



**C**ommunication

**A**ctive Physical Control Maneuvers

**L**ateral Recovery Restraint™

**M**onitor

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**FOR TRAINING PURPOSES ONLY**



# Con10gency

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# Active Listening Skills

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## Minimal Encouragers

- Short phrases
- Encourage communication

*Ex:* What else..., Tell me more..., Uh-huh..., I see...

## Open-Ended Questions

- Questions designed to encourage discussion
- Avoid Yes or No questions

*Ex:* How did we get here today? What can I do to help?



## Reflective/Mirroring

- Repeat the subject's phrases back to him/her
- Promotes additional conversation and stalls for time

*Ex:* "I'm so tired, I need someone to listen to me"

**Reply:** "You're tired and you need someone to listen?"

## Emotional Labeling

- Identify the subject(s) feelings
- Direct de-escalation toward proper emotions

## Paraphrasing

- Restatement of the subject's message in your words
- Allows subject(s) to hear another interpretation
- Provides opportunity to clarify message

## I Messages

- Use an "I" before your statements
- Builds personal rapport with subject(s)

*Ex:* I understand..., I'm here to help...

## Effective Pauses

- Use a pause to encourage communication
- Silence can also be awkward

*Ex:* Hey Richard, you seem really angry.....[Pause]

## Summarize

- A timely recap of the conversation
- Revisit key topics for common clarity
- May happen several times during conversation





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# Mental Illness Concerns



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# Paranoid Schizophrenia

## *Characteristics:*

- Delusions, hallucinations, disorganized speech, disorganized behavior (clothing, emotions, etc.)

## *Approaches:*

- Allow time for ventilation
- Acknowledge delusions, but don't play along
- Use distractions to refocus them on here and now
- Re-enforce safety and security with words & actions

# Antisocial Personality Disorder

## *Characteristics:*

- Repeated criminal acts, repeated deception, impulsiveness, lack of remorse, manipulative

## *Approaches:*

- Stay calm
- Establish a working relationship
- Avoid arguments
- Carefully plan concessions



# Borderline Personality Disorder

## *Characteristics:*

- Frantic efforts to avoid abandonment, pattern of extreme swings in behavior, self-harm, impulsive

## *Approaches:*

- Stay calm – *Self-control is essential*
- Use distractions to change topics during outbursts
- Discourage unstructured ventilation
- Be clear and direct and anticipate uncertainty



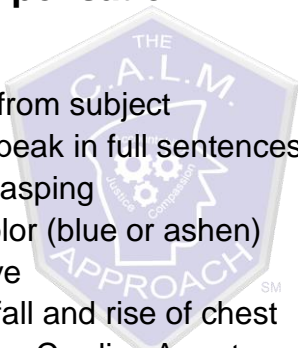
# Medical Concerns

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# Signs of Decompensation

## *Characteristics:*

- Statements from subject
- Inability to speak in full sentences
- Snoring or gasping
- Poor skin color (blue or ashen)
- Unresponsive
- Diminished fall and rise of chest
- Respiratory or Cardiac Arrest
- *Do they appear medically compromised?*



## Response to Decompensation

- ***Immediately call for EMS support***
- Ensure current position is not interfering with airway, breathing, or circulation
- Coach subject to breathe deeper and slower
- Attempt to calm subject
- Adjust position for neutral airway
  - Neck in line with torso
  - Ears in line with shoulder blades
- Ensure subject is on their side so fluid can drain

## Response to Decompensation, cont.

*Subject continues to decompensate:*

- Remove handcuffs and restrictive clothing
- Place subject on back, on hard surface
  - ***Pulse, but not breathing***
    - *Open, clear, and maintain airway*
  - ***No Pulse or breath***
    - *Initiate CPR*
    - *Use AED if available*





# Lateral Recovery Restraint<sup>TM</sup>

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## Positioning within Lateral Recovery Restraint

- **Never place pressure on subject's back, chest, or stomach**
- **Never place pressure on any part of the subject's neck**
- Forehead and neck should be in line with torso
- Ears should be in line with shoulder blades
- Continue verbal de-escalation <sup>SM</sup>
- Secondary officer to restrain legs if necessary

# Pit Crew Chief

## *Responsibilities:*

- Take charge of situation
- Communicate to team members and bystanders
- Ensure force applications are applied appropriately
- Ensure LRR is applied properly
- Communicate any needed corrections
- Ensure Monitoring strategies are being applied
- Ensure policies and procedures are being followed

# Transparency

- Everyone is watching
- Avoid desire to punish subject
- Always do the right thing, even when no one is looking
- Do it for yourself, your partner, and your family