



Building Bridges to Support: Technical Assistance for Crisis Navigation

Step 1: Opening Statement

Please indicate the types of situations that would trigger the implementation of a crisis navigation plan (e.g. participant is shouting and pacing around a specify space without provocation, throwing things).

Step 2: Identifying sources of mental health support

Start by identifying sources of mental health support within your organization. Select the tups of support that exists within your organization:

- | | |
|--|---|
| ☐ Director of Social Work | ☐ Crisis Specialist |
| ☐ Director of Social Services | ☐ Nurse |
| ☐ Social Worker | ☐ Behavioral Health Specialist |
| ☐ Mental Health counselor | ☐ Other: _____ |

If you have identified a source of support above, record their name, contact number, email, and preferred contact method during a crisis:

Source 1:

First and last name: _____ Title _____

Preferred communication method:

- ☐ Email _____
- ☐ Phone _____
- ☐ Text message _____
- ☐ All of the above

What services does this source offer? (ex: counseling, crisis services) _____

Source 2:

First and last name: _____ Title _____

Preferred communication method:

- ☐ Email _____

- ☐ Phone _____
- ☐ Text message _____
- ☐ All of the above

What services does this source offer? (ex: counseling, crisis services) _____

Step 3: Assess for safety and reduce risk of harm

Conduct a safety assessment of the physical space in which the mental health crisis or incident is unfurling (e.g., identify whether the space has sharp objects, open windows, or items that could present unsafe situations for the participants or staff. Identify whether others in the room may be at risk of getting hurt and ensure safety. How can the space be adapted to increase safety?).

Step 4: Communicate clearly and effectively

Recommend the communication strategies that your staff should use with the person exhibiting mental health distress (e.g., all staff should be able to apply the LEAP strategy).

Step 5: De-escalate

Use the techniques and resources that staff should apply to support the person and de-escalate the situation (e.g., all staff should be able to implement breathing techniques).

Step 6: Determine internal resources

Identify stakeholder that should be engaged if a person is in crisis, and the order in which they should be alerted (e.g. staff should first alert their immediate supervisor, if the supervisor is not available, they should alert the site assistant director).

Step 7: Identify and reach out for professional or emergency support

List the mental health support services within the organization or community that you are aware of, in addition to emergency resources that can be mobilized. If a person is in imminent danger to themselves or others, or needs immediate medical attention, call 911.

- [Use this guide](#) to find the right kind of help.
- If you know what you are looking for, [click here to find services](#).
- [Further guidance on when to call 911, 988 and 311](#) is also available.