


CHAPTER Service Delivery	CHAPTER 02	SECTION 004	SUBJECT 05
SECTION Clinical and Support Services		DESCRIPTION Suicide Calls	
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APPLICATION:

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input type="checkbox"/> Person Served		

POLICY:

A person threatening suicide will be responded to in a prompt and professional manner by Lapeer County Community Mental Health (LCCMH) staff.

STANDARDS:

All calls received, determined to be from an individual at risk of suicide will be handled by staff according to LCCMH agency procedures.

PROCEDURES:

- A. In the event a staff member receives a call about a suicide threat, the following procedures should be followed to provide immediate attention to the person in danger:
 1. Keep the caller on the line and attempt to get identifying information
Write down the phone number.
 2. Have someone physically get a triage worker or page for assistance.
 3. Don't be confrontational.
 4. Keep the caller talking and on the line.

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5. Use Suicide Calls Form #349 as a guide while you are on the line with the person.
 6. DO NOT put caller on hold until Triage person is found.
 7. Write down caller's phrases or key words.
 8. Try to get as much information as possible.
 9. Call the police in cases of clear and immediate emergency.
- B. Utilize an available staff person to assist, if necessary, to make additional phone calls to the Central Dispatch (911) and to attempt to identify the caller in other ways. A caller who is ready to hang up may agree to talk to someone else, thus keeping them engaged longer.
- C. Central Dispatch (911) should be called to assist in identifying the caller's location and to notify the responsible police agency to respond to the emergency if the caller and location are identified. Cases of clear and immediate emergency include:
1. The caller reveals he/she is in the act of attempting suicide.
 2. The caller hangs up the phone without logical reason and upon calling back there is no answer.
 3. The caller lays down the phone, keep the line open, do not hang up and use another line to call 911.
 4. Another person reports a suicide in progress.

REFERENCES/EXHIBITS:

LCCMH Form #349 Suicide Calls

KK:mgr

This policy supersedes
#04/95010 dated 04/07/1995.
