

Tips for De-Escalation

Physiological Impacts

- Increased Breathing
- Muscle Tension
- Change in Vocal Chords and Pupils

Warning Signs

- Physical and Verbal Intimidation
- Threats of Physical Assault
- Heightened Anxiety and Vigilance

Aggression-Defusing Process

Step One: Awareness

- Self Check: Are you prepared to engage?
- Review Your Location
- Observe Their Behavior
- Decide Whether to **Engage** or **Disengage**

Practical Tips for Awareness

- Cycle Breathing
- Self-Talk Strategies
- Safe Distance
- Appropriate Eye-Contact

*If you choose to **Engage** follow below; for **Disengagement** turn page over*

Step Two: Containment

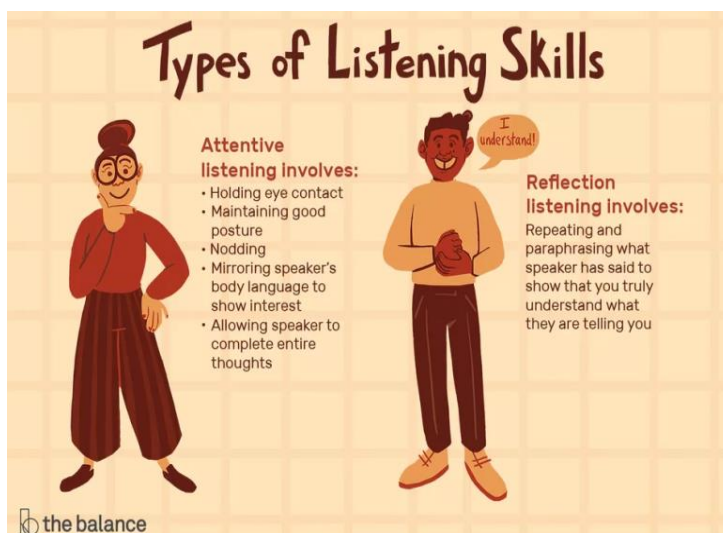
- Understand What is Pushing Their Buttons
- Utilize Effective Listening Skills
- Show Interest and Empathy

Practical Tips for Containment

- Neutral Body Language
- Speaking Slowly & Calmly
- Offer Food or Drink
- Find Common Interests
- Use "We"
- Give Individual Choices

*Switch Tactics If These Are Not Working (Or **Disengage**)*

"When you _____, I feel _____ because I _____, and what I'd like is _____."



Step Three: *Problem Solving*

- Prioritizing Issues & Identifying Interests
- Brainstorm Solutions
- Reaching an understanding

Disengagement

- Politely End Conversation**
- Ask Individual to Leave**
- Call Police If Necessary*
- Leave the Situation**
- Notify Appropriate People**

Step Four: *Closing*

- Thanking the Individual
- Reassuring Their Shame/Guilt (while not condoning behaviour)
- Clarifying Next Steps
 - Report Incident?
 - Meet Again?
- Debrief
 - Connect With Staff & Customers Present
 - Call Julie or Rachel to discuss incident and providing support

When to Call *Welcoming Streets Initiative*

- ❖ Individual enters your business escalated and in obvious distress
- ❖ Drug paraphernalia around your business
- ❖ An individual is sleeping or resting and needs to move along
- ❖ Panhandling

When to Call Emergency Services

- ❖ Individual is threatening physical violence
- ❖ Theft

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