

Being Aware: Increasing Safety in the Clinical and Home Health Setting

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You, Me, and why we are here today.

Introductions



Our Goals for Today

Developing Awareness

- Environmental Awareness
- Situational Awareness
- Spatial Awareness
- Emotional Awareness

De-escalation Concepts

- Self Awareness and Self Regulation
- Empathetic AND Assertive



Environmental Awareness

What and Where “IS”?

What is the weather like?

What is the layout of the area?

What items are near?

Where is the entrance/exit?

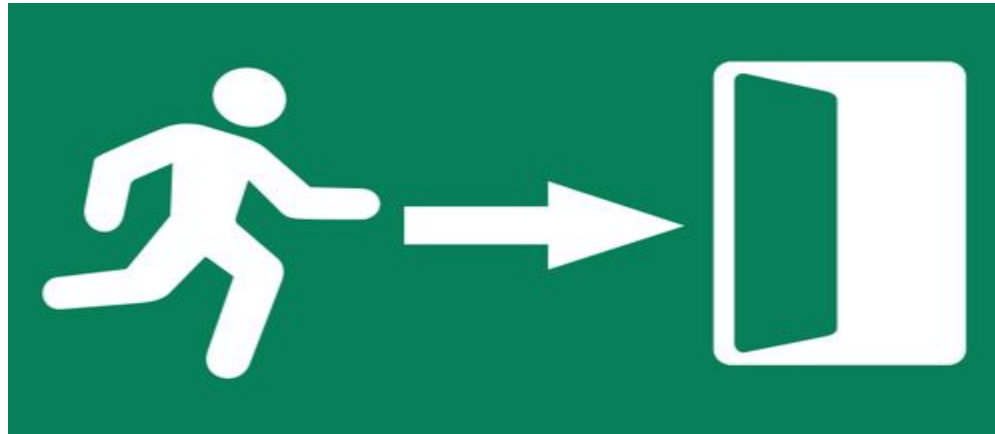
Where is cover?

Where can I hide?

How do we “Get Out”?

For self

For aggressive individual



How can we develop
environmental
awareness?

Practicing Observation

- What do you see?
- What do you hear?
- What do you smell?
- What items are immovable?
- What items are removable?
- Who is around?
- What other things do you think might be important?



Situational Awareness

What “Could Be?”

Did you notice that this picture is the same picture I used for the Environmental Awareness Slide? Why do you think that I did that?

What could be some other things to think about when assessing the situation?

Don't forget about the reason for the visit!



Utilizing Environment as a Tool



Besides seeing which things you can use as tools, we need to be able to recognize what our person in crises could use as tools. By tools, I also mean those things that could cause bodily harm or things that can be used to protect yourself.

This is a part of Situational Awareness.

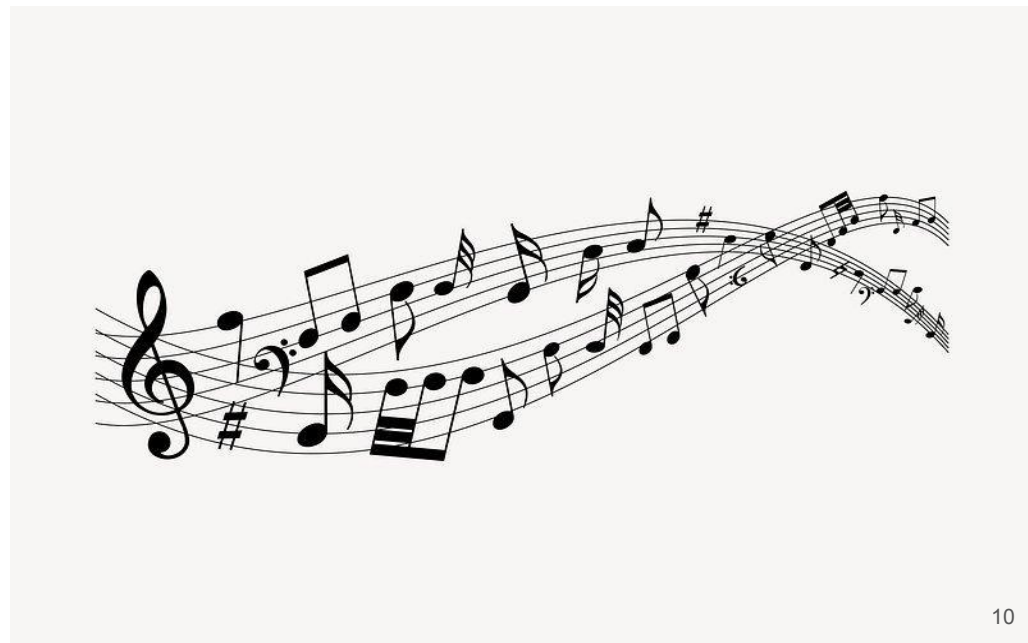
What's the “Vibe”?

What is the individual “telling” you, with or without words?

Where are “other” people?

What is currently HAPPENING?

What COULD happen?



Vigilance vs Hypervigilance



The Sky is Not Falling!

