



Horizon & Vitalité Addictions & Mental Health Mobile Crisis Services

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Mobile Crisis

Mental Health Crisis

- A **mental health crisis** does not necessarily require hospital-based assessment and can be effectively supported in the community by addiction and mental health service providers.
- A mental health crisis is when a person's usual coping strategies are overwhelmed and they need urgent support. The goal of Addiction and Mental Health Services is to provide support to enable the person to handle the crisis while remaining in the community. Examples: thoughts of suicide, psychotic thinking, intense anxiety, depression, inability to cope, etc.

Psychiatric Emergency

- Is when a person is a danger to himself/herself due to compromised thinking and /or judgment. A psychiatric emergency requires hospital-based treatment services.

Mobile Crisis

- **Who can receive our services?**
 - All children, adolescents, and adults experiencing an addiction or mental health crisis
 - Self-referral
 - The loved ones of people in distress and the community organizations supporting them
- **What can be expected?**
 - Initial support and triage by telephone
 - Meeting with a member of the addiction and mental health team as needed
 - Risk assessment and solution-based interventions
 - Short-term support during a crisis
 - Referral to the most appropriate services
 - Help accessing addiction and mental health services

Access to Mobile Crisis

- **7 days a week, 12:00 p.m. – 10:00 p.m.**
- **1-866-771-7760**
- **2-3 social workers per shift**
- **We offer:**
 - Support and help for children, youth, and adults experiencing serious emotional distress crises due to an addiction or mental health problem
 - Support for loved ones, friends, community organizations, etc. in managing people's addiction and mental health crises
 - Information to help understand addiction and mental health crises and recognize the signs of psychiatric crises
 - Facilitate access to our services
 - Information about community resources

Access to Addictions and Mental Health Services

- Regular operation hours of Community Mental Health Centers are from 8:30 a.m. – 4:30 p.m. from Monday to Friday.
- Moncton
 - Vitalité: 506-862-4144
 - Horizon: 506- 856-2444
- Richibucto: 506-523-7620
- Sackville: 506-364-4082

Continuity of care

- **Regional health authorities have developed tools to ensure the process of continuity of care. The goal is to increase communication regarding the person's needs.**

Mobile Crisis and Codiac RCMP

- RCMP Partnership
 - Objective
 - To reduce ER hospital visits by RCMP
 - To provide outreach services to clientele who have not sought services in the past
 - Process
 - 1 social worker assigned to RCMP daily
 - Dispatch connects RCMP and social worker
 - All calls partnered until resolved
 - Outcomes
 - 83% of joint interventions do not require a visit to Emergency
 - Increase in clients seeking long-term services
 - RCMP hours spent in ER's are significantly reduced

Real success stories



- RCMP visit home to have a man sign mandatory papers
- Male high on speed and extremely paranoid
- Will not leave house, held himself up in the home with a knife
- Mobile Crisis called and intervened through window from outside house
- Assessed client and eventually were able to have papers signed
- Outcome: crisis is diffused, no one is hurt and no charge.

Real success stories



- Elderly
- Deaf since birth, no living family members in area
- Lives alone in old house; cannot pay for heat, food and other essentials
- Rat-infested home; old bite marks in the face
- Paranoid, will not go to doctor's office or hospital
- RCMP made visits to home after calls from concerned residents
 - Adult protection notified.
- Mobile Crisis called; intervened with RCMP and brought client to hospital
- Client now fast tracked to a special care home

Challenges

- Hours of operation for mobile; coverage only for 10 hours/day
- Resources; only 5 social workers team (2 -3 per shift)
- Mobile Crisis covers Zone 1. This includes: Westmorland and Kent county = 10,020 km²
- Hospital visits; long wait times to see physicians
- Two regional health authorities and different hospitals

Statistics

Zone 1	2015 *MOU start July*	2016	2017	2018 *Until Nov*
MHMCT Total interventions	1089	3191	3035	2765
Total interventions with RCMP and MHMCT	229	492	628	549
Client brought to Emergency with RCMP and MHMCT	58 (25%)	117 (23%)	114 (18%)	102 (18%)
MHMCT: Mental Health Mobile Crisis Team				

Maintaining the collaboration with Codiac RCMP

- Monthly meetings between Program Managers and RCMP
- Regular communication between our two services; roles, responsibilities, fine-tuning and sharing success stories
- Annual report

OTRO POSIBLE FINAL:

