

Guide for Navigating Youth Mental Health Crisis

Your youth experiencing a crisis, may need to be in a hospital for safety and treatment. Learn what this means for you and your youth.



TABLE OF CONTENTS

The Purpose of This Document	3
Ways for Parents and Families to Support Youth Experiencing Mental Health Concerns	4 + 5
Children’s Mobile Crisis Response Team	6
Continuing Care to Meet Youth’s Ongoing Needs	7
Advocating for Your Youth’s Care	8
Frequently Asked Questions	9
About Patient Rights	10
Patient Rights & Nevada Law: Your Legal Rights in a Mental Health Hospital	11
Planning for Your Discharge & Advocating for Your Youth’s Care	11
Youth Mental Health Crisis Hold Overview	12
Youth Mental Health Crisis Holds	13
What to Expect	14
Preparing for the Next Steps	15



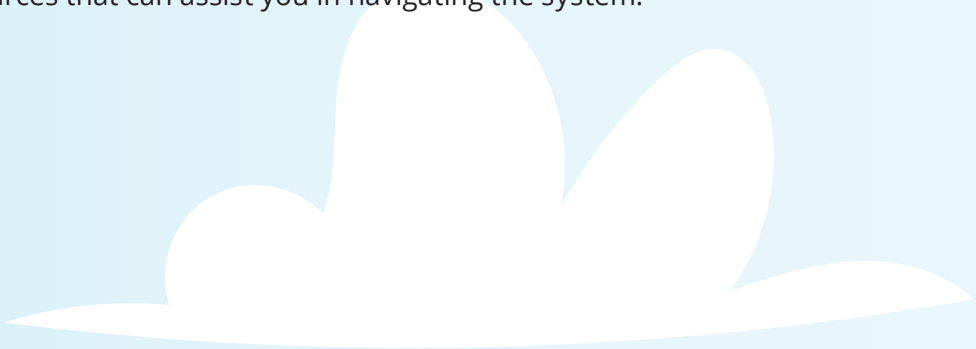
The term “unemancipated person under the age of 18” is used in Nevada mental health crisis law to refer to youth and children in which the law applies. The term “youth” will be used in this document instead.

The Purpose of This Document

The purpose of this document is to provide information for families whose youth are experiencing mental health concerns or crisis. This document includes education, resources, and an explanation of mental health crisis holds (also known as legal holds). This document does not promote the use of holds, rather, this information is intended to empower parents to make informed decisions about their youth's mental health needs.

Crisis is different and unique for every youth and family, and may include concerns such as suicidal thoughts, self-harming behavior, anxiety, depressed mood, anger, and aggression, bullying, drug and alcohol, or any other presenting concerns for which a youth or family wants a crisis assessment, supports, and interventions.

Below is an overview of the resources that can assist you in navigating the system:



**Chart with Words
Need the words.**



What is the Difference Between Voluntary and Involuntary Hospitalization?

Voluntary hospitalization is hospitalization to which a parent or legal guardian consents.

If a youth is hospitalized voluntarily, parents or legal guardians may request discharge against medical advice

Involuntary hospitalization is hospitalization without the consent of parents or legal guardians.

Under involuntary hospitalization a youth may be held under a mental health crisis hold for up to 72 hours. If the hospital determines that the youth continues to be a danger to self or others, a referral may be made to a child welfare agency. (Ask Chris Empey for opinion). For more information please see page 12.

Ways for Parents & Families to Support Youth Experiencing Mental Health Concerns

You may have a youth who you are concerned about. Here are some options that may help:

Immediate Crisis Resources

If your youth is experiencing immediate or crisis needs.

