

# **HANDLE WITH CARE**

## *Behavior Management System*

***Legendary Crisis Intervention Training  
For MH/MR, Hospitals  
And  
Social Service Agencies  
Serving Children and Adults***



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# Introduction

Handle With Care is the life's work of Bruce Chapman, who has succeeded in building the world's first totally integrated crisis intervention system. We have been training human service workers since 1985, earning an international reputation for teaching the safest and most powerful verbal and physical intervention methods in the history of the industry. Handle With Care technology is being used with clients, age 4 years to geriatric, across the entire spectrum of human services. There are well over one hundred thousand Handle With Care practitioners working with children and adults in some of the most challenging environments in the United States, Puerto Rico and Europe.

Our proprietary physical holding method, the Primary Restraint Technique (PRT)®, is the centerpiece of Handle With Care's physical technology. In November 1999 the PRT and the PRT Tripod Stand™ were combined into a groundbreaking United States Patent Application for an "apparatus and method for safely maintaining a restraining hold on a person." This first patent was granted in January 2001 (International Rights Reserved). No other passive holding method, no physical technique of any kind, has ever been granted patent protection. This achievement is the culmination of over 25 years of continuous research, development and broad practical application.

Handle With Care training is designed to impact on the thinking and behavior of direct care staff by teaching them how to work as a team in "real time real speed" interventions. It is a program that direct care staff believe in because it is rooted in practicality and common sense. Every verbal and physical component of Handle With Care training has been carefully integrated with the next, creating a system that is beautifully simple and coherent. Those who complete HWC training will have the verbal and physical tools to effectively to de-escalate a crisis before it begins. When a crisis presents a clear physical threat, you will be able to make physical interventions with confidence.

## Instructor Certification

Our Instructor Certification Program is a "train the trainer" program in the truest sense. We take a core group of your most talented staff and teach them methods of instruction that provoke thoughtful participation including:

- a well defined lead and co-trainer teaching protocol that maintains an orderly and safe training environment
- "verbal counts" and guided movement methods that keep the typically frustrating task of correcting a student's physical technique simple

- a "spotting system" that enables your certified instructors to teach the physical restraint components to your direct care staff safely

The Handle With Care System is fully documented in our Participant Manual, Instructor Manual and Instructor Video, which are included with the training. As an instructor you have unlimited access to phone and online technical support. We love "what if" questions.

Your program will be conducted by a Handle With Care Master Instructor. They are the best professional trainers in the country, selected from the thousands of agency instructors that Bruce has personally certified over the last 15 years. They were carefully chosen on the basis of field experience, teaching ability and personal reputation in their respective field of human services. This depth of experience ensures that your Instructor Certification Program will adapt to the specific needs of your agency, the juveniles you serve and challenges they present to you.

## **Verbal Intervention**

### **The Solid Object Relationship Model (SORM)**

The assessment and interactive components of Handle With Care are based on the simple assumption that an angry or fearful person in crisis is "aware" of his emotional instability and will instinctively seek equilibrium by holding on to or "attaching" himself to a larger and more stable object or person - a relationship. If I suddenly pushed you from behind, you would instinctively try to hold on to something - anything - rather than fall down.

Predictably, a client in crisis will test the emotional solidity of the people (objects) around them by activating our affective responses (fear and anger). The Verbal Program motivates you to identify your emotional liabilities and learn how to manage them in the midst of confusion and chaos. Realistic role-playing exercises help you learn how to intervene while remaining calm, centered and focused throughout this testing process – in other words, a solid object. Some people are better than others at "talking clients down". We help you learn from them.

### **The Tension/ Tension Reduction Cycle (T/TRC)**

Timing is critical. There is a time to offer support, a time to set limits, a time to use physical restraint and equally important - a time to let go. The T/TRC illustrates the dynamics of escalating and de-escalating tension on the out of

control client, on intervening staff and on other clients exposed to the crisis. Using the T/TRC, you will be better able to recognize the effects of escalating tension and adjust the timing of your verbal and physical interventions based on therapeutic considerations and the safety of the client and milieu.

## The HWC Role-Play Workshop

Participants apply the concepts of SORM to realistic role-plays that challenge you at the support, limit setting and physical restraint and letting go stages of the T/TRC. In Handle With Care training you will learn more about yourself than your clients. The goal is self-revelation and acceptance of responsibility for creating a safe environment. We focus heavily on staff communications with each other before, during and after a crisis. We help you confront sensitive staff issues that undermine your collective ability to manage the behavior of your most challenging clients.

## Physical Intervention

Our verbal training prepares you to use the power of the relationship to de-escalate the tension level of someone in crisis and avoid physical intervention whenever possible. Handle With Care physical training enables you to manage critical events when the only appropriate response is the prompt skillful use of physical restraint.

