

STEL CRISIS MATRIX ORDER OF ACTION

Treatment Apartment Program

NATURE OF CRISIS	1	2	3	4
FIRE	GET OUT	911	OFFICE	CR
- AFTER HOURS	GET OUT	911	CR	
GAS EMERGENCY	GET OUT	911	OFFICE	CR
- AFTER HOURS	GET OUT	911	GAS COMPANY	CR
UTILITY PROBLEM	OFFICE	CR	UTILITY COMPANY	
- AFTER HOURS	UTILITY COMPANY	CR		
INJURY OR ILLNESS REQUIRING MEDICAL ATTENTION	911 - AMBULANCE	OFFICE	CR	
- AFTER HOURS	911 - AMBULANCE	CR		
VICTIM OF A CRIME	OFFICE	CR		
- AFTER HOURS	911 OR LOCAL POLICE DEPARTMENT	CR		
DANGEROUS PROBLEM WITH NEIGHBORS	OFFICE	CR		
- AFTER HOURS	LOCAL POLICE	CR		
SERIOUS PERSONAL PROBLEM	OFFICE	CRISIS LINE		
- AFTER HOURS	CRISIS LINE	CR		

During working hours staff can be reached at: _____

Office hours are between: _____

**Your local CR can be reached at: _____

*****Please note CR's should only be called for after hours emergencies OR you are not able to reach apartment staff during business hours.***

Electric Company Phone: _____

Gas Company Phone: _____

Non-Emergency Police Phone: _____

Crisis Hotline Phone: _____