

# De-escalation



# Karakia Timatanga

## Opening Prayer

Tuutawa mai i runga

*I summon from above*

Tuutawa mai i raro

*I summon from below*

Tuutawa mai i waho

*I summon from within*

Tuutawa mai i roto

*I summon from the outside environment*

Kia tau ai te mauri tuu

*To calm and settle our hearts,*

*The wellbeing of everyone.*

Te mauri ora ki te katoa

Haumi e, hui e

*Be joined together, United*

**ALL: TAIKI E**  
**(tie - e - key - air)**

- Karakia Timatanga (Opening Prayer) - 2 mins
- Agenda/Housekeeping - 2 mins
- Presenter intros - 5 mins
- Orange Sky topics - Resources (Safe word, safe place, TARP, de-escalation training, boundary box, difficult conversations, when to escalate) - 10 mins
- Your psychological safety - 5 mins
- Q&A for pre-submitted questions - 15 mins
- Knowing when to escalate, VESP - 1 min
- Q&A to finish - 5 mins
- SLIDO - 5 mins



We're recording



Use the chat box



Stay on mute

# Host & Presenters

Aotearoa

OrangeSky



**Ryan Salzke**  
Chief Operating Officer



**Garrith Parker**  
WHS Manager



**Duncan Holland**  
Director of Total Risk

# Why de-escalation and personal safety?

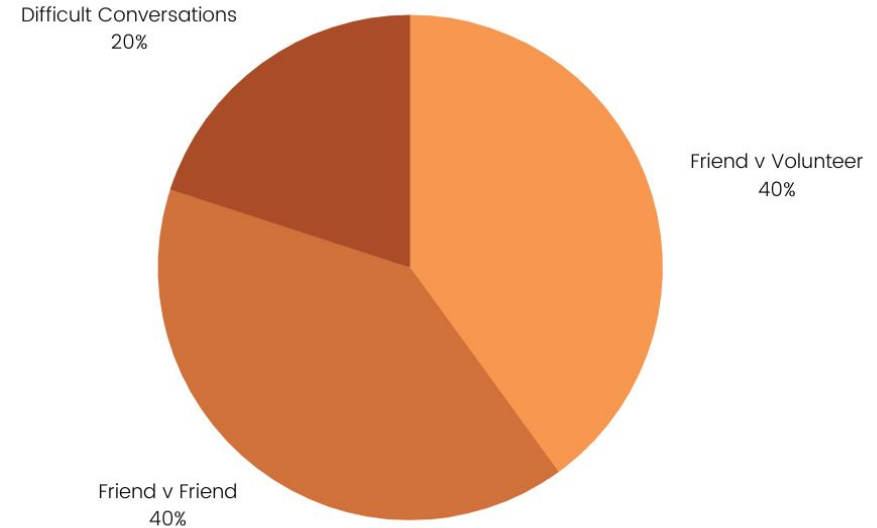
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## Webinar Registrations by Service



## Submitted Questions by Topic

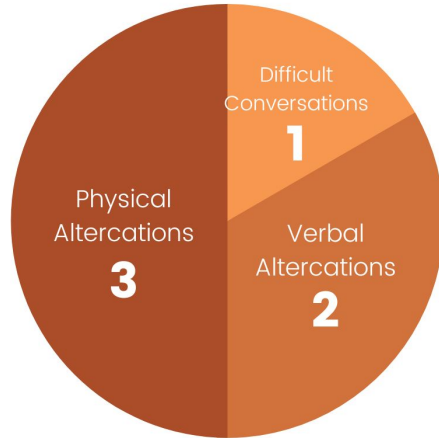


# Why de-escalation and personal safety?

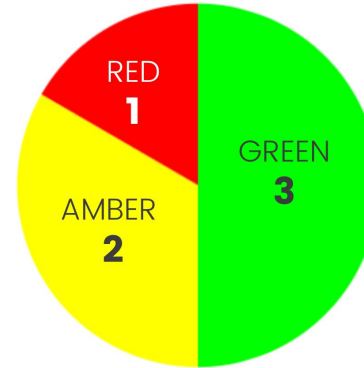
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## People Incidents (Last 6 months)



