



PARTNERING WITH TOWNSHIPS

TOWNSHIP OFFICIALS OF ILLINOIS RISK MANAGEMENT ASSOCIATION

RISK REMINDER

Caring for Combative Residents

PART 1

Forms of Combative Behavior:

- Physical
- Verbal

Understand Reasons for Combative Behavior:

- Health
- Medication
- Unskilled Care
- Environmental (loud noise, temperature, conflict with other residents, etc.)

Learn How to Prevent Combative Behaviors - Some Tips!

- Approach clients slowly and calmly
- Maintain personal space with client - don't crowd them
- Present non-threatening body language:
 - Use slow and deliberate movements
 - Avoid any sudden or threatening gestures
 - Reassure client with calm, soothing voice and smiles
- Break down tasks into simple steps
- Look for clues - that trigger or suggest combative behavior such as:
 - Anxiety
 - Depression
 - Aggressive or defensive attitude/behavior towards other clients
- Distract the client's attention from the irritant with:
 - Music
 - Snack
 - Conversation
 - Structured activities such as a game or household chore.

Remember... Behavior Effects Behavior!

For more information, contact your Loss Control Consultant at (888) 562-7861

CLAIM REPORTING HOTLINE (844) 562-2720 | Available 24/7