



Professional Assault Response Training

Participant Handbook

6th Edition 2024

PART[®] - Level Four[©]

Name: _____



Saskatchewan Association for
Safe Workplaces in Health

Acknowledgements

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Dr. Paul A. Smith, Ph.D. is recognized and acknowledged as the original author of the PART® program®.

Information appearing in this manual, and in the materials/resources used by participants, has been revised and updated through a collaborative approach with SASWH membership and other stakeholders.

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Successful completion of PART® training includes active involvement in discussion, written activities and a return demonstration of the techniques taught in the PART® Level Three®, Four® and Five® programs. Certificates are issued upon successful completion of the program.

PRINCIPLES OF PART®

The principles of PART® include purpose, professionalism, preparation, identification, response, and recording. The following explains each of these principles.

Purpose

Principle

When workers understand that beneath difficult or aggressive behaviours there is a message or a reason for the behaviours, workers will be less likely to react negatively to the behaviours and more likely to respond in ways that assist the individual to express their needs more effectively. This will lead to better outcomes.

Remember

"All behaviour is a form of communication."
(Dr. Becky Bailey, 2023)

Professionalism

Principle

Workers who understand why they have chosen to work in the healthcare/human services field are more motivated to respond in a positive manner when responding to difficult or challenging behaviours while not reacting with emotion.

The difference between a **response** and a **reaction** lies in the level of thought and intention behind each:

- A **reaction** is typically quick, instinctive, and often involves an emotional behaviour in the moment. It's automatic and driven by immediate feelings or stimuli without much consideration of the consequences.
- A **response** is more thoughtful and deliberate. It involves self-control, assessing the situation, and choosing the best course of action or response, often considering the potential outcomes or effects.

As a professional, we must respond thoughtfully and with intention, ensuring that our actions are guided by reason, empathy, and a commitment to achieving the best possible outcome for all involved.

**Professionalism is
taking responsibility
for the disciplined management
of mood,
attitude and motivation
in the service of the individual.**

Preparation

Principle

Workers who are prepared to respond to challenging behaviours before they get to work are less likely to injure or be injured than workers who are not prepared. Fully prepared workers consider their attire, level of mobility and well-practiced observational strategies. A self-control plan will reduce the chance that you will contribute to the assaultive situation.

Identification

Principle

The better we understand the many contributors to the occurrence and potential for challenging behaviours the more likely we will be to prevent incidents from occurring or deal more effectively with incidents when they occur.

Response

Principle

Workers who are able to match their responses to the level of dangerousness presented by the individual's behaviour are less likely to use too much or too little force.

Principles of Verbal Crisis Intervention

Matching our responses to the level of dangerousness presented by the individual's behaviour is a necessary part of our job. Verbal crisis intervention (or talking an individual into stopping the behaviour) will almost always fit within the definition of reasonable force.

Verbal crisis intervention is the appropriate response to a situation in which a threat of minor physical injury is present, but without actual physical contact occurring.

Recording

Principle

The primary purpose of written reports is to enhance communication among team members. Complete and accurate documentation provides the team with essential information, allowing for timely adjustments to treatment or support plans when needed. These reports also help identify underlying causes of incidents, supporting modifications to treatment plans or corrective actions. All reported incidents should be followed up by your Occupational Health Committee (OHC) or designated representative, and only factual information should be documented.

In addition to recording incidents, it is important to document and communicate any interventions or changes in an individual's behaviour.

Assertive Communication Tips:

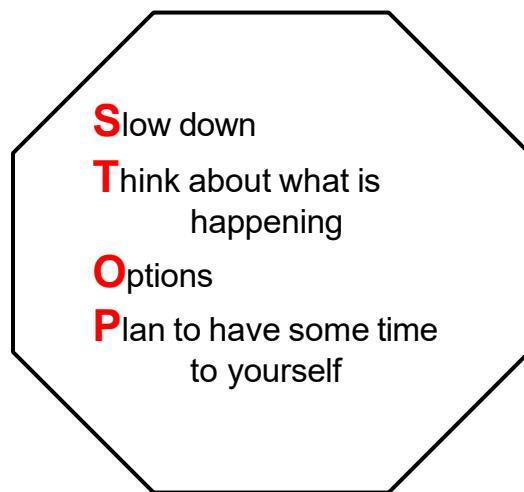
1. **Create win-win situations, instead of I win – you lose:** Mutually beneficial situations where all parties should feel satisfied with the outcome.
2. **Be Prepared to Negotiate:** Be open to finding mutually beneficial solutions through negotiation and compromise. Focus on finding common ground and exploring alternative options that address everyone's needs.
3. **Use Assertive Language:** Use assertive language that is firm, yet respectful. Avoid aggressive or passive language, such as blaming, criticizing, pretending to agree, or apologizing excessively. Express your opinion honestly. Use facts and not judgments or assumptions.
4. **Use Assertive Body Language:** Pay attention to your body language and posture. Stand or sit up straight and use open gestures such as facing the person directly, maintaining an open stance, and using expressive hand movements.
5. **Use “I” Statements:** Start sentences with “I” to express your thoughts, feelings, and needs directly. For example, say “I think”, “I feel,” or “I need” instead of blaming or accusing others. Avoid “you” messages.
6. **Be Clear and Specific:** Clearly state what you want or need and be specific about your expectations.
7. **Stay Calm and Relaxed:** Maintain a calm and composed demeanour, even in challenging or confrontational situations. Take deep breaths and use relaxation techniques to manage any feelings of anxiety or tension. Pay attention to your tone of voice.
8. **Maintain Eye Contact:** Make eye contact with the person you're speaking to, as it conveys confidence and sincerity. However, be mindful not to stare excessively, as it can come across as aggressive. Be aware of cultural differences, direct eye contact may be a sign of disrespect.
9. **Listen Actively:** Practice active listening by giving your full attention to the person who is speaking, nodding to show understanding, and paraphrasing their message to ensure clarity. Show empathy and validate their perspective, even if you disagree.
10. **Stay Focused on the Issue:** Stick to the topic at hand and avoid bringing up unrelated issues or getting sidetracked by emotions. Keep the conversation focused and constructive.
11. **Set Boundaries:** Clearly communicate your personal boundaries and limits and assert them when necessary. Respect others' boundaries as well.
12. **Practice Empathy:** Try to understand the other person's point of view and feelings, even if you disagree with them. Empathize with their perspective and acknowledge their emotions before expressing your own.
13. **Take responsibility for your own actions:** Acknowledge and own your mistakes and make amends by taking corrective action when necessary.
14. **Practice Assertiveness Regularly:** Assertive communication is a skill that improves with practice. Look for opportunities to assert yourself in various situations, both personally and professionally.

De-escalation tips:

1. Identify yourself and your goal - *"Hello, my name is Linda. I am here to help you."*
2. Remember personal space - maintain a distance of four to six feet.
3. Be empathetic and non-judgmental.
4. Actively listen and use unconditional positive regard - allow for expression of feelings.
5. Look for the reason behind the behaviour.
6. Know and use their treatment/support plan.
7. Use your self-control plan.
8. Use a team approach – take a break if needed, to regain your self-control.
9. Respond appropriately to each motive, including appropriate body language.
10. Find a worker who has a good rapport/relationship with the individual and have them talk to them.
11. Respect needs to communicate in different ways (recognize possible socio-cultural differences as well as fear, shame, and embarrassment they may be experiencing).

STOP Strategy

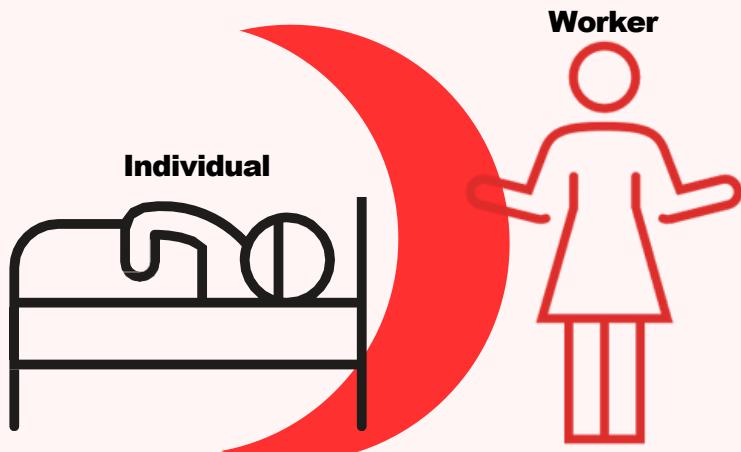
By using assertive communication, workers automatically reduce the chances that an incident will occur. When an incident does occur, use the STOP strategy.



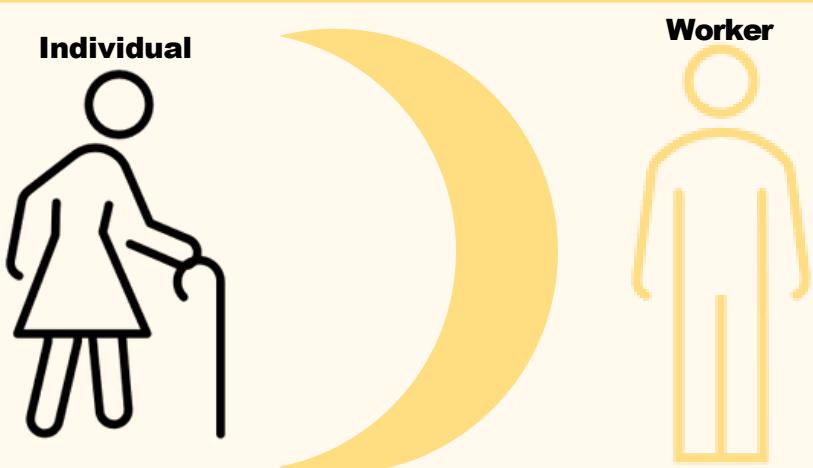
This next poster illustrates an individual's personal space and what we must consider when approaching them. When determining their motives and how best to respond, it is equally important to be mindful of our positioning and distance during our approach.

PART® Personal Space

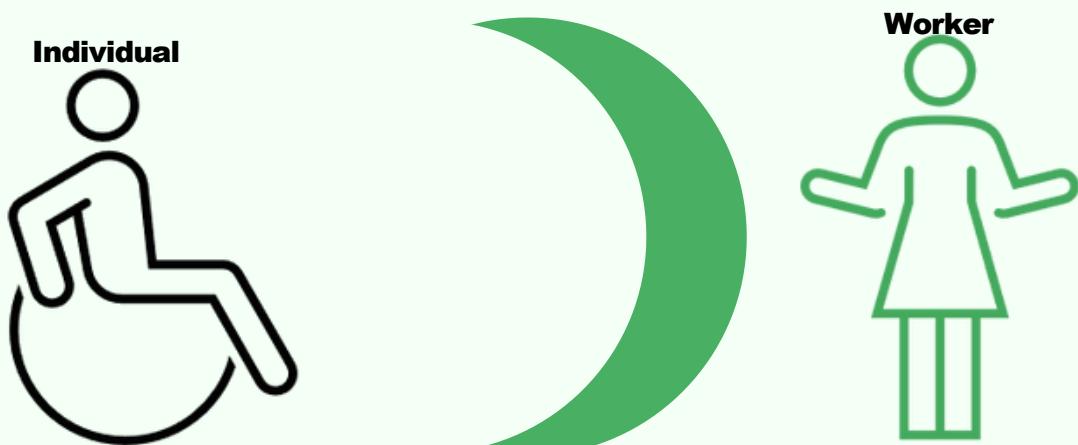
When approaching an individual, always be mindful of their personal space. Always approach from the front, never from behind. Consider the individual's motive – fear, frustration, manipulation, or intimidation – when deciding your positioning. For example, with frustration, you want to stand directly in front, while with fear, you want to be farther away and slightly off to the side.



Here you are in the red (intimate) zone. Coming this close to an individual, without permission or warning, may cause them to get upset or aggressive. Your safety may be at risk.



Here you are in the yellow (social) zone. Be on guard and only approach closer when safe to do so.



Here you are in the green (public) zone. Communicate with them before entering their social or intimate zone. Approach closer when it is safe.

Common Knowledge Flowsheet – Fear

Common Motive	Signs of Impending Aggression			Goal		
	Visual	Auditory	History			
Fear				Threat Reduction		
Individuals will react, possibly by displaying aggressive behaviours, when they feel they are being assaulted or when they think that someone is going to take something away from them that is a basic need, necessary for their well-being. .	posture - tense, prepared to defend, hide or run away skin colour - pale or ashen (depends on natural skin tone) facial - wide-eyed or fearful	voice quality - whining, pleading breathing - rapid, shallow, irregular	get to know the individual's history, as fear could be considered a threat to their physical, emotional, or psychological well-being	Reducing the threat will also reduce the probability that the common assault will escalate.		
Approach Techniques						
Posture	Gesture	Position	Voice Quality	Speech Content	Eye Contact	Physical
relaxed and open, hands in full view	slow, palms-up and to the side	slightly off to the side, and far enough away (2.4 – 3m, if possible) to make it clear that you are not a threat.	firm, reassuring, confident	logical, encouraging calm reflection; if promising, ensure the promise is achievable.	if the individual seeks eye contact, should be given freely; if the individual tries to avoid eye contact, it should not be forced on them. There are many cultures that discourage or limit communication through eye contact.	touch should not be given without permission and should be light with slow movements.

Common Knowledge Flowsheet – Frustration

Common Motive	Signs of Impending Aggression			Goal		
	Visual	Auditory	History			
Frustration				Control		
Individuals may become aggressive and injure themselves or others, sometimes damaging property, as an expression of frustration.	posture – tense and escalated skin colour - tones of purple or red; splotches (may depend upon natural skin tone) facial – tense, focused, and angry	voice quality - menacing, aggressive, loud breathing - loud, deep, long breaths	whether or not the individual's behaviour typically escalates quickly. Determine the source of the frustration	Communication that demonstrates self-control contributes to the decrease of frustration and encourages restoration of the individual's self-control.		
Approach Techniques						
Posture	Gesture	Position	Voice Quality	Speech Content	Eye Contact	Physical
self-confident, leading, in control	firm, directing, palms out and gesturing down	using our stance, be directly in front of the individual, and just outside of their striking range	quiet, firm, strong tones low enough to make the individual strain to hear	repetitive, confident directives without threat	direct and accompanied by facial expressions that indicate firm directives are being given	if physical contact is required, it should be made firmly but without excessive movement

Common Knowledge Flowsheet – Manipulation

Common Motive	Signs of Impending Aggression			Goal		
	Visual	Auditory	History			
Manipulation				Detachment		
Individuals can become impulsive and explosive in an effort to manipulate others into giving them something. (i.e. emotional control, physical objects)	difficult to interpret at any particular moment	definite change - confusing demands, whining voice, words of pitiable victim; may be overly friendly or pleasant; accusations, comparisons and trivia in more aggressive tones; will change tactics to get what they want; threats and may attempt violence	-losing control -if there is a history of manipulation, there is a strong chance the manipulating behaviour will continue.	Communication that indicates refusal to become involved in manipulation will decrease the likelihood of manipulation.		
Approach Techniques						
Posture	Gesture	Position	Voice Quality	Speech Content	Eye Contact	Physical
closed relaxed	gestures of disapproval or mild irritation, non-engaging, detached from the situation (e.g., show no emotion), closed posture (e.g., cross your arms)	close enough to physically intervene, but far enough away to show non-involvement (1.2 - 1.5 m)	detached, mechanical, slightly bored	quiet, repetitive,	avoid eye contact to show non-involvement.	if physical contact becomes necessary, it should be handled as quickly and unemotionally as possible. Try to make contact with clothing only, as contact with flesh may portray involvement.

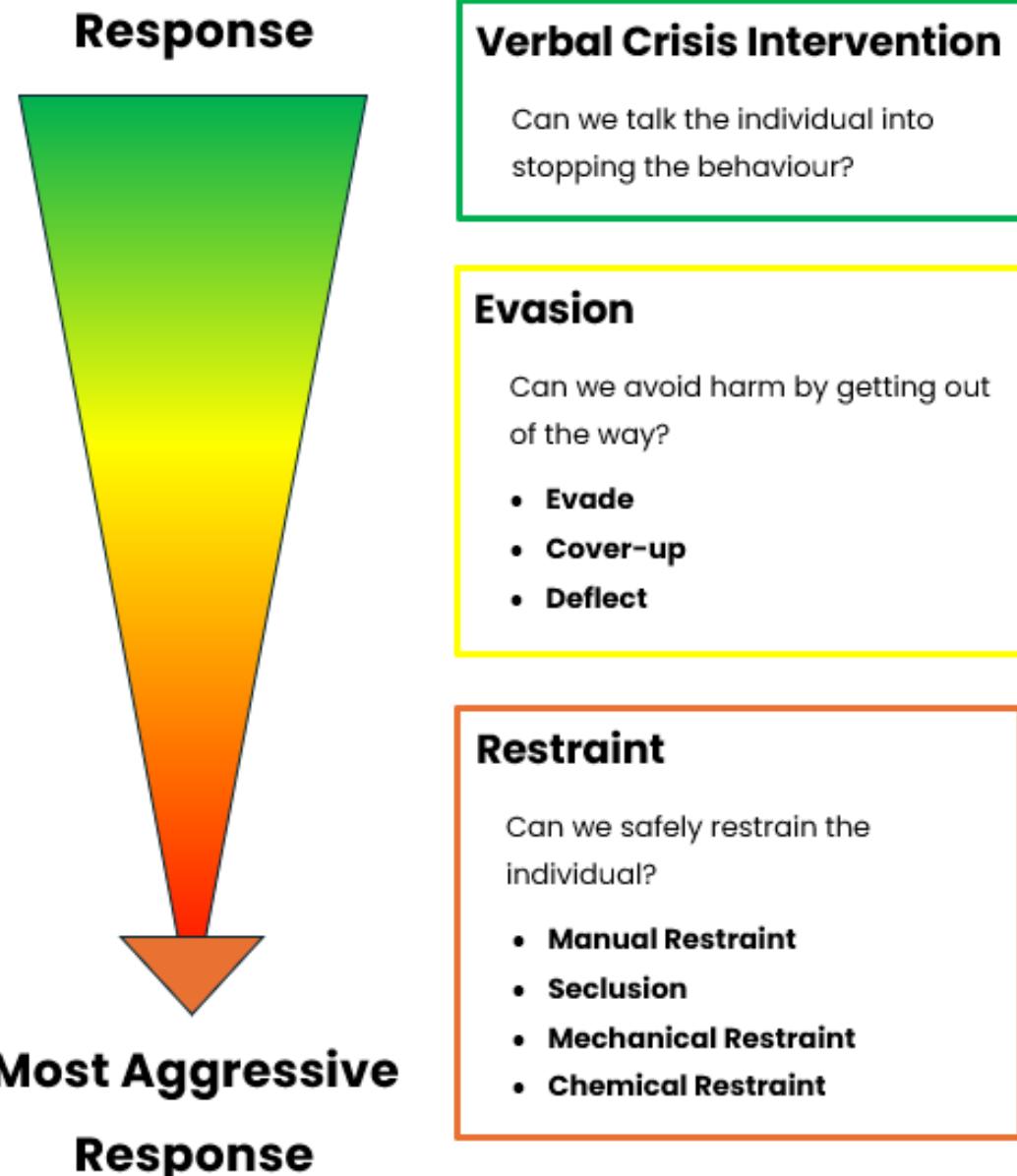
Common Knowledge Flowsheet – Intimidation

Common Motive	Signs of Impending Aggression			Goal		
	Visual	Auditory	History			
Intimidation				Consequences		
The individual may threaten or instill fear to intimidate others to get what they want. (i.e. physical or emotional threat)	<ul style="list-style-type: none"> -neutral or unremarkable with the exception of a threatening posture. -physical menacing/crowding (standing very close to or over the person being intimidated) as a way to threaten danger. 	<ul style="list-style-type: none"> -menacing, threatening words -definite pattern - clear and strong demand, believable threat -finally, refusal to comply followed by an attempt to injure through violence 	<ul style="list-style-type: none"> -bullying and having demands met by using intimidating tactics -extortion -other criminal assaults 	Clear communication of the consequences to reduce the probability that an intimidating individual will escalate to have their demands met.		
Approach Techniques						
Posture	Gesture	Position	Voice Quality	Speech Content	Eye Contact	Physical
poised and ready to move or react quickly (standing)	few and far between, to avoid the impression of momentary un-readiness or weakness	position yourself at a defensive advantage, such as standing with your back to an exit, having a chair, table or desk between you and the intimidating individual	matter of fact; monotone; emotionless; Maintain self-control	clear and direct statements of consequences, repeated as often as necessary. Avoid threats and unrealistic consequences	should be used sparingly, to emphasize a statement	if physical contact is necessary, it should be completed as quickly, smoothly, and as matter-of-factly as possible

When responding to an individual, we must remember to use only the amount of force necessary for effective self-protection. Our goal is to de-escalate the behaviour.

Reasonable Force Response

Least Aggressive



PART® Level Three®

Evasion

Principles

Evasive techniques are designed to allow avoidance of the intended pain or injury, without retaliation or overreaction. Evasive techniques meet the criteria for "reasonable force" when responding to a brief episode of assault causing bodily harm.

Basic principles of evasion:

1. Keep talking

The best option is to verbally de-escalate the individual into stopping the assault. The individual is most likely to hear and respond to their name, so start your communication with their name. Then give a brief directive or instruction to stop.

2. Stay out of the way

Stay out of striking range when you are talking to an individual you believe is potentially assaultive. Keep your weight lightly balanced on the balls of your feet. Keep your back straight and your head up.

3. Get out of the way

If you can't stay out of the way, then get out of the way as quickly as possible. Getting out of the path of an assault is also called evasion. While evading you should stay balanced and move smoothly. You should also continue to verbally de-escalate the individual. Don't turn your back on the individual and know your exits.

4. Cover up

When an assault cannot be evaded, try to cover the vital areas that are being assaulted. As you are covering the vital areas, turn and move away from the individual.

5. Deflect blows and kicks

Deflection means to make an individual or object change direction, but it does not mean plant your feet and push the individual. Use momentum from the contact to help you move. Use your hands (not only fingers) to help you get out of the way.

If you have covered yourself before any contact is made by the individual, you may have time to deflect a blow. When deflecting a limb, physical contact is only momentary and used to prevent impact and injury. There is no attempt to hold or control the individual.

When you are deflecting a blow, try to **close** the assault. When you deflect the individual's limb so that it crosses the middle of their body, you are closing the assault. If you deflect the limb so that it moves away from the centre of the individual's body, you are opening the assault. It is much harder for the individual to hit or kick you with an arm or leg that has just been deflected away from you.

6. Call for HELP!

Call for help when available – call loudly but without panic. Know and follow your employer's internal policies and procedures, including what to do in case of an emergency when working alone.

7. Be patient

Be patient and try to remember your self-control techniques. Most assaults lose momentum and stop in a matter of minutes.

8. Control yourself

Use your self-control plan and let it work for you. If you lose control, you are much more likely to be injured.

9. Roll with the punch

When evading an assault, keep moving, rather than staying stationary. Use the **side-step, back-step and pivot** to move out of the way. Make short steps. Keep your feet close to the floor.

10. Escape holding assaults

When the goal of an assault is to hold rather than strike (e.g. hair-pulling, biting, scratching, pinching or choking), move your body weight quickly toward the point of contact to minimize the risk of injury, prior to attempting an escape.

Evasion Techniques

Definitions

Evasion: To avoid or escape from something or someone.

Deflection: The technique to redirect momentum to prevent making physical contact.

Tracking: Tracking is the action of visually following the movement of the individual's fists, arms or legs while maintaining your stance. Your hands may follow the motion of the limb to deflect if needed.

When evading a situation, the first step is to communicate while attempting to evade. If the situation escalates, proceed to the next step and continue as needed. The following information outlines the process for completing evasive techniques.

1. Warm up
2. Talk and Evade
3. Talk, crouch, cover, and roll
4. Talk and close the assault
5. Escape

1. Warm Up

The following activities will help you to determine if you are physically able to move quickly and keep your balance. These activities will be repeated during the PART® course to help you prepare for a return demonstration by warming up your muscles.

Mobility & Warm-up Activities

The warm-up activities described ARE NOT a guarantee against injury. They are, however, one form of reducing that possibility.

Guidelines:

1. Wear comfortable, loose-fitting clothing and remove any dangling jewelry.
2. Make the activities more enjoyable by using music.
3. **If any activity hurts excessively**, stop. Some stiffness is normal when you begin; however, if the soreness is great, then you have probably over stretched and must progress more slowly next time.
4. **Breathe normally**, trying to exhale on effort (i.e. breathe in **before** you stretch and breathe out **as you stretch**).
5. **Never stretch when muscles are cold.** To increase blood flow to muscles, a gentle warm-up has been included.
6. **Do not strain or bounce!** The preferred method of stretching can be achieved by slow, gradual stretching to a point just past the comfortable range and then holding for ten seconds.
7. Do not be discouraged if your range of flexibility is small. Progress slowly - stretching a little farther each day.
8. Do not perform these activities right after eating as this may result in cramps or an uncomfortable feeling.
9. Know your own limits and progress slowly and consistently.
10. Be SAFE but HAVE FUN!

The following is a sequence of responses from the least amount of aggression from the individual to the most aggressive.

2. Talk and evade

This is a series of evasive moves. To practice the evasive moves, you should be standing just outside of your partner's striking range.

- Take the **stance** while you **talk** to a person who is potentially assaultive. Use a brief directive or instruction to stop.
- Quickly determine which area of your body is under assault.
- Make an immediate choice of which direction to move in, so you are out of the path of assault.
- Use the **side-step, back-step or pivot** to move away from the assault.

Remember to use your observation skills and watch for any signs of impending aggression.

