**MODEL OPERATING PROCEDURES AND SAMPLE FORMS FOR HELPLINES:**

# **H.A-6 Emergency Response and Technical Operations Protocols**

## **1. Emergency Response Protocols**

### **1.1 Types of Emergencies and Response Procedures**

## **Immediate Danger Situations**

Response Protocol:

1. Assess immediate threat level
2. Obtain location information
3. Alert emergency services
4. Maintain caller connection
5. Document incident details

IMMEDIATE DANGER RESPONSE CHECKLIST

Call Details:

Date: \_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Caller ID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Threat Assessment:

* Physical violence in progress
* Weapons present
* Children in danger
* Medical emergency
* Perpetrator present

Actions Taken:

* Police notified (Time: \_\_\_\_\_\_)
* Ambulance called (Time: \_\_\_\_\_\_)
* Supervisor alerted
* Safe house notified
* Safety plan activated

Location Details:

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Access points: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hazards: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Landmarks: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Follow-up Required:

* Police report
* Medical report
* Case worker assignment
* Safety planning
* Service referrals

## **Mental Health Crisis Response**

Steps:

1. Assess suicide/self-harm risk
2. Evaluate mental state
3. Identify support systems
4. Connect with crisis services
5. Create safety plan

**MENTAL HEALTH CRISIS ASSESSMENT**

Risk Level Assessment:

* Immediate risk
* High risk
* Medium risk
* Low risk

Current Status:

* Suicidal thoughts
* Self-harm thoughts
* Panic attack
* Severe anxiety
* Depression
* Dissociation

Support Available:

* Family/friends present
* Mental health professional
* Previous counselor
* Crisis team contact
* Safe environment

Action Plan:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### **H.A-6 Emergency Communications Protocol**

## **Internal Communication Chain**

1. First Responder Actions
	* Assess situation
	* Alert supervisor
	* Document initial response
	* Maintain caller contact
	* Update case file
2. Supervisor Responsibilities
	* Oversee response
	* Coordinate resources
	* Contact management
	* Support staff
	* Review documentation
3. Management Actions
	* Activate protocols
	* Coordinate agencies
	* Monitor response
	* Review outcomes
	* Update procedures

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