

Practice Directive 14

Suicide Threat Code

Date: November 28, 1997

Background:

Claims Adjudication Handbook item 030-010 discusses the responsibilities of Board staff in response to threats of suicide. The procedure also provides that all staff must immediately document in memorandum form what occurred and the steps were taken in response to a suicide threat. While the procedure ensures that officers handling the file at the time are aware of the threat, the claim may be handled by other Board officers at a later date and unless they read through the memorandum section of the file, they may not be aware of the threat.

The Compensation Services and Rehabilitation Services Divisions consider that adding an additional Claimant Problem Code S(Suicide) to the Claimant Detail screen will ensure that Board officers handling the claim at a later date will more likely become aware of the threat. Entries into the Claimant Detail screen are made by CRT.

Revised Practice:

When a Board staff member receives a threat of suicide, the staff member will follow all the steps in Claims Adjudication Handbook item 030-010 which, among other matters, requires that the staff member contact the Officer, Adjudicator, Vocational Rehabilitation Consultant or Manager in charge of the claim. Added to this list are the titles Case Manager, Entitlement Officer or C.S.R.

After the person in charge of the claim becomes aware of the suicide threat and takes all required actions, he or she must also advise the Security Department of the threat by completing the applicable parts of the electronic *Threat Report Form* (found under the Bulletin Boards at Electronic Forms, Safety Health and Security Forms). That form makes provision for documenting a worker's threat against himself or herself. When the form is completed and sent, it is received by the Manager, Safety & Security ("the Manager").

The Manager reviews all *Threat Report Forms* and advises CRT as to whether a suicide threat code should be entered into the Claimant Detail Screen.

Upon receiving instruction from the Manager to enter a code in response to a suicide threat, CRT must enter "S" in the Problem Code field of the Claimant Detail Screen for the worker in question.

Management Reports:

Compensation Systems will issue periodic reports documenting the entry of S codes.

Managers of Service Delivery Locations and Area Offices will review the claim files of workers whose threats of suicide having been coded to ensure that procedures concerning the handling of such threats have followed.