

Sample Critical Incident Procedure:

### After-Hours Programming Critical Incident Procedure

If your agency’s program activities include after-hours work with clients, critical incident procedures during these times should be clearly defined. After-hours is considered any time your agency’s program office is not open, including non-working days. If an emergency arises or a case requires consultation, staff should have clear guidance on procedures for contacting emergency responders and supervisors.

Staff should not have contact with clients outside of program office hours unless it is due to scheduled after-hours programming. Staff should not work alone with clients after hours; see the Consider Agency Scope section of this toolkit for more details. If a client contacts staff outside of working hours, please refer them to community emergency responders and support hotlines.

In the event of an incident during after-hours programming, staff should contact [LOCAL ON-CALL NAME] at [XXX-XXX-XXXX] for consultation and to inform them of the incident as soon as possible.

If they are not available, contact:

* [SECOND DESIGNATED OFFICE CONTACT NAME] at [XXX-XXX-XXXX]
* [THIRD DESIGNATED OFFICE CONTACT NAME] at [XXX-XXX-XXXX]

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