



CONTACT USA Application to Join Crisis Chat National Portal

The application can be submitted electronically: maryd@ccpg.org or mail to:
Mary Drexler, CUSA Executive Director, 165 Nedobity Road, Higganum, CT 06441

PART I

Agency Name:

Address:

Phone Number:

Executive Director:

Contact Person (if different)

Website:

Email:

Date Crisis Line Program was established:

Crisis Center Mission Statement:

If the crisis line is part of a larger Agency, please provide the following information:

Agency:

Address:

Phone Number:

Contact Person (Name and Title):

Current Accreditation (Check all appropriate):

- CONTACT USA
- American Association of Suicidology
- AIRS
- Other

Date of Accreditation:

Year of Next Accreditation Visit:

Accreditation in Progress:

- CONTACT USA
- American Association of Suicidology
- AIRS
- Other

Services Currently Provided by the Agency (Check All That Apply):

- Crisis Line
- Teen Line
- Suicide Prevention Line
- Information & Referral Line
- Reassurance Line
- Other: Please Identify Below:

Of Paid staff at the agency

Of Volunteers at the agency

Is the agency providing 24 hour crisis services? Yes No

Is the Program currently part of the National Suicide prevention Lifeline? Yes No

Do you have any plans to become part of the National Helpline in the future? Yes No

Is the agency currently providing chat? Yes No If yes, Please explain in box below:

Part II

Information Needed for Processing Crisis Chat Application:

What plans do you have in place, if any, to ensure sustainability of Crisis Chat long term (i.e. fund development)?

Are your current staff and volunteers open to providing this service (different from phone services)?

Do you currently use iCarol software? Yes No

(Currently most of the centers in the national CUSA portal use iCarol – it allows us to gather more reliable statistics nationally if centers utilize the same software)

Would you be willing to use the iCarol software for chat? Yes No

(Use of iCarol software is necessary to join the portal to enable the one-portal functionality nationwide as well as to allow the nation/regions to share coverage.)

If you are currently providing chat, what training and supervision of the chat program is in place?

If you do not have chat services currently, what services would you seek from CUSA? (training program, operations assistance, consultation, etc.)

In the future, would your center be willing to be part of a regional or national network of centers to ensure services 24/7 or are there barriers limiting your center from serving chatters outside your geographical area? Explain.

Requirements:

- Must be a CUSA Member.
- Must be accredited by CUSA or AAS.
- Must agree to using iCarol software prior to become active in the portal (if already doing chat with alternative software, CUSA will work with a center to determine course of action).
- Must agree to initiate Online Emotional Support accreditation process within six months of implementation of crisis chat. Accreditation process must be completed one year from joining portal.
- Must agree to use the crisis chat logo, along with the agency logo when promoting crisis chat and utilize CUSA media guidelines as a foundation for crisis chat advertising.

Fees:

To become CUSA Member: \$500. Send check to:

Timothy Jansen, LGSW
Executive Director
Community Crisis Services, Inc.
P.O. Box 149 * Hyattsville, MD 20781

ATTACHMENTS: Accreditation Process Information, Standards, Fees, and the Crisis Chat Center Agreement



Online Emotional Support (OES) Accreditation Process

All centers that wish to apply for OES accreditation must also hold accreditation as a crisis call center with either CONTACT USA or the American Association of Suicidology.

OES Accreditation is given to centers that provide any of the following modes of communications: chat (IM), texting, email, messaging boards, and social networking.

If the center does not currently have an OES service, but will be implementing OES, CONTACT USA staff will be available to assist the center. The attached fee schedule outlines prices for the optional different levels of assistance, leading up to accreditation:

1. Prior to implementing the service, CONTACT USA provides the center with necessary training materials, standards and manuals to guide the implementation of the programs.
2. CONTACT USA staff will be available for consultations with staff from the center to answer questions and implementation concerns.
3. CONTACT USA staff will be available to come to sites to train staff and management on OES services.
4. After the service is implemented, the center will surpass 100 chats (or other OES contact) or six months of service (whichever comes first) and then be eligible to apply for CONTACT USA OES Accreditation.

If the center already has an OES service and does not need implementation assistance from CONTACT USA:

The center should surpass 100 chats (or other OES contact) or 6 months of service (whichever comes first) and then will be eligible to apply for CONTACT USA OES Accreditation.

