



Warm Hand Off

Plan For A Person In Crisis



ACKNOWLEDGEMENTS

CIASP would like to thank its education subcommittee for developing this resources, including the following specific individuals:

- Justin Azbill, *the Tribal Group*
- Jess Bunting- CPWR
- Wes Wheeler- NECA
- Heath Troyer- Troyer Construction
- Joe Whiteman- ASCC
- Kate Badey- Safety Consultants USA
- Rory Wilson- Ames Construction
- Kabri Lehman Schmid- Hensel Philps
- Jamie Becker- LHSFNA
- Amy Staska - NRCA



DEVELOPING A CONTINGENCY PLAN FOR A PERSON IN CRISIS.

Being a mental health champion for a job site or organization takes a lot of courage and is honorable. We are grateful for the many individuals in the industry that step up and sign up for this bold position. However, it's important to understand the expectations of this role as an ally for someone in crisis. It can sometimes be very difficult and involve lengthy response commitments. Below you will find useful information that can help guide you through creating a contingency plan for a person in crisis.

Recommended Resources to Develop a successful and Supportive Contingency Plan:

While one person can make a difference, it takes buy-in from leadership and use of company and personal resources. Resources required for this type of crisis include the time and commitment to understanding discretion of a solid team commitment. We recommend preparing a full organizational response to assist with these types of crises to ensure full support for everyone involved. With a proper proactive contingency plan, these types of crises can have minimal impact to jobsite operations and result in optimal impact for the individual in crisis. The goal with this response plan is to provide privacy, respect, and follow up care if needed.

Key Resources:

We recommend putting a number of specific organizational resources in place as well as identifying those available in the community, including:



RECOMMENDED RESOURCES:

Executive Response Team:

Organization response teams are strengthened when the full support of the executive leadership team is part of the building process, even for jobsite plans. This establishes a culture of care and proactive mental health support by not only dedicating the necessary financial and other resources, but by normalizing the conversation and making the response plan a priority. It lets everyone know from the top - it's ok to not be ok.

Mental Health Response Training:

Company response champions (including those in positions of leadership or peer advocates) should complete appropriate training that prepares them for crisis response tactics for mental health or substance use disorder incidents. A few appropriate trainings may include: Mental health First-AID, LivingWorks Assist and/or Vital Cog or LivingWorks SAFE Talk training. This should be evaluated by organizational leadership based on what they feel is most appropriate for the workplace and will support the desired response actions.

Organizational EAP direct contact info:

It is recommended that all for jobsite mental health champions are prepared with direct contact information for care coordinators from the company EAP resource. This will eliminate waiting times that can add stress and pressure to the individual's crisis.

Community / Area Response Clinics:

Calling 988 is always an option and all mental health champions should be familiar with it. However, having a plan that includes predetermined locations nearby that have availability for this type of crisis is optimal. Like the same plan for getting an injured employee medical treatment in an emergency, you can also set up a plan for mental health and (substance use disorder SUD) responses. We recommend that you contact the clinics and inquire about response tactics and procedures they require for intake crisis. (Be aware - these facilities are not like the ER and have protocols that are required to be followed and can require a substantial commitment of time for intake processes). Check with your EAP program to set this process up. Another resource that can be used is [Mental Health Clinics | Mental Health Facilities Near You](#)

KEY STEPS AND ITEMS TO INCLUDE IN YOUR CONTINGENCY PLAN:

1 Designate Mental Health Champions

(Should be appropriately trained)

2 Designate a room or location “Quiet Room” a person can be taken to for possible intervention. (Should be Private) Designate with signage and educate the team of its location.

3 Designate crisis protocol based on scenario.

- Have company EAP Crisis Information available (call number for crisis)
- Designate local care facility if in-person care is needed. Once determined post information for leadership. [Mental Health Clinics](#) | [Mental Health Facilities Near You](#)
- Connect with local first responders and seek information on protocol to gain alignment.
- Designate 988 / 911 protocols that leadership is comfortable with. (911 isn't always the best response for Substance Misuse or Mental Health issues due to possible mishandling - safety should always be a priority .

4 Dedicate approved team members that can transport individuals to local care facility.

5 Create Awareness training of protocols for team members and deploy.

6 Normalize talking up the location and use opportunity. (Repeat this often)

NEXT STEPS IN CRISIS MANAGEMENT: PREPARING FOR THE WARM HAND-OFF:

It's important to recognize the impact these types of incidents can have on first responders of your jobsite team. These types of crises can involve lengthy commitments of time requirements and have a substantial mental impact on the responders as well. Responses to these types of crises have risks involved that should be noted and proactive planning should be considered. Some of the risks are listed below:

Crisis Response Time Commitment:

Mental Health and SUD (Substance Use Disorder) crises responses are all unique and require unique responses. Each crisis will be different due to the affected person's situation and willingness to get help. Sometimes an individual just needs to talk to someone, and these types of crises can average 1 - 5 hours if not longer. It's important to recognize this type of time commitment for those who choose to be a mental health champion or ally.

