



Volatile Visitor Exercise

A Progressive Drill

Module 1: Initial Confrontation and Response

Focus: Recognizing and responding to the early stages of an agitated visitor's arrival.

Scenario for Module 1:

- In a healthcare clinic, an individual – Alex - arrives visibly upset about a family member's treatment and the long wait times. Alex begins to verbally express dissatisfaction in a manner that escalates tension among staff and patients.

Discussion Questions for Module 1:

1. **Early Recognition:**

- What are the signs that staff should recognize as potential escalation of aggression?
- How should staff initially engage with an agitated visitor like Alex to avoid escalation?

2. **Immediate Response:**

- What are the first steps staff should take in response to Alex's behavior?
- Discuss the importance of maintaining a safe environment for other patients and staff during such confrontations.

3. **Communication and Alert Procedures:**

- How should staff communicate the situation internally without causing panic?
- At what point should security or law enforcement be alerted, and how?

Homework Actions for Module 1:

- **Review of De-escalation Policies:** Examine current policies and training materials related to managing agitated individuals.
- **Incident Reporting Review:** Analyze past incidents involving agitated visitors for insights and commonalities.
- **Role-Playing Exercise:** Prepare a role-play based on this scenario to practice initial response and de-escalation.