

# INDUSTRY-SPECIFIC DE-ESCALATION SCENARIO

## Ski Hills

### Example Scenario

Ski patrol discover a small group of individuals drinking and smoking in the trees and when they are approached 2 members of the group show aggression towards the patrollers.

### Proactive Prevention Tasks

- Post signage regarding unwanted behaviour at the entrance to the area (i.e. in the lift line)
- Place lighting in known “smoke spots” (for night-skiing operations)
- Cultivate positive relationships between patrollers and different user groups
- Have a large ski patrol presence throughout the mountain
- Develop infraction criteria and consequences that can be communicated to guests. Patrol can rely on this during enforcement
- Train workers in challenging guest interactions
- Post signage supporting respectful behaviour towards staff

### De-escalation Techniques

- Use respectful language
- Be empathetic and non-judgmental
- Keep your tone and body language neutral
- Ask them to step into the sight of others when interacting with them on the slopes (to avoid being hidden while in a confrontation; ensuring personal safety)
- Be assertive and show confidence while setting boundaries
- Explain reasons for the rules and present options of next steps
- Let dispatch know where you are and what you are responding to, and ask for assistance if/when needed

### Effective Incident Response

If the guest’s behaviour continues to escalate:

- Ensure personal and other guest safety
- Get names or passes from the individuals as early as possible
- Relocate the interaction to a controlled environment such as the patrol hut or the bottom of the slope
- Report the situation to a manager if you haven’t already done so
- Enforce applicable consequences such as asking the group to leave for the day or a 3-day hill suspension, etc. (depending on the seriousness of infraction)
- Complete incident report
- Debrief the situation with workers involved
- Identify and implement corrective actions

For more information and online resources visit [go2HR's Violence Prevention Webpage](#), or contact our health and safety team [online](#) or by calling 604-633-9787 for further support.