**HAMILTON CENTER, INC.**

**CRISIS SERVICES MANUAL**

Section: **CRISES RECEIVING AND STABILIZATION** Policy No.: CRI 01.00.00.00

Policy: **NO WRONG DOOR**  Date Originated: 09/11/23

Last R/R Date: 00/00

QLF Approval Date: 00/00

Posted: 00/00

PURPOSE

Hamilton Center Inc. (HCI) Crisis Receiving and Stabilization Services (CRSS) Center offers the community a no-wrong-door access to mental health and substance use care; that accepts all walk-ins, ambulance, fire and police drop-offs. The no-wrong-door admission allows for access for mental health and substance use crisis referrals, including working with persons of varying ages and clinical conditions regardless of acuity, religion, marital status, disability, medical condition, ability-to-pay, gender-identity, sexual orientation, race, national origin, or ancestry.

Hamilton Center Inc. Crisis Receiving Stabilization Services Center will ensure a person needing treatment will be identified, assessed, and receive treatment, either directly or through appropriate referral, no matter where services are sought. This means that people presenting for treatment for a mental disorder should be routinely screened for substance use disorder, and all people presenting for treatment for substance use disorders should be screened for mental disorders.

PROCEDURE

1. Crises Receiving and Stabilization Services Center will:
   1. Accept all referrals within scope of practice including mental health and substance use crisis issues;
2. **External Referrals will be made when any of the following circumstances are present:**

* *LOCUS level of need 5-6*
* *The individual is in need of skilled medical care or the individual’s medical needs are beyond that care which can be given in a free standing stabilization unit, or*
* *The individual presents a significant safety / elopement risk due to charges / conviction of violent crimes, or*
* *The individual cannot be successfully treated and managed given the current composition and acuity of patients already in the stabilization unit, or*
* *The individual’s problem can be successfully treated on an outpatient basis*

2. Not require medical clearance prior to admission but rather assessment and support for

medical stability while in the program. HCI CRSS will Employ the capacity to assess physical health needs and deliver care for most minor physical health challenges with an identified pathway in order to transfer the individual to more medically staffed services if needed.

3. Be staffed at all times (24/7/365) with a multidisciplinary team capable of meeting the

needs of individuals experiencing all levels of crisis including:

*a. Psychiatrists or psychiatric nurse practitioners (telehealth may be used)*

*b. Nurses*

*c. Licensed and/or credentialed clinicians capable of completing assessments in the*

*region; and*

*d. Peers with lived experience similar to the experience of the population served.*

4. Offer walk-in and a dedicated first responder drop-off area and be structured in a manner that offers capacity to accept all referrals at least 90% of the time with a no rejection policy for first responders.

5. Screen for suicide risk and complete comprehensive suicide risk assessments and

planning when clinically indicate.

6. Screen for violence risk and complete more comprehensive violence risk assessments and planning when clinically indicated.

7.Function as a 24 hour or less crisis receiving and stabilization facility

8. Include beds within the real-time regional bed registry system operated by the crisis call

center hub to support efficient connection to needed resources.

9. Coordinate connection to ongoing care internally or externally.