

Addiction & Mental Health

Ten Domains of De-escalation

Ten Domains of De-escalation to Prevent Behavioural Emergencies

1. Respect personal space	Respect the patient's and your own personal space.
2. Do not be provocative	Avoid escalation by making sure your body language is congruent with what you are saying.
3. Establish verbal contact	Only one person should verbally interact with the patient. Introduce yourself, provide orientation and reassurance.
4. Be concise	Use simple vocabulary and repeat your message to the patient until it is heard.
5. Identify wants and feelings	Pay attention to both what the patient is saying and their body language.
6. Listen closely to what the patient is saying	Use active listening
7. Agree or agree to disagree	Find something about the patient's position that you can agree with.
8. Set clear limits	Establish limits in a reasonable and respectful manner.
9. Offer choices and optimism	Choice is a source of empowerment for a patient who feels physical violence is a necessary response.
10. Debrief the patient and staff	Helps to restore the therapeutic relationship and alleviate the traumatic nature of the intervention.