

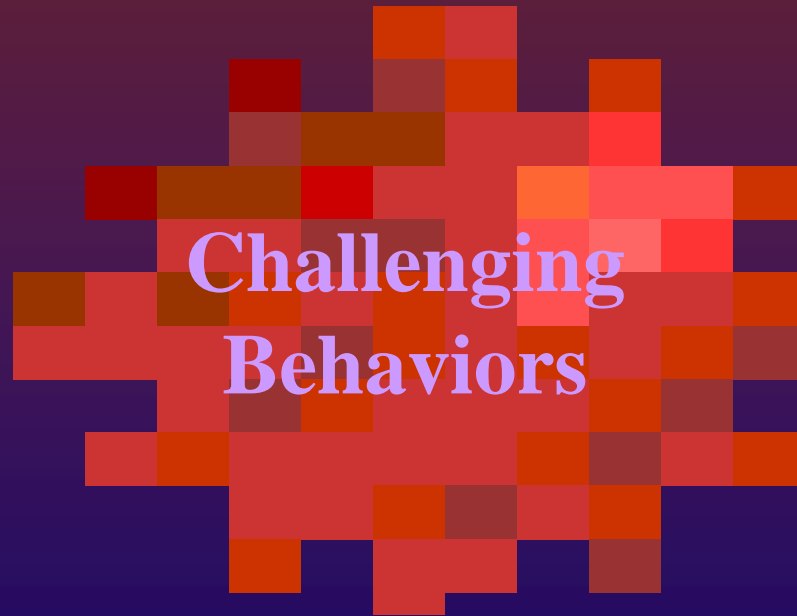
Managing Threatening Confrontations

POSITIVE
PRACTICE

STAGES

Pro-Active
Creative Talk
Present Support
Safety

Adaptive
Tension
Distress
Recovery



Challenging
Behaviors

GROUP

PERSON

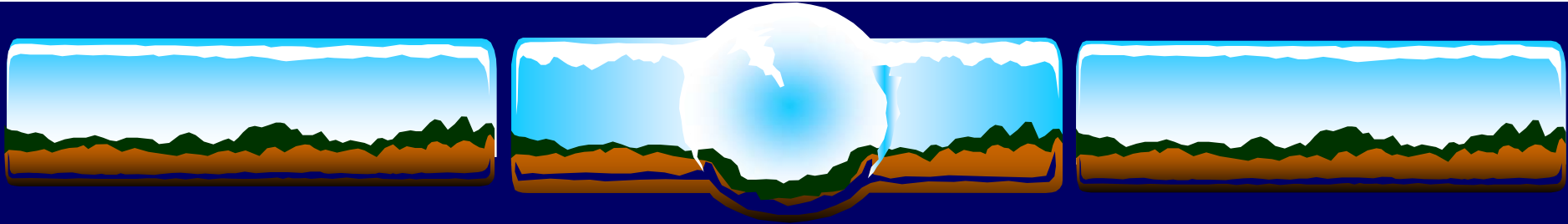
Person-Centered
Attentive
Teaming
Team Work

CAREGIVER

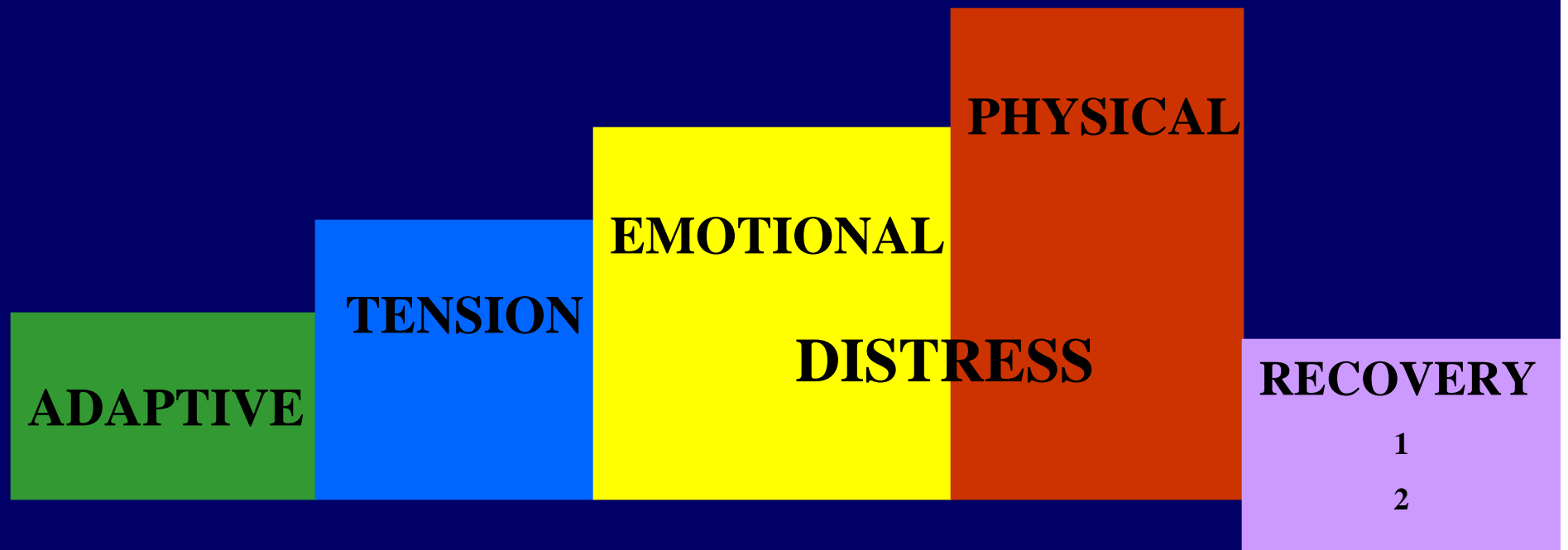
Reinforce
Responsive
Diffusion
Boundaries
Talk Out

