

Stay alert to potential risks and know your employer's safety protocols and incident reporting procedures.

De-escalation Techniques

When emotions run high, these simple techniques can help diffuse tension:

- Speak in a calm, steady voice
- Validate concerns (e.g., "I understand this is frustrating")
- Offer clear solutions (e.g., "I'll bring my manager to assist")
- Use neutral body language—no crossing arms or sudden movements
- Redirect the conversation or involve support when needed

Resources and Training

Make the most of resources available to you.

Ask your employer about:

- Workplace safety training
- Risk assessment tools
- Support for handling challenging interactions
- Your workplace incident reporting process, debrief and post-incident action plans

Remember, your safety matters just as much as the service you provide.

Personal Safety Tips

Your safety comes first. Here's how to protect yourself in any situation:

- Keep a barrier (like a desk) between you and others
- Ensure access to an exit at all times
- Encourage calm by asking the person to sit
- When working alone, use safety apps or check-in systems
- Know when it's time to walk away—your well-being matters

If you're concerned about intoxication or substance use:

- Offer practical assistance, like water, a space to sit, or to call someone
- When necessary, contact supports such as a first responder, crisis line or community services

Additional Resources

Crisis Lines: 1-800-784-2433 or 9-8-8

Mental Health Support Line: 310-6789

Drug and Alcohol Info and Referral: 1-800-663-1441

Mental Health Services: helpstartshere.gov.bc.ca

Mental Health Information: heretohelp.bc.ca

Free Wellness Program: bouncebackbc.ca