Children's Mobile Crisis Team Mobile Crisis Response Team (MCRT)

MCRT supports youth and families who want help for any mental health/behavioral health situation or crisis with a youth or adolescent in any community in Nevada. ***knowcrisis.com; 702-486-7865***

Crisis Hotline: Crisis Support Services of Nevada

The Crisis Hotline is for individuals in Nevada who are in need of an empathetic ear, a caring heart and a helping hand to anyone in need. Help is available through hotline, text line and in-person advocacy services. ***ssnv.org; 1-800-273-8255***

SafeVoice

This anonymous reporting system can be used to report threats to the safety or well-being of students. You can make a report in both English and Spanish by using any of the following options:

- Through the SafeVoice Nevada app, available from the Apple Store or Google Play
- **Online at:** safevoicenv.org
- **Or call:** 1-833-216-SAFE (7233)

Nevada 211 Youth

nevada211.org/youth-services/

Trained Peer Support and Advocacy Services

If you face barriers or struggles to access mental health support that your family needs.

National Alliance on Mental Illness (NAMI) NAMI Warmline

The NAMI Warmline is a non-crisis, peer support line. Peer Wellness Operators support individuals impacted by mental health concerns through a shared lived experience. The Nevada Warmline's hours of operation are 8 am to 10 pm, Monday through Friday and 8 am to 9 pm, Saturday and Sunday. Call 775-241-4212 to speak to a Peer Wellness Operator.

Nevada PEP (Parents Empowering Parents)

Nevada PEP developed and operates Nevada's Statewide Family Network, a strong Nevada network of families, parent groups, professionals, community organizations, agencies and policymakers who are dedicated to empowering families and strengthening their ability to participate in statewide and local mental health care reform, and improving outcomes for children with behavioral health care needs.

We employ family members of children with behavioral health care needs as Family Specialists. Our Family Specialists can help you find information, support and resources, provide compassion and understanding of the unique experiences and needs of your child and family, and assist you to advocate for your child and family to access support and services to help at home, in the community and at school. Nevada PEP is the National Federation of Families for Children's Mental Health Chapter in Nevada and the outreach partner in Nevada for the National Institute of Mental Health.

Youth M.O.V.E.

Youth M.O.V.E. Nevada (YMNV) is a chapter of Youth M.O.V.E. (Motivating Others through Voices of Experience) National. YMNV is a youth driven organization dedicated to improving services and systems that support positive growth and development by uniting the voices of individuals who have lived experience in various systems including mental health, juvenile justice, education, and child welfare. YMNV works as a diverse collective to unite the voices and causes of youth while raising awareness around youth issues. YMNV advocates for youth rights and voice in mental health other systems that serve them, for the purpose of empowering youth to be equal partner in the process of change.

Ways for Parents & Families to Support Youth Experiencing Mental Health Concerns

You may have a youth who you are concerned about. Here are some options that may help:

How to Find Mental Health Resources if You May Need Them for Your Youth:



Talk to a social worker or a counselor at your child's school.

Find a mental health professional at Nevada 211.

Nevada 211 is a free and easy way to locate and get connected to thousands of resources near you, including assistance with food, utilities, housing, mental health providers, and health care, plus much, much more.

- **ONLINE AT:** nevada211.org
- **DIAL:** 211
- **OR CALL:** 1-866-535-5654
- **TEXT YOUR ZIP CODE TO:** 898211

Need Additional Information about Behavioral Health Providers?

Behavioral Health Nevada: Find and access quality behavioral healthcare providers in Nevada. behavioralhealthnv.org

General Resources

How to find mental health resources if you may need them for you youth

Nevada Disability Center

The Nevada Disability Advocacy & Law Center (NDALC) is a private, statewide non-profit organization that serves as Nevada's federally-mandated protection and advocacy system for human, legal, and service rights for individuals with disabilities.