Practice the evasive techniques with your partner. **Remember to practice slowly and carefully.**

Punch to the face	avoid any contact, move away while tracking the path of the blow. Hands should be in the stop position in front of your face.
Overhead blow to the top of the head	move to the side of the individual's body that is used to assault you while tracking the individual's hand. Hands should be in the stop position, protecting your head.
Punch to the midsection	avoid any contact, move away while tracking the path of the blow. Hands should be in the stop position, protecting your midsection.
Lunging assault for the throat	move away from the individual using tracking motion. Don't turn your back on the individual. Hands should be in the stop position in front of your face.
Kick to the Lower Leg	move away from the individual while tracking the path of assault. Hands should be positioned protecting the lower limbs.

Kick to the Thigh	move away from the individual while tracking the path of assault. Hands should be positioned protecting the lower limbs.
Kick to the Stomach	move away from the individual while tracking the path of assault. Hands should be positioned protecting your stomach.
Kick to the Head While Kneeling	move away from the individual while tracking the path of assault. Hands should be positioned to protect the area that is at risk.
Knee to the Groin	lift your leg at a 90-degree angle while turning to protect your groin. Hands should be positioned protecting the groin.

*If you are not able to evade, you may need to **talk, crouch, cover and roll**.

3. **Talk, crouch, cover and roll**

This is a series of moves designed to help you **cover vital areas** when there is potential for being punched or kicked.

To do these moves, you should be standing within striking range of your partner.

- Quickly determine which area of your body is under assault, crouch and cover your vital areas.
- Immediately choose your direction to move so you are out of the path of assault.
- Use the **side-step, back-step or pivot** to move away from the assault.

*Remember to keep talking.
Practice talking as well as moving.*

*Practice the **talk, crouch, cover and roll** with your partner. **Remember to practice slowly and carefully.**

4. **Talk, and close the assault**

This is a series of moves designed to help you **deflect punches and kicks**. I will first demonstrate the moves for you.

*Remember to keep talking
while you move*

To do these deflection moves, you should be standing within striking range of your partner.

- Quickly determine which area of your body is under assault and cover your vital areas.
- Immediately choose your direction to move so you are out of the path of assault.
- Use your hands, open palms and not just fingers, to deflect punches and high kicks, and your legs to deflect low kicks, as you use the side-step, back-step or pivot to move away from the assault.

Practice **talk and close the assault** with your partner. **Remember to practice slowly and carefully.** Always return to the stance position once the technique has been completed.

Punch to the face	deflect the individual's arm across the midline of their body, using the momentum to move out of the way – physical contact is only momentary! Hands should be in the stop position in front of your face.
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Overhead blow to the top of the head	deflect the individual's arm using downward momentum to move away. Move to the side that the assault originates from so that you move away from the individual's limb (e.g., if the blow is coming with the right fist, move to individual's right). Hands should be in the stop position to protect your head.
Punch to the Midsection	deflect the individual's arm by using the momentum to move out of the way. Hands should be in the stop position to protect your midsection.
Lunging Assault for the throat	both of your hands should make contact at the arm of the individual, redirecting them while you move out of the way. <ul style="list-style-type: none"> ▪ one of the advantages of the sideways stance is that you are facing the individual at an angle and not straight on, thereby giving them less of your body to strike. ▪ move out of the way
Kick to the Lower Leg	deflect the individual's leg with your leg. This will cause the individual to pivot around and away from you.
Kick to the Thigh	deflect the individual's leg with your leg. This will cause the individual to pivot around and away from you. If you don't have time to deflect with your leg you may deflect away with your hands.
Kick to the Stomach	deflect the leg away with your hands and move out of the way.
Kick to the Head While Kneeling	deflect the kick with your hands, using the momentum to get up and out of the way
Knee to the Groin	deflect with your knee or, if time is limited, with your hands on the individual's leg.

5. Escape

This will be a series of **escape moves**. I will first demonstrate the moves for you. Each of the moves will be based on the moves you learned when responding to punches and kicks.

Consistent with the principles of evasion, the deliberate use of pain to force the individual to release their grip is not acceptable.

- Limit the effect of the assault by moving into (rather than away from) the grasp of the assaultive individual.
- Find the weakest point of the grasp and work against that point.
- Use weight, leverage and surprise to get away from the assault.

Practice the demonstrated assaults with your partner.

Remember to practice slowly and carefully.

Remember:

- don't over-reach with hands or legs
- be prepared to respond to two assaults at once (e.g. a punch and a kick)
- do not put yourself in a vulnerable position
- be cognizant of individuals with potential balance problems

Capture	
Pinch Release (Capture)	<p>Individual pinches your arm</p> <p>Option 1</p> <ul style="list-style-type: none"> ▪ cover the individual's hand with your free hand and grasp the thumb muscle, at the same time, apply pressure on the individual's hand ▪ step in, move towards the point of capture with full body weight ▪ this will cause the individual to weaken their pinch hold ▪ move out of the way <p>Option 2</p> <ul style="list-style-type: none"> ▪ cover the individual's hand with your free hand, apply pressure on the individual's fingers ▪ step in, move towards the point of capture with full body weight ▪ this will cause the individual to weaken their pinch ▪ move out of the way
Scratch Response (Capture)	<p>Individual is scratching your arm</p> <ul style="list-style-type: none"> ▪ cover the individual's hand with your free hand, apply pressure on the individual's fingers ▪ step in, move towards the point of capture with full body weight ▪ this will cause the individual to weaken their scratch ▪ move through the scratch and out of the way
Bite Release (Capture)	<p>Option 1</p> <ul style="list-style-type: none"> ▪ move in towards the individual ▪ place your index finger under the individual's nose and use a vibrating motion ▪ this motion will cause the individual to release the bite <p>Option 2</p> <ul style="list-style-type: none"> ▪ move in, toward individual ▪ push the bitten part of your body deeper into the individual's mouth ▪ hold the individual's nostrils closed, preventing breathing (temporarily) ▪ individual will open mouth to breathe allowing an opportunity to escape ▪ move out of the way <p>Option 3</p> <ul style="list-style-type: none"> ▪ place your free hand on the back of the individual's head (bottom) for postural support of the neck ▪ push the bitten part of your body deeper into the individual's mouth ▪ push your arm in and down, causing jaw to release ▪ move out of the way
Hair Pull Release (Capture)	<p>Option 1</p> <p>Individual pulls your hair from the front:</p> <ul style="list-style-type: none"> ▪ step in, towards the individual ▪ cover the individual's grasping hand to immediately establish control ▪ push the individual's grabbing hand(s) firmly down against your head

	<ul style="list-style-type: none"> ▪ move your head towards the individual at a 45-degree angle (reposition the grabbing hand into an awkward position) ▪ drop either foot back ▪ move your head down and walk backwards ▪ when you feel their grip releasing, move back and out of the way
	<p>Option 2</p> <p>Individual pulls your hair from the front or rear</p> <ul style="list-style-type: none"> ▪ step in, towards the individual ▪ cover the individual's grasping hand to immediately establish control ▪ jump and scream ▪ the element of surprise should cause the individual to release their grasp ▪ move out of the way
	<p>Option 3 (if no further assault is anticipated)</p> <p>Individual pulls your hair from the front or rear</p> <ul style="list-style-type: none"> ▪ step in, towards the individual. ▪ cover the individual's grasping hand to immediately establish control ▪ use humour to distract the individual

Choking	
a. Choking with Hands From Front (Release)	<ul style="list-style-type: none"> ▪ step in, towards the individual ▪ tuck your chin inward as close to your chest as possible, while maintaining an upright position ▪ raise both arms straight up at the same time, outside of the individual's arms (e.g., as if you were cheering for a touchdown!); then bring both arms downward at the same time, in an arc motion so that your upper arms come down over individual's wrist/forearm one arm may make contact with the individual ▪ as you rotate downward, the individual's grip will be broken ▪ move out of the way
b. Choking with Hands From Rear (Release)	<ul style="list-style-type: none"> ▪ step back, towards the individual ▪ tuck chin inward as close to your chest as possible, while maintaining an upright position ▪ raise both arms straight up at the same time, outside of the individual's arms (e.g., as if you were cheering for a touchdown!); then rotate and bring both arms downward at the same time, in an arc motion so that your upper arms come down over the individual's wrist/forearm. Only one arm may make contact with the individual ▪ as you rotate downward, the individual's grip will be broken ▪ move out of the way
c. Rear Forearm Choke (Release)	<ul style="list-style-type: none"> ▪ the individual applies a forearm choke by grabbing you around the neck with one arm and uses the other arm to add strength to the grasping arm ▪ step back, move towards the individual ▪ tuck the chin behind the individual's forearm. Simultaneously step back, turn your head sideways (towards the wrist of the

