**EMERGENCY PROCEDURES**

**MEDICAL**

In medical emergencies involving clients or volunteers which are life threatening or require immediate attention, a team member should call **911** and someone from the team should stay with the injured person until medical help arrives.

**OTHER**

If client is acting out, first ask them to correct behavior. If they don’t, ask them to leave and then if there is no compliance let them know you will call 911.

If at any time a volunteer feels that they or anyone else is in danger by a client’s actions/words, the following actions should be taken:

1. IF IMMEDIATE DANGER—CALL **911**
2. If a client has seriously threatened someone not present, for instance a relative or neighbor, privately call the Non-Emergency McKinney Police number after the client has left. **972-547-2700.**

**REPORTING**

A report should be written describing any incident involving a call to 911 or the non-emergency police number and emailed to the director the same day. Incidents should also be recorded in client’s file under comments.