LAS VEGAS

2820 West Charleston Boulevard, #11
Las Vegas, NV 89102

PHONE: 702-257-8150
TOLL-FREE: 1-888-349-3843
NEVADA RELAY: 711
FAX: 702-257-8170
lasvegas@ndalc.org

RENO

1875 Plumas Street, #1, Reno, NV 89509

PHONE: 775-333-7878
TOLL-FREE: 1-800-992-5715
NEVADA RELAY: 711
FAX: 775-786-2520
reno@ndalc.org

CHILDREN'S
MOBILE
CRISIS
RESPONSE TEAM

Hotline Telephone
702-486-7865
Available 24/7

Mental health response and stabilization for youth and their families seeking immediate support for behavioral health concerns.

WHAT WE DO:

Children's Mobile Crisis Response Team (MCRT) supports youth and families who want help for any mental health/behavioral health situation or crisis with a youth or adolescent in any community in Nevada. Crisis is different and unique for every youth and family, and may include concerns such as suicidal thoughts, self-harming behaviors, anxiety, depressed mood, anger and aggression, bullying, drug and alcohol, or any other presenting concerns for which a youth or family wants a crisis assessment, supports and interventions.

MCRT uses a team approach of a clinician and case manager who will complete an assessment, provide support and crisis interventions, short-term stabilization, and case management services. Responses and stabilization services are provided in the family's location of choice when possible and may be in community settings, home and/or through phone/video telehealth. In rural Nevada, services are provided via phone/video through telehealth.

Visit our website at:
KNOWCRISIS.COM

**PARTNERSHIP WITH DIVISION OF PUBLIC AND BEHAVIORAL HEALTH
AND DIVISION OF CHILD AND FAMILY SERVICES**



Continuing Care to Meet Youth's Ongoing Needs

Planning for Discharge

What to expect:

- A discharge planner, who could be a social worker, nurse, or other hospital staff, will speak with you within the first 24 hours of your youth's stay to discuss your family's goals, preferences, and needs to begin developing a discharge plan for when your youth leaves the hospital. The provider overseeing your youth's care will also be involved in making sure that this plan is aligned with your family's goals for the care and treatment of your youth.
- If the discharge plan changes during your youth's stay, you can meet with the discharge planner to reassess and change the plan as needed.
- The following elements will be used to develop your youth's plan and connect you to providers who can support you and your youth after discharge:
 - Your youth's diagnosis
 - Medical issues and past medical history
 - Ongoing needs after discharge
 - Any risk for needing to be admitted again
 - Your social, family, psychological, employment, food, housing, and transportation needs
 - Communication needs, language barriers, diminished eyesight or hearing, literacy.
- When the discharge planner meets with you and your youth, they will help you select a provider and can give you information on the provider's quality of services.
- You and your youth will be involved in the development of the discharge plan and will be notified of the final plan so you can prepare for next steps after discharge.



Advocating for Your Youth's Care

Have a Concern about Your Youth's Care?

All hospitals strive to provide the best care possible, however there may be times when you are not satisfied with the care your youth is receiving. The following actions can help in these situations:

- If you believe you or your youth's rights have not been observed, discuss your concern with any staff member in person and/or in writing.
- Request to speak to a patient advocate at the hospital, who can help you navigate the hospital's complaint and grievance process. This person serves as an advocate for those admitted to the hospital. The patient advocate is available to both you and your family, assisting in clarifying information, supporting your rights and connecting people to the right resources. The patient advocate can help with grievances and also can pass along compliments regarding your rights and the quality of care and service at the hospital.
- If you have a concern about your rights, you may discuss your concerns with your attorney.

Complaints & Grievances

NEVADA DIVISION OF PUBLIC AND BEHAVIORAL HEALTH

Healthcare Quality & Compliance

775-684-1030

<http://dpbh.nv.gov/Reg/HealthFacilities/dta/Complaints/HCQC-Complaint-Form/>



Frequently Asked Questions

Psychiatric Hospitalization

Every effort should be made to provide treatment in the least restrictive setting in your community, however psychiatric hospitalization may be necessary in circumstances where a youth cannot keep themselves safe.

What Does Treatment Consist Of?

