

AHS' Prevention of Harassment and Violence Program

How team members can support each other during escalations

About co-worker support

(Adapted from British Columbia's Provincial Violence Prevention Curriculum)

- The most effective team approach is **planned**
- It is better to call for help early on to ensure safety for the person and for yourself
- Only one person leads a team intervention
 - Teams should know who will be the “lead” in de-escalations (e.g. assigned staff person)
 - Leads should be confident and competent to build the best rapport
 - Leads plan, make decisions, communicate, address safety and lead the debrief
- Only one person should talk (i.e. the person leading the de-escalation)
- If a staff member asks for help and someone else leads the de-escalation, he or she needs to stay to explain the situation
- Team support includes:
 - Physical presence
 - Removing safety hazards
 - Removing others/isolating the escalated person
 - Providing information about the situation
 - Calling 9-1-1

Tips for staff when harassment or violence is happening

1. Stop and observe
 - What do you notice about the physical and emotional status of the patient
 - What do you notice about the safety of the environment (e.g. weapons, tripping hazards)
2. Take action
 - Address any immediate safety concerns
 - Reduce the amount of stimulation
 - Remove chairs, people or objects from the immediate area
 - Bring the escalated person into a quieter area if possible
3. Show support
 - Help the staff member feel supported and not alone
 - Have 1 or 2 co-workers stand nearby, within eyesight of their co-worker (quiet physical presence) but not within eyesight of the patient
 - Show your support to the patient
 - Stand quietly nearby within eyesight of the patient
 - Wait for instruction from the person leading the de-escalation