## Of these 6 People Incidents



*Over 386 shifts total in the last 6 months = less than 1.5% of People Incidents reported per shift.*

# Shift Story

XXXX Service

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## Trigger Action Response Plan (TARP) for aggression on shift

LEVEL	TRIGGER	EXAMPLES	ACTON
<b>ALERT</b>	Awareness of escalating behaviour on shift that has the potential to impact the safety of team members or others on shift	Volunteers observe or experience signs of escalating aggressive behaviour on shift or nearby, eg annoyance, raised voices, indecent comments etc	<ol style="list-style-type: none"> <li>1. Stay calm.</li> <li>2. Use the safe word 'Daphne' to notify other team members about the potential risk.</li> <li>3. Help the aggressor modify their behaviour if you feel safe to do so. Refer to the steps below.</li> <li>4. Maintain awareness of the situation.</li> <li>5. Stay close to other team members.</li> </ol>
<b>COMMIT</b>	The threat has increased and there is a real possibility that the threat will impact the safety of team members or others on shift	Volunteers observe or experience signs of aggression/violence on shift or nearby, eg verbal threats, physical gestures, unwanted physical contact	<ol style="list-style-type: none"> <li>1. Stay calm.</li> <li>2. Move away from the aggressor.</li> <li>3. Remain with other team members (do not get isolated).</li> <li>4. Notify the Service Provider (if safe to do so).</li> <li>5. Maintain awareness of the situation.</li> </ol>
<b>EVACUATE</b>	The situation has escalated to a point where the threat is thought to be imminent and/or has occurred	Volunteers observe or experience aggressive/violent behaviour on shift or nearby that makes one or more volunteers feel unsafe	<ol style="list-style-type: none"> <li>1. Stay calm.</li> <li>2. <b>ALL TEAM MEMBERS MUST LEAVE THE VAN &amp; GO TO A SAFE PLACE.</b></li> <li>3. In <b>AUS</b> call Police on <b>000</b> or for non-urgent emergencies call Police Link on 131 444. In <b>NZ</b> call police on <b>111</b>.</li> <li>4. Contact Service Support (when safe to do so).</li> </ol>

### STEPS TO HELP MODIFY BEHAVIOUR

1. Volunteers say to friend something along the lines of "We'd really like to sit down and have a chat but it's hard to talk to you when you're calling us those names - do you think you can stop saying those things so we can have a chat?" Refer to the Standards of Behaviour sign were possible.
2. If he/she chooses not to modify their behaviour, then volunteers could respectfully say something like, "We're just here to do [the washing, showers etc.] and have a chat. Perhaps you'd like to come back and have a better conversation with us another time?"
3. If the behaviour continues, then volunteers could say something like, "That kind of behaviour isn't acceptable at our service and it's making us feel uncomfortable. If your behaviour continues you may have to leave the shift". Refer to the Standards of Behaviour sign again if safe to do so.

**IMPORTANT: If at any time during the ALERT or COMMIT response phase any team member feels threatened or unsafe, EVACUATE**

**REMEMBER: If you don't feel safe it's OK to pack up shift or call the police**

- The goal is that you remain **safe** throughout the situation.
- No one is obligated to try and de-escalate a situation, rather just to keep safe.
- No one is obligated to keep the van safe.
- However, the best prevention to an escalating situation comes from recognising warning signs as early as possible and defusing the situation .
- There is more than one way to de-escalate a situation.
- Our method is **de-escalation through the use of people skills**





# TARP - Alert

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## Trigger Action Response Plan (TARP) for aggression on shift

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*"John (or Wendy), we'd really like to sit down and have a chat but it's hard to talk to you when you're calling us those names – do you think you can stop saying those things so we can have a chat?"*

*"John (or Wendy), we're just here to do [the washing, showers etc.] and have a chat. Perhaps you'd like to come back and have a better conversation with us another time?"*

*"John (or Wendy), that kind of behaviour isn't acceptable at our service and it's making us feel uncomfortable. If your behaviour continues, you may have to leave the shift and come back another time".*

- **Situational awareness** – remain aware of what is going on around you.
- De-escalation through the use of **people skills**.
- Stay calm & control your behaviour, don't become an instigator.
- The best tactics include:
  - politeness &
  - accommodation
- Display neutral body language.
- Use their name or ask them what it is.
- It's OK to apologise, it's not an admission of fault.
- Display empathy & listen.
- Speak in a confident tone, not loud, rude or aggressive but confident (not timid).
- If appropriate walk away – but don't become isolated.
- Refer to the Standards of Behaviour sign.