1. Treatment starts with an evaluation that includes talking to you and your youth about why they are in the hospital, reviewing any mental health symptoms that you have had before, getting information from people who know you and any records from doctors and hospitals that you have been to in the past. Gathering all of this information will help your doctors have a more clear understanding of your youth's needs.
2. A physical exam and possible lab work to find out if there are medical conditions that may be affecting the way your youth is feeling or acting.
3. Your youth's doctors will use the evaluation findings to diagnose any mental health conditions. They will get input from you and your youth to develop a plan for treatment and discharge. While at the hospital, activities may include individual and/or group therapy and taking medications.
4. Your youth will be asked to actively participate in therapeutic activities to make their transition from the hospital back home as smoothly and quickly as possible. The more a youth and their family are engaged in treatment and trying new ways of doing things, the more successful treatment may be.

What Is a Typical Day Like?

Each day, the youth follow a structured schedule that may include group and/or individual therapy, recreational activities, treatment plan meetings, family sessions, and private time for reflection and working on written assignments. Each youth is seen regularly by a doctor and other providers throughout their stay.

Are Families Expected to Be Involved?

Yes! It is extremely important that family members participate in treatment. Family members are essential members of each youth's treatment team and family support assists in healing. It is also very helpful for families to understand and participate in the discharge and aftercare plans in order to have a smooth transition back home and to the community with continued practice of the skills the youth has learned.

What If I Don't Have Insurance to Pay for Treatment?

There are several options for those who do not have insurance but need mental health treatment. A hospital social worker or staff person will work with you to ensure you get the care you need. The following options are available so you can get treatment:

- Many youth are eligible for Medicaid, which after an often quick enrollment process, will allow you to access private hospitals offering inpatient mental health services.
- If you are ineligible for Medicaid and do not have insurance, Nevada Division of Child and Family Services may be able to assist with payment for an acute hospitalization.

FAQ

About Patient Rights

In the case of a hospitalization, the hospital will provide you with information on patient rights. You can find more information on these right in the links below:

- Nevada law concerning consumer rights: Found in NRS 433.456 to NRS 433.536: <https://www.leg.state.nv.us/nrs/NRS-433.html#NRS433Sec462>
- Federal law regarding patient rights: citation????
- Health Information Privacy Rights: <https://www.hhs.gov/hipaa/index.html>

More information is found below:

Your Privacy Rights

- As the parent or legal guardian, you have the right to receive information about your youth until they reach the age of 18 or upon emancipation.
 - Your youth's medical records, including treatment plans, are confidential and you have the right to control who is able to access this information except for special circumstances as discussed below.
 - You must sign an authorization for the hospital to release information about your youth's medical care to anyone, including confirming or denying if your youth is or was a patient.
 - An employee will not share information and/or provide an update to anyone other than the parent or guardian unless the parent or guardian has authorized disclosure of information to that person.
-

Your Rights Regarding Your Healthcare Information

You have the right to:

- Inspect and obtain a copy of your youth's medical records
- Amend the information in those records
- Request a summary of who has been provided your youth's health information
- Request restrictions on who can receive your youth's health information
- Request confidential communication about your youth
- Receive a paper copy of the Notice of Privacy Practices

These patient rights can be found in the Health Insurance Portability and Accountability Act (HIPAA) in federal law.

Patient Rights & Nevada Law: Your Legal Rights in a Mental Health Hospital

1) Legal

If your youth is admitted to a mental health hospital by a court, you have the right to speak to a lawyer at any time.

2) Right to Be Informed

If your youth is in a mental health hospital, you have the right to receive a copy of the facility's admission and discharge criteria.

3) Second Opinion

If your youth is admitted to a mental health hospital by a court, you have the right to a second opinion from a doctor who does not have a contractual relationship with or financial interest in the facility.

4) Clothing & Personal Items

Your youth has the right to wear their own clothing and keep personal items, including toilet articles, unless those articles may be used to harm themselves or others.

