

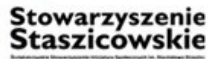


SimPRENA

Simulation 3

Role-play card 3

Security Personnel Role Card (optional)



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Security Personnel Role Card (optional)

Character:

You are a member of hospital security, called to assist with an escalating situation.

Situation:

You are alerted by the nurse that a visitor is becoming increasingly aggressive while attempting to access a restricted area.

Your role is to support the nurse in de-escalating the situation and enforcing hospital policy.

Key behaviour:

Observe first; assess the situation before intervening, ensuring the safety of everyone involved.

Support the nurse by citing the hospital's policy and back up the nurse's decisions.

Use calm, authoritative communication to diffuse tension and redirect the visitor.

If the visitor refuses to comply, prepare to escort them out politely but firmly.