# De-escalation through people skills

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## If someone is becoming aggressive:

1. Do not be hostile or challenging.
2. Do not threaten or be overly assertive.
3. Encourage them to be seated.
4. Do not raise your voice or talk too fast.
5. Stay calm and avoid sudden movements.
6. Do not restrict the person's movements.
7. Identify subjects or triggers that escalate aggression.
8. Look for resolutions.
9. Give them opportunities to de-escalate.
10. Tell them what outcome you want to occur.
11. Be honest and avoid false promises.
12. Calmly point out any consequences of any escalation.

## At any point:

- you believe you or anyone is at risk evacuate to one of the safe places.
- You don't feel safe call the Police.



An argument between a father and his estranged daughter, that escalated badly when other friends got involved. I felt I should try to de-escalate the situation before it got violent, but in hindsight I think it was a mistake.

## Friend v Friend

Raised voices, bickering

Verbal aggression

Physical intimidation

We had a fight break out between two friends in front of the van and weren't able to leave as it was in front of the van with a friend in the shower and laundry in the machine.

Friends getting into spats around you. Not directly involving Orange Sky, but feeling in the middle. Engage or stay silent?

## Friend v Volunteer

Threatening remarks

Aggression

Intimidating

Rude behaviour

Escalating

Friend had washing that was so soiled we could not wash it, as it affected the following loads. Despite showing him our policy he became verbally abusive.

A friend turns up at the end who becomes agitated and becomes aggressive when we don't have enough time to wash his clothes.

## Difficult Conversations

Many situations of friend to friend violence. My team have raised issues of how much to intervene. The other situation that has come up twice is abuse of volunteers for being pakeha and not understanding Māori issues - this one is tricky as the volunteers are very open minded people but few of them whakapapa Māori

Religion

Politics

Racism

Disagreement

There was an instance when I was asked if I believed in God in a direct and somewhat challenging way. I was uncomfortable answering as I did not want to escalate the situation nor did I feel I should have been expected to answer as it was not relevant to our volunteer role with Orange Sky. Avoidance of the question seemed to be met with a growing persistence to want to know.

## Others' Safety

A team member experienced harassment by a male friend who insisted we should have more services. The friend seemed to be looking for an argument. The team member was trying to satisfy him - answering numerous questions. Eventually the friend left. I felt anxious about the situation. I talked with the volunteer about moving away from a situation like that sooner. She said was was fine with it. I emphasised that the situation was not good and the rest of the team felt uncomfortable therefore, even though she was fine, she should act to de-escalate so the rest of the team wasn't affected.

Drug affected friends that are verbally abusive when we can't finish their washing and we have to turn them away.

# Drug/alcohol affected friends

Erratic and unpredictable behaviour



# Sexual comments or unwanted attention

I've had drunk men flirt with me, and one try to separate me from my car. It would be nice to know not to navigate this sort of stuff.

Sexual comments towards a young female volunteer.

# TARP – Commit & Evacuate

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## Trigger Action Response Plan (TARP) for aggression on shift

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# TARP – Summary

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## To Summarise

- The best prevention comes from recognising warning signs as **early as possible**.
- Remain **calm**.
- Remain **situationally aware**.
- De-escalate using **people skills**.
- Talk **politely** but **confidently**.
- Display **empathy, listen** and use their **name**.
- Be **accommodating** when possible.
- Display **neutral** body language.
- Remind the person what the **standards of behaviour** are while using our services.
- **Don't become isolated** from your team.
- At any time you feel unsafe use the safe word or **evacuate** to a safe place.
- If you don't feel safe, **call the police**.
- Afterwards **debrief** with your team.
- Complete an **incident report**.
- Look after your **mental health** as you would your physical health.