5) Personal Storage

Your youth has the right to have access to storage for private use.

6) Visitors

Your youth has the right to see visitors that been approved by the guardian or parent during regular visiting hours.

7) Telephones

Your youth has the right to reasonable use of telephones, including making and receiving confidential calls.

8) Letters

Your youth has the right to access materials for writing letters, including stamps, and to mail and receive unopened correspondence with some exception noted in NRS 433.482. This does not include packages.

9) Language Interpreter

You and your youth have the right to have reasonable access to an interpreter if you do not speak English or are hearing impaired.

10) Coordination with Family & Friends

You can choose what information about your youth's treatment is shared with others. Otherwise, your youth's information will not be shared with others and will remain confidential (except as permitted or required by law).

11) Treatment Planning

As the parent or legal guardian, have the right to review your youth's treatment plan, including reasonable risks, benefits, and purposes of the treatment. This includes any treatment alternatives available. You must provide a signature consenting to the agreed upon treatment plan. You can also withdraw your consent.

These patient rights
can be found in Nevada law
in NRS 433A.



Youth Mental Health Crisis Hold Overview

A mental health crisis hold is a legal process in NRS 433A that allows certain school professionals, law enforcement, or healthcare professionals to protect a youth experiencing a mental health crisis so they don't hurt themselves or others. The purpose of the hold is to provide emergency care, which may include evaluation, observation, transportation, and treatment.

What Is a Mental Health Crisis Hold?

A youth mental health crisis hold may be placed on a youth with a mental illness, who is considered a danger to self or others.

Where Is One Taken on a Mental Health Crisis Hold?

If your youth has been placed on a hold, they will be taken to a medical hospital for evaluation. Based on the evaluation by a healthcare professional, they may either be released to you or transported to a mental health hospital.

Why Was My Youth on a Mental Health Crisis Hold?

A youth may be held if there is a strong likelihood of serious harm to themselves or others due to mental illness, including possible suicide, serious injury, illness, or death.

Who May Place a Youth on a Mental Health Crisis Hold?

- Authorized Law Enforcement
- Physician
- Physician Assistant
- Psychologist
- Marriage and Family Therapist
- Certified Professional Counselor
- Social Worker
- Registered Nurse
- Advanced Practice Registered Nurse

How Long Does a Mental Health Crisis Hold Last?

A mental health crisis hold lasts for 72 hours. However, the 72-hour period may be extended if a petition is filed with the district court. The petition must include a statement signed by the parent or guardian of the youth that the parent or guardian does not object to the filing of the petition.

YOUTH MENTAL HEALTH CRISIS HOLD PROCESS

Step 1: Youth is assessed to be in mental health crisis including possible suicide, serious illness, or death.

Step 2: Prior to placing a mental health crisis hold on the youth, a person must attempt to obtain the consent of the parent or guardian.

Step 3: If parent or guardian consent is unable to be obtained, youth is placed on a mental health crisis hold, which can last up to 72 hours for their safety.

Step 4: Hospital must attempt to notify the parent within 8 hours of receiving the youth.

Step 5: Youth receives an examination from a medical professional to ensure there is no medical condition that requires immediate treatment (medical clearance).

Step 6: Youth receives an evaluation from a medical professional to determine that the youth is in a mental health crisis.

Step 7: At anytime during this process the youth may be accepted and transported to treatment with parent or guardian consent. **Note:** Hospitals and hospital staff are mandated to report concerns of abuse and neglect. At any time during this process, if parent or guardian consent has not been obtained, the hospital may file a report of concern for medical neglect with the child welfare agency regarding the youth, which may include a parent or guardian's refusal to consent to treatment.

Youth Mental Health Crisis Holds

What the Law Says...

