

Guide for **EMS** to support a person with **Dual Diagnosis (DD)** in crisis

1. Connect with services that already supported the person
 - a. You can gather this information from the person themselves, a support person, or information transfer sheets / personal profiles
2. If you can't find this information or don't know their supports, call Developmental Services Ontario (DSO) and ask if the person is connected with DSO services
 - a. **DSO** intake line: **1-888-941-1121**
 - i. **8:30a - 4:30p** press '0' and connect with operator for assistance
 - ii. **After hours** press '1' to leave a message and someone will get back to you with information
 - b. You may start the process of getting them connected with the DSO if they are not already
3. Collaboratively discharge plan with other service providers as soon as possible

Guide for **DS** to support a person with Dual Diagnosis (DD) in crisis

1. Have an identified lead person to give and receive all information from the hospital / crisis situation
2. Have a transfer sheet or package of info about the person
3. Talk about behaviour changes, baseline behaviour and what changes you're seeing that's lead to this hospital visit
4. Collaboratively discharge plan with other service providers as soon as possible and build relationships with those services