# Incident reporting

An incident is anything that has a direct or potential impact on safety, wellbeing, the van or our brand

## Reporting Categories

**Red** – a severe situation either compromising volunteer safety. Requires immediate action from your Service Leader and Orange Sky HQ.

**Amber** – requires action from your Service Leader prior to the next shift

**Green** – a 'good to know' with no urgent follow up action required

If you don't know which category, always pick the higher option.

**Words we live by: If you have to think about whether or not to report it, report it!**



**SERVICE SUPPORT**

**AU 0488 851 113**

**NZ 09 801 8371**

# Volunteer Employee Support Program

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## Volunteer & Employee Support Program

NZ: 0800 349 710

<https://guide.portal.orangesky.org/au/docs/volunteer-employee-support-program-vesp-1>



## Mental Health Toolkit







A list of helpful wellbeing & mental health resources that New Zealand volunteers can use.

<https://guide.portal.orangesky.org/docs/mental-health-toolkit-nz>

**Mental health toolkit (NZ)**

Updated on 13 Sep 2022 • 2 minutes to read • Contributors

This article contains a list of helpful wellbeing and mental health resources that New Zealand volunteers can use.

 <b>LIFELINE</b> 0800 543 354	<b>Lifeline</b> Free helpline & text services provide 24/7, confidential support from health professionals and trained volunteers.	Call: 0800 543 354 SMS: 4357 Call: 0908 828 865 (Suicide crisis) Call: 0800 72 66 66
 <b>samaritans</b> 0800 349 710	<b>Samaritans</b> A 24/7 crisis help line for anyone experiencing loneliness, depression, despair, distress or suicidal feelings. The phones are operated by volunteers from the community for the community.	Call: 0800 111 757 SMS: 4202 <a href="https://depression.org.nz">https://depression.org.nz</a>
 <b>SPARX</b> 0800 688 5463	<b>SPARX</b> online e-therapy tool provided by the University of Auckland that helps young people learn skills to deal with feeling down, depressed or stressed.	<a href="http://sparx.org.nz">SPARX.org.nz</a> Call: 0800 688 5463 <a href="https://lifeline.org.nz">https://lifeline.org.nz</a>
 <b>OutLine</b> 0800 733 843	<b>OutLine</b> OutLine is an all-ages rainbow mental health organisation providing a free peer support phone line, a transgender peer support service for trans and non-binary people in Auckland, and specialist face-to-face and video counselling exploring gender and sexuality for rainbow people across Aotearoa.	Call: 0800 733 843 <a href="https://womensrefuge.org.nz/get-help/">https://womensrefuge.org.nz/get-help/</a>
 <b>WOMEN'S REFUGE</b> 0800 456 450	<b>Women's Refuge</b> Free 24/7 helpline for information, advice and support about domestic violence as well as help in a crisis.	Call: 0800 456 450 <a href="https://www.arenzooak.org.nz/">https://www.arenzooak.org.nz/</a>
 <b>FAMILY VIOLENCE HELPLINE</b> 0800 349 710	<b>Are you OK?</b> A family violence helpline for people who are worried about safety in their relationship and for those supporting others.	

# What else?

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**111** or **105**

Imminent danger versus Police attendance

**Didn't get to your submitted question?**

We will follow up on each question submitted.



# Questions

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# Quick Survey





slido



**How was this session?**

ⓘ Start presenting to display the poll results on this slide.

slido



**Any other feedback you'd  
like to provide?  
(anonymous)**

① Start presenting to display the poll results on this slide.

slido



**How long have you been  
volunteering with Orange  
Sky?**

① Start presenting to display the poll results on this slide.

slido



**Have you ever personally encountered a situation on shift where you felt unsafe and ill-equipped to handle it.**

① Start presenting to display the poll results on this slide.

slido



**What do you want to hear or learn more about as an OS volunteer? (anonymous)**

① Start presenting to display the poll results on this slide.

## **Karakia Whakamutunga**

Closing Prayer / Blessing

Kia whakairia te tapu

Kia waatea ai te ara

Kia turuki whakataha ai

Kia turuki whakataha ai

*Restrictions are moved aside*

*So the pathway is clear*

*To return to everyday activities*

Haumi e, hui e

*Be joined together, United*

**ALL: TAIKI E**  
**(tie - e - key - air)**