

HANDLE WITH CARE

Behavior Management System®

Legendary Crisis Intervention Training For Schools



Contact:
Handle With Care
184 McKinstry Rd., Gardiner, NY 12525
845-255-4031/Fax: 845-256-0094/ Email: info@handlewithcare.com

Website: www.handlewithcare.com
© 2001, 2012 HWC, Inc. All rights reserved

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 teachers, resource officers and school administrators since 1985, earning a national reputation for teaching the safest and most powerful verbal and physical intervention methods in the history of the industry.

In November, 1999 our proprietary physical holding method, the Primary Restraint Technique (PRT)[®] and the PRT Tripod Stand[™] were combined into a groundbreaking "apparatus and method" patent for "safely maintaining a restraining hold on a person." 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 and development.

The individual components of Handle With Care technology are integrated with each other, creating a system that is beautifully simple, coherent and adaptable to the classroom environment. Teachers who complete the training will have the practical tools to manage students effectively to avoid a crisis. When a crisis does occur we teach you how to work as a team in "real time real speed" interventions. It is a program that your faculty will believe in because it is rooted in practicality, the ethical treatment of students and common sense.

There are well over one hundred thousand Handle With Care practitioners working with adults and children in some of the most challenging environments in the United States and Europe.

Instructor Certification

The HWC Instructor Certification Program will provide you with the flexibility to build and train a crisis team that includes administrators, faculty and School Resource Officers. Our Instructor Certification Program is a true "train the trainer" program. 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 making the 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 (at no extra cost). Your instructors have unlimited access to phone and online technical support. We love "what if s."

Your certification 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 president and founder, Bruce Chapman, 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 Handle With Care will adapt to the specific needs of your educational environment, the students you serve and types of challenges they present to your faculty.

Verbal Intervention

"I never met a kid in crisis who couldn't spot a phony a mile away"

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 instinctively seeks equilibrium by holding on to or "attaching" himself to a 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 student in crisis "tests" the emotional solidity of the people (objects) around them by activating anger and fear responses. The Verbal Program succeeds in motivating staff to identify their emotional liabilities in a crisis and learn how to manage them. Realistic role-playing exercises help staff learn how to intervene while remaining calm, centered and focused throughout this testing process – in other words, a solid object.

The Tension/ Tension Reduction Cycle

Timing in a crisis 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 child, on intervening staff and on other students exposed to the crisis. Using the T/TRC, teachers are better able to recognize the effects of escalating tension and adjust the timing of their interventions based on the therapeutic and safety needs of the child and the classroom.

The HWC Role-Play Workshop

Participants have an opportunity to apply the concepts of SORM to realistic role-plays that challenge them at the support, limit setting and physical restraint stages of the T/TRC. 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 are not afraid to confront sensitive “staff issues” that undermine your ability to manage your most challenging students.

Physical Intervention

The Handle With Care Verbal Program prepares staff 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’s physical skills training enables staff to manage situations where the only appropriate response is the prompt skillful use of physical restraint.

The Personal Defense System

The personal defense components of Handle With Care give teachers the ability to defend themselves (or another student or teacher) and transition into the most powerful single person passive restraint technique in the world. The personal defense system was engineered to meet the following design criteria:

- The personal defense techniques are effective and non-injurious. This is the most expertly engineered collection of personal defense methods in the industry
- The personal defense system interfaces with the Primary Restraint Technique (PRT)
- The techniques apply to what we call "3rd person save" situations. A responsible staff member must be able to respond to an assault on someone other than herself. Handle with Care training provides an unprecedented level of therapeutic control in these situations

The Primary Restraint Technique (PRT)

The Primary Restraint Technique (PRT) is the centerpiece of Handle With Care’s physical system. The PRT is an easy to learn, orthopedically sound passive holding method that offers unprecedented mechanical advantage without pain or

injury. It is a powerful standing hold that communicates benign control to the aggressive student so effectively that a takedown is usually unnecessary.

For those situations that require a takedown to the floor, the PRT is the only prone or facedown restraint method with a built-in safeguard, the Tripod Modification, to prevent chest compression. The PRT Tripod Stand™ is a simple and inexpensive foam device that literally supports the Tripod Modification and extends the ability of direct care staff to comfortably maintain a safe and therapeutic passive restraining hold on adults and children of all sizes. It is an innovation so important that it was granted the privilege of an expedited patent.

We also offer “non prone restraint” options that are based on the PRT, including techniques for smaller children and children with orthopedic and physical conditions (including pregnancy) that would preclude any facedown restraint method.

The Modified PRT for Smaller Children

Engineered by Bruce Chapman to replace the "basket hold" 15 years ago, the Modified PRT offers a safer level of control than the basket hold for younger or smaller children who may not require the full mechanical advantage of the PRT. The basket hold has an “inherent malfunction mode” that we’ve been describing for several years which was independently documented by the Hartford Courant in November 1998. However, if your agency insists on using the basket hold we can show you how to make it safer.

Crisis Teams

A team approach is always the best approach. We believe that the use of any single person restraint, including the PRT, should be limited to emergencies when there are no other options. Our two and four person team restraint components are engineered around the PRT in a way that eliminates confusion and chaos. We will customize a two or four person team deployment system with tactical adjustments for a wide range of behaviors and situations, based on the number of people that can normally respond to a crisis at your school.

PROGRAM OUTLINE

SCHOOLS / ALTERNATIVE SCHOOLS / SPECIAL EDUCATION

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

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

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

Illustrates how staff can develop and utilize their relationship skills with a student in crisis 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 “buttons” (stressors)
 4. Participants will be asked to examine their own reactions in critical situations.
 - C. Role Playing Workshop
- III. 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. bites
 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 and PRT Tripod Stand
- E. The Modified PRT for small children
- F. Interfacing the PRT with the entire Personal Defense System
- G. Two Person Escort / Two Person Team Restraint & Takedown
- H. Team Restraint in the Classroom and on School Property
1. Therapeutic Use of "Time Out"
- I. Specialized Intervention Strategies
1. breaking up fights, managing pregnant women, small children, etc.

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 50 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 6th Dan and "Forms Technical Advisor" for the American Moo Duk Kwan Federation.