

Crisis Support Guidance

In the DBHDS licensing definitions, “*crisis*” is defined as a situation in which an individual presents an immediate danger to self and others or is at risk of serious mental or physical health deterioration. Support Coordinators/Case managers are required to develop crisis plans with those they support when there is a recent history of crises or when an assessment indicates the potential for crises. The development of a crisis plan should be consistent with the individual’s assessment and individual support plan. It should document the person’s preferences and be developed with an individual when they are most able to share information in a non-crisis setting (see **OL Interpretive Guidelines of Case Management Regulation 1240 B10**).

In the effort to decrease crisis events, it is recommended that crisis plans be developed collaboratively with those involved in the crisis response. In addition, the Office of the Inspector General determined that “it is possible that some crises could be avoided or reduced in intensity if persons are were able to reach someone they know in times of crises (see **OIG Report # 142-07 Quality of Care Recommendation B.6.a and B.6.b**).” Therefore, a crisis plan should support an individual to access to familiar people when a crisis occurs. This access requires maintaining current contact information available to all involved, which may be regularly reviewed and updated on the crisis plan or available to all supporters via a central record or emergency contact sheet. In situations in which a person experiences frequent crises and does not have continuous access to his or her Support Coordinator/Case Manager, efforts can be taken to introduce him or her to crisis response staff so that familiarity and trust can be established.

In supporting person-centeredness, self-direction and self-determination, an effective crisis plan includes personal preferences and helps individuals to self-manage before, during and after a crisis. It builds on the person’s talents and abilities and records his or her involvement in preventing, reducing or resolving the crisis situation. Included with this guidance document is a simple, optional crisis plan template designed to document a crisis plan while including individual involvement during all phases of a crisis. When combined with current essential information (including emergency contacts, representation and health information), it may be used to record a plan for reducing the frequency of crises and responding when crisis events occur. A copy of the template is available online at <http://www.dbhds.virginia.gov/ODS-PersonCenteredPractices.htm>.

_____’s Crisis Support Plan		Date:
Escalation Phase	Crisis Phase	Calming Phase
What I do:	What I do:	What I do:
How I can help myself:	How I can help myself:	How I can help myself:
How others should respond:	How others should respond:	How others should respond:
Things to avoid:	Things to avoid:	Things to avoid: