

MANAGING VIOLENCE AND AGGRESSION

Three Day Course Outline

1. Theories behind violence and aggression
 2. De-escalation skills
 3. Personal safety issues
 4. Reasonable force and legal context
 5. Report writing skills
 6. Physical intervention strategies and skills (breakaway and restraint).
-

1. Observations of pre-training safety precautions, participation in callisthenic sessions, work safety.
2. Non-confrontational posturing.

Attacks to the Head.

3. Hair-pull combination
4. Defence against punch

Strangulation Holds

5. Frontal strangleholds – Pull Away/Windmill/Wall work
6. Rear stranglehold – Windmill/Rear choker hold

Clothing Grabs

7. Diagonal, collar and corresponding
8. Head butt

Bear Hugs

9. Frontal – Overarm/Underarm. Rear Bear Hug – Overarm/Underarm

A Selection of handholds

10. Single handed grabs
11. Two handed grabs

Kicks

12. Kicks – Standing
13. Combination assaults

Effective utilization of:-

15. Assessing dangerousness/non-confrontational posturing
16. Ability to monitor body language
17. Verbal/non-verbal cues (de-escalation skills)
18. Minimum and reasonable force
19. Continuous patient care

Upper limb management

20. Passive holds
21. Arm immobilization – (Swan neck)
22. Finger/thumb hold
23. Interchanging wrist holds

Team work : Demonstrate ability to:-

24. Adopt roles 1, 2 and 3
25. Maintain airways, care and protect patient's head during restraint
26. Manage upsurges of violence; negotiate doorways/obstacles/corridors
27. Implement passive removal techniques
28. Instant removal techniques (face up and face down)
29. Implement examination holds
30. Apply lower limb techniques (face up and face down)
31. Apply staff replacement techniques
32. Seclusion skills (relocate a person using head to door method)

Team work

33. De-escalate situations and utilize passive control techniques
34. Form a restraint team, enter re-enter rooms
35. Manoeuvre controlled limb(s) into natural position
36. Place an unconscious casualty into the recovery position

Incident management

37. Take control of untoward incidents and maintain standards of professionalism
38. Communicate effectively
39. Prevent an untoward situation escalating
40. Plan strategy and make decisions
41. Manage and organize resources
42. Use minimum force in stressful situations
43. Preserve and maintain the dignity and safety of patients throughout restraint
44. Participate in post incident discussions
45. Recognize the importance of report writing skills.

**A CERTIFICATE OF ACHIEVEMENT
WILL BE ISSUED TO SUCCESSFUL CANDIDATES**