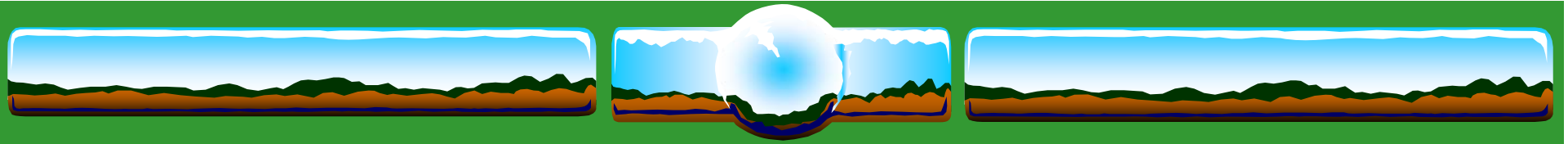
Attitude
Equilibrium

Mood
Fright



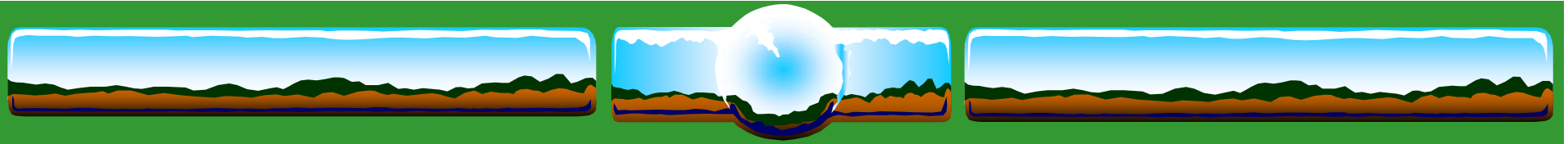
Stages of Challenging Behaviors





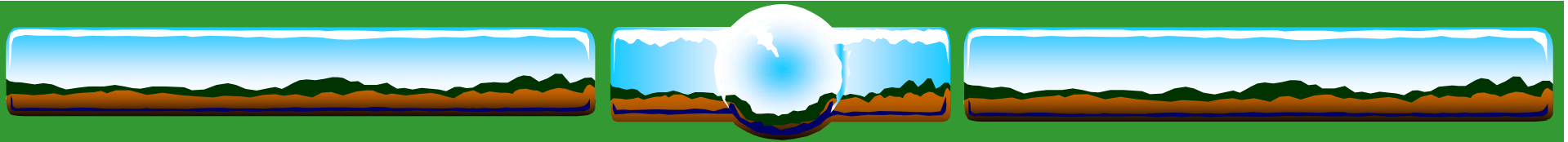
ADAPTIVE

- ❖ Mood is even
- ❖ Relaxed posture
- ❖ Ability to concentrate
- ❖ Normal expression/voice tone
- ❖ Even breathing
- ❖ Interactive



REINFORCE

- ❖ Positive attention
- ❖ Praise
- ❖ Promote positive activities
- ❖ Provide incentives for adaptive behavior
- ❖ Be vigilant to life situations that could cause tension/distress
- ❖ 80 % – 20%
- ❖ Passion vs. dispassion



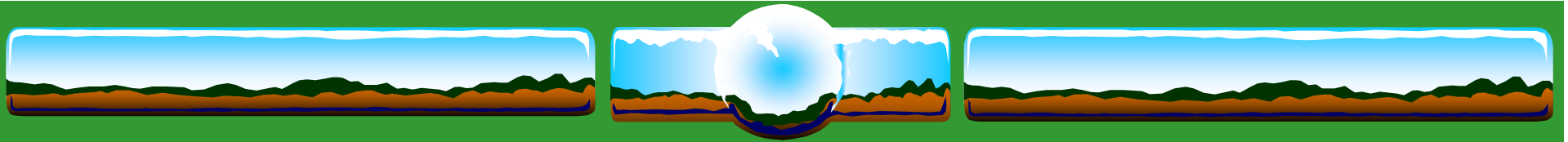
CAREGIVER ATTITUDE

- ❖ Attitude is important
- ❖ Behavioral support is a vital and interesting aspect of caregiving
- ❖ Know when attitude is adversely affected by challenging behaviors
- ❖ It is natural to develop “bad” attitudes
- ❖ Develop strategies for maintaining productive attitudes



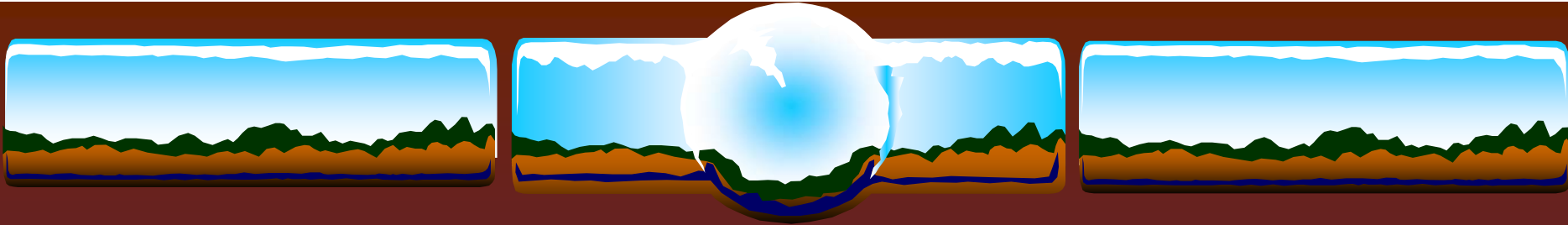
GROUP SUPPORT/ MEETINGS

- ❖ Team spirit
- ❖ Regular meetings
- ❖ Systems of communication
- ❖ Communicative intent of behavior
- ❖ Written support plans

