



## Critical Situations During Building Operations Scenarios

Any of the following scenarios could occur in almost any supportive housing site. This list could be used to supply breakout scenarios in conjunction with a training on responding to critical situations. It could also be used over the course of several months as part of an ongoing collaboration between different departments to create response protocols.

1. A caseworker visits a tenant in her room. She has been difficult to engage and the caseworker is pleased to be invited. The worker finds a room that is piled with stuff leaving only a narrow path to her bed. The tenant tells the worker that she is working on a project that will make her very rich and asks the worker not to tell management about all the stuff in her room.
2. A tenant has been the source of numerous complaints from his neighbors, mostly for noise. He is behind on his rent and frequently intoxicated. The service team has been trying to work with him but he has refused all assistance. The tenant receives an eviction notice and he goes in to talk to the management team. He states that he got mugged and then missed his entitlement appointment, which is why he is behind on his rent. He tells the manager that he wants to pay his rent and remain a tenant but he just has bad luck. He says he has tried discussing these things with services, but they are not helpful.
3. A tenant with HIV/AIDS has dementia. He has been leaving the stove on and leaving his room. The resident manager comes to social services and tells them this situation is an emergency and something must be done immediately.
4. A mentally ill woman finally moves into a building after a year of outreach by the service team. She is now compliant with medication and has a good relationship with her case manager. The only problem is that she spends most of her day standing outside the front of the building smoking cigarettes and drinking coffee. Management has received numerous complaints from neighbors.
5. A frail, mentally ill man is beginning to decompensate and has been screaming in the night. Social services staff has been working with his doctors to adjust his medications and his behavior does not yet warrant hospitalization. His neighbors are complaining and they are angry at both management and services for not doing anything about their complaints.
6. As winter approaches a tenant with a long history of homelessness begins bringing his buddies into the building. He often has two or more people sleeping on his floor. The guests are not disruptive but they make other tenants uneasy.
7. Smoking at the front desk is against the house rules. However, the night shift security person smokes and often lets tenants smoke with him.

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Note: This document is included within the *Housing Operations* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at [www.csh.org/toolkit2](http://www.csh.org/toolkit2). This document has been adapted from CSH's publication *Not a Solo Act*, which is available at [www.csh.org/publications](http://www.csh.org/publications).

8. A tenant accidentally cuts himself and leaves blood in the hallway. While social services staff is dealing with the tenant, the maintenance worker cleans the blood. Later, another tenant tells the maintenance worker “that was probably AIDS blood.” The maintenance worker goes to social services demanding to know whether or not the tenant has HIV/AIDS.
9. In the middle of the night one of the tenants comes downstairs and tells security that he’s “had it” and won’t be seen after tonight.
10. The management staff intake worker notices that a percentage of the working applicants are withdrawing from the interview process. The latest applicant explained that she did not want to live in a building for “drug addicts and crazy people.” The worker is concerned that the concept of the building will be compromised if this continues to occur.
11. The building is in the process of certification of Section 8 and all the rooms need to be inspected. One of the tenants, who used to be very cooperative, now refuses to let anyone in his room. The management staff asks social services to intervene.
12. One of the tenants has just died.
13. One of the male tenants signs in a male visitor as an overnight guest. The security staff begins to smirk at them. The tenant complains to social services staff.
14. A tenant with HIV/AIDS has become noticeably more frail over the past few weeks. You observe that the other tenants seem to be avoiding him. Now, at a holiday meal, he is sitting at a table by himself.