Having a predetermined protocol in the event the individual in crisis needs impatient care at a facility is optimal, however important to recognize that this can be a lengthy process in most cases; sometimes requiring a time commitment of 2-5 hours once the location is determined. Getting the person to this location can also be a stressful situation due to them being reluctant to get help and a lengthy intake process. Remember, having an action plan for this and partnering with a local clinic and your EAP can assist with minimizing the stress and time for this type of response.

Emotional Impact:

Understanding the emotional risks as a responder is important and something to prepare for when you sign up as a mental health champion. Responding to a crisis will often involve very serious and stressful types of conversations with the affected individual. Keep in mind the individual is already in a negative state. They are often feeling impatient, stressed out, under pressure, or possibly under the influence of a controlled substance, the impact of which can require aftercare conversations for the mental health champion.

NEXT STEPS IN CRISIS MANAGEMENT: PREPARING FOR THE WARM HAND-OFF:

Keep in mind asking for help can sometimes be the last resort for the affected individual and it may mentally exhaust them, making them challenging to help. Things to be prepared for:

- Once the person in need accepts the offer to help them contact either your EAP for assistance or the 988-crisis line be aware that the crisis line may not answer immediately. Note: This may require additional time with the individual in crisis. More often they will want to leave if it takes too long or give up. Keeping them talking and being heard can help resolve this, however it is something to be prepared for as it can be stressful.
- If someone is under the influence of a controlled substance, the crisis response is similar to a mental health crisis. Calling your EAP or 988 should be your first step. Take care to follow company policy and remember to put safety first for everyone involved.

**Note that when physical safety is an imminent risk, 911 should be utilized. However, first responders are not always prepared or properly educated to handle a mental health or SUD crisis.*

We recommend having a debriefing process after an incident that allows responders to talk through the stressful situation and manage its impact. It's important to recognize this upfront and the requirement afterwards, allowing for normalizing support for crisis responders.





CRISIS NOTIFICATION CHART

Foreman: Name & Cell/Radio Channel

NOTIFY

Mental Health Ally: Name & Cell/Radio #:

NOTIFY

Superintendent: Name & Cell/Radio #

PM: Name & Cell

APM: Name & Cell

NOTIFY

Director of EHS: Name & Cell

NOTIFY

Executive Response Team:



IN CRISIS SAFETY MAP (SAMPLE)

LEVEL 5

FIRST 5 MINUTES - 111 FIRE STREET, SAMPLEVILLE, QLD 4009



 STAY (LOCKDOWN)

- Gather people together out of sight
- Close and lock windows & doors
- Close blinds & turn off lights
- Switch mobile phones to silent
- Switch off mobile phone vibrate function
- KEEP CALM & REMAIN QUIET
- Surrounds cover with furniture if necessary
- Await instructions via lockdown completion
- In a life threatening emergency call 000



GO (EVACUATION)

- Concourse evacuation when directed
- Switch off plant & equipment
- Assist mobility impaired persons
- DO NOT RUN
- Go to designated assembly area
- DO NOT re-enter building until instructed
- If a life threatening emergency call 000



ASSEMBLY AREA



MENTAL HEALTH CRISIS PLAN



**Mental Health
Champions Name:** _____

**Cell / Radio
Channel:** _____

**Mental Health
Champions Name:** _____

**Cell / Radio
Channel:** _____



USEFUL RESOURCES

Warm Lines:

- National Alliance on Mental Illness Warmline: (NAMI)
 - [NAMI HelpLine | National Alliance on Mental Illness \(NAMI\)](#)
- Construction Specific Careline- Nationwide
 - [Oregon Construction CareLine - Portland, Oregon](#)

Therapist/Facilities finders

- Find a Therapist near you
 - [www.psychologytoday.com/us/therapists](#)
- Finding Help- Mental Health America
 - [Finding Help | Mental Health America](#)
- Find a Mental Health Clinic or Behavioral Health Center near you.
 - [Mental Health Clinics | Mental Health Facilities Near You](#)
- Find Treatment- SAMSHA
 - [Home - FindTreatment.gov](#)



www.preventconstructionsuicide.com

FOLLOW US:



CIASP



@the_CIASP



@the_CIASP