

## PREVENTION (more routine)

### Very broadly...Every day we:

Say hello, greet and welcome people, let know that they can be here  
Wander around, are present (everyone's job is engagement)\*  
Direct people  
Use signage (passive)  
Offer shaded space  
Create pleasant space  
Wear badges  
Generate ownership of space\*

**Resource, Resource Center + 8,600 ft sq, populated with community partners**

**Contracted high quality security company, due diligence**

### Proactive engagement...More actively and assertively we:

Provide trauma-informed care and Mental Health First Aid training to all employees  
Implement a problem-solving approach/calming engagement

Hand-off warmly

Provide services outside of building

Converse

Extend waiting areas to courtyard

Create cooling off space/pause place

Offer meeting space, relational space

Accept that homelessness generates transactional space

**Have stated/reviewed Client Rights and Responsibilities and formal grievance policy**

**Neighborhood outreach**

**Work with APD Valley Area Command in its community policing and problem-solving capacity**

**Active Engagement on campus, Engagement Specialist role**

**Monitor all incidents, trending and management response**

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### Beginning intervention...To address potential escalation and/or emerging crises, we:

**1<sup>st</sup> Responders (internal, trained team)**

Write down license plate #s

Nose around, confront/ask questions

Request different behaviors (*Q: Do we establish expectations for behavioral norms?\*)*

Provide de-escalation training to all employees

**Intentional continuity in physical presence of staff**

**Contract security, presence**

Ask people to leave for the day

**Assign therapist-of-the-day**

COEs

**Code Blue**

### Crisis intervention...To handle actual crises, when all else fails, we:

Call CIT, or 911, or 242-cops non-emergency line

Implement separation

Obtain restraining orders (legal) and criminal trespass orders

Evacuate or lockdown

Security intervention

## INTERVENTION (less frequent)