

HELLO JASPER

If a staff member telephones and begins the call with "Hello Jasper", they are in need of URGENT ASSISTANCE. Proceed with asking the following questions, taking ALL information down and seek assistance from a co-worker to stand-by for additional help such as calling 000.

The questions are posed so that only a YES or NO response is required, to avoid any potential escalation of the situation.

1. Are you in danger and in need of urgent help?
2. Does your supervisor or a co-worker know where you are right now?

If NO - Can we find your location in your calendar or your roster?

IF NO - can you safely tell me your location?
3. Is there anyone else with you?

If YES - can you safely tell me who is with you?
4. Do you require Police?
5. Do you require an Ambulance?

If YES, are you injured?
6. Do you require the Fire Department?
7. Can you stay on the line until assistance arrives?