

Worst Case Scenario Guide for Remote Workshops

If any of these things happen, notify your Director immediately afterward.

What do I do if someone falls or sustains a physical injury?

- **Facilitator:** If the person is conscious, ask if they are alright. Ask the moderator to talk to them in a breakout room. Resume the session with the rest of the group. If the injury seems serious, end the session for everyone else and tell them you'll follow up with them later. Let the Moderator continue to speak with the injured person.
- **Moderator:** Immediately look up the person's full name, address and emergency contact. Take the participant into a breakout room. If the person is unconscious or unable to call 911, call 911 with their information prepared. If the person is conscious and able to communicate clearly, and ask what assistance they need. Call their emergency contact if needed. Stay on the line with them until they receive assistance.

What do I do if someone expresses severe emotions, depression, or suicidal ideation?

- **Facilitator:** Empathize with the person expressing these emotions and tell them you'd like to follow up with them after the session. After the session, refer them to the appropriate resource:
 - Disaster Distress Hotline (for emotional distress): 1-800-985-5990 (Dial 2 for Spanish)
 - National Suicide Prevention Lifeline: English: 1-800-273-8255 / Spanish: 1-888-628-9454
 - LA County Department of Mental Health Access Center Helpline: 1-800-854-7771

What do I do if someone shares that a family member or close friend has passed away during the course of the workshop?

- **Facilitator:** Empathize with the person expressing these emotions and tell them you'd like to follow up with them after the session. After the session, refer them to the appropriate resource:
 - They can ask their healthcare provider about availability of grief counseling
 - LA County Department of Mental Health Access Center Helpline: 1-800-854-7771

What do I do if someone thinks they may have contracted COVID-19?

- **Facilitator:** Refer them to their physician immediately and make sure they call prior to presenting to the providers facility. They often specify a specific entrance for the person to enter the facility.

What do I do if someone shares that they or a family member have become ill with COVID-19?

- **Facilitator:** Empathize, thank them for sharing and connect with them after the workshop session to share the following resource:
 - Disaster Distress Hotline (for emotional distress): 1-800-985-5990 (Dial 2 for Spanish)

What do I do if someone shares that they have a vital need (food, hygiene items, home care) that is not being met?

- **Facilitator:** Problem-Solve with the group. Mention to the group that there are some resources that may be helpful, and that you will be happy to share them at the end of the session. At the end of the session, share the following phone numbers:
 - California hotline for services and support for older adults: 833-544-2374
 - Los Angeles County meal services: 1-800-510-2020
 - Los Angeles County Department of Mental Health: 1-800-854-7771