

## EMERGENCY

- An **EMERGENCY** is an accident or incident where police, fire, or ambulance are required.

**Call 911**

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## CRISIS

- A **CRISIS** is when there is imminent risk of physical or emotional harm to the person you serve or others that is not an emergency.
- The Crisis Line assists us in accessing a Trellis on call crisis worker after hours and on weekends to help with crises. The number to call is:

**■ Guelph and area 519-821-0140 or ■ Toll-Free 1-877-822-0140**

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## SERIOUS OCCURRENCES

A serious occurrence is an incident that has occurred and resulted in actual harm to a person we serve or to a contract worker while participating in the service, or has the potential to harm the person if not corrected. This can include serious injury or death, any alleged abuse or mistreatment, missing persons, disasters that occur where a service is being provided, serious complaints by or about someone we serve, use of physical restraint, and injury to contract worker as a result of unsafe environment or assault by a person we serve.

The Crisis Line helps us to access a Trellis supervisor or manager so that reporting protocols can be followed. The contract worker should take the following steps.

1. Deal with the emergency or serious occurrence as required.  
Call 911 or go to the hospital if needed.
2. Call the family or their emergency contact.
3. Call the Crisis Line and ask to be connected with the Trellis Supervisor/Manager on call in order to report a serious occurrence.
  - Follow the direction given by the Supervisor/Manager.
4. Call the Coordinator (or the Trellis staff member providing coverage in his/her absence) and leave a message.

**Please note that all accidents / incidents must be reported within 24 hours.**

**When reporting a serious occurrence during business hours (Mon – Fri 9 – 5),  
call your Coordinator.**