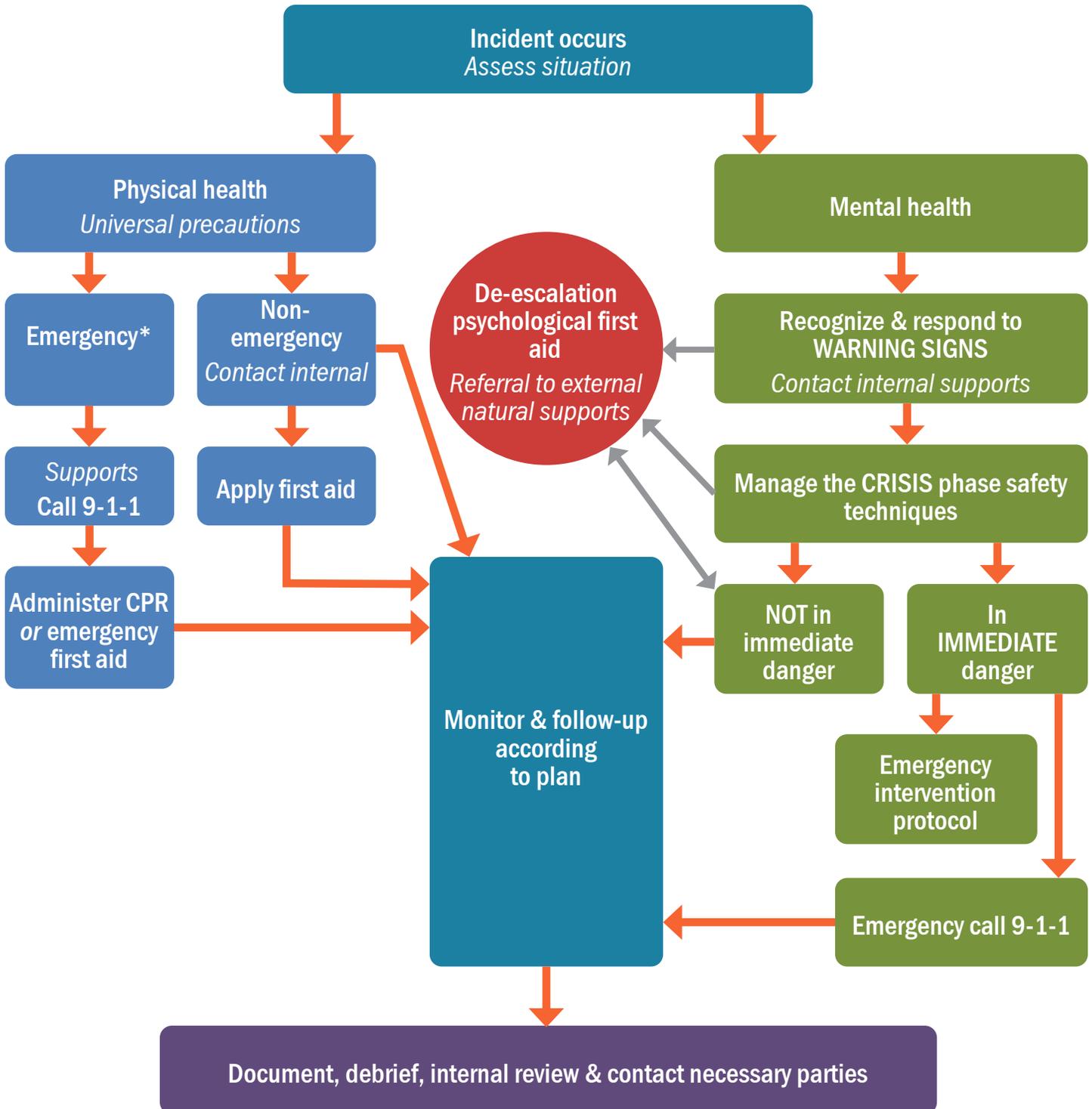


Person Centered Incident Matrix

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



* **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.

Person Centered Incident Matrix – Outline Format

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

1. Incident occurs, assess whether it is a physical health or mental health situation.
 - A. Physical health, Universal precautions
2. Emergency
 - A. Supports call 9-1-1
 - B. Administer CPR or emergency first aid.
 - C. Monitor and follow-up according to plan.
 - D. Document, debrief, internal review and contact necessary parties.
3. Non-emergency contact internal.
 - A. Apply first aid.
 - B. Monitor and follow-up according to plan.
 - C. Document, debrief, internal review and contact necessary parties.
 - D. Mental health
4. Recognize & respond to WARNING SIGNS. Contact internal supports.
 - A. De-escalation psychological first aid, referral to external natural supports.
 - B. Manage the CRISIS phase safety techniques.
 - i. De-escalation psychological first aid, referral to external natural supports.
 - C. NOT in immediate danger.
 - i. De-escalation psychological first aid, referral to external natural supports.
 - ii. Monitor and follow-up according to plan.
 - iii. Document, debrief, internal review and contact necessary parties.
 - D. In IMMEDIATE danger.
 - i. Emergency intervention protocol.
 - ii. Emergency call 9-1-1.
 - iii. Monitor and follow-up according to plan.
 - iv. Document, debrief, internal review and contact necessary parties.

Emergency is 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.

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