OES Accreditation:

When possible, OES and Crisis Call Center accreditation reviews can be performed on the same visit. In this instance, OES Accreditation will be \$250 on top of the normal accreditation fee of \$500.

When this is not possible, the OES accreditation will cost \$500 (on its own) and will consist of one site accreditation visitor who will provide the review process in one day.

Travel expenses are reimbursed above these fees as is with normal accreditation processes.

CONTACT USA Online Emotional Support Implementation Assistance

Fee Schedule

Implementation Assistance	CUSA MEMBER	NON CUSA MEMBER
OES Standards for Accreditation	No charge	No charge
OES Materials: Operations and Training Manual	\$295	\$495
One hour consultation with CUSA staff re OES implementation	No charge if materials are purchased.	No charge if materials are purchased.
Consultation with OES Staff	\$100/hr	\$120/hr
On-Site OES training for management and line staff	\$500/day plus travel costs	\$600/day plus travel costs
OES Accreditation Review on its own	\$500 plus travel costs	Not eligible for accreditation without membership.
OES Accreditation Review done in conjunction with a Call Center Accreditation Review	\$250 plus travel costs	Not eligible for accreditation without membership.

Re-accreditation for OES will be required five years after initial accreditation or when the center is due for call center re-accreditation, whichever comes first. In the case when OES re-accreditation falls earlier than five years, fees will be pro-rated accordingly. All subsequent re-accreditations will occur in tandem.



Crisis Chat Center Agreement

_____ (organization)
agrees to abide by the following requirements for participation on www.crisischat.org:

1. Is a member in good standing of CONTACT USA;
2. Will initiate the process of specialized accreditation with CONTACT USA for Online Emotional Support within six months of joining the portal and complete OES accreditation within one year of joining portal;
3. Agrees to use iCarol Messaging software for OES services;
4. Agrees to use the required data elements (e.g. age, gender, chat type) set by CONTACT USA;
5. Agrees to collect statistics in conformation with guidelines set by CONTACT USA and agrees to allow CONTACT USA to pull these statistics from iCarol;
6. Agrees to use the Crisis Chat logo on all advertising of the service, in tandem with the center logo and in accordance with CONTACT USA publicity guidelines.

CONTACT USA agrees to abide by the following:

1. CONTACT USA agrees to maintain the website portal at www.crisischat.org and ensure that the website maintains professionalism, accurate content and appropriate legal disclaimers that protect both CONTACT USA and participating centers;
2. CONTACT USA has developed Crisis Chat Operations Manual, Standards and Training Curriculum that can be made available to centers in the portal at a reasonable cost. CONTACT USA will continue to update these documents with developing information and will share these updates with centers as they occur;
3. CONTACT USA agrees to hold conference calls to promote shared learning and experiences and distribute minutes from these meetings to all participating centers;
4. CONTACT USA will make reasonable efforts to have Crisis Chat evaluated by researchers as resources permit;
5. CONTACT USA is willing to provide a liaison to centers for technical questions related to iCarol as it pertains to Crisis Chat operations

CONTACT USA and _____
(organization) hereby agree to the terms of this agreement which shall last until such time it is terminated by either agency by giving 30 days written notice. Termination of this agreement will be initiated by CONTACT USA **at any time** if the center does not adhere to the standards, practices and values of CONTACT USA.

Signed:

_____ Date: _____

Executive Director of CONTACT USA

_____ Date: _____

Title: _____

(Authorized Representative of Organization/Center)



