

## Managing the Changing Needs of Your Center's Consumers and Staff while Navigating Negative Community Attitudes: Keeping Your Consumers and Staff Safe: Chat Box Content

00:25:34 Vicki Smith: My apologies, I have lost my voice and my internet is going in and out.

00:30:06 Aerius Franklin: Thank you for joining the Managing the Changing Needs of Your Center's consumer and Staff while Navigating Negative Community Attitudes: Keeping Your Consumers and Staff Safe. Please remember to put your Questions in the Chat as well.

00:31:02 Vicki Smith: We provide most of our services in the community including the consumers home. so we rarely have people in our office.

00:31:38 Jackie Curtis: Vicki how do you remain safe while in a home

00:35:10 Vicki Smith: Staff make the call about their feeling of safety, if they are uncomfortable we talk with them about strategies to leave. Alex is giving specific strategies.

00:38:22 Sequoia Commins: I would park on W Academy St to the right of the three way stop

00:38:44 Amy Lariviere: Can you park at the Elementary School?

00:38:52 Maniesha Buck: School release and parking restrictions for school zones

00:39:07 Merri: I would plan to park at the school.

00:39:13 Maniesha Buck: They might be time referenced as well

00:39:57 Merri: I may try and drive by the day or two before just to make some plans about where to park and what might be going on at that particular time of day.

00:42:54 APRIL Office (She/Her): If you have a question, please make sure to put that in the Q&AQ section versus the chat to make sure your question doesn't get lost within the chat discussion. Thanks!

01:02:09 Mary Worthington: Make sure there is good lighting during meeting.

01:16:35 Merri: One time I had a lady tell me to park in her garage. I had only spoken with her on the phone so was not comfortable parking in the garage. Maybe I watch too much Dateline. I parked in the drive way and walked in through the garage instead. She was only being kind but it made me nervous so I was unwilling to do it.

01:19:28 Lisa Bonie, NNCIL: While it's definitely not easy we prefer for two staff to go together. Always a witness. No room for accusations of inappropriate touching, this goes both ways.

01:20:19 Sequoia Commins: Lisa, this is what Tri-County Independent Living does as well. We also only let clients in the office if there are two staff in the office as well.

01:36:09 APRIL Office (She/Her): Columbia Suicide Severity Rating Scale:

[https://cssrs.columbia.edu/wp-content/uploads/C-SSRS\\_Pediatric-SLC\\_11.14.16.pdf](https://cssrs.columbia.edu/wp-content/uploads/C-SSRS_Pediatric-SLC_11.14.16.pdf)

01:37:49 APRIL Office (She/Her): Vicky, if you email me the policy, I will add to the list of resources on your conference session page for everyone to access. aprilinfo@april-rural.org

01:37:55 Jamie Whitfield: My biggest suggestion: Don't minimize their emotions.

01:40:49 Jamie Whitfield: I think the current term used is 'completed' suicide

01:42:01 Alex Mikowski: completed or died by suicide are both accepted by most  
01:42:43 Jamie Whitfield: Has anyone used or had experience with 988 yet?  
01:45:17 Amy Burns (she/her): Great info and resources - thank you!  
01:45:47 Jamie Whitfield: 🙌  
01:45:47 Amy Lariviere: Thank you so much! Very informative!  
01:46:30 Amanda K: Very helpful resources and info!  
01:46:45 Alex Mikowski: thank you all for attending. feel free to reach out with any  
questions  
01:47:01 Amy Lariviere: Feel Better Vicki!!