	<p>grasping arm), keeping your chin down (now the airway is protected)</p> <ul style="list-style-type: none"> ▪ place one hand on the individual's grasping wrist, and place one hand underneath their elbow ▪ step backwards past the individual, with the same foot as the grasping wrist, as you push up on their elbow and pull down on their wrist ▪ move out of the way
Bear Hug Escape	
a. Individual's arms around your arms	<ul style="list-style-type: none"> ▪ take a deep breath in and extend chest out ▪ push arms out to side ▪ turn your head to the side to protect your nose ▪ wedge closed fists under individual's wrists/hands. Do not interlock fingers ▪ simultaneously shift your weight forward quickly, use bum butt and push out hard with your hands move out of the way
b. Individual's arms underneath your arms	<p>Option 1</p> <ul style="list-style-type: none"> ▪ simultaneously, step back toward the individual, expand your chest by inhaling deeply ▪ clasp your hands together (knuckles down), forcing your elbows outward, applying pressure against the individual's forearms/wrists ▪ turn your head to the side to protect your nose ▪ simultaneously shift your weight forward quickly, use bum butt and push out hard with your hands ▪ move out of the way <p>Option 2</p> <ul style="list-style-type: none"> ▪ raise your legs from the floor so that the individual must carry your entire body weight ▪ ensure your knees are raised up toward your chest, in a tuck position ▪ wait for the individual to tire ▪ due to tiring, the individual will not be able to sustain their grip and you will be able to breathe by taking small gulps of air as the individual tires ▪ gradually wedge a bit at a time by clasping your hands together, forcing your elbows outward, applying pressure against the individual's forearms/wrists ▪ turn your head to the side to protect your nose ▪ simultaneously shift your weight forward quickly, use bum butt and push out hard with your hands ▪ move out of the way
Arm Grab Escape	
a. Individual grabs your wrist with one hand	<ul style="list-style-type: none"> ▪ 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 individual's thumb and forefinger (which is the weakest part of their grip)

	<ul style="list-style-type: none"> ▪ 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 grasp ▪ move out of the way
b. Individual has a hold of your arm, and both their thumbs are up	<ul style="list-style-type: none"> ▪ move in, towards the individual ▪ grasp your captured hand from above ▪ broaden your stance ▪ rotate your arms up in a full arc, as the thumbs are the weakest point of the grip ▪ move out of the way
c. Individual has one thumb up and one thumb down	<ul style="list-style-type: none"> ▪ move in, towards the individual ▪ grab your own captured hand with your free hand from underneath. Do not interlock fingers. ▪ simultaneously, with your full body weight, step through the grasp while doing a corkscrew motion with your arm. ▪ move out of the way

Blows with Objects (DO NOT DEMONSTRATE OR PRACTICE)

Assault with Chair	<ul style="list-style-type: none"> ▪ Disarm on upswing as the individual is bringing up the chair, deflect on upswing and push it out of their hand. ▪ Defensive hug - if the individual already has the chair up in the air to assault, move in and hold on to them at their waist. ▪ Deflect with chair - use your own chair, and when they swing the chair at you, deflect it away with your chair ▪ Disarm with chair – when they swing with the chair, lock your chair with theirs and take it away from them. ▪ Makeshift shield - a chair can also be used as a shield. Deflect objects that the individual might throw at you.
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Balance Control Techniques

Balance control techniques are designed to control the individual for a short period of time. Do not attempt to use these techniques to restrain or escort the individual.

Hip pivot - used if the individual has no or loose clothing - grab the hip bones from behind and pivot the individual around.

Clothing pivot - used if no belt - grab the individual by the clothing at each side of the waist and pivot the individual around.

Belt pivot - get behind the individual if possible, using both hands, get a hold of the belt at the back and pull straight back, pivot the individual around.

Belt and shirt control - grab the shirt with one hand at the middle of the back, just below the shoulder blades, with the other hand grab the belt using a palm-down grip. You can pull the individual backwards, move them forwards or pivot them around.

**Remember, the assaultive individual may not be able to feel pain.
Use reasonable force!**

PART® Level Three® Summary

- Evasive techniques are designed to allow avoidance of the intended pain or injury without retaliation or overreaction
- Evasive techniques meet the criteria for “reasonable force” when responding to a brief episode of assault causing bodily harm

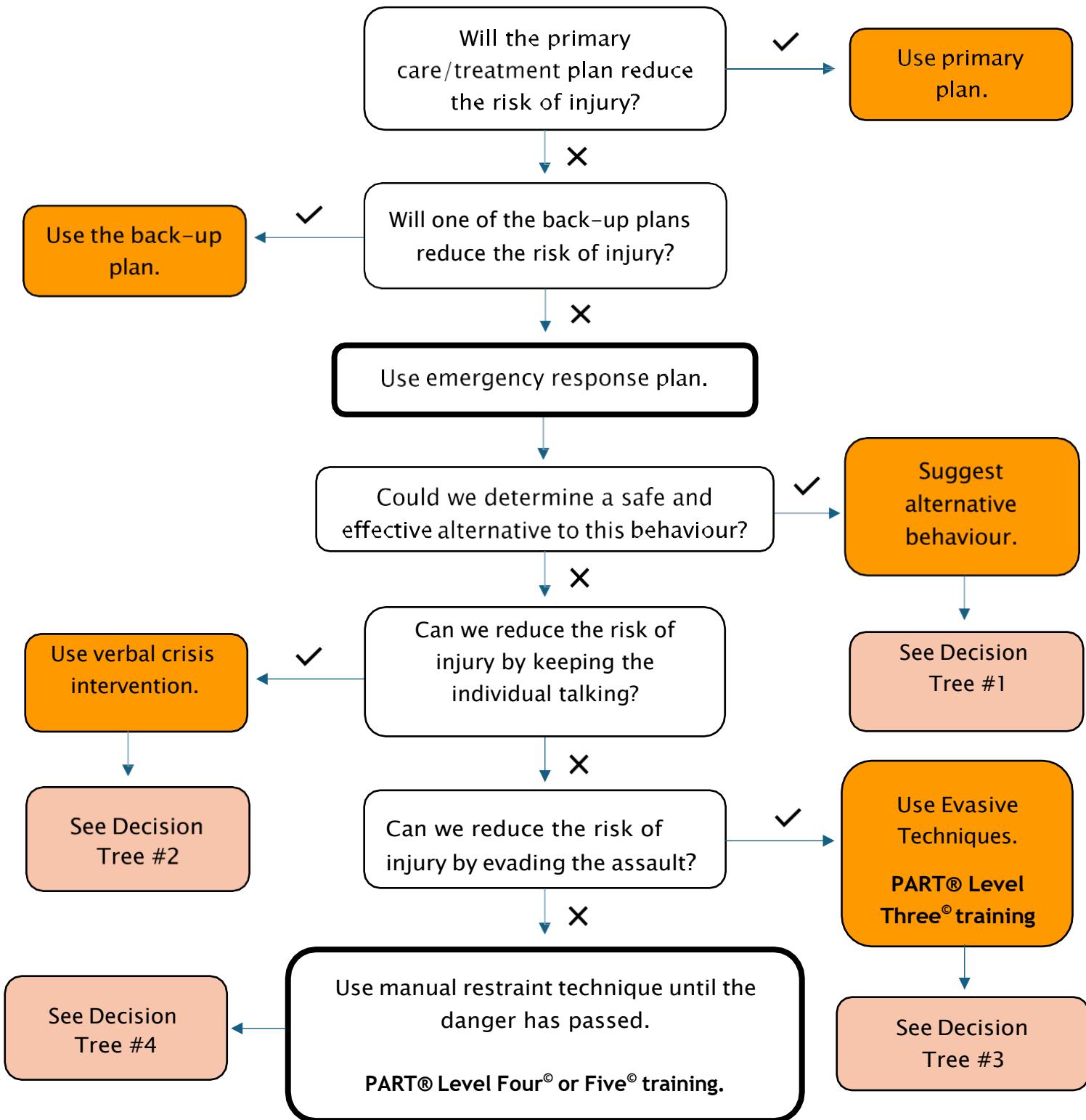
Reminder:

