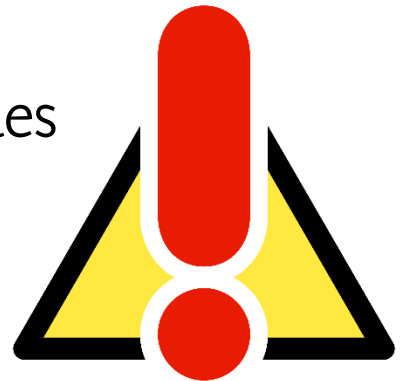


Talking With Verbally Aggressive People

Self Protective Techniques

Important

- St. Joseph's Healthcare London is committed to an environment that is safe for patients and staff
- It is important to be prepared so that you can prevent crisis situations and when necessary intervene in them using de-escalation techniques
- If the situation has risen beyond de-escalation, you may need to use self-protective techniques
- Here we will provided examples of those techniques



Positive Physical Approach

Maintain Distance

Keep as much space between you and the individual as possible.

Call for Help!

Our goal is to keep safe while waiting for help to arrive.

- Feet positioned two feet apart
- Body on 45 degree angle to the individual
- Non dominant foot forward
- Dominant foot to the rear
- Head is directly over hips
- Weight is equally distributed on both feet
- Soft hands, palms up



Positive Physical Approach



Body Positioning Rationale

By standing on an angle, you are able to:

- appear smaller, which is less intimidating
- pivot and run away if you need to make a quick exit
- have better balance and are less likely to fall backwards if someone were to push you

Positive Physical Approach



Body Positioning Rationale

Showing your hands allows:

- the person to see that you are not holding anything that may harm them (ex. Restraints/syringe). This helps to lessen fear in individuals experiencing paranoia
- you to avoid closed off body posture (ex. hands on hips, arms crossed), which can imply an authoritarian approach or a closed off stance

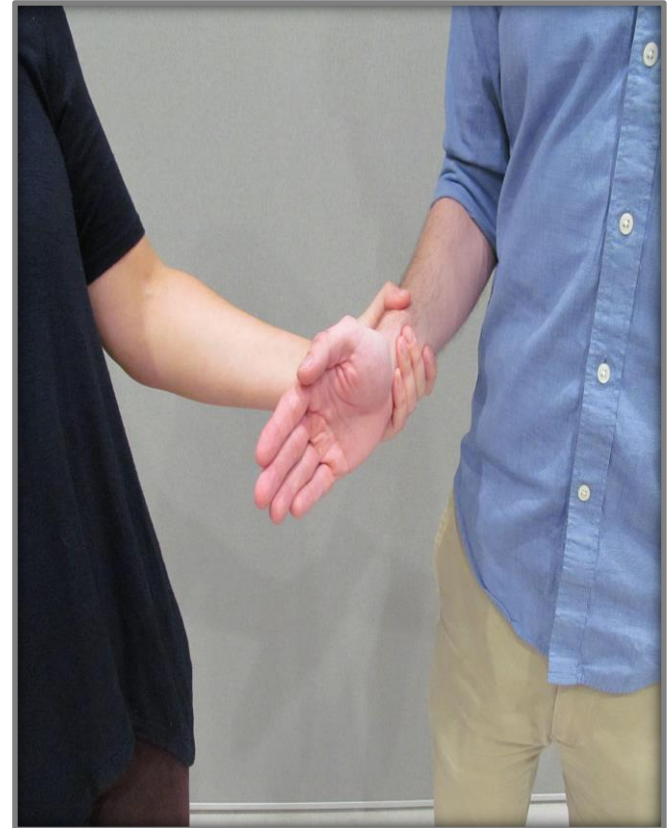
Having your hands above your waist allows:

- you to quickly protect vulnerable areas should someone move to attack you

Release from Grabs – One Handed

One Handed Release

- Call for assistance and continue to ask the person to let go
- Pause and determine the direction you want to move your arm
- Search for the weakest point of the grab, which is between the thumb and fingertips
- Enhance the strength of the movement by tucking the elbow into the body and using core muscles
- Further strengthen the maneuver by holding onto your fist with your other hand
- Use a quick motion out of grab through the path of least resistance



Release from Grabs – One Handed



One Handed Release Rationale

Don't pull in the opposite direction

- Our natural instinct is to pull back. This could result in the person falling on you or increased risk of injuries.