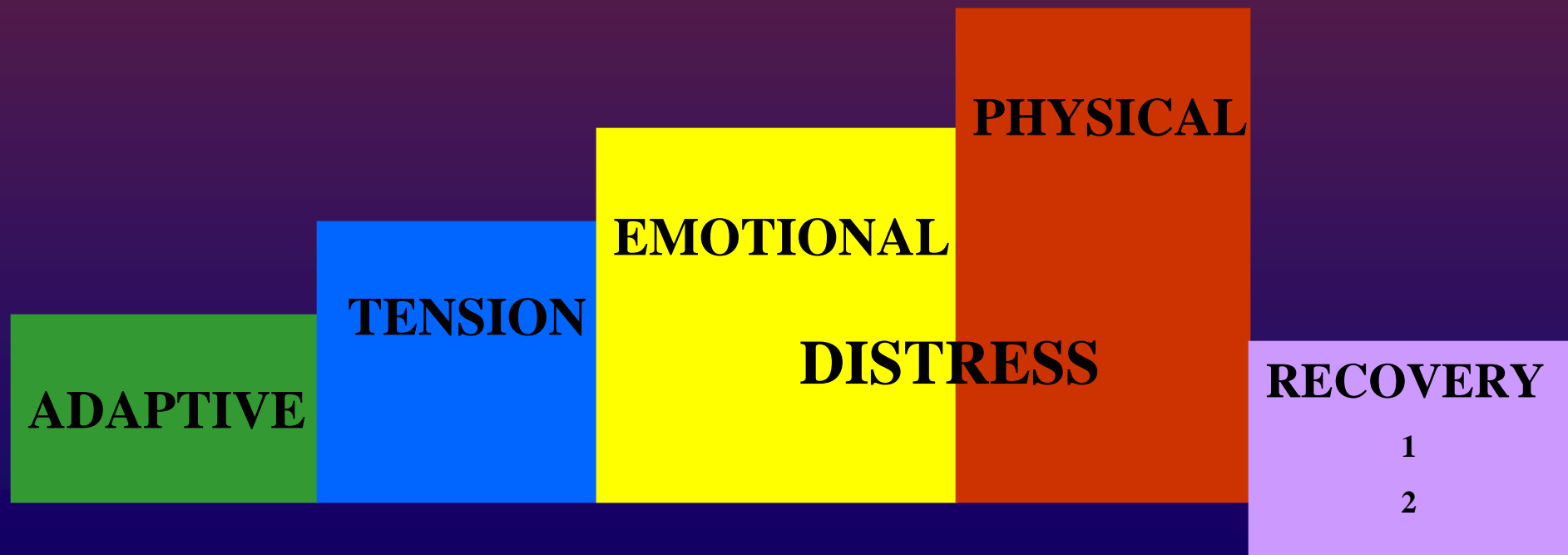


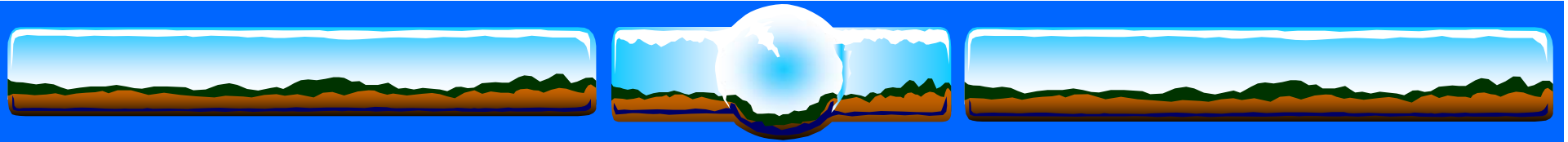
POSITIVE PRACTICE / PRO-ACTIVE PLANNING

- ❖ Pro-active vs reactive
- ❖ Sensitivity to what life stressors can adversely affect people with “tenuous emotional control”
- ❖ Challenging Behaviors
 - ❖ What are stress triggers?
 - ❖ How can caregivers minimize the negative influence of these stress triggers?



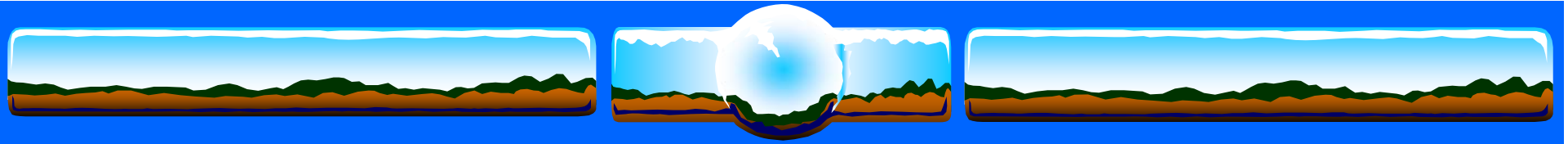
Stages of Challenging Behaviors





TENSION

- ❖ Change in breathing
- ❖ Facial expression
- ❖ Eye contact
- ❖ Decreased Concentration
- ❖ Muttering
- ❖ Voice Tension
- ❖ Argumentative
- ❖ Withdrawal



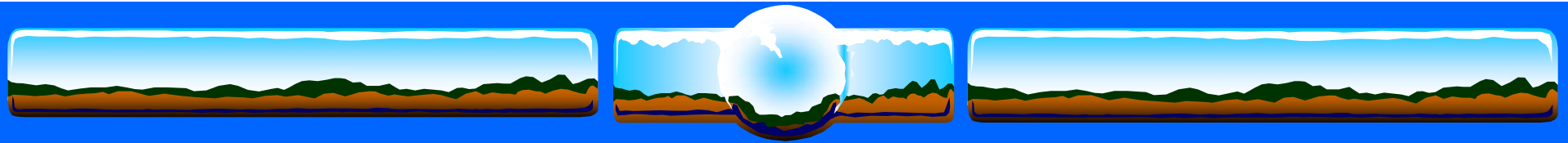
RESPONSIVE

❖ Increase attention

- ❖ Creative talking strategies
- ❖ Review stress triggers
- ❖ Empathy
- ❖ Touching

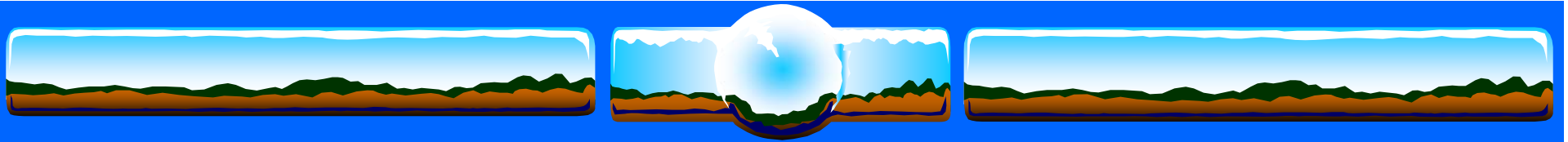
❖ Give Space

- ❖ Lower or change expectations
- ❖ Provide diversions



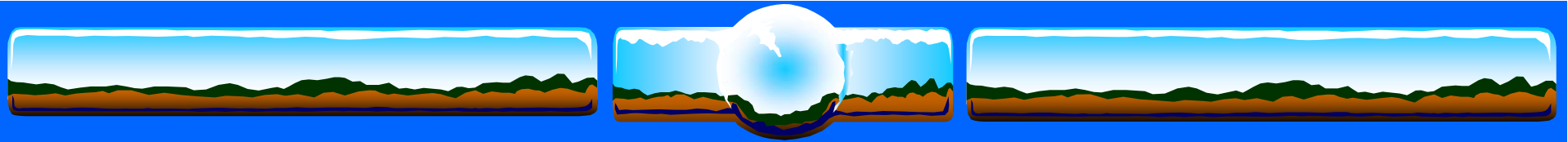
CAREGIVER Mood

- ❖ Awareness of how support to person can be affected by:
 - ❖ Present mood
 - ❖ Tension associated with challenging behaviors



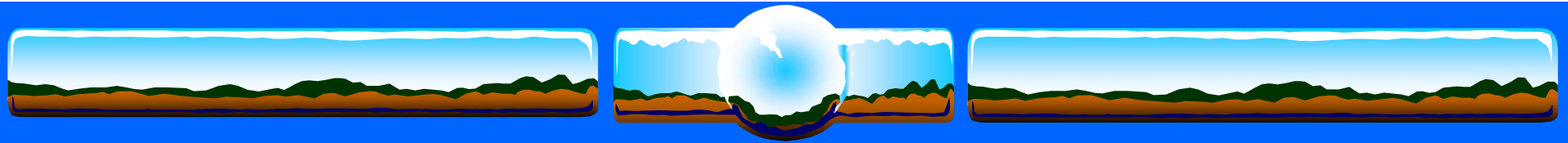
GROUP SUPPORT / ATTEND TO CONFRONTATION

- ❖ Awareness of how often confrontations are occurring
- ❖ Establish ongoing open communication among team members
- ❖ Be able to make quick adjustments to the support plan



