

# Get ready for the live polls!

- Scroll below the video
- In Mentimeter, Enter the Code: 55540899

# Situational Awareness Safety

**Buy yourself time to observe**



# **A Helpful Way to Think About Safety: Commercial Airline Pilots & Crew**



**Check In Before Tense Visits**

**Transparently State Your Purpose**

**Where are the Exits?**

**Proper Footwear for Walking/Running**

**Scan the Exterior & Interior**

**Where are their Hands?**



# Be Radically Present



# Practice Situational Awareness

**Who is aware of their surroundings?**





# Who is distracted?

- Looking at phone?
- Headphones in.
- Reading.
- Immersed in conversation with someone.

# Live Poll! What are you most often distracted by?

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Looking at  
phone

Headphones  
in

Reading  
something  
(Book)

Immersed in  
Conversation

Lost in  
thought



# Body Language

- Who looks confident?
- Who looks timid?

# Check In with Your Supervisor Before Tense Appointments

# Questions to think through before visiting a client

**What is their trauma history? Universal precautions approach.**

**What has happened in their life lately?**



**What has been in the news lately? World events may trigger people's trauma**



**Does the client or anyone in the household  
have a history of violence?**

**Is there a history of drug use?**



**Does anyone in the household have  
firearms?**

**Are there potentially dangerous animals in  
or near the property?**

**Is anyone in the household wanted by the law?**



TRAUMA, EASILY TRIGGERED, VIOLENCE,, DRUGS,, PETS, WANTED BY LAW

# Live Poll! What is most common among the people you serve?



# Scan the Exterior Before Your Appointment



**Do a search on Google Street View before  
you go**



**Drive around the block and scan all directions of the sidewalk before parking your car.**

**Park in well-lit areas**



**Back your car in and avoid parking in a spot where you could get blocked in.**

# Listen for sounds of unsafe activity

- Quickly Accelerating Vehicles
- Shouting
- Gunfire
- Upset animals

**Make note of two exits and entrances to parking areas.**

# Live Poll! Which of these do you most need to remember?

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Google  
Street  
View

Drive  
Around  
Block

Park in  
well-lit  
areas

Back car  
in/make it  
easy to  
leave

Listen for  
sounds of  
unsafe  
activity

Identify  
two exits



**Remember - It is okay to give extra time to  
make sure things are safe.**

# Engage Your 5 Senses, but Especially the Top 3:

- Sight
- Hearing
- Smell
- Taste
- Touch



# Focus

- Put phone in pocket
- Remove headphones
- Don't have items visible in vehicle

# The Art of Misdirection by Apollo Robbins

A fun and insightful Ted Talk



# Tips for the Client Visit



# Trauma Informed Care: Transparently State Your Purpose

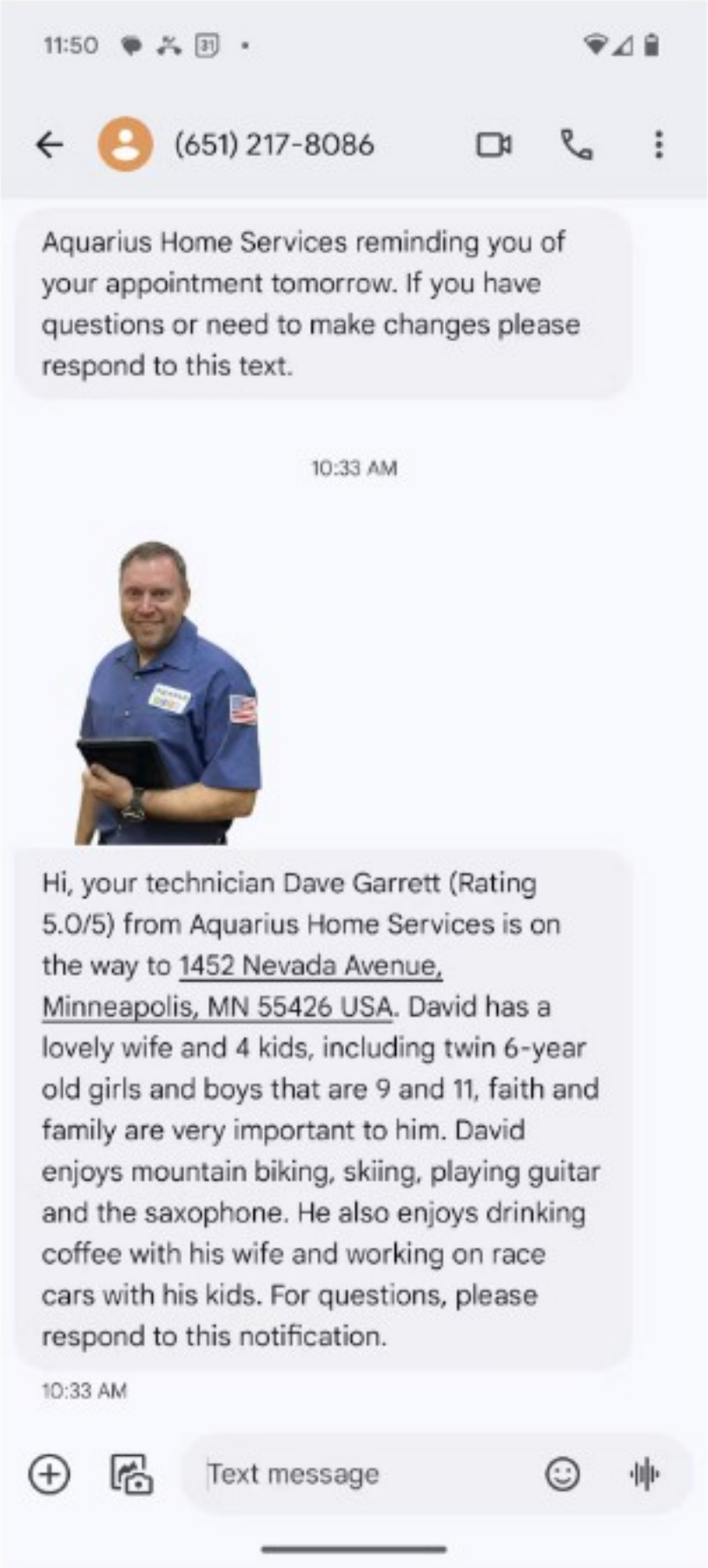


