

Responding to Incident or Injuries

If you are responding to an incident or injury and you feel that emergency assistance is needed, ***you should call 911 immediately***. Follow the steps outlined in the previous videos to respond to the incident or injury that has occurred. When the situation is under control and it is safe to make a call, contact your supervisor to inform them of the incident or injury. It is important that you inform your supervisor after ***any*** incident or injury, even if 911 was not called or if the injury seems minor. Your supervisor may have you assist in completing an incident report and/or a maltreatment report.

Elopement or “running away” is also considered an incident. Individuals who elope frequently will have an elopement protocol that you will be trained on before starting with the individual. Unless the individual’s elopement protocol states otherwise, ***you should call 911 immediately*** when you can no longer see the individual. Call your supervisor as soon as it is safe to make a call. Your supervisor may have you assist in completing an incident report and/or a maltreatment report.

A mental health crisis is also considered an incident. If your attempts to de-escalate the individual during a mental health crisis are not successful, ***you should call 911 immediately***. Call your supervisor as soon as it is safe to make a call. Your supervisor may have you assist in completing an incident report and/or a maltreatment report.

If you are ever unsure if you should call your supervisor about an incident or injury, ***call***. Your supervisor will be able to provide direction and support during an incident or injury. Remember, it is important that you inform your supervisor after ***any*** incident or injury, even if 911 was not called or if the injury seems minor