

# **Contacting 911: Behavioural Emergency Situation**

Rationale: During periods in which [name] appears to be in crisis, emergency services will be contacted.

**This should only be accessed when both support staff/family and/or person are at risk and the environment is unstable.**

Purpose: → To provide [name] with timely medical attention  
→ This response is to allow for additional care and attention to be provided in a more stable environment to minimize risk to self and others

Response: If [name] is presenting at risk to harm self or others, and staff/parent is unable to support him in a safe environment, they will call: **911**

## **Information to share with emergency services:**

### **Share with operator:**

- Review present situation in which [name] and/or others are at imminent risk (e.g. [name] harming self, striking/hitting others, serious destruction of property, etc.)
- I am calling regarding my [relationship to you] who is [age].
- I live at [address; address; include type of housing and unit] with [members of household].
- Person's name:                      Person's DOB:
- Relevant diagnoses:
- Include basic physical presentation of person (e.g., height, weight, if they use a mobility device)
- Include essential information about the person's communication (e.g., if they don't communicate verbally, receptive language)

- Include tips for successfully communication with [name]
- Provide any information that is essential to keep the person/ first responders safe (e.g., any challenging behaviours, common behaviours that are harmless but might be misunderstood, triggers)
- Indicate that the person is NOT armed with a weapon
- Share who is in the environment (e.g., support staff, other children, etc.)
- Review where you will greet first responders (e.g., if you are in an apartment, greet them in the lobby if possible)

**Prepare for First Responders:**

- All medications should be listed in a transparent plastic pouch (should include listing from the last delivery of medication from the pharmacy) together with a copy of person's health card
- A letter with specific instructions from the Family Doctor, if applicable (e.g., request to be brought to the hospital for inpatient evaluation)
- All recent medical issues should be noted including behavioural presentation, means of communication, etc. (The one-page profile could be helpful for this).
- Relevant community contacts to be listed, including:
  - Medical doctor/specialists
  - Community contacts involved with the person (e.g. therapists, case manager, LHIN care coordinator)
- Recent medical interventions and/or hospitalizations

**Notes:**

- Ensure go-bag is ready and accessible
- Caregiver to request to accompany person to hospital