STANDARDS FOR ONLINE EMOTIONAL SUPPORT

Table of Contents

INTRODUCTION AND THE ACCREDITATION PROCESS

SECTION 1: TRAINING STANDARDS

- A. BASIC TRAINING PROGRAM
- B. QUALIFICATIONS OF TRAINERS
- C. CONTINUING EDUCATION

SECTION 2: OES SPECIALISTS' STANDARDS

- A. RETENTION AND RECRUITMENT
- B. SUPERVISION
- C. EVALUATION

SECTION 3: OES SERVICE STANDARDS

- A. PROGRAM MANAGEMENT AND SUPERVISION
- B. SUPPORT SERVICES
- C. CONFIDENTIALITY AND ANONYMITY
- D. CALL STATISTICS

SECTION 4: OES SUICIDE RISK MANAGEMENT

- LETHALITY ASSESSMENT FORM
- EMERGENCY INTERVENTION POLICY
- POLICE RELATIONSHIPS
- WRITTEN DISCLAIMER

SECTION 5: OES TECHNOLOGY PLATFORM

- COLLECTION OF VISITOR INFORMATION
- VISITOR RECORDS
- DEFINED GEOGRAPHIC SERVICE AREAS
- WEB PORTAL ACCESS

INTRODUCTION TO CRISISCHAT.ORG: AN ON-LINE EMOTIONAL SUPPORT (OES) SERVICE

THE ACCREDITATION PROCESS

Crisischat.org is an on-line service whereby crisis call centers already accredited by CONTACT USA or another crisis call center accreditation body* may provide services to individuals in crisis, to be referred to as visitors, via any number of electronic communication mediums, including, but not limited to: chat, email, message boards, texting, and social network communications.

Centers offering this program to their communities do so in keeping with the standards set by CONTACT USA.

The public has a right to expect that Crisischat.org services provided by a local Center are available as advertised and that the responses that visitors receive are consistent with accepted standards for such services. The standards for this service are in the areas of training, availability, service, program management, risk assessment and technology platforms.

Definition of Key Terms:

OES- Online Emotional Support.

OES Specialists- term referring to the person providing support to the visitor to the OES website.

Visitor – generic term referring to a person in crisis who contacts a crisis center via an electronic communication medium.

SECTION 1: TRAINING STANDARDS

A. BASIC TRAINING PROGRAM

RATIONALE: Those who volunteer or are employed to provide a particular service have a right to expect that they will be given an adequate opportunity to acquire the requisite attitudes, knowledge, and skills and to integrate these into safe and competent practice. Visitors in crisis have the right to expect to be heard compassionately, non-judgmentally, and confidentially, and to be assisted appropriately.

STANDARD: The Center's basic training program for volunteers or staff that responds to a visitor in crisis is a minimum of four classroom hours and additional practice hours. OES training must be preceded by the successful completion of the crisis call center training.

- Pre-screening of OES specialists for ability to effectively communicate with the written word.
- Use of technology systems for OES service provision.
- Basic Structure of an OES Interaction (OES communication flow), with different considerations for the different types of online communications (synchronous vs. asynchronous communications). Basic structure includes: Rapport, Facts, Feelings, and Options.
- Practical experience with mock visitor situations.

Each center shall have an OES Policies manual which is readily accessible to OES Specialists.

CORE COMPETENCIES: The training program shall focus on demonstrable knowledge, and skills in the following areas:

- Understanding the role of the OES Specialist
- Understanding the program's policies
- Ensuring competent practice in the special techniques of OES work.

COMPONENTS: The components of this standard include a minimum four-hour training program and specific training requirements that encompass the core competencies.

Questions:

1. Does the supplemental OES training program include the required hours of training?
2. Is the training focused on producing the knowledge and skills required for OES Specialists?
3. Does the training program result in competent practice?

Component 101-OES: Four-Hour Basic Training Program

Level 0: The basic training program totals less than four hours.

Level 1: The basic training program consists of a total of four hours in the core competencies.

Level 2: The basic training program consists of four hours of training in the core competencies and experiential learning

Level 3: The basic training program is more than four hours and features experiential learning, and supervised apprenticeship. Trainees and Trainers evaluate the training.

MUST ATTAIN A MINIMUM OF LEVEL 1

Component 102-OES: Demonstrable Competencies of OES Specialists

Level 0: There are no written objectives for training.

Level 1: The written objectives do not produce demonstrable competencies.

Level 2: The basic training program focuses on enabling the trainees to demonstrate the knowledge, attitudes, and skills essential to provide OES services.

Level 3: A formal evaluation process demonstrates that OES Specialists have integrated the necessary knowledge, attitudes, and skills into safe, competent practice.

MUST ATTAIN A MINIMUM OF LEVEL 2

B. QUALIFICATIONS OF TRAINERS

RATIONALE: The effectiveness of a training program is influenced by all who participate.