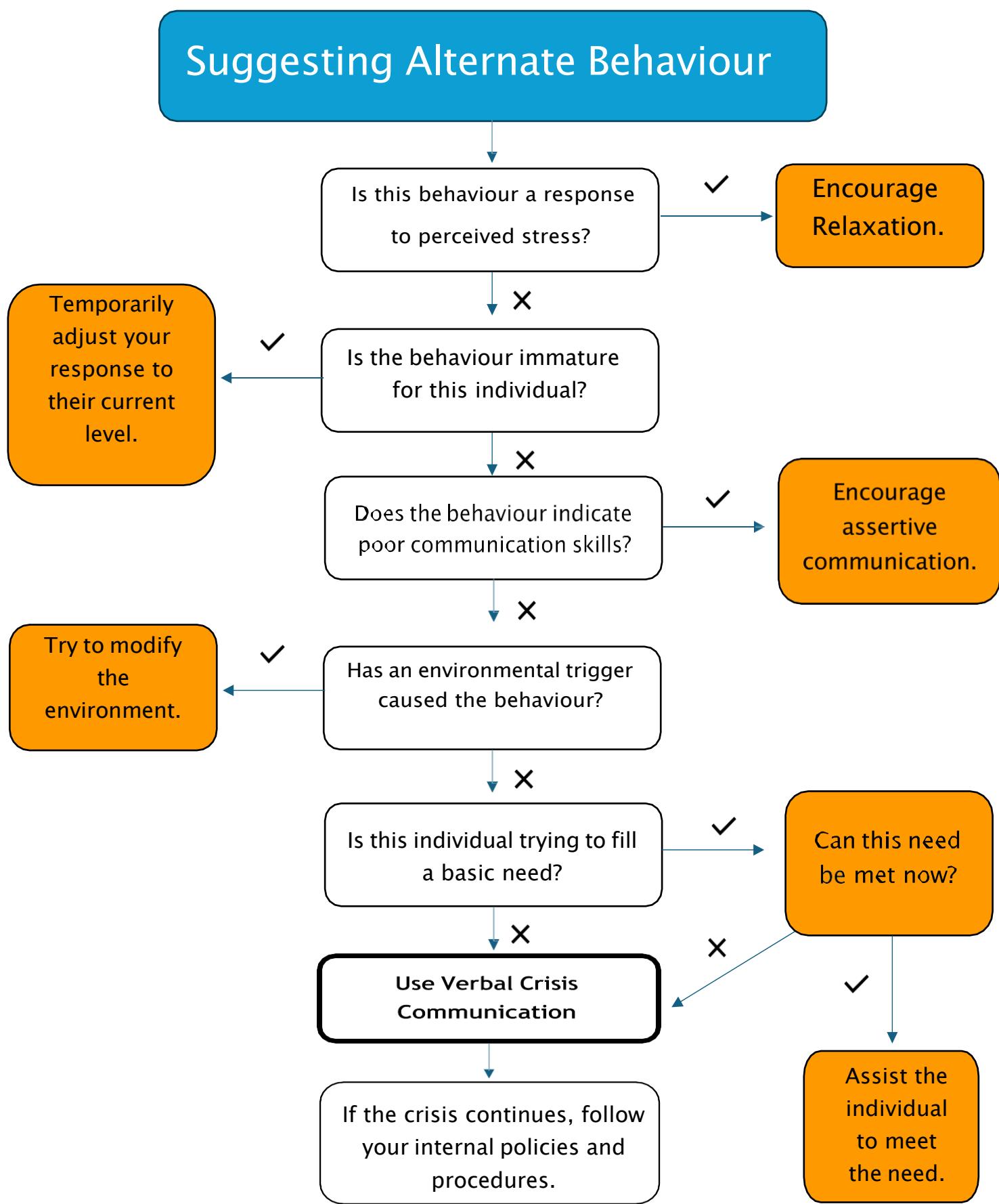
If teaching to Level Four® and Five®, it is recommended to have a minimum of four participants.

On the following pages, you will find decision trees to guide your response to potentially injurious behaviours. These step-by-step tools help workers recognize, assess, and respond to violent situations. They provide a clear framework for making safe decisions, using de-escalation strategies when possible, and knowing when to seek help or take evasive action.