## The Personal Defense System

The personal defense components of Handle With Care empower you with the ability to protect yourself and others without inflicting pain or injury. They were selected and engineered to meet the following design criteria:

- The personal defense techniques are effective and non-injurious. You will find this the most expertly engineered collection of personal defense methods you have learned.
- Each escape and blocking technique transitions fluidly into the PRT to create a totally integrated self defense system.
- The techniques are useful in what we call "3rd person save" situations. You must be able to respond to an assault on someone other than yourself. Handle with Care training provides an unprecedented level of therapeutic control even when the assault is on another person.

## The Primary Restraint Technique (PRT)®

The appropriate use of physical restraint is a natural and sometimes necessary extension of the therapeutic relationship. We believe that physical intervention is something that is done “for” a person and not “to” them. The PRT is an easy to learn, orthopedically safe and powerful standing method that offers unprecedented mechanical advantage without pain or injury. A standing PRT communicates therapeutic control so effectively that a takedown is usually unnecessary. When a takedown is unavoidable, ours is brilliantly engineered to account for all of the kinetic energy. There is no impact.

The PRT is the only prone or facedown holding method that has always had a built-in safeguard, the Tripod Modification, to prevent chest compression. Our first product, the PRT Tripod Stand™, was developed specifically for agencies that are unable to terminate floor restraints quickly because they do not use seclusion or mechanical restraints. It is a simple and inexpensive foam device that, quite literally, supports the Tripod Modification and extends your ability to comfortably maintain a safe and therapeutic passive hold on children and adults of all sizes. It is an innovation so important that it was granted the unusual privilege of expedited consideration by the U.S. Patent Office.

We also offer “non prone restraint” options that are based on the PRT, including a Two Person Supine (face-up) Restraint method, a special holding method for smaller children and other modifications for clients with orthopedic and physical conditions (including pregnancy) that would preclude any facedown restraint method.

## A True Story

In 1995, Texas Youth Commission sent a delegation of three people to New York to get a first hand look at how Handle With Care was working there. They watched the training, spoke to their staff and to some of the kids in treatment at the facility. The kids told them the PRT “was the best restraint technique they had ever seen.” Knowing full well you can’t fool a kid, TYC never looked back.

## The Modified PRT for Smaller Children

We created the Modified PRT to replace the “basket hold” over 15 years ago. In a very specific scenario, the basket hold has an inherent malfunction mode that we described several years before it was independently documented by the *Hartford Courant* in November 1998. The Modified PRT offers a much safer level of control than the basket hold for those children who do not require the full mechanical advantage of the PRT.

## Team Restraint

We have been organizing “codes” since 1974. We believe that single person restraint should be limited to situations where less intrusive options have been exhausted or the use of an organized team is not possible. The advantages of using a team approach are obvious. Our two and four person team restraint strategies are engineered with the PRT to eliminate confusion and chaos. We customize your team deployment system to include a variety of tactical adjustments for an unprecedented range of behaviors, situations and ergonomic considerations.

## Seclusion and Mechanical Restraints (optional)

Seclusion and Mechanical Restraint are necessary therapeutic tools in agencies that deal with a higher threat of aggressive behavior and suicide. If we conduct training on-site, we inspect your seclusion rooms, review your procedures and precautions and develop a seamless Handle With Care interface. Training is always consistent with existing regulations.

In fall, 2001, the **HWC** Integrated Soft Circle Mechanical Restraint System (MRS) will be available. If you can use a seat belt, you can use Soft Circle Restraints. We recommend postponing any purchase of mechanical restraint equipment from Posey® or Humane Restraint® until then.

## **SoftCircle** Products

### Client Protection Products That Work

How innovative are they? We have two patents granted and 7 patents pending. For more information about Handle With Care Training and Client Protection Products including pictures and video of the PRT Tripod Stand™, CerviPro SpitGuard™ and the Soft Circle MRS™, please call us directly or visit our website:

[www.handlewithcare.com](http://www.handlewithcare.com)

# **HANDLE WITH CARE PROGRAM OUTLINE**

## **MH/MR, Hospitals and Social Service Agencies Serving Children and Adults**

- I. Introduction to the Handle With Care Philosophy and Methods
- II. Comprehensive Verbal Skills Workshop (8 hours)
  - A. The Tension / Tension Reduction Cycle Model (T/TRC)

Theoretical model used to illustrate the dynamics of escalating and de-escalating tension as it applies to the client in crisis, intervening staff and other clients and staff exposed to the crisis

    1. How tension contributes to inappropriate behavior in client and staff
    2. Identify responses and behaviors that indicate tension levels are rising
    3. Understand how the T/T Reduction Cycle relates to observations of self, staff and client
    4. Understand when verbal and/or physical interventions become necessary
    5. Understand when to withdraw from an intervention
  - B. The Solid Object Relationship Model (SORM)

Illustrates how staff can develop and utilize their relationship skills with a client to reduce tension

    1. Emphasize the importance of staff maintaining an “affect neutral” posture
    2. Understand the underlying dynamics of establishing a therapeutic relationship
    3. Understand the testing process and begin to identify our personal stressors (“buttons”)
    4. Participants examine their own reactions in critical situations
  - C. Role Playing Workshop
- II. Handle With Care Physical Skills Training
  - A. Personal Defense - Escape Techniques from:
    1. same side wrist grab
    2. two on one wrist grab