STANDARD: Trainers have knowledge and skills appropriate for their roles.

COMPONENT: The component of this standard addresses the qualifications of the individual trainers or presenters.

Question:

1. Are the trainers qualified?

Component 104-OES: Trainers' Experience, Knowledge, and Skills

Level 0: Trainers lack needed experience, knowledge, and skills.

Level 1: A minimal number of trainers have the required experience, knowledge, and skills.

Level 2: All trainers have the required experience, knowledge, and skills.

Level 3: All trainers have exceptional experience, knowledge, and skills above the minimal requirements.

MUST ATTAIN A MINIMUM OF LEVEL 1

C. CONTINUING EDUCATION

RATIONALE: Continuing education encourages the further development of skills and knowledge of OES Specialists.

STANDARD: The OES Program has established a continuing education program for OES Specialists to help maintain their skills and knowledge. All active OES Specialists participate in at least one continuing education activity annually.

COMPONENTS: The components of this standard are the provision of a program of continuing education and participation of all active OES Specialists in the continuing education program. Relevant continuing education may include meetings, media presentations, readings, or classes.

Questions:

1. Does the Program provide continuing education for OES Specialists?
2. Do all OES Specialists participate in at least one continuing education activity annually and is it documented?

Component 105-OES: Continuing Education Program

Level 0: The center does not offer any continuing education.

Level 1: The Center infrequently offers relevant continuing education.

Level 2: The center regularly offers continuing education.

Level 3: The center offers a variety of continuing education opportunities and encourages OES Specialists to participate in other continuing education opportunities available in the community.

MUST ATTAIN LEVEL 1

Component 106-OES: OES Specialist Participation in Continuing Education Activities

Level 0: Not all active OES Specialists participate in at least one documented continuing education activity annually.

Level 1: All active OES Specialists participate in at least one documented continuing education activity annually.

Level 2: All active OES Specialists participate in at least one documented continuing education activity annually and more than 50 percent participate in more than one.

Level 3: All active OES Specialists participate in at least one documented continuing education activity annually and more than 90 percent participate in more than one.

MUST ATTAIN LEVEL 1

SECTION 2: OES SPECIALISTS' STANDARDS

RATIONALE: Programs that rely on volunteers or staff to provide the services for which the organization was founded must become expert in recruitment, training, and management of staff/volunteers.

STANDARD: The Program is able to recruit and retain the number of OES Specialists that it needs to provide quality services. OES Specialists are supervised and their performance is evaluated annually. The Program maintains adequate statistics and recognizes the contributions of these staff/volunteers.

COMPONENTS: The components of this standard address recruitment, recognition, supervision, evaluation, record-keeping, and maintaining a sufficient number of staff/volunteers for OES operations.

Questions:

1. Does the OES Program provide adequate supervision for its OES Specialists?
2. Does the OES Program provide adequate evaluation of its OES Specialists?
3. Is the OES Program able to recruit a sufficient number of OES Specialists to replace those who have completed their service obligations?
4. Is the OES Program able to retain a sufficient number of OES Specialists?

A. RETENTION AND RECRUITMENT

Component 201-OES: Recruitment and Retention of OES Volunteer Specialists

Level 0: The Program does not have an adequate number of OES Specialists to provide its advertised service.

Level 1: The Program has an insufficient number of OES Specialists, but is actively recruiting.

Level 2: The Program meets current visitors' needs through collaborations and/or partnerships.

Level 3: The Program has sufficient staff/volunteers to meet its advertised service.

MUST ATTAIN LEVEL 2

B. SUPERVISION

Component 202-OES: Supervision of OES Specialists

Level 0: OES Specialists are not supervised.

Level 1: OES Specialists receive informal supervision.

Level 2: OES Specialists receive formal supervision.

Level 3: The OES Program has at least one paid or volunteer person whose responsibility is the supervision of OES Specialists a minimum of weekly.

MUST ATTAIN LEVEL 2

C. EVALUATION

Component 203-OES: Evaluation of OES Specialists

Level 0: OES Specialists are not evaluated.

Level 1: OES Specialists receive informal evaluation.

Level 2: The OES Program has developed and uses a consistent system of annual evaluation of each OES Specialist.

Level 3: The OES Program has a formal written system of evaluation of OES Specialists including a plan for addressing deficiencies.

