

MENTAL HEALTH

OVERVIEW

The provision of mental health services during and post disaster, public health emergency or bioterrorist event are critical. Residents as well as emergency response staff will have multiple needs. In Alameda County this function will be met by Alameda County Behavioral Care Services which is a Department of the Health Care Services Agency.

OBJECTIVES

- Provide liaison and coordination with the Mental Health Department to provide disaster mental health services and continue to provide service during the emergency responders, disaster victims, and victims' families.

DEFINITION

This protocol includes procedures for mental health support during bioterrorism response. Mental health support includes:

- Maintaining contact and assistance for the existing County Mental Health caseload;
- Providing mental health referral and treatment for victims; and
- Providing Critical Incident Stress Debriefings for response personnel.

STAFFING

- Behavioral Health Care Staff
- Public Information Officer

PRE-EVENT ACTIONS

- Establish and maintain a registry of mental health professionals trained to provide critical incident stress debriefings and disaster

FOR MORE INFORMATION

- Tab B, Mass Chemoprophylaxis
- Tab C, Casualty Management
- Tab E, Evacuation/Shelter-in-Place
- Tab F, Risk Communication

City of Oakland Metropolitan Medical Response System Deliverable #3 Section 3.20 Mental Health Services

Alameda County Mental Health Services Disaster Plan (Annex D of the ALCO Multi-Hazard Functional Plan)

Federal Response Plan
Emergency Support Function #8

counseling to emergency response personnel and the public.

- Prepare public information material relating to disaster victim support and stress management.
- Maintain up to date daily inventories of special needs populations and drug rehabilitation caseloads.
- Train mental health personnel for emergency response.

EVENT ACTIONS

1. The Public Health Director/designee notifies the Director of Behavioral Care Services when the Public Health Department DOC is activated. Mental Health Services are coordinated through the DOC.
2. The Health Officer or designee notifies the Director of Behavioral Health Services of the activation of the EOC and the Director of Behavioral Health Services Assigns a staff member to serve as liaison at the EOC through the Medical Operations branch.
3. The Medical Operations branch of the EOC will request additional behavioral health services through the State Department of Mental Health Disaster Services Branch if the demand for mental health service is beyond the capability of the Alameda County Behavioral Health Care Services Department
4. The State Department of Mental Health Services will request services through the Federal Response Plan via SEMS if the demand for services is beyond the capacity of the State.
5. The DOC/EOC will request Behavioral Health Care Services to work with local media to ensure citizens are knowledgeable regarding what services are available and how to access service.
6. Behavioral Health Care Services will provide the following in the event of a disaster, public health emergency or bioterrorist event:
 - Manage the current caseload of mental health clients. This includes providing the full-range of mental health services available from the Department. Behavioral health Care Service teams will visit shelters to provide crisis-counseling services and to locate their regular clients in order to ensure there is no interruption in their treatment, particularly with regard to their regular medications.
 - Provide crisis management at mass care facilities and assistance in reuniting family members. After immediate needs for rescue, medical care, emergency shelter, food and clothing have been met, actions will be taken to fulfill recovery needs.
 - Behavioral Health Care Services will insure the provision of disaster/emergency related mental health services as appropriate to the nature of the event, such as critical incident stress debriefing, crisis intervention, defusing short and long-term recovery planning and service delivery.

7. Behavioral Health teams of two or more may be sent door-to-door in the impacted area to assess mental health needs of residents and intervene as needed. If social service, medical or other needs are identified, these teams assist to the extent of their capability and then make referrals to the appropriate agency for follow-up.
8. Provide information and disaster public education. This would include the following:
 - Manage media relations
 - Provide disaster mental health public information
 - Referral information
 - Services available
 - General disaster mental health information
 - Provide specific disaster mental health information including psychological reactions to disasters, trauma and bioterrorist threats/events