Violence Prevention: De-Escalating Parent and Guardian Confrontations Fatality File

Escalated Parent Confrontation Leads to Safety Review

An educator experienced a confrontational interaction during pick-up when a parent became verbally aggressive over a misunderstanding. The conversation escalated quickly, and the educator felt unsafe as the parent raised their voice and moved closer.

The educator followed protocol, ended the interaction, and contacted a supervisor. The incident was documented, and leadership later met with the parent to establish communication expectations.

The review reinforced the importance of early de-escalation, physical positioning, and clear exit strategies to prevent harm.