### Incident Response Conversation Guide for Teams

The following steps will assist the team when responding to an incident or problematic event. The Steps listed in the Left hand column are intended to guide you through the process. The Probes in the Center column provide structure for team conversations on understanding the incident or event and planning for responding. Not all questions will be applicable to every situation.

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<th>Steps</th>
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| **Insure** the safety of the person | • Is the person safe now?  
• Is first aid/medical treatment needed? Being provided?  
• Are other risks evident (e.g., fire/safety hazard, lack of adequate food, shelter, water, or heat, broken adaptive equipment, sanitation)?  
• What interim measures have been taken to protect the person? Other persons (as appropriate)? |           |
| **Notify** legally required entities (as appropriate) | • Child, Adult, or Older Adult Protective Services  
• ODP  
• AE  
• Family/Guardian/Advocate  
• SC  
• Provider  
• Licensing  
• Police |           |
| **Check** for completeness of information | • Have the “who”, “what”, “when”, and “where” questions been answered?  
• What aspects of the incident need to be further explored? |           |
| **Inquire** into inconsistencies | • Are there unanswered questions about this incident?  
• What additional information is needed to clarify these conflicts? |           |
| **Document** details | • Has the documentation of the incident or event, including clarification of inconsistencies been completed?  
• Have risk mitigation actions and developed strategies been documented within the ISP? |           |
| **Explore** causes of the incident or event | • Have all “why” questions been answered?  
• What factors may have contributed to the incident/event? (staffing or persons providing supports, other people receiving supports, equipment, leadership, resources, policy, communication systems)?  
• Has the person had related experiences? Can a pattern be identified?  
• Is other input needed for analysis (e.g., nurse, physical therapist, behavior analyst)?  
• Have significant changes in the person’s life been explored? |           |
| **Note** necessary additions/revisions to Mitigation Actions | • Any risk mitigation actions already in place? Are they effective?  
• Has long-range planning been conducted to minimize risk to this person or others? |           |
| **Track** actions for follow-up | • Is there a tracking system for timely follow-up actions?  
• How will the team determine effectiveness of mitigation actions? |           |