

# Second Opinion Society Emergency Policy

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February 5, 2016



- The way we deal with emergencies at SOS must stay in line with our basic philosophy
- What do we do? Staff will take a leadership responsibility in de-escalating the situation, and in calming people down.
- We are all responsible for defusing the situation as much as we can, and giving the person extra space.
- Pushing people's buttons makes things worse. When people have to be asked to leave, no physical force should be used in the process.
- If members and staff present can't handle the situation, other members should be called in for support
- Only in extreme situations, where the lives of others are imminently endangered or if a person under the influence of alcohol or street drugs refuses to leave, should the police be called.
- There will be a meeting to debrief the incident with everyone involved as soon as possible
- Staff is required to record emergencies situations into a logbook which is to be kept in a secure place on the premises.