Engage the Most Muscle

- Whenever possible, use movements that engage larger muscles, or use multiple muscles. This helps to reinforce the movement.

Release from Grabs – Two Handed

Two Handed Release

- Call for assistance and continue to ask the person to let go
- Pause and determine the direction you want to move your arm
- Search for the weakest point of the grab, which is where there is a gap or the least amount of fingers
- Interlace fingers of both hands
- Enhance the strength of the movement by tucking the elbow into the body and using core muscles
- Use a quick motion out of grab through the path of least resistance



Release from Grabs – Two Handed



Two Handed Release Rationale

Don't pull in the opposite direction

- Our natural instinct is to pull back. This could result in the person falling on you or increased risk of injuries.

Engage the Most Muscle

- Whenever possible, use movements that engage larger muscles, or use multiple muscles. This helps to reinforce the movement.

Stabilizing Hair Pulls

Hair Pull Front Release

- Stabilize the person's hand by pressing down with both hands
- Bend your body down low by dropping either foot back, keeping your chin tucked towards your chest until grip is released and you can move out of grab
- If the grab is not released, move around while yelling for the person to stop and also calling for help



Stabilizing Hair Pulls

Hair Pull Back Release (High)

- If the person grabs your hair high enough that you can reach their hands, use the same technique as the front release

Hair Pull Back Release (Low)

If the person grabs your hair lower where you cannot reach their hand:

- Grab your own hair above their hand, so that when they pull the pressure is applied to the dead strands of the hair and not the scalp



Stabilizing Hair Pulls

Stabilizing Hair Pulls Rationale

Stabilizing the hand:

- Restricts our natural instinct to pull away, which causes an increased risk of losing hair
- Squeezes the person's fingers to loosen their grip

Bending low:

- Changes angle of the wrist and makes it more difficult for the patient to hold on to the hair

Continued movement:

- Makes it difficult for the person to punch or kick you with their free limbs

Grabbing hair above the person's hands:

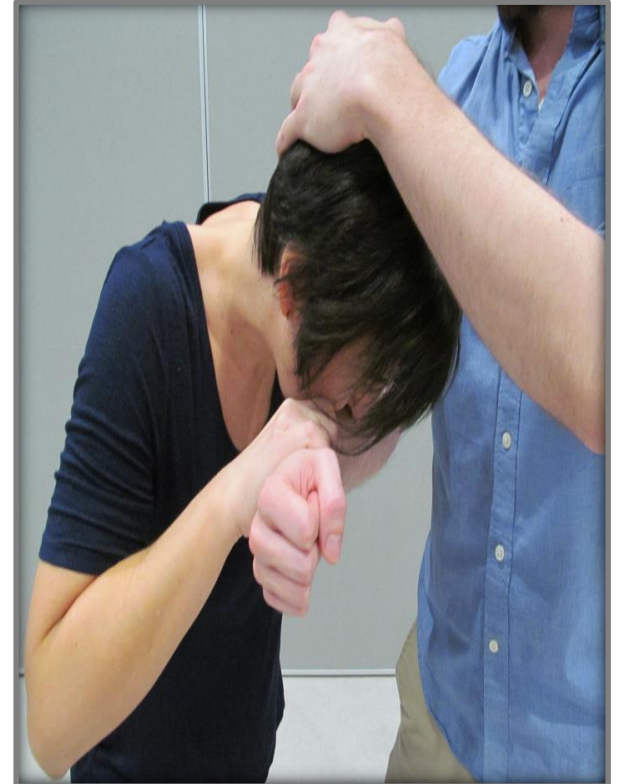
- Pressure is applied to the hair only and not the scalp



