**Prevention:** *Be proactive, recognize early warning signs, deescalate, active listening, work to understand the underlying need to help support the individual’s well-being.*

**Incident Occurs**

*ASSESS SITUATION*

**Mental Health**

**Physical Health**

*Universal precautions*

Recognize & Respond to **WARNING SIGNS**

*Contact internal supports*

**\*Emergency**

Non-Emergency

*Contact internal supports*

Apply First Aid

Manage the ***Crisis*** Phase Safety Techniques

**Call 9-1-1**

**In IMMEDIATE DANGER**

Administer CPR

*or*

Emergency First Aid

**Not**

in Immediate Danger

**Monitor**

**&**

**Follow-up according to Plan**

Emergency Intervention

Protocol

**Emergency**

**Call 9-1-1**

**Document, debrief, internal review & contact necessary parties**

**\*Emergency:** *a time of a critical and dangerous circumstance requiring immediate assistance/action/relief due to imminent threat to life or health of a person or group of people.*

* *Health - relates to physical and psychological*
* *All emergencies are a crisis, but not all crises are an emergency.*