



WISCONSINWELL

PLAN FORWARD



SPEND TIME IDENTIFYING WHAT COULD GO WRONG

Planning forward is an essential aspect of building and supporting a safety culture. Rather than being reactive to situations and events, the team works to be proactive. Planning forward increases the likelihood that decisions will be thoughtful, intentional, and systematic, rather than last minute and isolated. Consistently safe decision-making is the result of open-minded, adaptive learning and shared accountability across a team. The nature of human service work, often highly pressured and under-resourced, requires multiple professionals to collaborate as seamlessly as possible. Getting into the cadence of "planning ahead" is central to anticipating and resolving the unmet needs of families, and addressing impending risk factors before they lead to harm.

Contingency Plans

Huddles

Checklists

Scene Safety Guidelines

Contact Us



<https://iph.uky.edu>



www.thewisconsinwell4cw.com



CONTINGENCY PLANNING



A reflective, mental strategy where you imagine a future state, when a plan has been put into place but failed. The strategy is useful because, in some cases, we know how a plan is likely to fail. Taking the time to think through likely failures gives an opportunity to proactively create safeguards.

Key Concepts

Contingency planning should follow these simple guidelines. In thinking about your work with a child/youth/family, walk through the following scenario.

- 1 You've engaged the family in response to an event.**
- 2 The desired plan set to be put into place has happened, but...**
- 3 The plan has failed...**
- 4 What went wrong?**
- 5 With the outcome of contingency planning in mind, a revised plan is considered.**



Implementation



Contingency planning can be built into any planning meeting, or huddle. They are intended for situations when the possibility or likelihood of failure seems high.

Practice Example

A child is moving to live with his father. You are concerned due to the father's mental health needs and general challenges in raising a child with autism. You consider the father's limited social supports and disconnection from broader parenting communities. Through contingency planning, a more robust plan is developed, where the father will be supported as he connects to local and social media-based support groups for single fathers as well as parents raising children with autism.

Links to Related Strategies

Checklists

Huddles

Scene Safety Guidelines



HUDDLES



In human service work there exists a level of volatility, ambiguity, and complexity similar to other safety-critical settings. Consistently safe decision-making is the result of open-minded, adaptive, shared accountability among a team. Getting into the cadence of “planning ahead” is central to projecting and resolving risk factors before they lead to harm.

Key Concepts

Prepare

P

- Ensure team members have what they need to prioritize case activities (e.g., referrals assigned, case logs, overdue reports).
- Organize the materials the team needs (e.g., case assignments, family contact logs, overdue cases or work, information on any incident reports/new referrals on open cases, etc.)

Review & Anticipate

R

- State the purpose: to update and anticipate
- Provide team-level updates (e.g., case closures, caseload data, overdue #s)
- Facilitate case-level updates
- Anticipate care needs/challenges with questioning. Always ask “What are you concerned about?”

Enact

E

- Mobilize resources to remove barriers.
- Expect team members will experience challenges throughout the day. Build resilience and team-shared meaning with an eliciting/evoking style and closed-loop communications.

Promote Resilience

P

- Close each huddle with a statement that reinforces safety culture and promotes resilience.

Implementation



- Standing is better than sitting
- Keep it short (no more than 15 minutes)
- Start and end on time

Huddles are used successfully in many safety-critical settings and can be used in a variety of ways:



- At the start of each day
- At the start of each week
- Before important planned events
- Before responding to an emergency (if time allows)

Links to Related Strategies

Contingency Plans

Checklists

Scene Safety Guidelines





CHECKLISTS



A helpful tool, especial for safety-critical tasks. They can be used to help build strong casework practice and for remembering relevant details during infrequently conducted tasks. Though checklists can be meaningfully used to list steps on a variety of issues, teams may find checklists are most useful during crucial safety moments.

Key Concepts

As an abiding principle, checklists need to be:

- ✓ **Readily-Accessible**
- ✓ **Clear**
- ✓ **Concise**
- ✓ **Relevant**
- ✓ **Easy to Use**

Be mindful of not creating unnecessary checklists or getting in the habit of marking off checklists without truly reflecting upon each item.

Things to Consider

- Are there checklists we don't have that would be useful for organizing our work?
- Do the checklists we have currently help us more effectively care for children and families?

Implementation

- Identify the areas of your work that would benefit from adding or adapting a checklist.
- Brainstorm item to be included in the checklist
- Review with your team to ensure clarity of language and clarity of purpose

Practice Example

When coordinating weekend respite care for a child with diabetes, the case manager and parents collaboratively consult a checklist to ensure the correct supplies, emergency contacts, education, and medical contacts are given to the caregivers.

Links to Related Strategies

[Contingency Plans](#)

[Huddles](#)

[Scene Safety Guidelines](#)



SCENE SAFETY GUIDELINES



Scene Safety actually begins prior to arriving on the scene. It is about thoughtful preparation and planning before you ever reach the home. Once at the home, it is important to assess the scene for safety. Think EMS arriving on a scene. Their first priority is to not add another victim to the scene (as in themselves!) Only if you have assessed the scene to be safe, do you approach the home.

Key Concepts

Plan for the Visit

- Familiarize yourself with where you are going.
- Go in pairs - partner up with a buddy
- Sign-in and out - Ensure your supervisor knows where you are going and when you plan to return. Consider use of technology to support location tracking.
- Call ahead, if appropriate, to confirm address and any potential safety hazards (e.g., ask about presence of firearms).

Traveling to the Site

- Make sure vehicle is well maintained with plenty of gas.
- Be observant of the situation and your surroundings.
- Park on the street and avoid the driveway, if possible.
- Look for "No Trespassing" signs. Be cautious and aware of "Beware of Dog" signs
- Bring only what is necessary, so you can swiftly exit if needed.

Situational Awareness

- Consider this mantra: "I'm present, I'm in the moment, I am aware of my surroundings."
- Stay close to exits and ask kindly for people not to block exits. Make this is routine request - not only made once escalation has occurred.

Cross Monitoring

- Commonly referred to as "watching each other's back,"
- Used by fellow team members to help maintain situation awareness and prevent errors.
- It is the action of monitoring the behavior of other team members by providing feedback and ensuring that procedures are being followed appropriately.
- It is not a way to "spy" on other team members; rather it is a way to provide a safety net or error-prevention mechanism for the team.
- Allowing teammates to assess your scene safety practices will help everyone refine their skills and build strong habits.

Defusing Techniques

- Stay calm, listen attentively to keep a situation from escalating.
- When a person starts to get loud, try speaking more softly. They will need to quiet themselves to hear you.
- Avoid sudden movements and confrontation. Do not engage in argumentative behavior.
- Respect individual space for yourself and others.

Links to Related Strategies

Contingency Plans

Huddles

Checklists