Many of the laws in Nevada associated with adults in mental health crisis also apply to minors:

- 1) Under Nevada law, a hospital can hold a minor under emergency admission without parental consent for up to 72 hours from the time when the mental health crisis hold is initiated.
- 2) The person who may be placing the mental health crisis hold must attempt to contact the parent or guardian to obtain their consent prior to initiating the hold.
- 3) If a mental health crisis hold is necessary, the youth will be transferred to a hospital for their safety.
- 4) The hospital must provide notice to the parent or guardian as soon as practicable and no later than 8 hours after admission.
- 5) It is important to know that a youth mental health crisis hold is not necessary if the parent or guardian is willing to give consent or move forward with a plan agreed upon by the youth's care team.

What Nevada Laws Say about Mental Health Crisis

A person in mental health crisis: any person **(1)** Who has a mental illness; and **(2)** Whose capacity to exercise self-control, judgment, and discretion in the conduct of the person's affairs and social relations or to care for his or her personal needs is diminished, as a result of the mental illness, to the extent that the person presents a substantial likelihood of serious harm to himself/herself or others.

If your youth is in crisis, the children's Mobile crisis Response Team is available to help 24/7 statewide at 702-486-7865. More information can also be found at: knowcrisis.com.

What is Not a Mental Health Crisis

The following health issues are not a mental health crisis, but may occur at the same time as a mental health crisis:

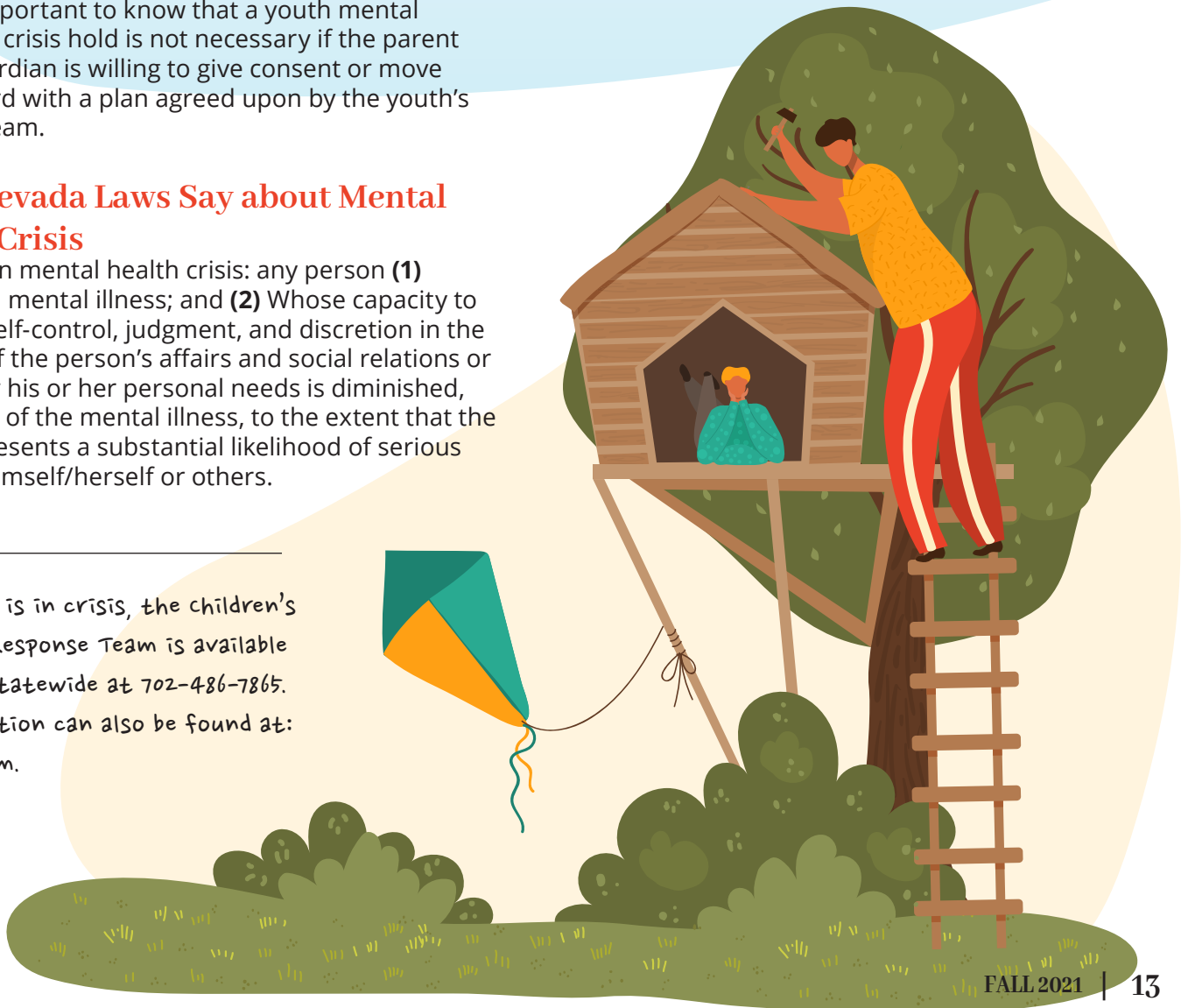
- Epilepsy
- Intellectual disability
- Delirium
- Alcohol/drugs (either brief intoxication or dependence/addiction) (NRS 433A.0175)