**Surprises, unpredictability, and the unknown are triggering**

**State the purpose of *your* visit in advance**

# Send reminders of the appointment







**Stand to the side after knocking on the door**

**When you arrive, introduce yourself & state the purpose of your visit again**

**Explain all of the main things that will happen during your time together**

Let's Practice! Type in what you would say to a client to explain what will happen during the visit.



**Reduce overwhelm by giving the client a heads up before uncomfortable questions**

**Don't tell clients *what* to do. Give them options and choices.**



# Observe the Client

- What is their attitude/demeanor?
- Are they under the influence?

# Observe the Physical Space

- Where are the doors?
- Weapons?
- Drug Activity?
- Strange Odors?
- Beware of Meth Labs



**If you see other dangerous/illegal activity,  
leave.**



# Practice Exit Strategy Excuses

**"I have another appointment I need to get to. I'll check in with you later."**

**Look at your phone: "I just got a message that my child is injured. I have to go."**

**If a client is hostile and close to you, back towards the exit. Don't turn your back.**

# 3 Types of Hostility

- Non-Verbal
- Verbal
- Physical/Acting Out

# Non-Verbal

- Red Face
- Glaring Eyes
- Tense Muscles
- Excessive Fidgeting

# Verbal

- Offensive Language
- Angry tone of voice
- Yelling



# Acting Out/Physical

- Throwing/Slamming Something
- Aggressive Actions that Are Intimidating

**If someone gets to the acting out/physical stage, LEAVE.**

# De-Escalation Techniques



**Counter high energy with low energy.**

**Speak slowly and monotone**



**Relaxed, yet confident body language**



# Neutral facial expression

# Use their name



# Acknowledge the Emotion of the Moment

→ Feel their feelings before solving their problems

**Personally relate to their frustration.**

**"Let's discuss how we can make this  
better."**

**Discuss options and respect their choice.**

**Where are their hands?**



**When people are angry, their hands are usually NOT in their pockets.**

If their hands are in pockets while angry, they may have a weapon.



**Have your hands in a non-threatening position, but able to protect yourself**

# Dangerous Dogs





**If an animal is unleashed outside and you are concerned, contact the client and ask them to leash the dog before you exit your car.**

**Some people like to carry dog biscuits or treats. Ask the owner if it is okay, first.**

# Dog Safety

- Don't turn your back to an aggressive dog.
- Back away slowly.
- Keep arms loose at your side.

# Leaving the Home

- Look down the sidewalk, both ways
- Listen for unsafe sounds
- Look around and inside your car before getting in

# What to do if a client threatens you



# Change up your routine

- When you work
- Where you work
- Where you park
- Be unpredictable

**Thank you!**

