



De-Escalating Aggressive and Combative Behavior

Many employees are tasked with working with or around potentially combative persons, including:

- Patients
- Residents
- Students

Workers have the right to feel safe in the workplace and should have the knowledge and resources to protect themselves if and when aggressive behavior is displayed. Want to know more?

Types of Aggressive Behavior

- Physical – Biting, kicking, hairpulling, punching, grabbing, groping, spitting
- Verbal – Yelling, cursing, sexual, mental mind games

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1-800-258-2667



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United Heartland is the marketing name for United Wisconsin Insurance Company, a member of AF Group. All policies are underwritten by a licensed insurer subsidiary of AF Group.

Want to Know More?

We work with our customers to reduce workers' compensation injuries from physical altercations involving the clients they serve. As loss control specialists, we're committed to providing you unrivaled loss control services and safety resources. Visit UnitedHeartland.com, contact your Loss Control representative or call 1-800-258-2667 for more information.



Health-Related Factors That Contribute to Combative Behavior

- Dementia
- Hearing impairment
- Visual impairment
- Loss of control over bodily functions
- Alcohol/drug-related conditions
- Changes in medication
- Lack of sleep

Environmental Factors that Contribute to Combative Behavior

- Very bright or dim lights
- Loud speaker messages
- Cluttered rooms
- Constant traffic of people
- Changes of room/roommates routines
- Blaring radios and TV's

How to Avoid Triggering Aggressive Behavior

- Never turn your back on a patient or resident
- Keep your hands in full view at all times
- Avoid embarrassment
- Ask onlookers to leave
- Avoid distractions – use quiet places
- Listen and allow the person to vent or release verbally
- Offer choices

How to Avoid Non-Verbal Triggers

- Limit over-activity
- Avoid exaggerated gestures with hands or arms
- Honor the persons space and
- don't trap, corner or stand over them
- Avoid showing your own fear

How to Use Speech to De-Escalate

- Use simple and positive statements
- Tell the person what is going to happen
- Give instructions one at a time
- Maintain normal volume and rhythm
- Be reassuring and don't use threats
- Ask how you can help them

Escaping an Attack Situation

- Protecting yourself and the resident/person is priority No. 1
- Know your personal limits and
- get help before it's too late
- Have an exit plan or way out