MUST ATTAIN LEVEL 2

Component 204-OES: Individual OES Specialist hours of service are maintained.

Level 0: No records are maintained,

Level 1: Records are maintained for the agency, but are not updated annually.

Level 2: Records are maintained for the agency and are updated annually.

Level 3 Records are maintained for the agency and updated monthly

SECTION 3: OES SERVICE STANDARDS

RATIONALE: The public has a right to expect that the OES Program is available as advertised and is administered in a competent and ethical manner.

STANDARD: The Program is adequately managed. OES Specialists have direct access by website to Visitors. The service is provided in keeping with its statement of purpose without regard to age, gender, race, religion, sexual preference, or national origin. Centers have specific written policies and procedures regarding active intervention during emergencies, confidentiality and non-discrimination. OES Specialists must have access to these written documents.

COMPONENTS: The components of this standard address OES Program management, confidentiality, availability and adequacy of emergency response.

Questions:

1. Does the program have adequate management and supervision?
2. Are records of Visitor needs, risk factors and emergency contacts kept up-to-date?
3. Does the OES Program provide services consistently at the scheduled times?
4. Do the OES Specialists understand and follow the program's policies regarding emergency response?

A. PROGRAM MANAGEMENT AND SUPERVISION

Component 301-OES: Program Management

Level 0: No staff member or volunteer has the assigned responsibility for the management of this program.

Level 1: A staff member or volunteer has the assigned responsibility for the management of this program.

Level 2: A staff member or volunteer has the assigned responsibility for the management of this program. Program administration includes periodic updates of client records, keeping of program, statistics, and OES staff/volunteer recruitment.

Level 3: Meets Level 2 requirements and the program is evaluated annually and results are used to update and modify policies as needed.

MUST ATTAIN LEVEL 1

Component 302-OES: Publicity and Linkages to Community Partners

Level 0: The OES program has little or no outreach or publicity program for OES service.

Level 1: The OES program has done limited publicity in the community via media and community partners.

Level 2: The OES program has done some publicity via media and linkages with community partners.

Level 3: The OES program had done extensive outreach in the community via media and community partners and the service is well-known in the community. \

MUST ATTAIN LEVEL 1

Component 303-OES: Advertised Coverage

Level 0: OES Visitors are not serviced during scheduled times of advertised service

Level 1: OES Visitors are serviced during scheduled times, but staffing is limited in meeting the needs of all visitors.

Level 2: OES Visitors are serviced during scheduled times with adequate staff/volunteers to respond to their needs.

Level 3: The OES Service is available seven days a week, 24 hours a day as requested by the Visitors and over 90% of incoming requests for service are completed.

MUST ATTAIN LEVEL 1

Component 304-OES: Review of Visitor Records

Level 0: No Visitor records are reviewed

Level 1: Visitor records are reviewed monthly

Level 2: Visitor records are weekly

Level 3: Visitor records are daily

MUST ATTAIN LEVEL 2

B. SUPPORT SERVICES

RATIONALE: OES Specialists on duty need access to support and assistance.

STANDARD: The OES Program's response to human need includes provision of immediate support and assistance to OES Specialists on duty. Support staff has been specifically trained to provide support and to assist the OES Specialist in cases of emergency.

COMPONENTS: The component of this standard is a support system for OES Specialists.

Questions:

1. Does the OES Program have an adequate support system for the OES Specialists on duty?
2. Are support staff trained?

Component 304-OES: Support System

Level 0: There is no support system for OES Specialists.

Level 1: There is an informal support system for OES Specialists.

Level 2: There is a formal support system, but support staff are not specifically scheduled.

Level 3: Support staff/volunteer are always scheduled and available to OES Specialists on duty.

MUST ATTAIN LEVEL 1

Component 305-OES: Support Staff Training

Level 0: No training is provided for support staff/volunteers.

Level 1: Training is provided to support staff/volunteers.

Level 2: Organized curriculum of training provided.

Level 3: Organized curriculum of training provided; ongoing support staff/volunteer continuing education provided.

MUST ATTAIN LEVEL 1

C. CONFIDENTIALITY AND ANONYMITY

RATIONALE: OES Specialists have the right to expect their identity and location to be protected appropriately. Visitors have the right to expect their identity and information to remain private.

