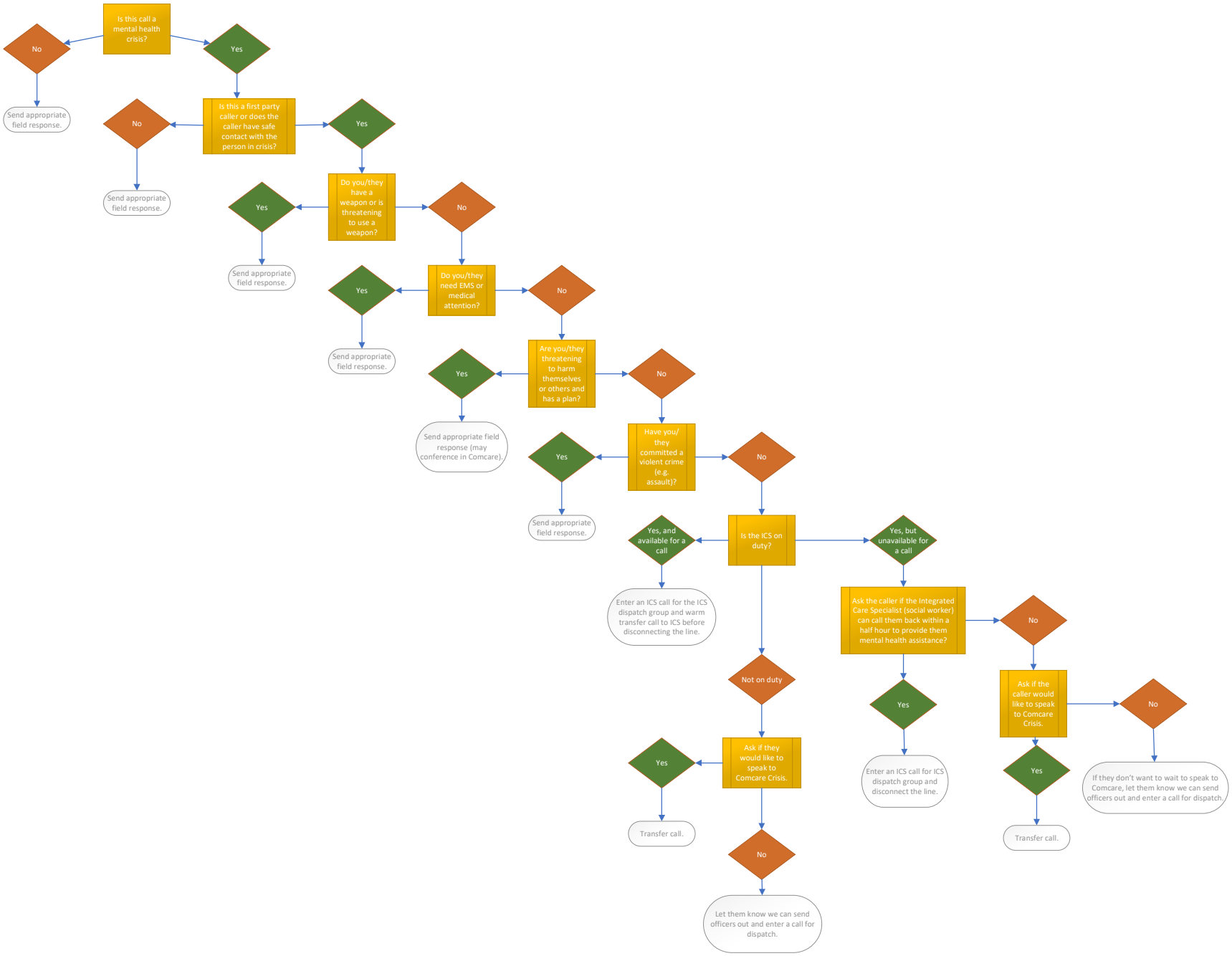
Is this call a mental health crisis?
No
Send appropriate field response.
Yes
Is this a first party caller or does the caller have safe contact with the person in crisis?
No
Send appropriate field response.
Yes
Do you/they have a weapon or is threatening to use a weapon?
Yes
Send appropriate field response.
No
Do you/they need EMS or medical attention?
Yes
Send appropriate field response.
No
Are you/they threatening to harm themselves or others and has a plan?
Yes
Send appropriate field response (may conference in Comcare).
No
Have you/ they committed a violent crime (e.g. assault)?
Yes
Send appropriate field response.
No
Is the ICS on duty?
Yes, and available for a call
Enter an ICS call for the ICS dispatch group and warm transfer call to ICS before disconnecting the line.
Yes, but unavailable for a call
Ask the caller if the Integrated Care Specialist (social worker) can call them back within a half hour to provide them mental health assistance?
Yes
Enter an ICS call for ICS dispatch group and disconnect the line.
No
Ask if the caller would like to speak to Comcare Crisis.
Yes
Transfer call.
No
If they don't want to wait to speak to Comcare, let them know we can send officers out and enter a call for dispatch.
Not on duty
Ask if they would like to speak to Comcare Crisis.
Yes
Transfer call.
No
Let them know we can send officers out and enter a call for dispatch.