A Physically Safe Environment

The Three Harms
Is this person that I’m talking to physically and emotionally safe?
» Risk of being harmed – abuse or neglect
» Risk of harming others – threatening, abusing or neglecting
» Risk of harming themselves – injuring self, suicide or eating disorders

Triage Harm
Does the level of urgency require immediate attention?
» ‘Heart attack’ urgency
» Ask direct questions
» Identify confusion, avoidance, risk or intent
» Don’t sleep on it

Based upon your evaluation
» When necessary immediately call 911 to request a “wellness check”
  ✓ One of the 3 harms is potentially a life/death risk and you can’t be reassured that the people involved are safe
  ✓ Talking in person: attempt to keep the person with you (but don’t prevent them from leaving)
  ✓ Talking over the phone: attempt to keep the person talking and try to find someone else to call 911 for you

» Always call your point staff member from your campus
  ✓ you are satisfied that one of the 3 harms is not potentially a life/death risk, or you have transferred the risk to 911 professionals
  ✓ thoroughly document the conversation in an email to your point staff member