

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