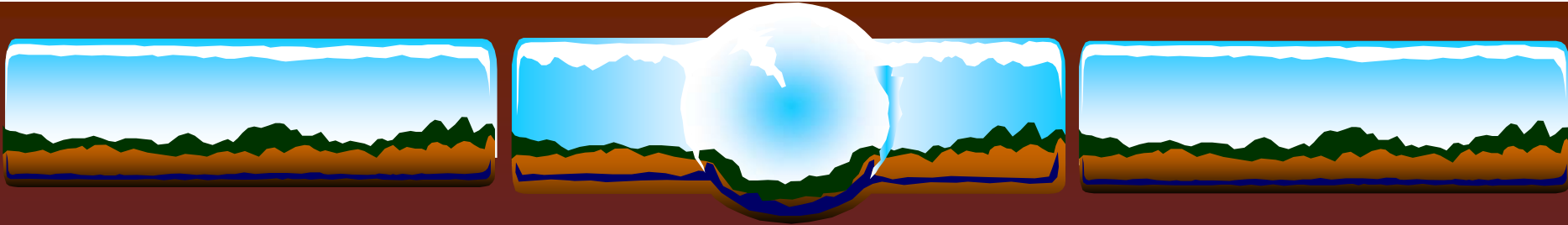
POSITIVE PRACTICE / CREATIVE TALKING

- ❖ Avoiding power struggles
 - ❖ understanding the conflicted role of caregivers
 - ❖ expectations vs behavioral support
 - ❖ silence as effective support
- ❖ Sensitivity to when talking increases challenging behaviors
 - ❖ Knowing when to stop talking
 - ❖ using creative talking strategies

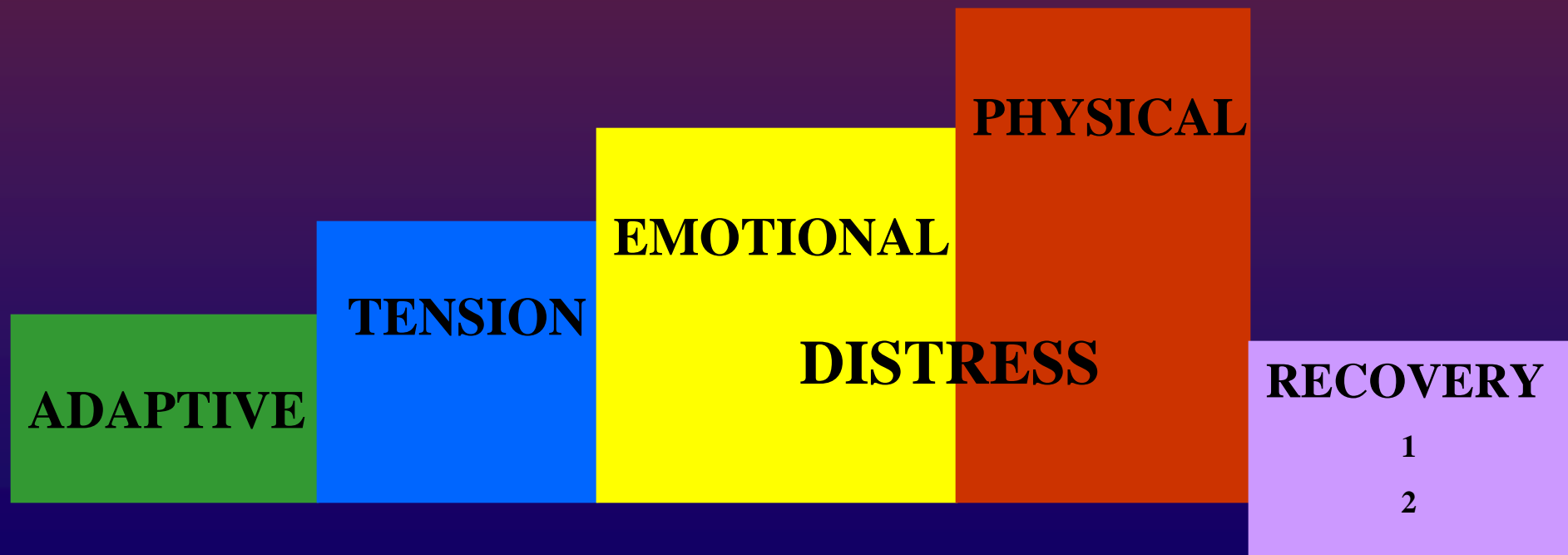


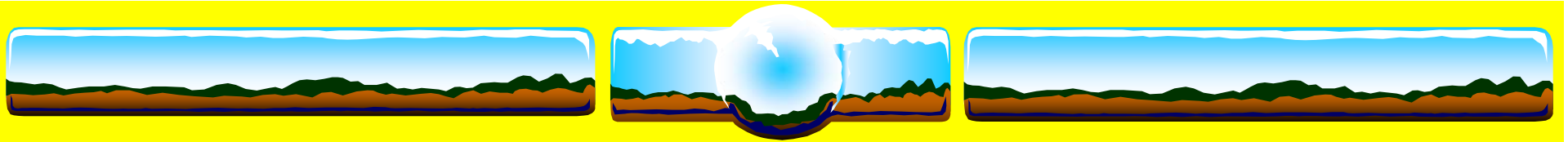
POSITIVE PRACTICE / TALKING STRATEGIES

- ❖ Humor
- ❖ Choices
- ❖ Give Time
- ❖ Empathy
- ❖ Foreshadow
- ❖ Allay Fears
- ❖ Careful explanations
- ❖ Changing expectations
- ❖ Reflective listening
- ❖ Relaxation skills
- ❖ Share experience
- ❖ Team support
- ❖ Diversions
- ❖ Incentives



