

Responding to Community Members and Employees in Crisis

Best Practices During Crisis Response

Do

- ✓ Only engage if you are comfortable doing so and feel safe.
- ✓ If a situation ever becomes unsafe, call 9-1-1.
- ✓ Treat all people with respect, no matter their circumstances.
- ✓ Make eye contact and connect with people as fellow community members.
- ✓ If possible, ask questions to help identify the right resource/number to call.
- ✓ Try to de-escalate the situation if possible.
The goal is to reduce the likelihood of escalation to physical violence. Use phrases such as "I understand you are upset" and "I'd like to try to help you."
- ✓ If conversation is not possible, use the resource guide and situational examples to determine who to call.
- ✓ Please take time to take care for yourself and recognize that this is a deeply painful community problem. These conversations are hard.

Do Not

- ✗ Do not approach a potentially violent situation.
- ✗ Do not approach a situation with anger or a raised voice. This will escalate a situation and make resolution more difficult.
- ✗ Do not permit individuals to store personal items at your business.
- ✗ Do not offer money to individuals. Instead, try to connect individuals to the services they need, and contribute to organizations that provide community services as you're able.

WHEN TO CALL 911

Call 911 in the event of a medical emergency, a situation that could or does pose a danger to life, property or both. Also call 911 to report a serious crime, such as physical assault, robbery, domestic violence, or sexual assault.