



E. Did any of the following Category II Critical Incidents occur in the program this quarter?

a. Assaults and battery regardless of whether medical intervention is required:

- Yes
- No

If yes, describe how the program and staff addressed patterns or challenges to mitigate future incidents? Please note any support needs that KCRHA could provide to your program with addressing these challenges.

b. Any incident where public safety-first responders (i.e., police, fire, EMS, DCRs, etc.) **did not** respond to a client, program, service or facility when requested and there was a negative impact on the program, staff, or clients (ex. police or DCRs **did not** arrive);

- Yes
- No

If yes, describe how the program and staff addressed patterns or challenges to mitigate future incidents? Please note any support needs that KCRHA could provide to your program with addressing these challenges

c. Any program exit or termination of services of a client due to bias incidents (i.e. acts of prejudice that **are not** criminal in nature and **do not** involve violence, threats, or property damage) including those targeting LGBTQ community members, global majority, and/or gender-based violence (trans, two-spirit etc.).

- Yes
- No

If yes, describe how the program and staff addressed patterns or challenges to mitigate future incidents? Please note any support needs that KCRHA could provide to your program with addressing these challenges.

F. *For Outreach only*, what is the number of (duplicated) outreach contacts made this quarter?