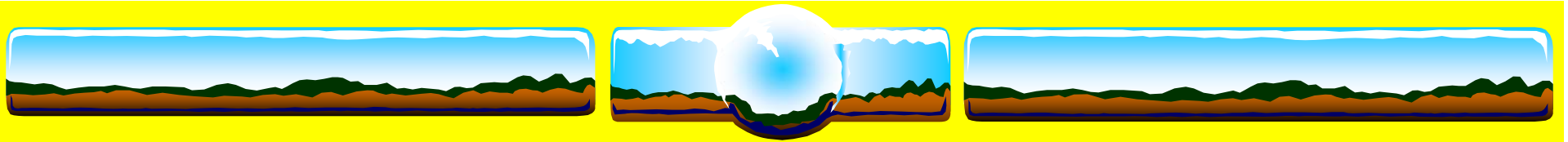
Stages of Challenging Behaviors





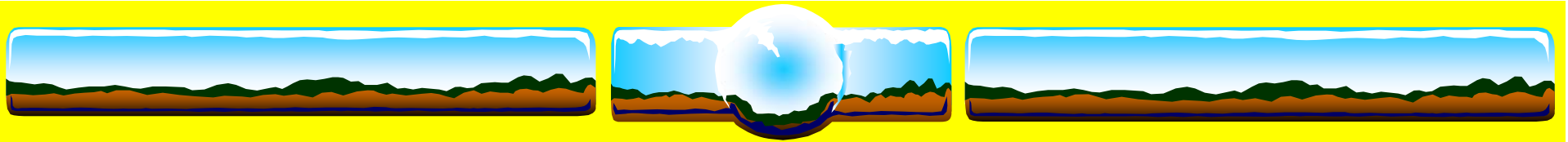
EMOTIONAL DISTRESS

- ❖ YELLING
- ❖ SWEARING
- ❖ THREATS
- ❖ PACING
- ❖ INCREASED MOVEMENTS
- ❖ DECREASED RATIONAL THINKING



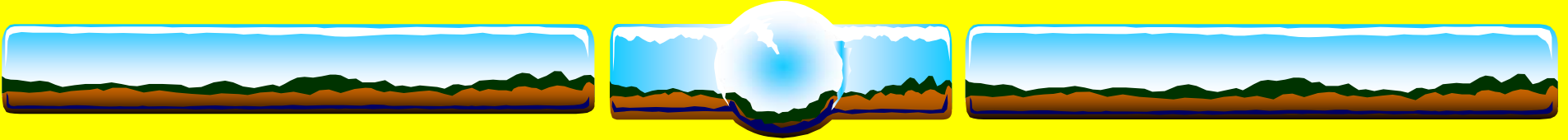
DIFFUSION

- ❖ Decrease or stop talking
- ❖ Focus on challenging behaviors
- ❖ Neutral presence
- ❖ Use talking to contain behaviors
- ❖ Respect positioning



CAREGIVER EMOTIONAL EQUILIBRIUM

- ❖ Stress = Occupational hazard
- ❖ Develop awareness of personal emotional equilibrium
- ❖ Sensitivity to early warning signs of stress
- ❖ Develop strategies for maintaining emotional equilibrium

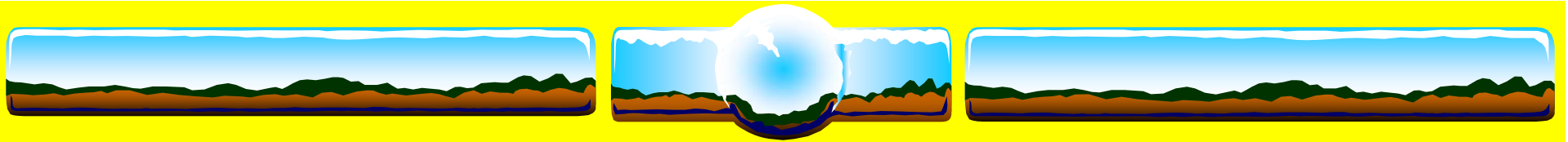


Stress

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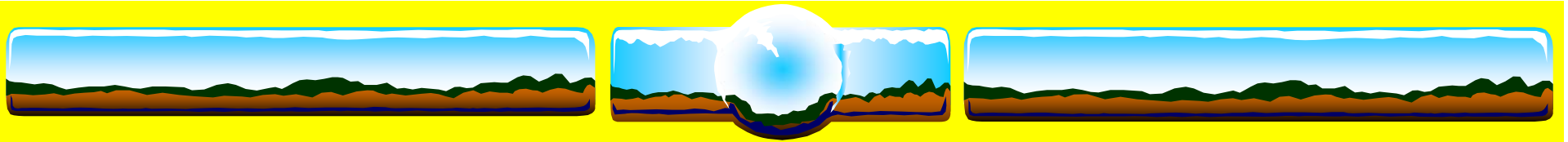
Self-Support

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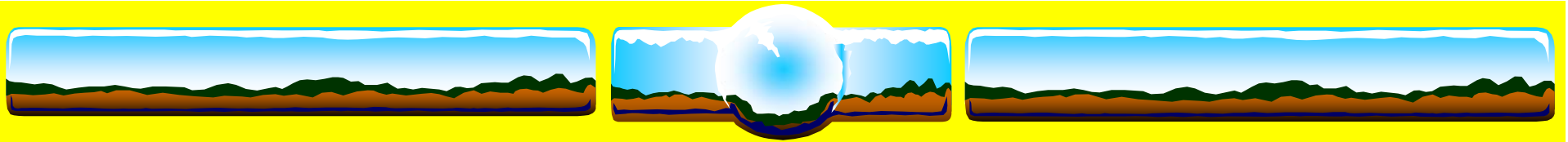
GROUP SUPPORT / TEAMING STRATEGIES

- ❖ System for accessing team support
- ❖ Plan in place regarding best strategies for dealing with a threatening confrontation
- ❖ Approach the confrontation in a calm even manner
- ❖ Create a safe environment
- ❖ Protect other people in the environment



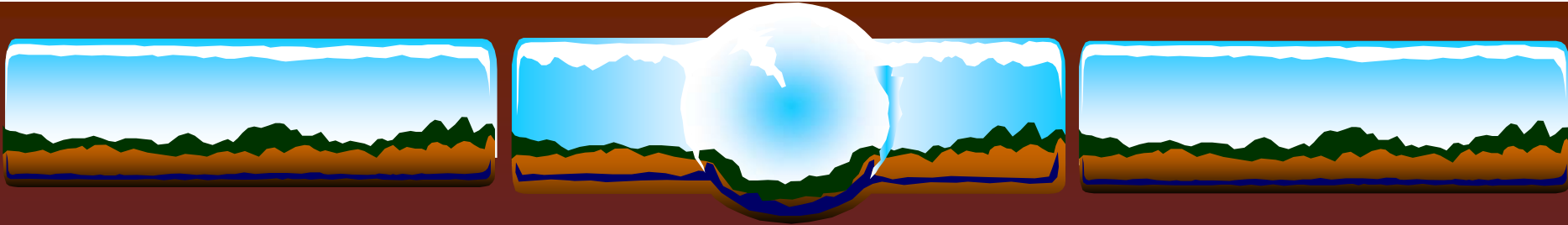
POSITIVE PRACTICE / PRESENTATION OF SELF

- ❖ Neutral Presence
 - ❖ Even facial expression
 - ❖ Eye contact matched to person/situation
 - ❖ Non threatening posture
 - ❖ Mask/control personal feelings of tension

