



# Combative Residents

## Background

Crises can happen quickly and without notice, causing some residents to become agitated or combative. How staff respond to agitated and combative residents can prevent injury to themselves and residents.

## Crisis Management

- Create a safe environment
- Remain collected
- Inquire after their world
- Select an item to work on
- Intervene as appropriate
- Start over



## Working in Their World

The key to working combative residents through their agitation is to remain calm yourself while bonding with the resident. Remind the resident who you are if there is any chance they do not know. Ask open-ended, probing questions to determine what is happening in the resident's world.

If the resident likes to be touched, do so in a gentle manner that avoids grabbing. If in doubt, keep your distance and engage verbally. Avoid grabbing residents unless absolutely necessary.

If a resident starts throwing punches, move to the outside of their body. Draw their shoulders away from where they are aiming and keep talking.