



“ANGEL” PARTICIPANT IN LOBBY

- ➔ If party that arrives is the intended participant continue with flow chart depending on the time of contact.
- ➔ If party that arrives is family/friend of intended participant, please confirm that the participant is not with them and follow the instructions on the last page.

PST/RECORDS OR DISPATCH ADVISED OF PARTICIPANT

1. Dispatch will be advised by Records or PST's, unless they are first point of contact, about participant in the lobby.
2. Dispatch will create a CAD call using ANGELL or ANGELD depending on the week. Included in this CAD call should be the participant name and DOB.
3. If there are any other actions provided by either PD/FD in regards to the participant please duplicate the call and LINK the two calls for service. (Examples: EMS call created for a transport to the hospital, arrest made on an outstanding warrant, participant is taken on an M1 hold, etc.)

PD/FD ASSIGNED AND CRIMINAL HISTORY IS RUN

1. Dispatch will assign the appropriate PD/FD unit to the CAD call.
2. During the hours of 0600-2300: Records will complete the criminal history on the participant to be included with the Referral Form.
3. During the hours of 2300-0600: Dispatch will complete the criminal history on the participant to be included with the Referral Form.

PD/FD ARRIVAL – REFERRAL FORM TO BE COMPLETED

1. PD/FD personnel will find the one page Referral Form in the binder located at the RECORDS window.
2. Complete this form with the participant and attach the criminal history. Due to the sensitive nature of the information shared, please do this in a private room or area.

POSSIBLE MEDICAL ISSUE OR DETOX REQUESTED

1. If there is an immediate medical need of any kind, PD/FD will determine if the participant needs to be transported to the ER for evaluation. If transported, the assigned PD/FD personnel will document the disposition of the participant on the Referral Form.
2. If DETOX is requested by the Participant:
During Regular Hours (0700-1800 Mon-Fri): PD/FD will contact the On Call Peer Case Manager to determine transport needs.
After Hours (0600-0700/1800-0600 Mon-Fri/Saturday & Sunday): PD/FD will determine if they will transport to Withdrawal Management or if they want an Angel Volunteer to be paged out. Dispatch will be contacted for the Angel Volunteer Page. **Please make sure to contact Withdrawal Management at: (303) 441-1281 to let them know that an Angel participant will be brought to them.**

If the participant is refusing to detox at Withdrawal Management

North Range Behavioral Health is a secondary detox facility located in Greeley, CO.

Please call them at 970-347-2120 to notify them of the participant.

(Press 3 then Press 2 during phone tree to expedite.)

3. As point of contact for the Angel Volunteers, FD/PD personnel or the On Call Peer Case Manager will need to provide Dispatch their call back number if a page is sent in order to coordinate the Volunteer response.
4. When two volunteers have been assigned, contact Dispatch and ask for a follow up page to be sent to Angel Volunteers stating the request has been filled.

**** Safety Check – Please make sure the participant is advised that weapons/paraphernalia cannot go with them to detox. These items will need to be collected and disposed/logged in before transport. ****

CALL OR LEAVE MESSAGE FOR THE PEER CASE MANAGER

1. The On Call Peer Case Manager will be contacted at (303) 651-8780.
2. During the hours of 0700-1800 (Mon-Fri): The On Call Peer Case Manager will respond to the lobby to meet with the participant or if unavailable to respond at the time will, with the PD/FD personnel assigned, decide on the next step to take with the participant.
3. During the hours of 1800-0700 (Mon-Fri) / All Day Saturday and Sunday: PD/FD personnel are asked to call the On Call Peer Case Manager's phone at (303) 651-8780 and leave a message including the participant name and disposition. (Transported to ER, arrested, transported to DETOX, went home, etc.) Advise the participant, upon leaving, that a case manager will be contacting them to take over treatment arrangements.

(THE ON CALL PEER CASE MANAGER PHONE NUMBER IS NOT FOR PUBLIC DISSEMINATION)

COMPLETED REFERRAL FORM AND CRIMINAL HISTORY

1. During the hours of 0700-1800 (Mon-Fri): the completed referral form and criminal history printed by Records will be left with the On Call Peer Case Manager if they respond to the lobby. If not left with the On Call Peer Case Manager, please place them in the basket marked "LEAD/ANGEL" in the patrol writing area.
2. During After Hours/Saturday and Sunday: the completed referral form and criminal history printed by either Records or Dispatch should be placed in the basket marked "LEAD/ANGEL" in the patrol writing area.
3. If the participant is transported to DETOX please do not send the Referral Form and Criminal History with them or with the Angel Volunteers. The completed paperwork should still be placed in the "LEAD/ANGEL" basket.

FD/PD CLEARS CALL

1. PD will clear the ANGELL call with an assist – "GL".
2. FD will clear the ANGELD call with an assist – "CD".

FAMILY/FRIEND: LOOKING FOR INFORMATION ABOUT ANGEL PROGRAM

PST Report Takers/Records: (Between the hours of 0600-2100)

1. Obtain the name of the family/friend, contact number and name of the intended participant.
2. Provide the family/friend with the Angel Initiative brochure (located in binder or in lobby).
3. During the hours of 0900-1700 (Mon-Fri), please call Michelle Webb at extension 8541 to see if she is available to respond to the lobby.
 - a. If unavailable, leave the family/friend information on Michelle's voicemail.
 - b. Advise the family/friend that someone from the Angel Initiative will contact them via the phone number provided to give them additional program information and to answer any questions during regular business hours.

DISPATCH: (Call from vestibule/lobby between 2100 – 0600)

1. Obtain the name of the family/friend, contact number and name of the intended participant.
2. Advise the family/friend that someone from the Angel Initiative will contact them via the phone number provided to give them additional program information and to answer any questions during regular business hours.
3. Please call Michelle Webb's extension: 8541 and leave a message with the information you have including your name.

➔ If you receive a phone call (other than from either lobby phone) reference the Angel Program and general inquiries, please **transfer** them to Michelle Webb's extension: 8541 and advise them that information regarding the program is available online on the City of Longmont website (www.longmontcolorado.gov – search "Angel Initiative").

