

Workplace Assessment & Violence Education (W.A.V.E.)

Approach

The following information is intended to be used as a reference document once you've completed the program.

In addition to the elements in W.A.V.E., knowing the client is critical:

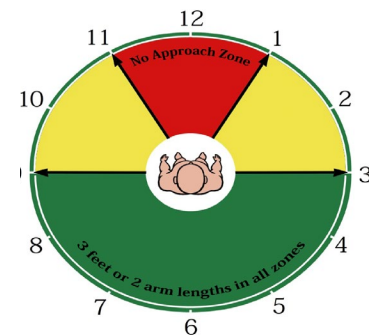
- access to client chart if possible – know what the client's "triggers" are that may initiate or even escalate a situation – know the care plan for that individual
- communication from other workers/supervisor on client status
- can the client see and hear adequately
- are any changes in the client's behaviour documented and are changes communicated effectively to the circle of care

W.A.V.E. Approach Zones

Green = You can approach me as I had a good sleep, I'm in a good mood and feeling pretty good. It is safe to approach me.

Yellow = I am feeling a little bit off today but it still may be safe to approach keeping in mind you are keeping your guard up. Be cautious.

Red = Do not approach me as I am having pain I did not sleep well. I don't want anyone to come any closer. Your safety is at risk!!!!



6 Steps to Safety

1. Make eye contact with the individual (if appropriate).
2. Choose which yellow zone of the individual you will be approaching on. Remember the dominant side for you and non-dominant for the individual.
3. Determine safe distance. Stay away 3 feet minimum or 2 arms lengths of a person until you have taken the time to do a proper assessment and you have determined that it is safe for you to approach.
4. Angle your body to the side. This will minimize target areas in the event the individual strikes out.
5. Talk with your hands. Keep your hands visible so the individual knows you're not hiding anything.
6. Use assessment process of the individual. Before you start your task as well as while you are performing your task.

Key principles

- Three P's may also greatly decrease the possible chances that a person would be involved in a physical confrontation:
 - Positive - having a positive attitude toward our job and the people we work with, clients and co-workers, will help to properly and objectively assess our clients and those we work with.
 - Professional - taking responsibility for our actions.
 - Productive - at work we are being paid to do a job. We should do it well and to the best of our ability so we can go home at the end of the day and be proud of what we did.

Number one rule...whether you are at work, at the mall, on a busy street - always be aware of your surroundings. That means be aware of what is within your immediate area that could cause you direct harm. This could be an item, a person, a vehicle, etc.

Trust your instincts: if you have a sense that something is not quite right, it usually is an indication something is wrong. This requires a constant awareness of your surroundings.

Watch out for complacency (familiarity): over time we may lose our sense of awareness when we become so used to our actions that they're automatic. We stop thinking about associated risks and therefore become complacent – we let our guard down – we may not be as concerned about a risk as we should be.

Your safety is 100% your responsibility and only you can keep yourself safe.

5 Safety Scans for Workers

1. While driving to a location

- When close to the area, if any threats are seen you have the due diligence and/or right to drive away.

2. Before exiting the safety of your vehicle

- While still in the safety of your running vehicle you should complete another scan of the area.

3. Exiting vehicle and before closing door

- Standing by the open door to your vehicle, perform another scan of the immediate area. When standing, your height and angle provides a different visual perspective than when sitting in your vehicle. This process continues to provide protection and a safe exit if required.

4. Walking in to meet client

- Use your senses to determine if it is safe to proceed. Are there any unusual noises, such as dogs barking, people yelling, items being broken? Perhaps unusual smells are present.

5. While meeting and assessing client

- Complete an assessment of the client and the environment prior to entering the dwelling, and continue to assess during the time you are there as things could change rapidly.

Technique Tips

Techniques are taught during the classroom portion of W.A.V.E. and require a return demonstration from each participant. The intended use of these tips is to provide a basic reminder of the techniques that are taught in W.A.V.E. Review and practice the techniques to ensure a good understanding. Perfect practice makes perfect.

W.A.V.E. techniques need to be performed with smooth, fluid movement to be effective. The individual assaulting you would have less of a chance to react and assault you again if your motions are smooth and fluid when breaking away. Practice the techniques until you're very comfortable using them.

