



## Call Matrix

<b>Follow up with Report or Email</b>	<b>Call Asst Chief/Chief</b>
Resident refuse testing or search (UA, BA, pat down)	Large amount of major contraband found (drugs, alcohol, unknown substance, etc)
Food shortage (requiring food purchase)	New arrival late or no show
Food shortage (not requiring food purchase)	Resident Arrest
Refuse psychiatric medication	Escape
Resident needs a non-UA related itinerary approved	Major damage to dorm house (fire, flooding, severe weather, etc)
	Outage of building utilities (heat, water, electrical)
	Bomb or terroristic threat
	Destruction of property including vehicles
	PREA Incident
	Fight with or without bodily injury
	Use of Force
	Resident under the influence (police and EMS called)
	Resident illness or medical need (including covid)
	Resident Death
	Suicide attempt or update for suicide watch/concern
	No bed space
	Lockdown
	Resident threatens anyone (including staff)
	Domestic accusation including H/C cases
	Resident late from pass (with or without contact, exceed 20 minutes; could be upgraded to escape)
	Infestation (contact maintenance for treatment)
	EMS, Police, Fire called
	Employee schedule conflict (sick, no relief)