



# Volatile Visitor Exercise

## A Progressive Drill

### Module 3: Post-Incident Recovery and Mental Health Support

**Focus:** Addressing the aftermath, supporting mental health, and learning from the incident.

Scenario for Module 3:

- The situation with Alex has been resolved, either through de-escalation or intervention by law enforcement, leaving staff and patients shaken.

Discussion Questions for Module 3:

#### 1. Post-Incident Debriefing and Support:

- What steps should the clinic take immediately following such an incident to support staff and patients?
- How can the clinic provide mental health support to those affected by the incident?

#### 2. Lessons Learned and Policy Improvement:

- What can be learned from this incident in terms of crisis response and management?
- How can these lessons inform future policy and training improvements?

#### 3. Long-Term Mental Health Strategies:

- What strategies can the clinic implement to address the long-term mental health needs of staff following such incidents?
- How can the clinic foster a supportive environment that encourages open discussion about mental health and wellbeing?

Homework Actions for Module 3:

- **Mental Health Resources Assessment:** Identify and assess available mental health resources and support systems for staff.
- **Feedback Collection:** Gather feedback from participants on the effectiveness of the response and areas for improvement.
- **Best Practices Research:** Research best practices in post-incident recovery and mental health support in healthcare settings.

This "Volatile Visitor Exercise" exercise allows participants from various healthcare settings to explore and improve their approaches to handling agitated visitors, emphasizing safety, de-escalation, and mental health support.