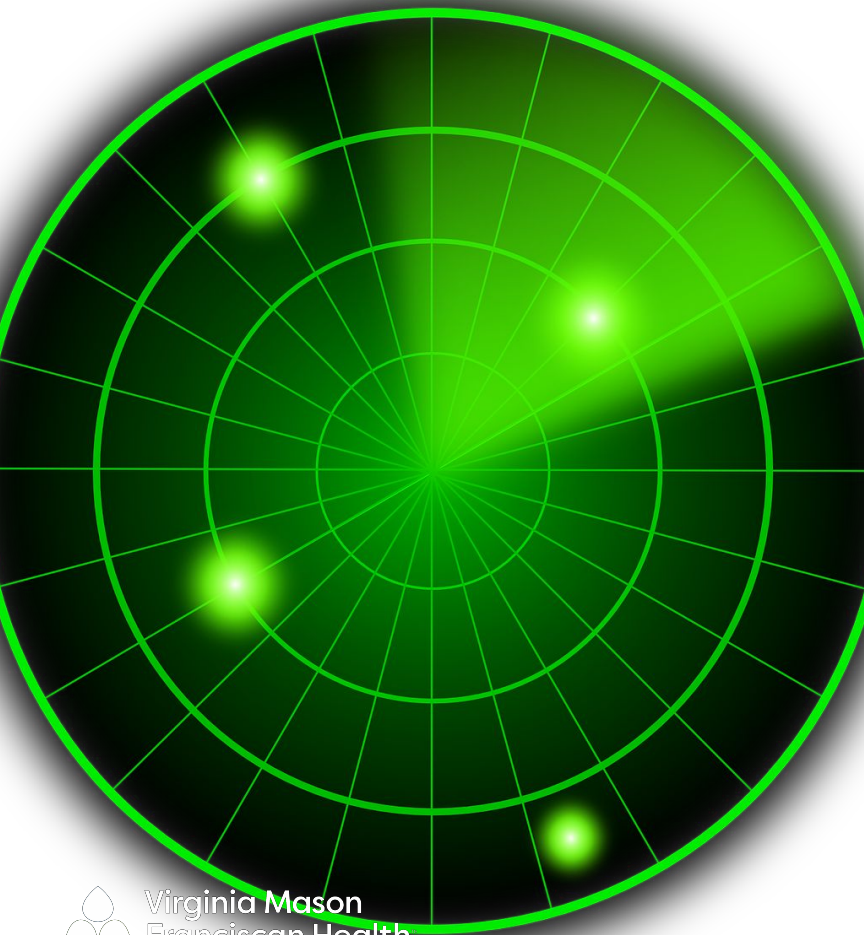
It is important to maintain awareness. It can be done without seeing “monsters” everywhere.

If we learn to accurately assess threats based on the situation, we are better able to navigate those issues.

Ways to Practice Situational Awareness

- Use your imagination and think of all the ways a thing could go “right” or “wrong.”
- Ask “What if?” often
- Play “If this/then that”
- “Game it!”





Spatial Awareness

Proxemics

What is the distance between myself and a potential threat?

What is a “safe” distance?

How can I maintain a “safe” distance in a small room?

You need BOTH environmental AND situational awareness to develop spatial awareness.

Emotional Awareness

Body Language

How are they

- Standing/Sitting
- What are their hands doing?
- What expressions are they showing?
- What are their eyes telling you?

Tone of Voice

- Agitated/Nervous
- Calm
- Angry





Signs of Escalation

Something “Changed” in their body language and/or tone of voice.

Why?

What is different now?

Could it have been you, your presence?

To recognize escalating behavior we have to maintain both our situational awareness AND our own emotional awareness in addition to the individuals changing state.



Disengagement Vs De-escalation

Know when to

- Hold Them
- Fold Them
- Walk Away
- Run

IF AT ANY POINT THINGS BECOME
PHYSICAL, GET OUT!

De-escalating Aggressive Behavior

Some key concepts in helping people in crises to navigate the storm of their behaviors

1. Self awareness + Self regulation = Emotional Intelligence
 - a. Without understanding your own reactions it will be difficult to help someone else.
 - b. We need to recognize that we DO have reactions, both physical and emotional, to adverse scenarios.
 - c. Learning to channel those reactions into effective action.





De-escalating Aggressive Behavior

Some key concepts in helping people in crises to navigate the storm of their behaviors

2. Everyone believes they are the Great Defender
 - a. No one is the villain in their own story
 - b. No one thinks they “started it.”
 - c. This applies to us as well
 - d. Winning seems like the only option
3. We want THEM to feel like they won
 - a. What do I mean?
 - b. What does that look like?

Empathy and Clear Communication

In order to communicate clearly we first need to be able to listen. We need to listen with all of our senses, not just our ears.

When we clearly understand the underlying need, we can then address it appropriately.

Addressing the need appropriately does not necessarily mean “giving them what they want.” It does mean, however, giving the SITUATION what it needs in order to resolve it.

I like to ask myself often “What is the endgame here?”





Assertive and Clear Communication

Once we understand the nature of the situation, we can then move skillfully towards our “end game.” In de-escalating problematic behaviors this could include any number of verbal cues, directives, options, and choices that allow the individual to comply while still feeling like they are in control of the situation.

Remember, however, your own self knowledge, specifically regarding your body language and tone of voice, can be a major factor in successfully navigating these waters.

And ANYTIME you think someone is escalating towards physical violence, GET OUT.

Questions, Clarifications, and Comments



Thank you.