



Mock overdose response

Scenario 3

Setting:

Coffee shop

Single-use bathroom

Two-person response:

One staff acting as the bathroom occupant and one acting as the staff who is first at the scene.

Case scenario:

You and your co-worker are finishing a busy shift at a coffee shop. A customer approaches you and says they have been waiting to use the bathroom for the past 15 minutes. You forgot that a person came in earlier and asked for the key to access to the universal single-use bathroom. The bathroom is not visible from the counter, and when you get to the door, the locking mechanism reads “occupied” in red.

Follow the workplace bathroom safety check protocol to respond to the situation. What do you do next? Describe the steps you will take to check on the person’s safety inside the bathroom.

There is no response from the person inside the bathroom. You proceed to use the bathroom key to open the door.

Describe how you will let the person know what you are coming in and how you will call for help.

When you open the door, you see the person sitting on the ground, unconscious, with their head down. They are making gurgling/choking sounds. You notice vomit on their shirt and a plastic cap between their lips.

Describe what you will do next:

- How will you discard the plastic cap in the person’s mouth?
- What steps will you take to provide first aid to the person and get additional help?

The person has regained consciousness and is now waking up.

How will you handle the situation at this point? What will you communicate to them?

The paramedics arrive and ask you what happened.

What will you tell them?

Debrief checklist

- Feedback from the perspective of the staff responding and the person needing help, as well as any observers.
- Any knowledge or skills to review? Training to refresh?
- Any issues with your current bathroom safety check protocol? Changes needed?
- Any issues with the bathroom itself? Changes required?
- Make an action plan to address needs, issues, and areas of improvement.



Visit saferbathrooms.ca
for more information
on bathroom safety and
to download resources:



Bathroom safety
assessment
walkthrough
checklist



Safer bathroom
policy and
protocol guide



Examples of
safer bathroom
signage



Safer bathroom
design
fact sheet

The safer bathrooms toolkit provides a repository of potentially useful documents to assist with communication, training, policy and protocol development, and design. They were developed in 2022 using experiential knowledge, lessons learned in practice, and existing resources. The usefulness of these documents and outcomes may vary depending on the setting. The team responsible for the toolkit's development does not accept legal liability or responsibility for the toolkit or any consequences arising from its use.

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