

AE-108

Crisis & Safety Information

Emergency procedures, crisis response, and how we keep the home prepared.

Aeternum is prepared for emergencies so that residents never have to be. This guide describes how staff respond in a crisis, what emergency procedures are in place, and who to call. Staff train on these procedures at hire and refresh them regularly; residents review the parts that involve them at move-in.

Immediate help — any time

Situation	Who to call
Life-threatening emergency	911
Mental health crisis, anywhere in the U.S.	Call or text 988
Washington County crisis line	503-291-9111
Poison control	1-800-222-1222
The home, 24 hours a day	(971) 317-2199
Home Director / on-call	(781) 309-8976
Report suspected abuse or neglect	1-855-503-SAFE (7233)

Our approach to crisis

We use trauma-informed, person-centered crisis response. That means we look for the distress behind the behavior, respond with calm and choice rather than control, and use the least intrusive step that keeps everyone safe. Staff are trained in de-escalation, first aid, CPR, and each resident's individual safety plan.

- 1 Notice early. Staff know each resident's early signs of distress and check in before escalation.
- 2 Reduce the pressure. Lower stimulation, offer space, water, quiet, a walk, or a preferred coping strategy from the person's own plan.
- 3 Offer choices. Simple, real options restore a sense of control.
- 4 Bring in support. A trusted staff member, a phone call to a chosen person, or the resident's clinician.

- 5 Escalate only if needed. Crisis line, mobile crisis team, or 911 when there is immediate danger.
- 6 Debrief and learn. After everyone is settled, we talk it through with the resident and update the safety plan.

Important — Seclusion and physical restraint are not used as behavior management at Aeternum. Any emergency physical intervention would be limited to preventing immediate serious harm, documented, reviewed, and reported as Oregon requires.

Individual safety plans

Each resident has a written safety plan created with them, covering their early warning signs, what helps, what makes things worse, who they want contacted, preferred coping strategies, and any advance directive for mental health treatment. Plans are reviewed regularly and after any significant event.

person to the hospital.

- Family or the designated contact is notified promptly.
- Staff coordinate hospital follow-up, discharge planning, and the return home.

Fire and evacuation

- Smoke and carbon monoxide detectors are installed throughout and tested on schedule.
- Fire extinguishers are mounted in the kitchen and on each floor.
- Evacuation routes are posted; the meeting point is at the front sidewalk.
- Drills are conducted regularly, including at night, and documented.
- Individual evacuation support needs are recorded in each resident's plan.

Severe weather, power, and utility outages

- Emergency supplies on hand include water, shelf-stable food, flashlights, batteries, blankets, and a first aid kit.
- Backup plans cover refrigerated medications and powered medical equipment.
- Winter storm, wildfire smoke, and heat protocols follow county public health guidance.
- Relocation arrangements are identified in advance if the home becomes unsafe.

Missing resident

Residents are adults and free to come and go per their plan. If someone is unexpectedly absent and there is a safety concern, staff search the home and immediate area, attempt phone contact, contact known locations and supports, notify the designated contacts and guardian, and file a missing person report with law enforcement without waiting for an arbitrary time to pass.

Infection prevention

- Routine hand hygiene, cleaning, and disinfection of shared surfaces.
- Illness screening and separation of a resident who becomes sick, with care and dignity.
- Personal protective equipment stocked and staff trained in its use.
- Vaccination access supported for residents and staff.
- Reporting of communicable disease to Washington County Public Health as required.
- Coordination with public health on outbreak guidance and visitor precautions.

incident review to improve staffing, training, the environment, or an individual plan.