DE-ESCALATION/SAFETY TRAINING

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Learning Objectives

- Understand the context of SAM, Inc.'s De-escalation and Safety Training program.
- Describe the Escalation Cycle, including the individual's presentation and staff responses.
- Identify personal safety concepts, including effective communication (verbal de-escalation) and physical intervention techniques.

HISTORY/CONTEXT

- **Concerns with Previous Training**
  - Difficulty in Engaging Staff as Trainers
  - Difficulty in Maintaining Consistency Across Trainers
  - Cost of Train-the-Trainer Requirements
    - Time & Money
  - Stagnation

STANDARDS/REQUIREMENTS

- No Loss of Necessary/Useful Content
- Content to Specifically Address Needs of a Variety of Populations and Contexts
  - Mobile Case Management
  - Office-Based Staff
- Flexibility in Revising Content
- Demonstration of Validity of Content
  - Research

STANDARDS/REQUIREMENTS

- Efficiency in Terms of Time Spent in…
  - Training of Trainers
  - Provision of Training
- Congruence with all SAM, Inc. Policy
  - Non-Restraint Policy
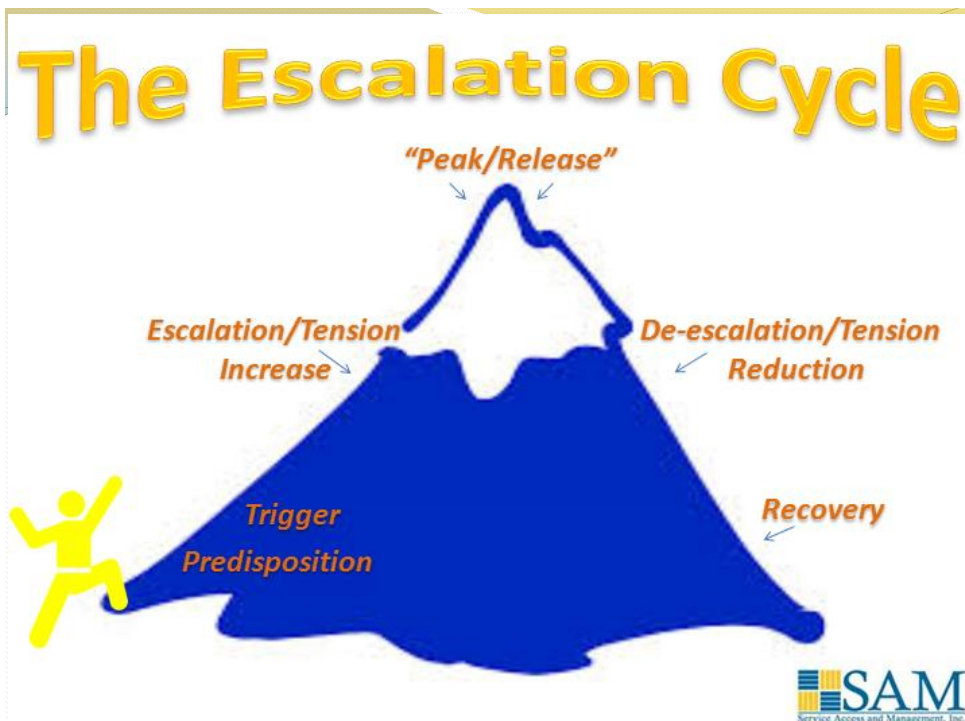
ESCALATION CYCLE

- **Baseline**
  - Predisposition & Contributing Factors
    - Psychological/Mental States
    - Psycho-Social/Environmental
    - Biological
- **Triggers**
  - Internal & External
- **Escalation/Tension Increase**
  - Cognitive/Emotional State
  - Behavioral Presentation

STAFF RESPONSE

- **Support and Clarify**
  - Listen Empathetically and Actively
  - State Intention/Purpose-Provide Support
- **Decide and Direct**
  - Engage Individual in Consideration of Behavior Choices
  - Offer Directives
  - Set Limits/Consequences, if appropriate

ESCALATION CYCLE

- **Peak/Release**
  - Most Severe/Problematic Behavior
    - Verbal
    - Physical
    - "Acting out"

STAFF RESPONSE

- Maintain Safety
- Use of Space & Objects
- Summon Additional Resources

ESCALATION CYCLE

- **De-Escalation/Tension Reduction**
  - Decrease in Agitated/Disrupted Behavior
- **Staff Response to De-Escalation/Tension Reduction**
  - Focus on Continuing/Facilitating Tension Reduction
  - Positive Feedback & Reinforcement

ESCALATION CYCLE

- **Recovery**
  - Self-Reflection
  - More Approachable/Engaged
  - Willingness to Process Ideas/Information

ESCALATION CYCLE

- **Staff Response to Recovery**
  - Debrief/Reframe/Plan
  - Review Successes
  - "Communication Information"
  - Promotion of Future Success

EFFECTIVE COMMUNICATION

- **Communication**
  - Verbal & Non-Verbal
- **Self-De-escalation**
- **Use of Space and Objects**

PHYSICAL INTERVENTION TECHNIQUES

- **Qualities**
  - Simple
  - Intuitive/"Common Sense"/Conceptual
  - Integrated: Based on "Safety Stance"
  - Congruent with Exit

PHYSICAL INTERVENTION TECHNIQUES

- **Techniques**
  - Safety Stance
  - Blocks
    - Strikes & Kicks
  - Grabs
  - Chokes
  - Bites

Competency

- Post-Test Competency Exam
- Demonstration
- Skill Sheet
- 10X Standard

PLANS

- "Second Person Interventions"
- "Waivers"
- "Refreshers/Reviews"
- Expansion to Other Venues