

## Emergency Procedures

*In an emergency, all reasonable precautions must be taken to ensure the safety of all parties involved.*

*In all emergency situations, once it's appropriate:*

- Call Veronica Johnson (720-935-2663 x101) or your supervisor (if applicable)
- Document everything (all actions, phone conversations, persons talked to, etc.).

**If a client is SUICIDAL (has imminent intent to harm himself or herself):**

- If you are unlicensed, call your supervisor to consult.
- Assess if the person has others in their support system that would be willing to provide 24-hour watch. This is especially the case with clients who are minors. Make sure all means for the suicide plan are removed from their home (e.g. guns, rope, knives, blades, pills, etc.).
- If 24-hour watch is not a possibility, have the client call someone to pick them up and take them to the hospital (parent, friend, etc.)
- You may call Denver Springs for a free mental health assessment: 720-316-6879.
- Another option is to call the Castle Rock police at 303-663-6100 or 911 to escort the client to a hospital.
- Maintain supervision of the client until help has arrived, but **do not** transport the client personally. (During this time, you may prepare an Authorization to Release Information, and have the client sign it so you may communicate with hospital staff once the client is admitted.)
- Follow up with the hospital
- (See attached information on "Involuntary Hospitalization")

**If a client is HOMICIDAL (has imminent intent to harm someone else):**

- Get as much information from the client as possible – who the person is, where they are at, where they live, what their phone number is.
- Call the Castle Rock police (911) to inform them of the situation.
- Call the person who the client intends to harm.
- Arrange for safe transportation to a facility where screening for emergency hospitalization is possible (e.g. Peak View Hospital).

**In a client emergency OUTSIDE of ECC:**

- Get the current location of the client and a phone number where the client can be reached.
- Determine whether any other individuals are present.
- Call 911 and give them information about the situation and the location of the client.

**If there is a THREAT (e.g. client becomes violent):**

Get to safety.

Call 911.

**If you suspect CHILD OR ELDERLY ABUSE:**

- 1) Call to make a report based on the county in which the suspected abuse occurred.
- 2) If possible, contact your supervisor (if applicable) before you make the report.

Abuse Reporting Numbers

Adams County 303-412-5212

Thornton, Westminster, North Aurora, Bennet, Commerce City, Brighton

Arapahoe County 303-636-1750

Aurora, Centennial, Englewood, Littleton, Bow Mar, Columbine Valley

Denver County 720-944-3000

Douglas County 303-663-6270

Castle Rock, Highlands Ranch, Parker, Lone Tree, Larkspur, parts of Littleton

El Paso 719-444-5700

Palmer Lake, Monument, Colorado Springs, Falcon, Fountain, Manitou Springs

Elbert County 1-844-264-5437

Franktown, Elizabeth, Kiowa

Jefferson County 303-271-4357

Golden, Lakewood, Arvada, Wheat Ridge, Westminster, Morrison, Littleton, Edgewater.

Summit County 303-434-5437

Dillon, Breckenridge, Frisco, Silverthorne

Statewide 1-844-264-5437

Uncertain location