STANDARD: The OES Program is responsible for defining and regulating matters of confidentiality and anonymity., unless deemed at high risk for suicide.

COMPONENTS: The components of this standard are policies and procedures regarding confidentiality, disciplinary action, anonymity of the OES Specialist, and confidentiality of caller information.

Questions:

1. Does the OES Program have policies and procedures regarding the confidentiality of both OES Specialists and Visitors and anonymity of the OES Specialist?
2. Does the OES Program have guidelines for disciplinary action where needed?
3. Does the OES Program have a policy governing Visitor record retention and record destruction, which protects Visitor confidentiality?
4. Does the OES Program have policies specifically relating to off-site provision of services if applicable?

Component 306-OES: Policies and Procedures Regarding Confidentiality

Level 0: There are no policies and procedures regarding confidentiality.

Level 1: There are policies and procedures regarding confidentiality.

Level 2: Everyone who has access to and/or uses client information is required to sign a “Pledge of Confidentiality”. A signed copy of all confidentiality forms is on file.

Level 3: Policies on confidentiality are reviewed annually and updated as needed.

MUST ATTAIN LEVEL 2

Component 307-OES: Policies and Procedures for Disciplinary Action

Level 0: There are no guidelines for disciplinary action if confidentiality is broken.

Level 1: There are guidelines for disciplinary action if confidentiality is broken.

Level 2: There are guidelines for disciplinary action if confidentiality is broken, but action is not consistently taken if confidentiality is broken.

Level 3: The guidelines are followed consistently and reviewed annually.

MUST ATTAIN LEVEL 2

Component 308-OES: Anonymity

Level 0: There are no policies or procedures regarding OES Specialist anonymity.

Level 1: There are informal policies and procedures regarding OES Specialist anonymity.

Level 2: There are written formal policies regarding the anonymity of OES Specialists, but they are not followed consistently.

Level 3: The written policies regarding anonymity are consistently followed.

MUST ATTAIN LEVEL 2

Component 309-OES: Client Records Retention and Security (Hard Copy and Computer Data)

Level 0: There are no policies regarding client records retention. Visitor records are not in a secure location. Data is not protected.

Level 1: The Program has a Visitor record retention policy.

Level 2: The Program has a Visitor record retention policy and records are kept securely

Level 3: Program has a Visitor record retention policy and records are kept securely; client record retention annually and updates as needed.

MUST ATTAIN LEVEL 1

D. VISITOR STATISTICS

RATIONALE: Statistics quantify the use and relevance of service.

STANDARD: The OES Service keeps accurate and current Visitor statistics that include a range of demographic information.

COMPONENT: The component of this standard is the maintenance of OES Visitor statistics.

Question:

1. Are OES Visitor statistics accurately maintained?

Component 311-OES: Demographic Statistics

Level 0: The OES Service does not keep statistics.

Level 1: The OES Service has a process for keeping statistics, however, the statistics are not consistent or current.

Level 2: The OES Services Visitor statistics are consistent and current.

Level 3: The OES Services' Visitor statistics are consistent, current and are reviewed regularly.

MUST ATTAIN LEVEL 1

Component 312-OES: Outcome Measurements

Level 0: The OES Service does not measure outcomes.

Level 1: The OES Service has a process for measuring outcomes. However, outcomes are not regularly reported to the community.

Level 2: The OES Service has a coherent method of measuring visitor outcomes which are reported to stakeholders..

Level 3: The OES Service measures a complete set of visitor outcomes that include visitor satisfaction measures as well as follow-up procedures to survey impact of online emotional support intervention weeks after the intervention. Outcomes are reported regularly, along with other statistics, to community stakeholders. **MUST ATTAIN LEVEL 1**

SECTION 4: SUICIDE RISK MANAGEMENT

RATIONALE: Considerations in managing high risk situations online is especially important for crisis centers due to the increased visibility of the transparency of the service due to the fact that all conversations are in written, not spoken word. Transcripts between visitors and OES specialists can be retained by both the crisis center and the visitor, creating a potentially more liable situation.

STANDARD: Risk assessment procedures, descriptions and limitations of service are clearly outlined. Necessary information is communicated to the Visitor in crisis.

