



Volatile Visitor Exercise

A Progressive Drill

Module 2: Escalation and Crisis Management

Focus: Managing escalated situations and implementing safety protocols.

Scenario for Module 2:

- Alex's behavior becomes more aggressive, creating a potentially threatening situation. The clinic staff must now manage this escalation effectively.

Discussion Questions for Module 2:

1. **Managing Escalation:**

- What steps should be taken when an agitated visitor like Alex begins to pose a potential threat?
- How should staff balance the need to de-escalate with ensuring their own safety and that of patients?
- What is the tipping point for staff to move from de-escalation to the next level of response?

2. **Safety Protocols and Law Enforcement Coordination:**

- Discuss the decision-making process for initiating a lockdown or evacuation.
- How should the clinic coordinate with law enforcement if the situation escalates to a level beyond internal control?
- Where does law enforcement respond to at your facility? Are they familiar with your layout and operations?

Homework Actions for Module 2:

- **Safety Protocol Drill:** Conduct a drill based on the scenario to practice lockdown or evacuation procedures.
- **Communication Systems Review:** Assess the effectiveness of internal communication systems during emergencies.
- **Coordination Plan with Law Enforcement:** Develop or review a coordination plan for how and when to engage law enforcement. Contact your local law enforcement agency and invite them to your facility to plan together.