

## PROGRAM POLICY - CRISIS SERVICES

- 1 Resources available to address escalated behavior include:
  - 1.1 Staff working in the Crisis Services will be trained in Professional Assault Crisis Training (Pro-ACT) techniques for behavior intervention.
  - 1.2 Emergency medication administration with PRN orders from a physician.
  - 1.3 Emergency psychiatric consultation.
  - 1.4 Increased staff availability, based on availability of funding.
  - 1.5 Access to OPTIONS on-call system.
  - 1.6 Use of Crisis Support Services as authorized through TCRC.
- 2 Procedure to be followed should the person served be unresponsive to above interventions.
  - 2.1 The local Law Enforcement (if necessary), and/or County Mental Health Emergency Response Team. If these actions become necessary, then an incident report and corresponding notification of licensing and/or the Regional Center will take place.

POLICY DATE: July 2004  
REVISED: January 2008  
May 2012  
August 2014  
September 2016  
REVIEWED: October 2017  
October 2018  
January 2019  
November 2019  
November 2020  
January 2022  
May 2023