners**

**Psychiatric Nurse/Mental Health Social Worker (in collaboration with other health professionals/community partners as needed)**

**Provides support in an environment most comfortable for the client and is an alternative to ER visits or police response**





## ***Mobile Crisis Primary Referral Sources***

✓ **Mental Health Crisis Phone Line**  
**737-4668**

✓ **RNC/RCMP Dispatch**  
**911 or 729-8000**

**Police will request the presence of  
MCRT if calls for service indicate a  
mental health crisis**

# *Hours of Operation*

## Crisis Centre

24  
Hours a  
Day

7 Days  
a Week

## Mobile Crisis

11 am -  
11 pm

7 Days  
a week

## PAU

24  
Hours  
a Day

7 Days  
a  
Week



## **This year we are on pace for:**

- 4,000 visits to PAU**
- 1,200 visits to HCS Psyc Emerg**
- 800 admissions to SSU**
- 12,308 calls to the MHCC**
- 849 Mobile Crisis Response Team visits**
- 2010: RNC had 1,725 Mental Health Related calls**

**In addition to their educational background;  
staff have additional training in:**

- ✓ **Therapeutic Crisis Intervention**
- ✓ **Violence Threat Assessment**
- ✓ **Suicide Assessment**
- ✓ **Responding to Traumatic Events**
- ✓ **Conflict Resolution**
- ✓ **Deescalating Violence**
- ✓ **Critical Incident Stress Management**
- ✓ **Mental Health Status Exam**

# ***COMMUNITY PARTNERSHIPS***

**Mental Health Emergency Services work closely with the community to ensure a program that is accessible and meets the needs of the community. We maintain a committee to review the services which includes:**

- ✓ Consumers**
- ✓ Family members**
- ✓ Community groups**
- ✓ Police and**
- ✓ Healthcare Providers**

