



DE-ESCALATION DOs AND DON'Ts: **IN PERSON**

Your safety is the highest priority



DOs

DON'Ts



1 Give your full attention and face the person.

1 Do not engage in side conversations or other tasks.

2 Model calmness and speak slowly.

2 Do not raise your voice.

3 Provide alternatives, offer choices, and encourage their ideas.

3 Do not question or challenge their statements.

4 Keep a safe distance.

4 Do not invade their personal space or get too close.

5 Have your hands visible and palms open.

5 Do not hide your hands, clench your fists, or cross your arms.

6 Keep workspace and counters clear of objects that could be used as weapons.

6 Do not leave heavy, sharp, or pointed objects on the counter.

7 Have an exit plan ready.

7 Do not turn your back, unless escaping.

8 If in imminent danger, call 911.

8 Do not hesitate to call for help from other staff or police.

If you are feeling unsafe, create space and ask for help.

Stay calm, take a breath, and notice your reaction.



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