

SUBJECT: Quick Reference to handling Behavioral Incidents	
EFFECTIVE DATE:	SUBMITTED BY:

PURPOSE: *To provide staff with quick guidelines to follow when dealing with behavioral incidents, involving a teen or adult. Ensuring that the safety to all parties involved are addressed.*

B e h a v i o r a l I n c i d e n t G u i d e l i n e s

Please consider the following when dealing with behavioral incidents, involving a teen or adult.

1. Immediately report the incident to the on duty Team Leader, Aquatic Programmer or Aquatic Supervisor. This will ensure backup is present as an added safety precaution.
2. Always have another staff member as back up and within visual and voice contact when dealing with situations of this nature. "Never turn your back on violent or potentially violent person(s)."
3. Never assume the person is drunk, always ensure your personal safety and the safety of others. Always approach the individual with caution, but also as someone requiring help. Other factors may be the cause of their demeanor, such as drugs or drug interactions, head injury, medical conditions or medical emergencies i.e. Diabetes etc.
4. **If warranted:** Immediately contact the police via **911** to ensure a quick response and that the incident is reported to the proper authorities.
*(Depending on the situation, other appropriate emergency services maybe required **Fire, Ambulance or Police.**)*
5. If an Ambulance and or the RCMP are dispatched please obtain and record a file/ response number and the name of the attending Paramedic and or RCMP member for possible follow up.
6. Record all details of the incident on the appropriate form and forward it to the facility Supervisor.

Some points to consider:

- Staff should never be subjected to any form of harassment (verbal, physical, etc.) when dealing with situations of this nature. If at anytime they feel harassed they are to take appropriate steps to remedy this feeling (i.e. removing themselves from situation, ask for assistance from other staff members, call RCMP, etc.) It is vital for all staff to ensure that at no time they place themselves or the safety of others in an unsafe situation.
- In the case of a minor who may be under the influence of alcohol or drugs, always report the situation to the RCMP so they may arrange for the safe transport to the minor's legal guardians.