

RESPOND SAFELY to a critical situation

A

PAUSE TO **ASSESS RISK**

+

ASSIGN

AID LEADER

WATCH + LISTEN

ASSESS RISK

- Who is at risk?
- What is the level of risk?
- What more do we know about: the person? the environment? the lead up to the situation?

ASSIGN AID LEADER

- Am I ready to be the AID Leader?
- Who can support me?

I

INVESTIGATE

USE THEIR
PREFERRED
NAME

+

A FRIENDLY
GREETING

WATCH + LISTEN

AID LEADER APPROACH

- Allow space
- Be visible to the person
- Use open body language
- Use a calm voice



D

DO SOMETHING

VALIDATE
THEIR
EMOTIONS

+

RESPOND
TO THEIR
EXPRESSED
NEEDS

WATCH + LISTEN

DEBRIEF + DOCUMENT after situation resolved

DO SOMETHING

- Validate emotions: "I understand you're upset"
- Reassure them they are safe
- Move others away
- Modify environment: noise, light, temperature
- Respond to needs: pain medication, first aid, glasses, hearing aid, toileting
- Re-direct with comfort: warm drink, snack, music, walk, gentle touch, social connection

If critical risk of harm to self or others
CALL FOR BACK UP or EXIT
as per workplace policies



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