3. two on two wrist grab
  4. cross hand grab
  5. front choke / lapel grab
  6. rear choke
  7. hair pull
  8. bite
  9. arm bar choke from behind
- B. Use of Personal Space
1. spatial considerations and strategies
  2. the Non-Defensive Posture
- C. Personal Defense - Blocking Techniques
1. straight punch / straight incoming assault
  2. hook punch / blunt weapon / thrown object
  3. kicking assault
- D. The Primary Restraint Technique (PRT) & Takedown
1. the Tripod Modification
  2. the Modified PRT for smaller children
- E. Interfacing the PRT with the entire Personal Defense System
- F. Two Person Escort / Two Person Team Restraint & Takedown
- G. Four Person Team Restraint,
1. organizing a code
  2. deployment strategies for open and confined areas including seclusion
  3. team restraint and transport
- H. Therapeutic Use of Open and Locked Seclusion (optional)
- I. Therapeutic Use of Mechanical Restraints (optional)
- J. Specialized Intervention Strategies

## About Bruce Chapman

Bruce Chapman is an inventor and author. He is the President of **Handle With Care**® Behavior Management System, Inc. (HWC) and **SoftCircle**™ Client Protection Products.

**Handle With Care:** Bruce created Handle With Care technology from 1973 to 1984 on the locked psychiatric unit of Pennsylvania Hospital in Philadelphia, where he was regarded as the hospital's authority on the prevention and management of aggression and suicide. He discovered HWC's proprietary holding method, the Primary Restraint Technique (PRT)®, in 1974 at the age of 21. The PRT has the distinction of being the only physical technique of any kind in patent history. In 2001, he was granted a groundbreaking U.S. and International Patent for the PRT's integrated safeguards to prevent positional asphyxiation during a prone restraint. He created *The* Tension/Tension Reduction Cycle (T/TRC)™ and The Solid Object Relationship (SORM)™ Models in 1980. They were first introduced to psychiatric residents at the Institute of Pennsylvania Hospital and continue to provide the theoretical foundation for HWC Training.

HWC is currently taught in 44 States and Puerto Rico, with national headquarters located in Gardiner, NY. HWC has approximately 22 licensed "Master Instructors" and "Regional Training Centers" currently under license throughout the U.S. A Regional Training Center will be operational in Great Britain by spring, 2005. Since 1984, Bruce has produced many thousands of HWC Certified Instructors working across the broad spectrum of human services including:

**Mental Health and Social Service Agencies:** psychiatric centers serving children and adults, general hospitals, residential treatment centers, developmental centers, substance abuse and detoxification centers, ambulance services, head injury and rehabilitation centers, group homes and foster parents. He has been a featured guest speaker and presenter to numerous professional organizations and conferences including the American Hospital Association, The Mid Atlantic Health Congress, the Delaware Valley Emergency Room Nurses Association and the Princeton Center for Health Affairs Healthcare Information [television] Network (HIN).

**Schools and Special Education:** nursery, grammar, middle and high schools, alternative schools and police resource officers.

**Juvenile Justice:** juvenile detention centers, juvenile correctional facilities, residential centers, family courts and probation officers.

**Event and Concert Security:** stadiums, arenas and convention centers.

**Law Enforcement and Adult Corrections:** In 1995, Mr. Chapman created "Plus", a standalone defensive tactics training program developed in response to the unique use-of force challenges of the law enforcement and correctional environment. Plus addresses higher use-of-force levels than HWC. HWC and Plus are taught to officers staffing jails and prisons, Emergency Response Teams operating in juvenile and adult facilities, police officers, parole officers, probation officers and hostage negotiators. He is a certified instructor for the New Jersey Police Training Commission and provides expert testimony on issues related to the use-of-force.

**SoftCircle:** In 1999, Bruce began a multiyear project to design and manufacture an innovative line of "modular" protection products for use with acutely homicidal and suicidal clients. The SoftCircle project has earned him 11 additional U.S. Patents (9 remain pending; more are expected). SoftCircle restraint products are assembled at our production facility in Gardiner. SoftCircle "dipped foam process" products are manufactured in Mexico by Red Central Foams.

**Professional Affiliations (Past and Present):** Associate Member of the New Jersey Hospital Safety and Security Directors Association, The American Correctional Association (ACA), the American Jail Association (AJA), the International Association of Correctional Training Personnel (IACTP), the National Juvenile Detention Association (NJDA), the Juvenile Justice Trainers Association (JJTA) and the Association of Juvenile Detention Centers of New York State. He has been an exhibitor, presenter and topic panelist at most of the above associations' regional and national conferences and has been featured on the Law Enforcement Television Network (LETN). He is a 6<sup>th</sup> Dan and "Forms Technical Advisor" for the American Moo Duk Kwan Federation.