



Translated by deepL

26.03.2025

DE-ESCALATION & EMERGENCY PROCEDURES

INTRODUCTION

This document serves as a guide for dealing with challenging and escalating situations. The aim is to avoid escalation and create a safe environment for everyone through preventative strategies and clear procedures.

The traffic light method helps you to categorise situations and take appropriate measures. This document contains specific recommendations for action and emergency contacts so that you can react quickly in an emergency.

TRAFFIC LIGHT METHOD

These phases can help you to categorise a situation and assess how you can react.

Green phase:

Situation

- Situation is relaxed, dialogue is possible

Recommended action

- Listen actively and respond empathetically
- Constructive dialogue, look for solutions, don't look for someone to blame

Yellow phase:

Situation

- slightly heightened emotions and/or uncertainty

Recommended action

- React calmly and defuse the situation
- React clearly, respectfully and in a structured manner

Red phase:

Situation

- Tense and out of control

Recommended action

- Ensure safety
- Contact emergency services (see below)



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PROCEDURE FOR CONFLICTS & EMERGENCIES

1. Keep calm and take a deep breath.
2. assess the situation (green, yellow or red).
 - a. Take appropriate measures (see below)
 - b. In the event of acute danger, alert an emergency number (see below)
3. Provide first aid if necessary and possible
4. Bring people present to safety
5. Report the incident afterwards by e-mail or signal to Markus

MEASURES

These measures can help you to de-escalate a challenging situation:

1. **active listening:** Give the other person your full attention and show understanding.
2. **show understanding (empathy):** Try to understand and respect the other person's perspective.
3. **calmness and respect:** Communicate calmly and respectfully.
4. **non-verbal communication:** Pay attention to open, inviting and/or neutral body language.
5. **support:** Get other team members involved if necessary.
6. **solution-orientated approach:** Focus on possible solutions rather than problems.
7. **set boundaries:** Communicate your own boundaries clearly and respectfully. And also the boundaries of the Rainbow House.

POST- PROCESSING

1. support affected persons and, if possible, refer them to a suitable counselling centre
2. document the incident and send it to Markus by email or signal
3. discuss the incident with the team and clarify the next steps
 - How are we doing?
 - What have we done well?
 - What could we have done differently?
 - What would we have liked?
 - What do we still need and how will we get there?



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EMERGENCY NUMBERS

It cannot be guaranteed that the contact persons are sensitised to queer issues.

sip züri: 044 412 72 72

(not an emergency number, may take longer for support to arrive)

Rescue service/paramedics: 144

(for medical emergencies)

Doctors' helpline: 0800 33 66 55

(for psychological/psychiatric emergencies, also makes home visits)

Offered hand / Crisis situation: 143

(For people with suicidal thoughts)

Fire brigade: 118

(For fire and chemical accidents)

Police: 117

(for example for acute danger, general criminal offences, violence)

General emergency number: 112

Operations maintenance Zollhaus: 044 295 94 97

(For technical emergencies, only at weekends)