

Sample Critical Incident Procedure:

### Virtual Programming Critical Incident Procedure

In a virtual setting, staff have limited control over the environment and outcome. Clients can choose to end the session at any time and not answer their phone.  For this reason, staff should assume that every encounter could be one where they need to contact emergency responders. By collecting information early on, staff will be prepared for protection issues should they arise.

At the beginning of each session staff should always:

* Verify client contact information, including current location address and phone number
* Ask who else is with the client at their location (e.g., spouse, children)
* Remind clients of confidentiality policies, with an emphasis on the limits of confidentiality
* Discuss plans to follow up if there are technology issues

Program leadership should develop clear steps for escalating cases in a virtual setting.  Staff may not have the support of team members in a nearby office, or easy access to supervisors. Methods of seeking support and consultation may include emergency message channels to be monitored in real time, or simply the cell phone number of an on-call staff member. Staff are encouraged, when possible, to continue the session with clients while seeking consultation.

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