



RESPONSIVE BEHAVIOURS

De-Escalation

Use the ABCDE's of de-escalation if responsive behaviours may lead to a threatening or dangerous situation.



ALLOW TIME

Attempt de-escalation strategies before calling a code white whenever possible. Slow down and stay calm.



BACK OFF

Respect the person's personal space. Getting in their space and engaging in a physical struggle will escalate the situation, so back off first if you can.



COMMUNICATE

Apologize if you have upset the person. Validate their feelings. Use body language that shows that you are not being aggressive, and you are there to listen to them, understand their situation and help them. Connect with them and then use clear concise directions or suggestions. They need to know you are on their side.



DISTRACT

Once you have connected with them, redirect them with something else. Remember, distraction will not likely work if you haven't connected with them first, but it is the essential next step. Meet a need.



ENTER THEIR WORLD

All behaviour has meaning. Try to see the situation from their point of view, and remember that they are driven by the survival parts of the brain. Don't argue, use empathy and understanding to connect and find the unmet need.