Stabilizing Bites

Prevent Pull Back

- Call for assistance and continue to ask the person to let go
- Stabilize person's head by pushing their head into your limb/body
- Lean your limb/body into bite while continuing to push on the person's head
- When the bite is released move away from the person



Stabilizing Bites



Stabilizing Bites Rationale

- Pulling away from a bite increases the risk of injury
- Stabilizing the head prevents the person from pulling back and breaking the skin
- Leaning into the bite while stabilizing the head places pressure on the person's jaw, which may cause it to open
- Leaning into the bite also blocks the person's nostrils, which may cause them to open their mouth to breathe

Release from Chokes

Choke Front Release

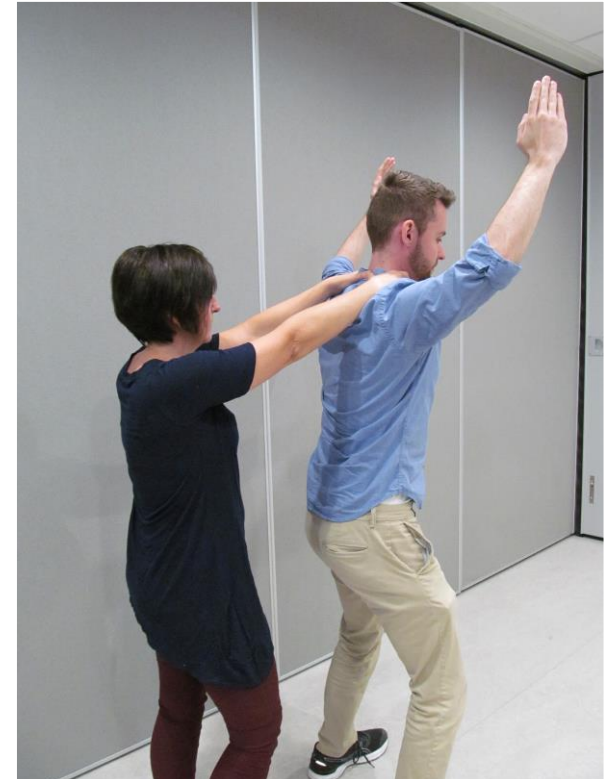
- Call for assistance and ask for the person to let go
- Tuck your chin into your chest
- Raise both arms over your head
- Lean away from the person to weaken their grasp and step backwards
- Quickly pivot out of person's grasp



Release from Chokes

Choke Back Release

- Use the same technique as the front release
- Once you have pivoted out of the grasp, move to the side
- Do not move backwards



Release from Chokes



Choke Front Release Rationale

Tucking your chin:

- Helps to keep your airway open which allows you to still call out for help
- Reduces access to your neck

Using leverage:

- Allows you to use your body to break free from the choke
- Uses more strength than trying to pull the person's hands off your neck

Moving to the side (back release):

- Prevents you from tripping over your feet or falling backwards

Physical Strikes

Protect Vulnerable Areas - Punches

- Try to create distance between yourself and the person to make yourself harder to hit
- Use your arms and legs to protect your face, neck and abdomen
- Move around, do not stand in one place
- If you're in a corner, you can move towards the person
- If possible, place an object between you and the person
- If unable to move, block the strike (arms above waist, open hands)



Physical Strikes

Protect Vulnerable Areas – Kicks

- Turn your body to the side
- Bring your leg up with knee flexed
- If possible, use the bottom of your foot to block the kick



Physical Strikes

Protect Vulnerable Areas Rationale

- Turning your body to the side allows for less injury than if you were struck in the front of the shin or knee
- Moving around allows you to be a more difficult target to strike
- Moving towards the person if you're in a corner can create enough distance for you to move out of the corner and away from the person
- Placing an object between you and the person creates distance making you a more difficult target to strike
- Blocking the strike helps to protect your vulnerable areas

