**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.

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**Person Centered Incident Matrix**

1. **Incident occurs**
   - **Assess situation**

2. **Physical health**
   - *Universal precautions*

3. **Non-emergency**
   - **Contact internal**
     - **Apply first aid**

4. **Emergency**
   - **Contact internal supports**
     - **Administer CPR or emergency first aid**

5. **Mental health**
   - **Recognize & respond to WARNING SIGNS**
     - **Contact internal supports**

6. **De-escalation**
   - **Psychological first aid**
     - **Referral to external natural supports**

7. **Manage the CRISIS phase safety techniques**
   - **NOT in immediate danger**
   - **In IMMEDIATE danger**
     - **Emergency intervention protocol**
     - **Emergency call 9-1-1**

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

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* *Emergency* *Call 9-1-1*
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.