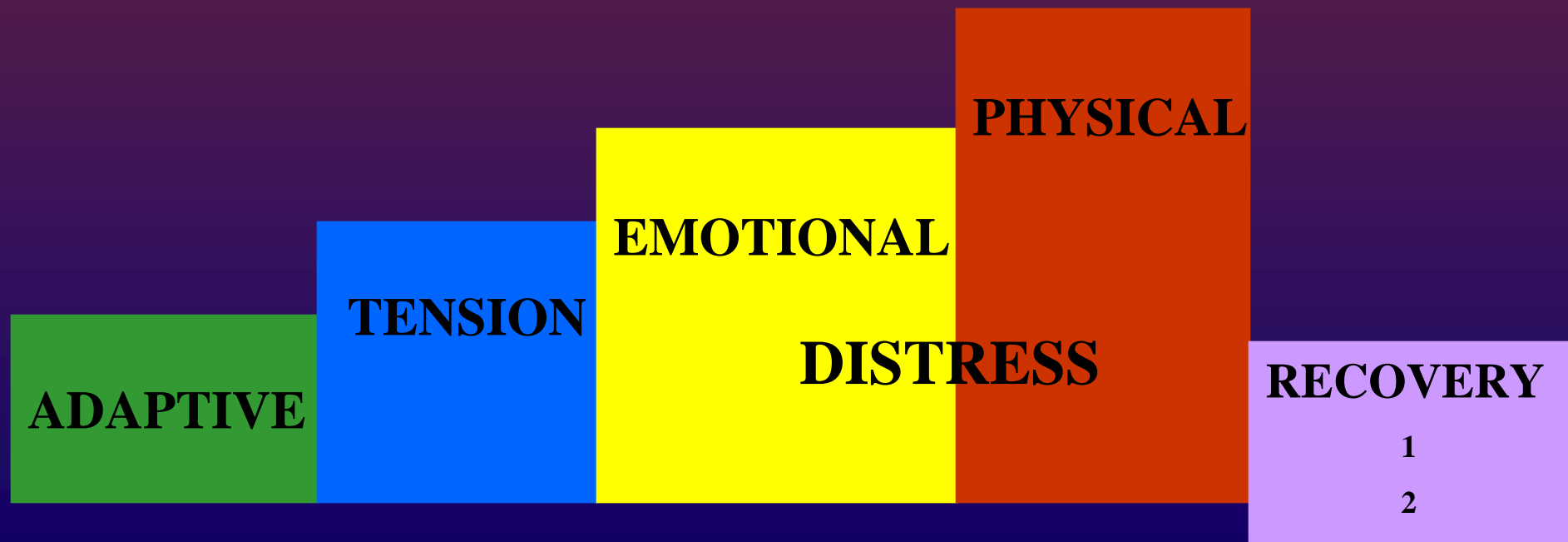


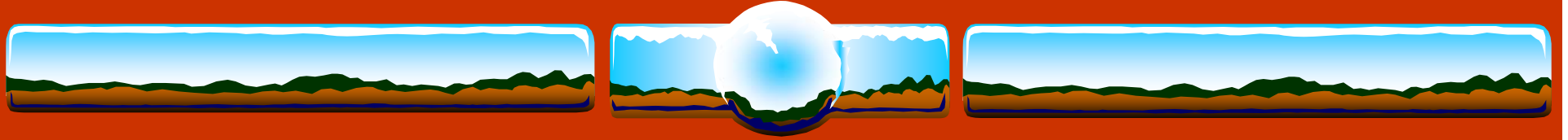
POSITIVE PRACTICE / PRESENTATION OF SELF

- ❖ Respect positioning
 - ❖ Minimize person's tension/distress
 - ❖ responsive to individual
 - ❖ greater mobility
 - ❖ safety for both person and caregiver



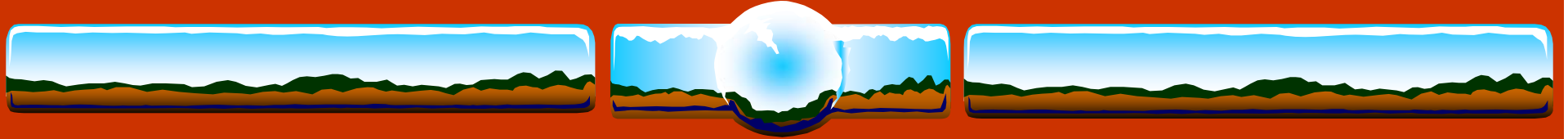
Stages of Challenging Behaviors





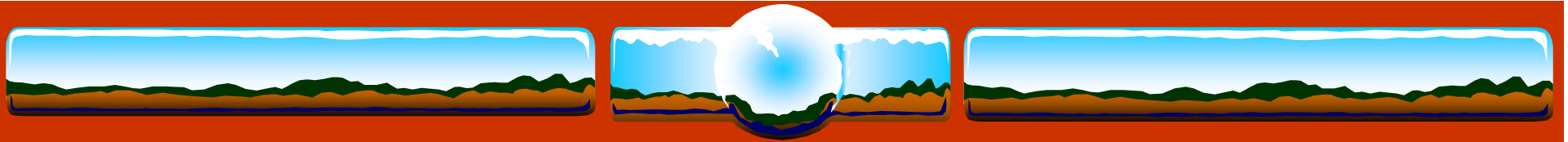
PHYSICAL DISTRESS

- ❖ Aggression
- ❖ Destruction
- ❖ Self-Injury



PERSON SUPPORT / SAFE BOUNDARIES

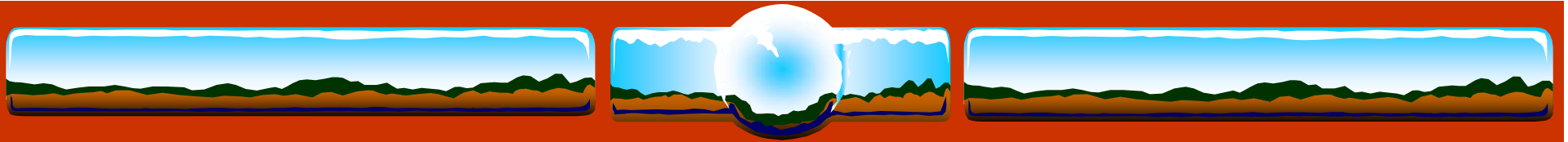
- ❖ Remove self and others
- ❖ Be prepared to self protect
- ❖ Protect person from self-injury
- ❖ Safe physical support



