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Course Entry

PROCEDURE

Know Your Role and Limits: Name - Check - Activate - Assign - Confirm. Receive and Prepare: Locate - Clarify - Screen - Separate - Route.

MOVE WHEN

Role, urgency, uncertainty, access, current owner, and initial route are explicit.

RETURN WHEN

Authority, source, location, urgency, access, ownership, or route changes.

8

Decide What Happens Next

PROCEDURE

Recheck - Choose - Carry - Own - Open. Choose repeat, adapt, advance, consult, escalate, or transition.

MOVE WHEN

SAFE can step back and each unresolved condition is an owned CARE action with timing, first action, and return route.

RETURN WHEN

Evidence, arrangement, ownership, timing, capability, or route changes or fails.

13

Complete, Continue, or Reopen

PROCEDURE

Review - Reconcile - Verify - Resolve - Decide - Explain - Record.

MOVE WHEN

Evidence and Decision Authority support complete, deliberate continuation, accepted transfer, or precise reopening.

RETURN WHEN

Work, outcome, ownership, authority, usability, or a dependency remains open, unknown, or fails.

SAFE - IMMEDIATE RESPONSE

S

Secure

PROCEDURE

Look - Protect - Reduce - Organize - Decide

MOVE WHEN

The next action can occur without preventable added harm; remaining hazards have owners or emergency routes.

RETURN WHEN

Threat, medical, access, people, pressure, position, support, or ownership changes.

A

Assess

PROCEDURE

See - Hear - Check - Verify - Decide - Brief - Reassess

MOVE WHEN

Observed, Reported, Decided, Inferred, and Unknown information supports the next authorized decision.

RETURN WHEN

Facts, sources, condition, timeline, function, access, capability, or ownership changes.

F

Form Rapport

PROCEDURE

Prepare - Orient - Listen - Clarify - Adapt - Confirm

MOVE WHEN

Communication Access supports understanding, expression, correction, participation, and signaling change.

RETURN WHEN

Method, environment, language, privacy, trust, condition, understanding, or participation becomes unworkable.

E

Engage and Stabilize

PROCEDURE

Define - Engage - Focus - Change - Watch - Strengthen - Decide

MOVE WHEN

Observed function supports the Next Safe Action and remaining barriers, supports, owners, and failure route are explicit.

RETURN WHEN

Danger, communication, function, barrier, support, ownership, or transition conditions change or fail.

CARE - CONTINUING RESPONSE

C

Coordinate Resources

PROCEDURE

Define - Fit - Request - Confirm - Bridge - Respond

MOVE WHEN

A fitted route accepted the capability or an owned bridge and contingency are active; resource state is honest.

RETURN WHEN

Fit, access, timing, scope, usability, acceptance, support, ownership, or maximum wait changes.

A

Assure Continuity

PROCEDURE

Map - Protect - Assign - Transfer - Verify - Repair

MOVE WHEN

Functions and dependencies survive; ownership types, accepted transfer, receiving action, retained work, and verification are explicit.

RETURN WHEN

Person, shift, setting, service, record, dependency, owner, acceptance, action, or verification changes.

R

Record and Communicate

PROCEDURE

Capture - Attribute - Describe - Explain - Update - Communicate - Carry

MOVE WHEN

The durable record is current and attributed; purpose-specific communication carries minimum necessary open work.

RETURN WHEN

Facts, source, condition, rationale, owner, status, outcome, recipient need, privacy authority, or open work changes.

E

Ensure Follow-Up

PROCEDURE

Plan - Prepare - Reach - Verify - Repair - Reassess - Decide

MOVE WHEN

Connection and functional outcome have honest verification states; failed pathways and next movement remain owned.

RETURN WHEN

Contact, evidence, outcome, barrier, timing, trajectory, owner, promised action, or current condition changes.

COORDINATION GAP - INSIDE C

Support - Time - Own - Update - Reassess - Act

Update: what is happening; what is pending; next update time; what to do if conditions change.

WARM HANDOFF - INSIDE A

Prepare - Define - Brief - Accept - Connect

Sweep through Map and Assign before transfer. Release only after Verify confirms operational acceptance.

RESOURCE STATES

Selected - Attempted - Received - Accepted - Connected - Transferred - Completed - Verified

Exception states: unavailable, declined, delayed, failed. Contact is not outcome; arrival is not transfer; a task is not case completion.