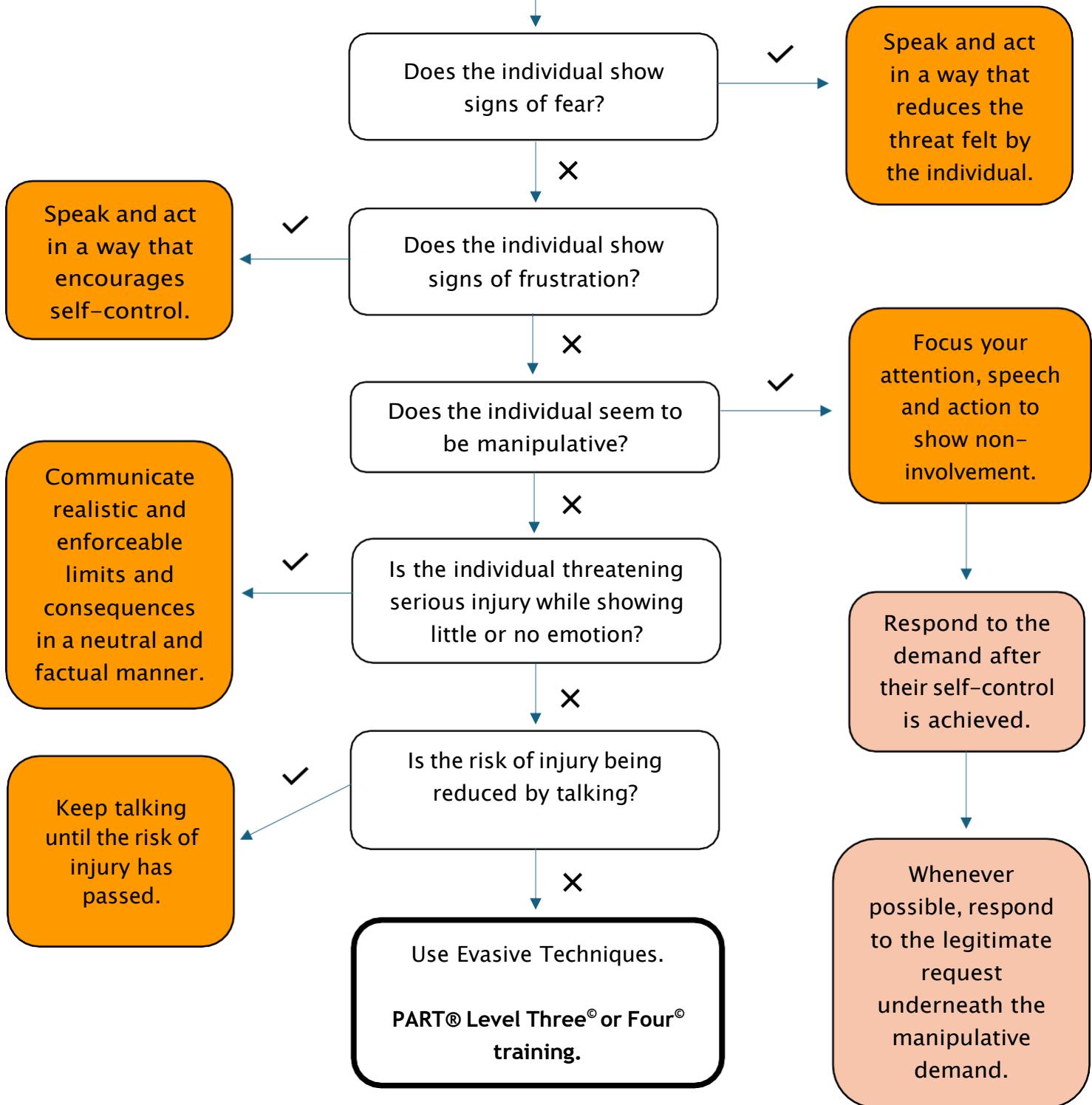
Initial Decision Tree

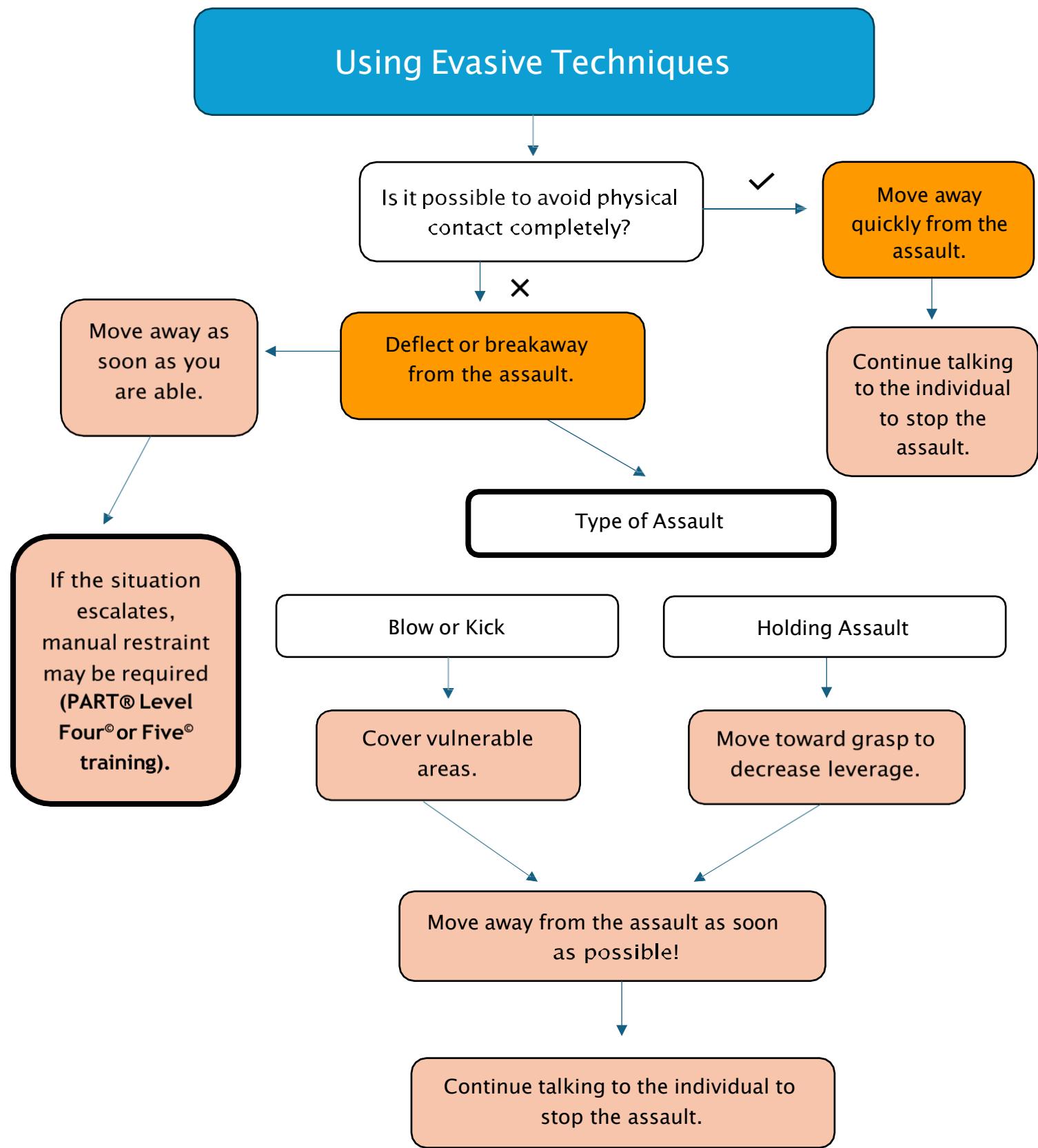
Responding to behaviours that may cause injury.





Using Verbal Crisis Intervention





Important information for PART® Level Four® and Five®

When using Level Four® or Five® techniques, injury to workers and the individual may increase, so it is imperative that trainers teaching these levels have regular and thorough review of techniques by attending recertification every 2 years. Participants receiving Level Four® and Five® must also be re-evaluated every 2 years.

PART® Level Four®

Restraint

During this program, all participants **must** practice techniques slowly and carefully. If at any time during this program participants feel pain or exhaustion, they must **stop** practicing and tell you!

If at any time they are unsure of a technique, they must **ask** you for assistance.

Definition of Restraint

Restraint is the forcible and involuntary deprivation of the liberty to move about. If an individual has been deprived of the liberty to move freely, and if that deprivation was forcibly imposed against the will of the individual, the individual has been restrained.

Types of Restraint

There are four types of restraints used by professionals. They are listed below in ascending order from the least restrictive and intrusive method to the most restrictive and intrusive method.

Manual Restraint	Seclusion	Mechanical Restraint	Chemical Restraint
<ul style="list-style-type: none">restricting voluntary movement by holding the individual.	<ul style="list-style-type: none">restricting voluntary movement by locking an individual in a room. If an individual cannot leave the room at will, the room is considered locked.	<ul style="list-style-type: none">restricting voluntary movement by means of belts, cuffs, soft ties or similar devices.	<ul style="list-style-type: none">restricting voluntary movement by means of medications.

The PART® program® covers manual restraint only. The use of other types of restraints are not taught in the PART® program®. Know your policies and procedures for manual restraints and always use professional judgement.

Manual Restraint

Manual restraint is appropriate when:

- responding to aggravated assault;
- the assault is expected to end quickly;
- the intervening workers can reasonably expect to achieve safe control; or when
- a team of two or more trained workers is available.

Basic Principles of Manual Restraint

1. Master evasion techniques

To perform a manual restraint effectively, you must first master evasion techniques. Keeping your balance and going with the flow of an assault are crucial. It's also essential to have patience, self-control, and the willingness to call for help.

2. Master capture techniques

In evasion techniques, the force of the assault is deflected in a circular pattern. In manual restraint, the force of the assault is captured (held) in a circular pattern and pivoted downward or sideways.

In manual restraint, you remain in place and pivot with the force of the assault, attaching weight to the assaultive individual's limb. The assaultive individual's limb is thus "captured" at points between the joints, limiting the capacity to assault.

3. Get a "grip"

Whenever possible, the capturing grip should be made on the assaultive individual's clothing rather than on the flesh. A grip on the flesh is only as strong as its weakest point, which is the thumb: grasping clothing lessens the chance that the assaultive individual will work against our thumbs, thus causing us to weaken or lose our grip.

4. Use weight, *not* strength

Limiting the capacity to assault is achieved by attaching body weight to the assaultive individual's limb. The idea is to have the assaultive individual tire by using their strength against the overpowering weight and leverage of the intervening workers.

5. Avoid pain

Consistent with the principles being taught, deliberate use of pain is **never** necessary in manual restraint. State of mind, medications, and high adrenaline may cause permanent damage before the individual registers intense pain.

6. Use only reasonable force

Aggravated assault is dangerous and should be responded to with enough force to minimize injury.

7. Maintain a proper ratio

Intervening workers must determine if there is a favourable size/weight ratio before attempting a manual restraint. Intervening workers should have a 100 per cent height and weight advantage over the assaultive individual. The capturing workers must have a leverage advantage. There is a leverage disadvantage when the workers are more than four inches shorter or taller than the individual they are attempting to capture.

Always use professional judgment and evaluate the situation.

One-to-one situations have proven very dangerous and should be avoided, regardless of the size of the assaultive individual. Problems with one-on-one restraint include, but are not limited to:

- An inability to see the assaultive individual's face, which is necessary to check for proper breathing and circulation.
- A danger of restricting breathing by compressing the torso of the individual, making it difficult for the diaphragm to pull air into the lungs.
- Providing an emotional trigger for an individual who has been sexually assaulted.

8. Be a team player

When a manual restraint is necessary, **only** one worker should be the designated captain. Ordinarily, this is the worker being assaulted, who "calls" the capture. The captain is the only one who communicates with the individual, but may change if:

- the captain is losing control,
- if another worker has a better relationship with the assaultive individual
- or the individual faces a different direction.

Workers need to follow the directions of the captain. Disagreements regarding the directions given by the captain should be resolved after the incident.

9. Select the least intrusive restraint position

Always manually restrain an individual in the most dignified and least intrusive manner possible. PART® teaches four basic manual restraint positions. The **standing restraint** position is the least restrictive restraint position. The **escort and wall restraint** positions are more restrictive, and the **floor restraint** position is the most restrictive position used in PART® training.

10. Monitor breathing and circulation very closely

Restraining workers should avoid any position that puts pressure across the assaultive individual's long bones, joints or spinal cord. Adequate/safe restraint can be achieved by limiting the ability to move the limbs without risking breakage or similar damage. It is also important to avoid positioning weight on the chest cavity. The boa constrictor kills its prey by allowing it to breathe out but not in. Weight on an assaultive individual's chest can have the same effect.

Remember:

The decision to manually restrain should always be based on a comparison of the risk of injury associated with the restraint position selected against the risk of using a less intrusive method, or not restraining at all. Before choosing to deprive a person of their liberty to move about, you should ask yourself:

***What is the worst thing that is likely to happen
if this individual isn't restrained right now?***

The captain should check with the individual during manual restraint to see that breathing is not being interfered with, that blood circulation to the hands and feet is adequate, and that pressure is not being put across the bones, joints, or lungs.

Rules for Manual Restraint

Workers must determine if there is a favourable size/weight ratio before attempting physical intervention. The intervening workers should be 100 % heavier than the individual. If intervening workers are shorter by four inches or more than the individual, three or more workers should be on the team.

1. Don't attempt to restrain unless:

- **twice the height**
- **twice the weight**

For example: a 180 cm (5'11") tall individual who weighs 80 kg (176 lbs), you would need 360 cm (11' 10") and 160 kg (353 lbs). If each worker was 167 cm (5'6") and 68 kg (150 lbs), you would need 3 workers to restrain that individual.

2. Assess the size and weight of the individual and make sure that you have an advantage before physically intervening in an assaultive incident.

- In incidents involving children, a single worker may physically intervene if the worker has a height and weight advantage of at least 50 %.
- In incidents involving adults or larger children, team methods should be used. The intervening workers should be roughly equivalent in height to the assaultive individual and have a combined weight advantage of at least 100 %.

3. Only the captain talks to the assaultive individual. The captain will use the "rule of five" (statements of no more than five words, words containing no more than five letters) along with the principles of verbal crisis intervention. The captain may change during a restraint depending on the relationship with the individual or who the individual is facing.

