AHCH Framework for a Healthy and Safe Campus Environment

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
- 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**

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

**1st 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)

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Rev 8/30/2017

**LEGEND:** Bold=formal system or structure; *things we've identified that we can do better.

**SUPPORTING REFERENCES:** Workplace Violence: Prevention & Intervention, Guidelines for Homeless Services Providers, Proffitt, BJ, National HCH Council, HCH Clinicians’ Network, August 2011, Updated Edition; NHCHC/NCAB 2016 Survey Results; AHCH client surveys and focus groups

**PEER INFORMANT INTERVIEWS:** Homeless Healthcare- LA; Central City Concern-Portland, OR; HCH Baltimore.