COMPONENT: The components of this standard are the policies/procedures that must be in place to assess risk and determine need for active intervention.

Component 401-OES: Lethality Assessment Form

Level 0: OES Specialists do not have a risk assessment form.

Level 1: OES Specialists have a risk assessment form, but it is not used consistently.

Level 2: OES Specialists use the risk assessment form on all calls as needed.

Level 3: Risk assessment forms are used consistently and are reviewed by the Program's designated parties and feedback is given to the OES Specialist.

MUST ATTAIN LEVEL 2

Component 402-OES: Policies on Intervention in Emergency Situations

Written intervention policy clearly outlines when emergency help will be sent to a Visitor in crisis and the limits to sending help.

Level 0: No policy in place.

Level 1: Informal policy in place.

Level 2: Policy is in place but is not consistently used.

Level 3: Written policy is in place and there is evidence that it is followed.

MUST ATTAIN A LEVEL 3

Component 403-OES: Relationship with Police/ Law Enforcement

A relationship has been established with police department(s)/law enforcement that outline the scope of their ability to assist the crisis center with imminent suicide risk Visitors and the center’s role in providing information to police.

Level 0: No relationship established with police/law enforcement.

Level 1: Informal relationship is established with police departments.

Level 2: A relationship with police/law enforcement has been established in which both organizations have an understanding of how they will work together in a time of imminent risk to visitor.

Level 3: Formal memorandum of understanding(s) with police/law enforcement details the mutual understanding between organizations.

MUST ATTAIN A LEVEL 1

Component 404-OES-R: Written Disclaimer on Website and Software Platforms

Written disclaimer(s) and privacy policies clearly outlines the scope of service, the limits to sending help in high risk situations and the manner in which visitor information is collected and used.

MUST BE IN PLACE

SECTION 5: OES TECHNOLOGY PLATFORM

RATIONALE: Without appropriate software and Internet technology, communication with Visitors would be compromised.

STANDARD: Ensure software system allows for the delivery of a quality on-line service to Visitors.

COMPONENT: The components of this standard are policies and procedures necessary to monitor on-line emotional support and crisis intervention services to Visitors.

Component 501-OES: Software allows for Consistent Communication with the Visitor

Level 0: Software works inconsistently.

Level 1: Software allows for consistent communication with the visitor most of the time.

Level 3: Software allows for consistent communication with the visitor and provides alternative ways of reaching out to visitors in crisis if it fails.

MUST ATTAIN A LEVEL 1

Component 502-OES: Software allows for Collection of Visitor Information

Level 0: Software does not collect visitor information.

Level 1: Software allows for the collection of minimal visitor information.

Level 2: Software allows for the collection of a useful range of visitor information (i.e. name, age, gender issue, location etc.) and information is reviewed and utilized informally.

Level 3: Software allows for the collection of a useful range of visitor information (i.e. name, age, gender issue, location etc.) and a systematic review of the information to create visitor profiles is utilized.

MUST ATTAIN A LEVEL 1

Component 503-OES: Visitor Records

Software allows for an organized compilation of visitor records for the purposes of supervision, review and writer management as needed.

Level 0: No records maintained.

Level 1: Records maintained but not in an organized fashion

Level 3: Organized records maintained for easy supervision, review, and management.

MUST ATTAIN LEVEL 3

Component 504-OES: Software supports geo-location of Visitors

The software supports a protocol for handling visitors both within the center's defined geographic service areas and visitors outside the center's defined geographic service area.

Level 0: No protocol in place.

Level 1: Protocol for handling visitors both within and without the service area is in place but software does not adequately support the protocol.

Level 3: Protocol is in place and software assists in identifying visitors both within and outside of the service area. Protocol is programmed into the system and visitors are managed according to the center's established protocol.

MUST ATTAIN LEVEL 1

Component 506-OES: Website Portal Quality

Website portal provides clear platform for communication with the public and access to the OES service(s).

Level 0: Website is not in place or available to public.

Level 1: Website is in place, clear and available to the public.

Level 3: Website is in place, clear and available to the public. It is also search engine optimized for easy public access and provides other complementary services (i.e. mental health information, linkages to other useful sites etc).

MUST ATTAIN LEVEL 1