4. When using restraint techniques, you need to be cognizant of circulation/breathing checks.

Standing Restraint

Principles

This position is used to prevent the individual from injuring with arms and hands. It provides an opportunity to get close enough to the assaultive individual to communicate while reducing the ability of the individual to assault. It is also the first step in achieving a more restrictive restraint when necessary.

In some instances, standing restraint will be the only form of restraint necessary to prevent injury. When the individual being held stops the assault and responds to the worker verbally, they can be gradually released. Once the individual is released, continue with their treatment/support plan.

Standing Restraint from a Blow	<ul style="list-style-type: none">▪ deflect the arm away from you▪ move in and capture the assaultive individual's arm with your hands above the wrist and elbow – grab clothing if possible
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	<ul style="list-style-type: none"> ▪ DO NOT TWIST THEIR ARM BEHIND THEIR BACK ▪ move in behind the individual and capture using balance control technique
Standing Restraint from an Overhead Blow	<ul style="list-style-type: none"> ▪ deflect the blow away from you ▪ move in and capture arm just above wrist and elbow ▪ grab clothing if possible and pull arm down keeping the individual off balance ▪ move in behind the individual and capture using the balance control technique
Standing Restraint from Holding Assaults	
Choking with Hands from Front (escape and capture)	<ul style="list-style-type: none"> ▪ move into the assaultive individual ▪ use the intermediate technique for the front hand choke to escape the hold ▪ capture the individual above the wrists ▪ the individual will be behind you ▪ pull them forward, keeping them off balance
Choking with Hands from Rear (escape and capture)	<ul style="list-style-type: none"> ▪ move into the assaultive individual ▪ use intermediate technique for rear hand choke ▪ pivot around, the individual will be in front of you ▪ capture the individual above their wrists and push them back maintaining grasp of the wrists
Lunging Assault (deflect and capture)	<ul style="list-style-type: none"> ▪ move quickly to the side ▪ deflect the lunge away from you ▪ grab by the shoulder, swivel the assaultive individual around ▪ move in behind and use balance control technique
Rear Forearm Choke (escape and capture) <i>Note: Do NOT twist their arm behind their back!</i>	<ul style="list-style-type: none"> ▪ escape using the intermediate technique for rear arm choke ▪ drop weight down and step back so you are behind the individual ▪ capture the individual using balance control technique
Arm Grab (escape and capture)	<p>Both thumbs up</p> <ul style="list-style-type: none"> ▪ move into the assaultive individual by taking a step forward ▪ grasp your captured hand with your free hand from above, pushing the captured elbow in and upwards. Be careful not to elbow the individual in the face ▪ take a step behind ▪ capture the individual using balance control technique <p>One thumb up and one thumb down</p> <ul style="list-style-type: none"> ▪ move in by taking a step forward ▪ grasp your captured hand with your free hand from underneath ▪ twist your arm like a corkscrew ▪ take a step behind ▪ capture the individual using balance control technique

Standing Restraint from Kicks	
Kick to the Thigh (deflect and capture)	<ul style="list-style-type: none"> deflect kick with your leg or arm so the assaultive individual is facing away from you move in behind capture the individual using balance control technique
Kick to the Stomach (deflect and capture)	<ul style="list-style-type: none"> deflect the kick with your hands so the assaultive individual is facing away from you move in behind capture the individual using balance control technique
Knee to the Groin (deflect and capture)	<ul style="list-style-type: none"> deflect knee so the assaultive individual is facing away from you move in behind capture the individual using balance control technique

Escorts

Principles

This position is most often used to forcibly move an individual away from the source of their agitation. The restrained individual is held in a standing position and is forcibly walked from one place to another.

A captain is determined prior to performing escort techniques. All workers should develop a set of consistent and simple signals that the captain will use. Signals can be lowering or raising one hand, crossing or uncrossing arms - regardless of the standard signal your team chooses, all workers must know what each signal means.

Two Worker Escort
<ul style="list-style-type: none"> workers position themselves arms-length away from the assaultive individual and arms-width away from each other, so that each has an equal chance of stopping the individual, no matter which way they move. Workers must maintain communication with each other captain discusses with the individual whether they will go willingly or require an escort if required, the captain - uses the pre-determined signal that indicates to their co-worker to be prepared for escort captain - uses the pre-determined signal that indicates to their co-worker for initiation of the escort workers - simultaneously take one step forward with the foot closest to the individual and quickly grabs the individual's clothing (if no clothing, grab arm) above the wrist with hand closest to the individual workers take a step around the individual, move their other arm under the individual's arm and grasps their own shirt workers' knees go behind the individual's knees workers' hips are against each other signal from captain says when to move – on the command of ready, in unison, workers move their outside foot forward – on the command of step, step forward with inside foot this will cause the individual to forcibly take a step forward repeat steps as necessary

To go through doorway (backwards)

- captain signals other worker to stand still - captain pivots themselves and the escorted individual around and signals to take three (3) steps back in unison
- when through the doorway, captain pivots again and continues escort in a forward position

Three Worker Escort

- do the same procedure as a two worker escort, the third worker stands on the individual's side and becomes the captain who signals the start of the escort
- the captain then moves to the back and uses the belt and shirt control
- captain will signal when to move - **ready - step** - then repeat as necessary

Three Worker Reversed Escort

- same as two workers
- third worker pivots on captain's signal
- three (3) steps backward and on captain's signal pivot again and continue escort

During restraints, the individual should be continually checked for circulation and breathing.

PART® Level Four® Summary

1. Remember teamwork - everyone knows their role and signals used.
2. One worker is designated the captain. This is the only worker who communicates with the individual. The workers must obey the commands of the captain during the incident. If the workers disagree with the captain, these disagreements are to be discussed after the incident is over.
3. Use weight against strength. Not strength against strength.
4. Use reasonable force.
5. Before physically intervening, workers must determine whether the risks of injury associated with getting involved will be greater than the risk of not intervening. Do we have to restrain the individual?

On the next page, Decision Tree #4 provides a step-by-step guide for determining when and how to apply manual restraints.

Manual Restraint

Manually restrain until danger of injury has passed.

Are there enough personnel of sufficient size and skill to manually restrain this individual?

Use standing restraint.

Can the risk of injury be minimized by briefly holding the individual in a standing position?

Continue to try and evade the assault until enough personnel are available.

Talk to the individual until the risk of injury has passed, then release slowly and carefully.

Will the risk of injury be reduced by holding the person against the wall briefly?

Use wall assisted restraint.

Will the risk of injury be reduced by holding the individual on the floor?

Talk to the person until the risk of injury has passed, and then release, slowly and carefully.

Use seclusion.

Use floor assisted restraint.

My additional notes:

PART[®] Participant Evaluation

Please check the session: [] Level Three[®] [] Level Four[®] [] Level Five[®]

PART[®] Certified
Trainer Name(s): _____ Date: _____

Participant Name:
(optional) _____ Length of
Session: _____

Rate yourself for each of the questions below:	Prior to the session (1 low; 5 high)	After the session (1 low; 5 high)
I understand my rights under occupational health and safety legislation	1 2 3 4 5	1 2 3 4 5
I understand accountability	1 2 3 4 5	1 2 3 4 5
I understand why individuals are acting out	1 2 3 4 5	1 2 3 4 5
I understand how my attitude may aggravate the situation	1 2 3 4 5	1 2 3 4 5
I am physically and mentally prepared to work with potentially assaultive individuals	1 2 3 4 5	1 2 3 4 5
I know the importance of effective communication to assist with de-escalating an assaultive situation	1 2 3 4 5	1 2 3 4 5
I have a self-control plan	1 2 3 4 5	1 2 3 4 5
I know how I respond in a crisis situation	1 2 3 4 5	1 2 3 4 5
I am able to identify why an individual may be assaultive	1 2 3 4 5	1 2 3 4 5
I am aware of the appropriate response to an assaultive individual	1 2 3 4 5	1 2 3 4 5
I understand the importance of proper documentation	1 2 3 4 5	1 2 3 4 5
Level Three[®]		
I understand the principles of evasion	1 2 3 4 5	1 2 3 4 5
I am able to effectively use breakaway/evasion techniques	1 2 3 4 5	1 2 3 4 5
Level Four[®]		
I understand the principles of manual restraints	1 2 3 4 5	1 2 3 4 5
I am able to effectively use standing restraints and escort techniques	1 2 3 4 5	1 2 3 4 5
Level Five[®]		
I am able to effectively use wall and floor restraint techniques.	1 2 3 4 5	1 2 3 4 5

Describe one new skill that you will begin to use as soon as you return to your job:

How did your PART[®] trainer help you the most?

In what way could your PART[®] trainer improve the session?

Your comments count – they will be reviewed by the PART[®] certified trainer and may be provided to SASWH. *Thank you* for completing this evaluation form.