

PERSON IN CHARGE – (Registered Nurse on Duty)

IF SITUATION ESCALATES BEYOND WHAT IS REASONABLY MANAGED

- □ REMOVE THREAT OF INJURY AND/OR WEAPONS BEING USED IN A NON THREATENING MANNER IF POSSIBLE AND SAFE TO DO SO.
- □ Person in Charge or designate CALL 9-1-1, and provide location and details of situation, including the presence of weapons (if applicable). Request immediate assistance.
- □ TAKE CHARGE – TAKE CONTROL.
- □ Request Support of staff but restrict the number of people at the scene to what is absolutely required.
- □ USE GENTLE PERSUASSION APPROACH techniques – show compassion and support, prevent injury and avoid harm.
- □ IF AFTER HOURS, notify the CEO/ED and the DOC.
- □ ASSIGN A STAFF MEMBER to meet the police at the building entrance and escort them to the scene.
- □ ENSURE available staff remains with the residents until the incident is under control.
- □ DO NOT initiate physical restraint.
- □ BRIEF the police upon their arrival.
- □ BRIEF the CEO/ED and/or the DOC upon arrival.

ALL STAFF

- □ USE GENTLE PERSUASSION APPROACH techniques – show compassion and support, prevent injury and avoid harm.
- □ VERIFY if a weapon is present and if so report this to your PERSON IN CHARGE.
- □ STAY with the person acting out and provide support. Ensure safe environment.
- □ REMOVE yourself and others from the incident if possible and advise Person in
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Charge or direct another staff to advise Person in Charge to attend to the incident.