

## **What should you do if someone refuses to provide proof of vaccination?**

Vaccination requirements are not a decision that the facility or Municipality has made. The province has created these regulations in order to reduce the need for more stringent public health restrictions and lockdowns that would otherwise be necessary to combat the COVID-19 fourth wave and protect the province's hospital and critical care capacities. Abiding by these regulations is one way that we can work towards keeping our facilities open to the public.

- Stay calm, explain that the vaccination requirement is mandatory and there are no exceptions aside from a Government of Manitoba issued medical exemption to the COVID-19 Vaccine.
- If the individual continues to refuse to provide proof, politely ask them to leave the facility and take steps to de-escalate the situation. Guidance on de-escalation is below.
- If the situation escalates, contact the RCMP by calling 911

### **CPI's Top 10 De-Escalation Tips:**

De-escalation tips to use during times of high stress

<https://www.crisisprevention.com/en-CA/Blog/CPI-s-Top-10-De-Escalation-Tips-Revisited>

### **Be Empathic and Nonjudgmental**

Do not judge or be dismissive of the feelings of the person in distress. Remember that the person's feelings are real, whether or not you think those feelings are justified. Respect those feelings, keeping in mind that whatever the person is going through could be the most important event in their life at the moment.

### **Respect Personal Space**

Be aware of your position, posture, and proximity when interacting with a person in distress. Allowing personal space shows respect, keeps you safer, and tends to decrease a person's anxiety. If you must enter someone's personal space to provide care, explain what you're doing so the person feels less confused and frightened.

### **Use Nonthreatening Nonverbals**

The more a person is in distress, the less they hear your words—and the more they react to your nonverbal communication. Be mindful of your gestures, facial expressions, movements, and tone of voice. Keeping your tone and body language neutral will go a long way toward defusing a situation.

### **Keep Your Emotional Brain in Check**

Remain calm, rational, and professional. While you can't control the person's behavior, how you respond to their behavior will have a direct effect on whether the situation escalates or defuses. Positive thoughts like "I can handle this" and "I know what to do" will help you maintain your own rationality and calm the person down.

### **Focus on Feelings**

Facts are important, but how a person feels is the heart of the matter. Yet some people have trouble identifying how they feel about what's happening to them. Watch and listen carefully for the person's real message. Try saying something like "That must be scary." Supportive words like these will let the person know that you understand what's happening—and you may get a positive response.

### **Ignore Challenging Questions**

Engaging with people who ask challenging questions is rarely productive. When a person challenges your authority, redirect their attention to the issue at hand. Ignore the challenge, but not the person. Bring their focus back to how you can work together to solve the problem.

### **Set Limits**

As a person progresses through a crisis, give them respectful, simple, and reasonable limits. Offer concise and respectful choices and consequences. A person who's upset may not be able to focus on everything you say. Be clear, speak simply, and offer the positive choice first.

### **Choose Wisely What You Insist Upon**

It's important to be thoughtful in deciding which rules are negotiable and which are not. For example, if a person doesn't want to shower in the morning, can you allow them to choose the time of day that feels best for them? If you can offer a person options and flexibility, you may be able to avoid unnecessary altercations.

### **Allow Silence for Reflection**

We've all experienced awkward silences. While it may seem counterintuitive to let moments of silence occur, sometimes it's the best choice. It can give a person a chance to reflect on what's happening, and how they need to proceed. Silence can be a powerful communication tool.

### **Allow Time for Decisions**

When a person is upset, they may not be able to think clearly. Give them a few moments to think through what you've said. A person's stress rises when they feel rushed. Allowing time brings calm.