In addition to W.A.V.E. techniques:

- communicate with the individual who may be pinching or have a hold of your arm. Calmly and assertively say "let go". Depending upon the individual, this direct order could be enough to have them release their grip on you.
- maintain your self-control and keep breathing. Don't give in to your sense to panic – stay focused. When you stop breathing you may stop thinking – your brain needs oxygen to function properly.
- only **match the level of response to the level of assault** to adequately break away – do not use excessive force.

Technique Summary

Covering Up

Protect your vital organs during an assault:

- use your hands/forearms to cover the side/front/back of your head or any part of your body that you can
- turn your body away while raising your knee (closest to the individual) toward your chest. Use your thigh to provide protection. This action is done in a smooth, fluid movement. Use of this technique could put you off balance and result in injury to yourself – use this technique with caution.

Arm Grab Releases

Arm Grab Escape

a. Assaultive individual has a hold of your arm and both his thumbs are up.

- Assaultive individual has a two-hand grip on your arm and both thumbs are up.
- move in, towards the individual
- reach through the individual's arms with your free hand and grip your captured hand
- turn, broaden your stance
- rotate arms up in a full arc, going in the direction of the individual's thumbs. Move is effected by directing effort against the individual's thumbs (weakest point of the grip)
- execute technique swiftly before the individual has had time to react to and resist
- move out of the way

b. Assaultive individual has one thumb up and one thumb down.

- move in, towards the individual
- grab your own captured hand with free hand from underneath and twist your arm like a corkscrew. (this technique won't work unless you get your weight moving into him)

Release from one-hand grab

Assaultive individual grabs your wrist with one hand.

- Since such assaults are not life threatening, you may decide to allow the assaultive individual to maintain the grab while attempting verbal and nonverbal intervention measures (including asking the individual to let go).
- place your free hand onto the individual's grasping wrist (optional)
- step in towards the individual
- make a fist with your captured hand, and roll your fist with your palm inward towards your body until the smallest part of the wrist appears between the assaultive individual's thumb and forefinger (which is the weakest part of his grip)
- keep your elbow close to your body
- bend your fist toward your own wrist, and with a **quick** motion, pull your wrist through the individual's thumb and forefinger pulling upwards towards your shoulder
- move out of the way

Pinch Release

Assaultive individual pinches your arm.

- grasp assaultive individual's hand with free hand and grasps the small thumb muscle (base of the thumb), at the same time pushing arm down.
- move toward the point of capture with full body weight.
- this will cause the individual to release pinch hold.
- move out of the way.

Hair Pull Releases

Assaultive individual grips your hair from the front

- step in, toward assaultive individual.
- immediately establish control to minimize further pain or damage from being pulled or shaken. Push the individual's grabbing hand(s) firmly down against your head. Move your head toward the individual at a 45 degree angle (reposition grabbing hand into a mechanically inferior position).
- by establishing control the immediate danger from the hair grip is terminated and negotiation can begin or help can be summoned.

To release the hair-pull grip:

- continue control over grabbing hand.
- drop either foot back.
- move your head down and walk backwards.
- when you feel grip releasing move back, out of the way.

Assaultive individual grips your hair from the back

- place both your hands on top of the individual's hand(s) but do not interlock your fingers, use enough pressure (it may not take much pressure) on the individual's hand(s) to release the grasp of your hair
- take a step forward while bending around to face them. This move will turn their hand(s) upside down and will help to release their grasp of your hair.
- With your hands still on theirs, raise your body up and this should release their grasp of your hair. Care must be taken during this technique as it is likely to cause pain in the wrist of the individual. This action is done in a smooth, fluid movement.

Choke Hold Release

Release from front hand choke

- assaultive individual attempts to choke you from the front.
- step in, towards the individual.
- tuck chin downward as close to chest as possible.
- raise both arms straight up at the same time, keeping them outside of the individual's arms (e.g., as if you were cheering for a touchdown!); then rotate and at the same time, bring both arms downward, in an arc so that your upper arms come down over individual's wrist/forearm (utilizing rotary force and leverage).
- as you rotate, grip will be broken.
- move out of the way.
- turn and face assaultive individual, hands in stop position, talk to individual.

Release from rear hand choke

- assaultive individual attempts to choke you from the rear.
- step back, towards the individual.
- tuck chin downward as close to chest as possible.
- raise both arms straight up at the same time (e.g., as if you were cheering for a touchdown!); then rotate and at the same time, bring both arms downward, in an arc so that your upper arms come down over individual's wrist/forearms (utilizing rotary force and leverage).
- as you rotate, grip will be broken.
- move out of the way or
- step back, hands to stop position, talk to individual.