Consent to Treatment

Who can consent to treatment:

- Parent or guardian of a minor
- Emancipated minor
- Homeless minors may now consent to their own treatment (AB197)

Emergency exceptions allow a healthcare provider to provide medically necessary emergency services including examination and treatment without consent based upon medical standards of care. (NRS 129.030)



What to Expect

What May Happen during the Mental Health Crisis Hold?

Your treatment team will meet with you to discuss the situation and develop a plan moving forward:

- Your youth may be released to you.
- You may choose to have your youth continue treatment, and the hold may be released.
- You may have concerns about releasing the hold—these concerns can be discussed with the treatment team to identify options.
- You and the healthcare team may disagree on next steps, and in certain situations, if the healthcare team believes that your youth continues to be in danger without treatment, they may contact child welfare.

What Can You Expect during the 72 Hours?

While at the medical hospital, your youth's healthcare team (doctors, nurses, social workers, etc.) will determine your youth's medical and mental health needs. The team will also help you and your youth get the appropriate treatment needed. During this time, your youth may receive a medical assessment based on their health needs that may include vital signs, diagnostic tests, labs, etc. Many youth will not need to go into an inpatient mental health hospital, but for those that do, the process can take anywhere from several hours to several days.

There are several factors that affect how long your youth may stay at the hospital while waiting to get into an inpatient mental health hospital:

- Treatment of a critical medical condition or an infectious disease
- Injury
- Assessment of the cause of your youth's crisis which may be due to a mental illness
- Capacity to accommodate and treat
- Insurance



Preparing for the Next Steps

Every family's situation is unique, and you may need to explore different providers to find the right fit. It is essential to work with your discharge planner and insurance provider for coordinating care.

Safety Plan:

Safety planning is about brainstorming ways to stay safe that may also help reduce the risk of future harm. It can include planning for a future crisis, considering your options, and making decisions about your next steps.

Do you have a safety plan? Yes No

Details of safety plan:

If no, who do you call in a crisis?

Resources:

Do you have a case manager, or someone else you can call for help finding resources? Yes No

You can find more resources on page 3.

Discharge Plan:

Discharge planning is a process involving the transition of a patient's care from one level of care to the next. Health care professionals and the patient and the patient's representative (if any) participate in discharge planning activities.

Treatment and discharge details:

Are you being transferred? Yes No
Transferred where?

Are you connected with a provider? Yes No

Do you have appointments? Yes No

Upcoming appointments:

Do you have medications? Yes No

