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

<table>
<thead>
<tr>
<th>Crisis Centre</th>
<th>Mobile Crisis</th>
<th>PAU</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 Hours a Day</td>
<td>11 am - 11 pm</td>
<td>24 Hours a Day</td>
</tr>
<tr>
<td>7 Days a Week</td>
<td>7 Days a Week</td>
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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