CAREGIVER SUPPORT - FRIGHT

w Fright

- v Increased heart rate
- v Muscle tension
- v Perspiration
- v Adrenaline



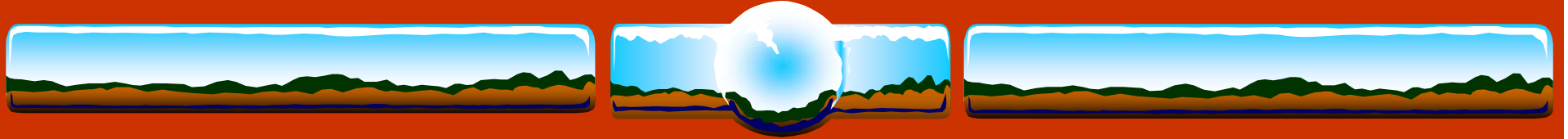
CAREGIVER SUPPORT - FRIGHT

Y Positive effects of fright

F Stronger

F Smarter

F Faster



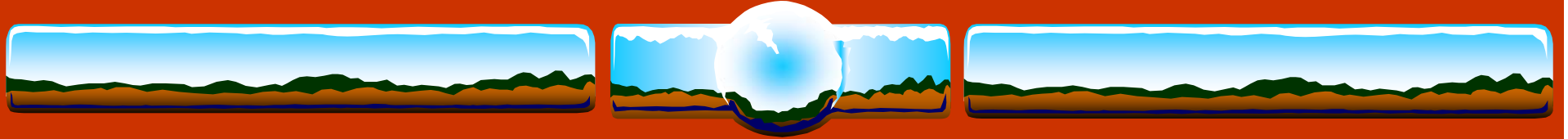
CAREGIVER SUPPORT - FRIGHT

Y Negative effects of fright

F Excessive Force

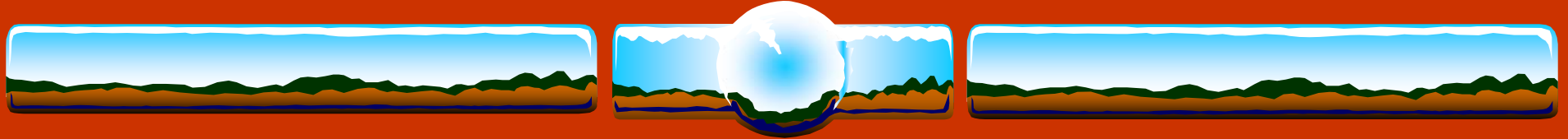
F Unresponsive

F Panic



GROUP SUPPORT / TEAMWORK

- ❖ Decide on a team facilitator
- ❖ Plan for team communication
- ❖ Plan to communicate with the person
- ❖ Provide safety for others



POSITIVE PRACTICE / IMPACT AGGRESSION

❖ **General Actions**

- ❖ move away
- ❖ side position
- ❖ Shield
- ❖ Deflect

❖ **Hit**

- ❖ raise arms
- ❖ protect head
- ❖ deflect impact

❖ **Kick**

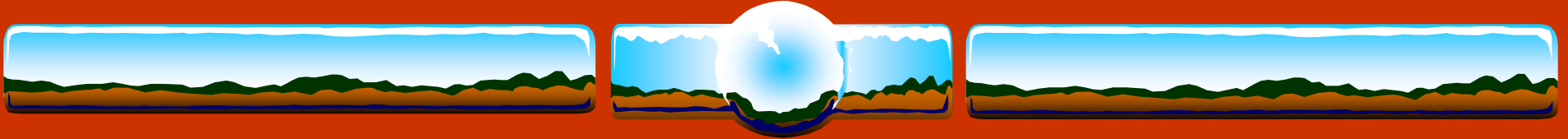
- ❖ raise leg slightly to protect body

❖ **Spit**

- ❖ raise hands to protect face

❖ **Weapon**

- ❖ increase distance
- ❖ use objects to shield
- ❖ call for help



POSITIVE PRACTICE / CONTROL AGGRESSION

❖ **General Actions**

- ❖ Find vulnerability of control
- ❖ Use diversions

❖ **Wrist**

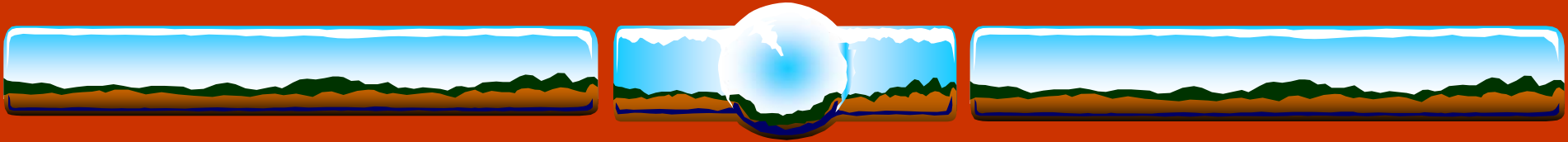
- ❖ twist out between thumb and finger

❖ **Pinch**

- ❖ cover with hand
- ❖ press in and brush off

❖ **Scratch**

- ❖ carefully gather fingers together
- ❖ pull straight away



POSITIVE PRACTICE / CONTROL AGGRESSION

❖ **Hair pull**

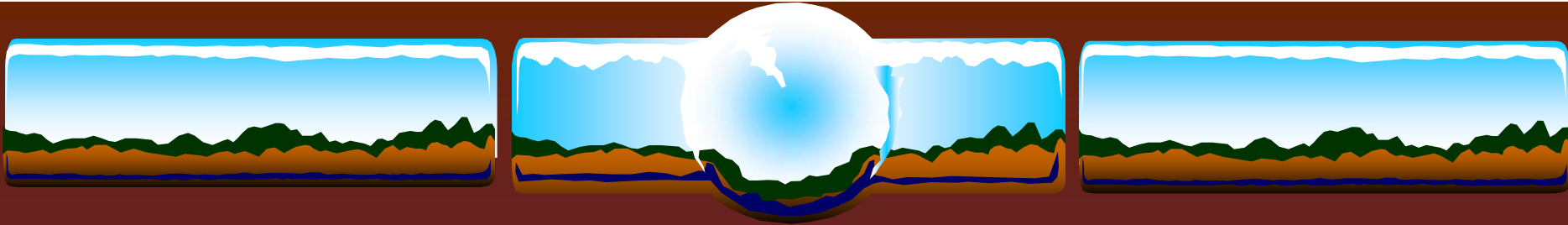
- ❖ cover with both hands
- ❖ put pressure on wrist
- ❖ pry fingers loose

