

2.17 ACS Wellness Checks

Purpose:

The purpose of this policy is to ensure a safe environment for Albuquerque Community Safety (ACS) Department (“Department”) Responders while responding to a Wellness Check. It is the priority of the Department to ensure the safety of Personnel while ensuring proper help is provided to the citizen.

Policy:

It is the policy of the Department to follow methods which are deemed safe and effective when responding to Department Wellness Check calls.

Definitions:

- A. General:** Wellness Checks are defined as call related to a citizen who appears to be physically incapacitated and in need of assistance.
- B. Personnel:** Authorized Department Responders as follows: Behavioral Health Responders, Community Responders, CORA Responders, Street Outreach Responders, and Mobile Crisis Team (MCT) Clinicians

Call Types:

Albuquerque Fire Rescue (AFR):

32 Bravo 1: Citizen is responsive (i.e. standing, sitting, moving, talking, etc.)

32 Bravo 3: Citizen is unresponsive (i.e. NOT standing, moving, sitting, talking, etc.)

Albuquerque Community Safety (ACS):

CSWELF: Down and Outs 32Bs

CSWELD: Down and Outs 32Bs (i.e. when alcohol or drugs are involved)

Call Qualification and ACS Dispatch Procedure

1. Call for service is received by APD Dispatch
2. Call is reviewed and qualified based on the following:
 - a. Is there a medical component?
 - b. Is there a need for a uniformed officer response?
3. If there is no medical component, or a need for a uniformed officer response, the call for service is duplicated and routed to AFR Dispatch.

- a. Note: Once received by AFR Dispatch the call will NOT be re-qualified.
4. AFR Dispatch will route the Wellness Check Call (32 Bravo 1 or 3) to ACS and a CSWELF/CSWELD call will be created.
5. Personnel will respond to call and proceed to scene as indicated by AFR Dispatch.

ACS Scene Evaluation:

Personnel will take the following steps prior to and when approaching a scene:

1. Scan the scene on approach, does the scene look secure?
2. Park several blocks away, if possible, prior to arrival on scene. This allows for a safe approach to the scene as well as provides a route for an effective and tactical retreat, if necessary.
3. Proceed with caution after departing the vehicle.
4. Responder will notify AFR Dispatch of staging location using the following Radio Coding:
 - i. Example: "ACS unit# to Alarm, ACS# is parked at Central and 4th street."
5. Personnel must remain alert to indications of possible violence and must remember that any scene is a potentially violent scene.

ACS Arrival On-Scene:

1. *Make Contact with Citizen*
 - a. Introduce yourself as an Albuquerque Community Safety Responder.
2. *Determine if Citizen is Conscious*
 - a. Determine if citizen is conscious or not conscious. If not conscious, try to determine if citizen is sleeping or actually unconscious and not responding.
 - i. If Conscious, Personnel will proceed to engage with citizen.
 - ii. If Not Conscious, Personnel will contact AFR Alarm Room to request EMS dispatch.
 - b. Engage the citizen and proceed to confirm their knowledge of the following:
 - i. Their location (i.e. City, State, or area of town)
 - ii. Date (i.e. day of the week, month/year)
 - iii. Quantifying questions (quarters in a dollar, President of United States)
3. *Determine if Medical Services are needed in accordance with AFR Medical Needs Criteria*

- a. If Personnel determine that medical services ARE needed, Personnel will contact AFR Dispatch to request an EMS response.
- b. If Personnel determine that medical services ARE NOT needed, Personnel will engage the citizen and offer resources.

Reference: AFR Medical Needs Criteria

- Citizen not breathing normally
 - Citizen appears to be injured
 - Visible drug paraphernalia
 - Citizen appears not to be sleeping
 - Any visible medical problem
4. *Personnel will proceed to provide resources, resource packages, and possible transport, as needed to citizen*
- a. Acceptance of Resources:
 - i. If citizen accepts resources, Personnel will proceed to provide resources, resource packages, and possible transport, as needed to citizen.
 - b. Refusal of Resources:
 - i. If citizen refuses services and is alert and oriented enough to walk away (including utilizing walkers, canes, etc.) from the scene, Personnel will not further engage, follow the person, or put themselves in danger in any way.
 - ii. If citizen refuses services and tries to walk away but continually falls, or is walking in traffic and putting themselves in danger, Personnel will contact AFR Dispatch to request an EMS response.

Scene Safety:

Personnel are required to practice methods which ensure their safety while on scene. Personnel will wear, at minimum, medical gloves when responding to Wellness Checks.

If a scene does not look safe or becomes hostile, Personnel will remove themselves from the area, and request an APD response.

Documentation:

Once call is complete, Personnel will do the following:

1. Clear call on MDT/CAD
2. Document call on ACS Records Management System

When to Transfer Call to Other Emergency Response Departments:

- *Albuquerque Fire and Rescue (AFR):*
 - Call was screened per AFR Down and Out Protocol
 - If it has been determined that the call will take more than 20 minutes for ACS to respond to, ACS will transfer the call to AFR dispatch.
- *Albuquerque Police Department (APD):*
 - Any instance as determined by APD.
 - Any instance in which a scene becomes unsafe or hostile.

Reference: Call Taking & Dispatch Procedure for CSWELF and CSWELD

A. Caller on Scene:

1. *APD Dispatch will receive the call and ask if the caller if the citizen is Conscious and Awake*
 - a. If conscious and awake, APD Dispatch will work with the caller to determine if they will talk to the citizen
 - i. If caller is unwilling to talk to citizen, APD dispatch will ask if caller sees any drug paraphernalia, or obvious injuries.
 1. If there are obvious injuries, or drug paraphernalia, ACS will not be dispatched and an EMS response will be created by APD 911 Dispatch. Call will be transferred to AFR Dispatch for EMS response.
 - b. If NOT conscious and awake, APD Dispatch will contact AFR Dispatch to request an EMS response.
2. *Determine if EMS response is required*
 - a. Utilizing the AFR Medical Needs Criteria**, AFR Dispatch will assess whether medical assistance is required.
 - i. If medical complaint exists, an EMS response will be created with the appropriate coding and response units.
 - ii. If there is no medical complaint from the citizen, but the citizen is not responding verbally, AFR Dispatch will ask caller if the citizen's breathing appears normal.
 1. If breathing is not normal, an EMS response will be created by AFR Dispatch with the appropriate coding and response units.
 2. If citizen is breathing normal, but in bedding position or appears to be sleeping, AFR Dispatch will request an ACS response, if available.

B. Caller NOT on Scene:

1. *APD Dispatch will determine if a safety concern exists*

- a. If a safety concern *DOES* exist, Dispatch will determine if there is an injury or drug paraphernalia.
 - i. If there are obvious injuries, or drug paraphernalia, ACS will not be dispatched and an EMS response will be created by APD Dispatch. Call will then be transferred to AFR Dispatch for EMS response.
- b. If safety concern *DOES NOT* exist,
 - i. Dispatch will request ACS Response and Personnel will then follow the Caller on Scene Procedure as indicated above.

****Procedure for when a down and out call turns violent towards ACS Responder (please refer to ACS Policy 2.10 Responding to Violent Scenes)***

Referenced AFR SOG 5-1-14 Responding to Violent Scenes
Referenced AFR Medical Needs Criteria
Referenced AFR Down and Out Process
Referenced AFR Call Taking Procedure
Referenced DMD Wellness Check Training