



De-escalating Volatile Situations

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Appearances before a tribunal can be a stressful experience for all participants. On occasions the behaviour of a person appearing before a tribunal may escalate to the point of belligerence.

Tribunal officials and officers should be cognizant of the potential for volatile situations and committed to an approach of prevention, de-escalation and management that ensures a safe environment for all.

In presenting this session, Dr O'Connor will draw on his review of the medical literature and his clinical experience in mental health services to cover techniques for preventing and managing volatile situations, agitation and aggression.

This session will cover both general principles and specific practice tips that can be implemented by Tribunal members and staff.