❖ **Choke**

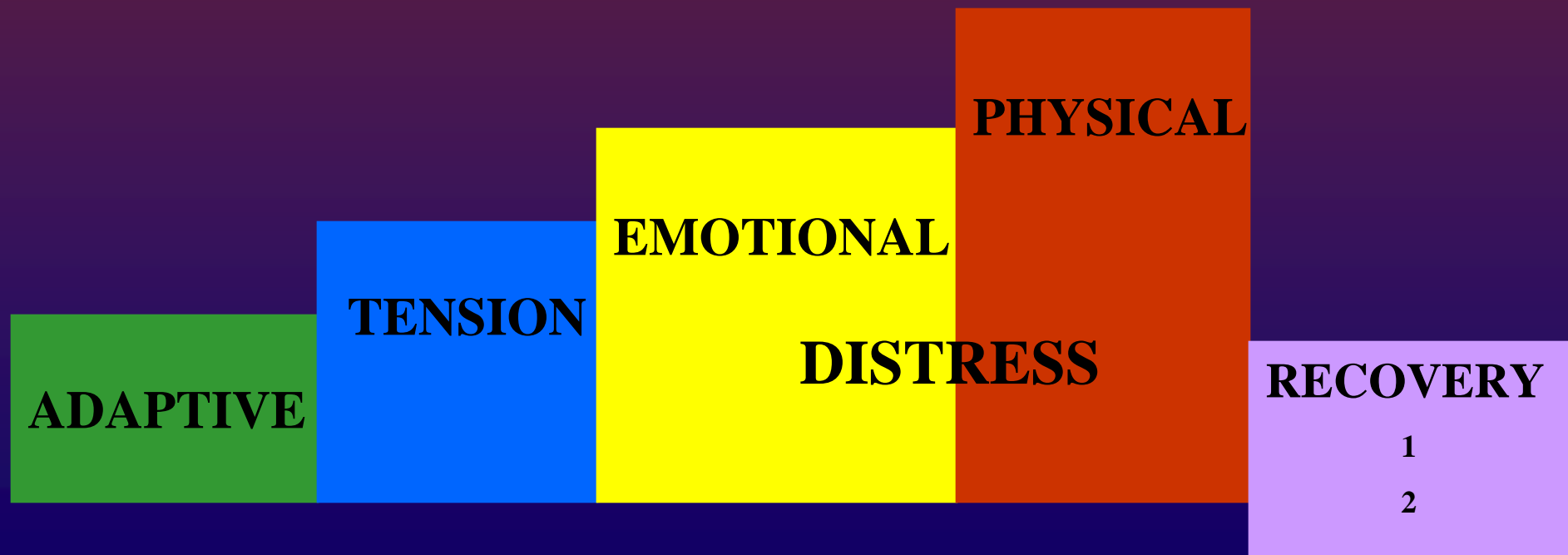
- ❖ move back
- ❖ raise arms up, hands together
- ❖ push arms out away from neck

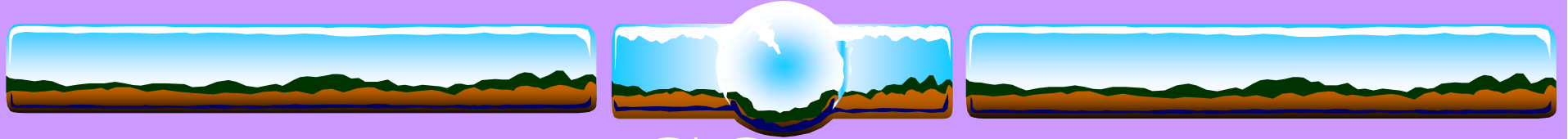
❖ **Bite**

- ❖ push into bite
- ❖ cover nose and gently push in



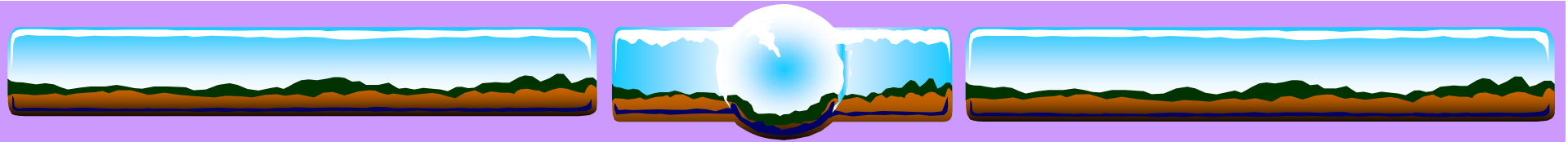
Stages of Challenging Behaviors





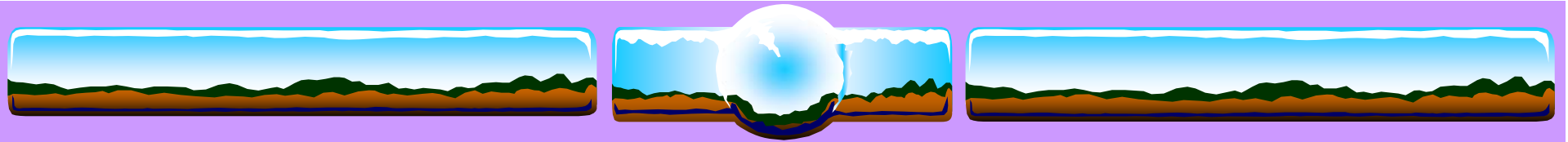
RECOVERY

- ❖ Physical signs person is out of Distress
 - ❖ Tension is released
 - ❖ Normal breathing
 - ❖ Normal posture
- ❖ Mood/affect change
 - ❖ Level 1
 - ❖ Returns to adaptive
 - ❖ Embarrassment
 - ❖ Remorse
 - ❖ Level 2
 - ❖ Crying
 - ❖ Withdrawal



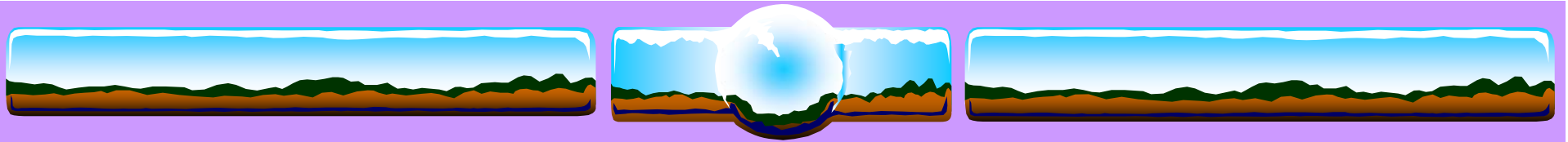
PERSON SUPPORT / TALK OUT

- ❖ Reflect on the confrontation
 - ❖ Talk about what happened during the confrontation
 - ❖ Explore possible stress triggers
 - ❖ Discuss better ways to deal with triggers
 - ❖ Offer support
 - ❖ Carefully enforce consequences if warranted



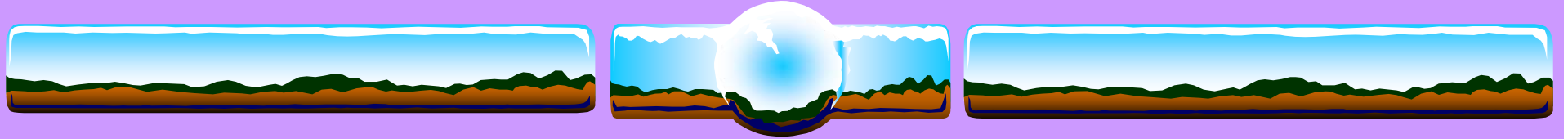
PERSON SUPPORT / TALK OUT

- ❖ Provide positive closure
 - ❖ Smile - hand shake - positive statement
 - ❖ Help return to adaptive lifestyle for both person and caregiver



CAREGIVER SUPPORT / PROCESS CONFRONTATION

- ❖ Assess emotional equilibrium before beginning to talk out
- ❖ Solicit support from the team
- ❖ Evaluate the threatening confrontation
- ❖ Practice emotional equilibrium



GROUP SUPPORT / ATTEND TO CAREGIVER

- ❖ Help caregivers involved in the confrontation process what happened
- ❖ Avoid being judgmental
- ❖ Help caregiver maintain emotional equilibrium