

THE 5' D'S OF DE-ESCALATION

FOR CHILD CARE PROVIDERS

1 Direct – Speak Up Briefly

- ADDRESS THE BEHAVIOR ONLY IF IT IS SAFE TO DO SO.
- KEEP YOUR STATEMENTS SHORT, CALM, AND FIRM:
 - “PLEASE STOP.” / “YOU NEED TO LEAVE THE PROPERTY.”
- TRY TO REMAIN CALM. DO NOT ARGUE, RAISE YOUR VOICE, OR MATCH THE AGGRESSOR’S TONE.

2 Delegate – Get Help

- CALL A CO-PROVIDER, ASSISTANT, NEIGHBOR, OR TRUSTED PARENT FOR IMMEDIATE SUPPORT.
- ASK ANOTHER ADULT: “CAN YOU CALL FOR HELP?” / “CAN YOU CHECK ON THE CHILDREN WHILE I ADDRESS THIS?”

IF SOMEONE REFUSES TO LEAVE, IS AGGRESSIVE, OR BEHAVES IN A THREATENING MANNER, CONTACT 911.

3 Delay – Check In Afterwards

ASK THE IMPACTED PERSON (A PROVIDER, CHILDREN, PARENT, OR VISITOR):

- ASK: “ARE YOU OKAY?”
- OFFER TO STAY WITH THEM OR HELP REPORT THE INCIDENT.

SUPPORT MATTERS EVEN AFTER THE MOMENT HAS PASSED.

4 Distract – Interrupt the Harassment

DISTRACTION CAN DIFFUSE TENSION AND REDIRECT FOCUS.

- USE CALM COMMUNICATION AND NON-CONFRONTATIONAL ENGAGEMENT: ASK A HARMLESS QUESTION, OR SHIFT ATTENTION TO ANOTHER TOPIC.
 - “PLEASE MOVE ASIDE; CHILDREN ARE WALKING THROUGH.”

5 Document – Record Safely

- IF POSSIBLE, ASK SUPPORTING ADULTS TO HELP DOCUMENT ANY INCIDENTS.
 - RECORD OPENLY: FACES, DETAILS, LOCATION
- NEVER POST FOOTAGE WITHOUT THE PERSON’S CONSENT.
- USE THIS CONTENT FOR REPORTING PURPOSES.