

Stay alert to potential risks and know your production or venue's safety protocols, incident reporting process, and who to go to for support.

De-escalation Techniques

When emotions run high whether with an audience member, colleague or client, 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., "Let me check with the stage manager/shop steward/crew chief/department head/Front-of-House").
- Use neutral body language—no crossing arms or sudden movements.
- Redirect the conversation or involve support, such as another crew member, when needed.

Resources and Training

Make the most of resources available to you.

Ask your supervisor, stage manager, shop steward, crew chief, department head or Front-of-House Manager about:

- Workplace safety training or briefing.
- 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 show you provide.

Personal Safety Tips

Your safety comes first – onstage, backstage, on set or front-of-house. Here's how to protect yourself in any situation:

- If available, keep a physical barrier (equipment, tables or other objects) between you and others.
- Ensure access to an exit at all times.
- Encourage calm by asking the person to sit.
- When working alone, such as for load-out or at the box office, 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