

# AVADE<sup>®</sup>

WORKPLACE VIOLENCE PREVENTION



## BEHAVIORAL HEALTH

| ADVANCED INSTRUCTOR COURSE OUTLINE |

**Education, Prevention, and Mitigation** for *Violence in the Workplace*

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The AVADE<sup>®</sup> Behavioral Health Program is designed to **educate, prevent, and mitigate** the risk of escalation, aggression, and violence to individuals in the workplace.

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This instructor course involves exercises, group interaction, discussion, lecture, and scenario-based training. AVADE<sup>®</sup> Behavioral Health Training is modular-based and can be adapted to a variety of scheduling and training dynamics.

### AVADE<sup>®</sup> Behavioral Health Advanced Instructor Certification Course

The AVADE<sup>®</sup> Behavioral Health Advanced Training Program focuses on behavioral crisis and intervention strategies to effectively manage and de-escalate these incidents, ensuring the safety and well-being of all individuals involved.

- AVADE<sup>®</sup> Behavioral Health Advanced Training meets OSHA's developed guidance for employers and workers in healthcare and social services.
- AVADE<sup>®</sup> Behavioral Health Advanced Training meets the Joint Commission standard for maintaining a culture of safety.
- AVADE<sup>®</sup> Behavioral Health Advanced Training meets the requirement of the mandated state laws for healthcare in WA, CA, CT, IL, MD, MN, NJ, OR, and NY.

Upon successful completion of the 3-Day (24-Hour) AVADE<sup>®</sup> Behavioral Health Advanced Training Program, instructors will receive the following:

- AVADE<sup>®</sup> Behavioral Health Advanced 3-year In-House Instructor Certification
- Authorization to train and certify staff in the:
  - AVADE<sup>®</sup> Behavioral Health Level I 4-Hour Certification Course.
  - AVADE<sup>®</sup> Behavioral Health Level I 1-Day Certification Course.
  - AVADE<sup>®</sup> Behavioral Health Level I and II 1-Day Certification Course.
  - AVADE<sup>®</sup> Behavioral Health Level I and III 1-Day Certification Course.
  - AVADE<sup>®</sup> Behavioral Health Level I, II, and III 2-Day Certification Course.

The **AVADE<sup>®</sup> Behavioral Health Advanced** Instructor package includes:

- Access to the **AVADE<sup>®</sup> Behavioral Health** Instructor Portal
- **AVADE<sup>®</sup> Behavioral Health** Instructor Manual
- **AVADE<sup>®</sup> Behavioral Health** student handouts and training forms
- *Be Safe Not Sorry: The Art and Science of Keeping YOU and Your Family Safe From Crime and Violence*
- Sample policies
- Maintenance of training records
- Continual support from **AVADE<sup>®</sup> | Personal Safety Training Inc.**

## Introduction

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- AVADE<sup>®</sup> Behavioral Health Crisis and De-Escalation Interventions
- Commonality and Importance of the Term “Behavioral Health”
- Do Individuals with Mental Illness Commit Violence?
- The State of Behavioral Health in America
- Systematic Training Methodology
- The AVADE<sup>®</sup> Safety Principles for Workplace Violence Prevention
- AVADE<sup>®</sup> Mission, Vision, and Philosophy
- Workplace Violence Defined
- Evidence-Based Training
- Barriers to Reporting Incidents of Workplace Violence
- Three Training Levels
- Six Core Strategies<sup>®</sup> for Reducing Seclusion and Restraint Use Alignment
- AVADE<sup>®</sup> Behavioral Health Crisis and De-Escalation Intervention, Level I Modules and Objectives
- AVADE<sup>®</sup> Self-Defense Tactics and Techniques, Level II Modules and Objectives
- AVADE<sup>®</sup> Defensive Control Tactics and Techniques, Level III Modules and Objectives
- Creating an Effective Workplace Violence Prevention Plan
- Proactive Response Planning
- Personal Safety Habits
- Developing Personal Safety Habits
- *Exercise: Commitment*
- Benefits of AVADE<sup>®</sup> Workplace Violence Prevention Training
- *Exercise: Spatial Empathy*

## LEVEL I COURSE OUTLINE: CRISIS AND DE-ESCALATION INTERVENTION TRAINING

### Module 1: Trauma-Informed Care

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- Trauma-Informed Care Defined
- What is Trauma? What Do We Mean by Trauma?
- Adverse Childhood Experiences (ACE)
- What Are Some of the Short and Long-Term Effects of Trauma?
- Key Elements for Providing Trauma-Informed Care
- Six Principles for Trauma-Informed Care
- Key Ingredients of Trauma-Informed Organizational Practices
- Best Practices of Trauma-Informed Care

### Module 2: Interpersonal Communication

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- Interpersonal Communication (IPC)
- Interpersonal Communication Fundamentals
- Maslow's Hierarchy of Needs
- Understanding Interpersonal Communication Skills
- Facial Expressions
- Eye Communication
- Reading Eye Communications
- Body Language, Postures, and Gestures
- Hand Positions (Universal Signals)
- Developing and Improving Your Interpersonal Communication Skills
- *Exercise: The Miracle*
- The Law of Reciprocation

### Module 3: The Assault Cycle

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- The Assault Cycle Defined
- The Five Stages of the Assault Cycle
- *Exercise: Reactionary Gap*

### Module 4: De-Escalation Tactics and Techniques

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- Have You Encountered an Escalated Individual?
- De-Escalation and Escalation Defined
- What is Conflict?
- De-Escalation Ingredients
- The Aim of De-Escalation: Calm, Empathic Communication
- Response vs. Reaction
- The 5 Habits of De-Escalation and Making a Positive Impression
- *Exercise: The 5 Habits of De-Escalation*
- De-Escalation for the Triggering Phase (upset/stressed individuals)

- Triggering Phase De-Escalation Techniques
- De-Escalation for the Escalation Phase (angry/aggressive individuals)
- Escalation Phase De-Escalation Techniques
- Avoidance for the Crisis Phase (physically combative/violent individuals)
- Strategies to Avoid Physical Harm from the Assault Cycle of Crisis
- Security/Code Team Responses to Workplace Violence Incidents
- The Recovery Phase: Submission
- Post-Crisis Phase

## Module 5: Anxiety Disorder

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- Anxiety Disorder Defined
- Anxiety Disorder Facts and Statistics
- Signs and Symptoms of Anxiety
- Anxiety Causes
- Anxiety Risk Factors
- Types of Anxiety Disorders
- Anxiety Disorder Crisis
- Crisis and De-Escalation Interventions for Anxiety Disorder
- Anxiety Disorder Treatments
- Panic Attack Assessment and Monitoring
- Helping Someone During a Panic Attack
- References for Module 5

## Module 6: Depression Disorder

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- Depression Disorder Defined
- Depression Disorder Facts and Statistics
- Signs and Symptoms of Depression
- Depression Causes
- Types of Depression Disorders
- Depression Disorder Crisis
- Crisis and De-Escalation Interventions for Depression Disorder
- Depression Disorder Treatments
- References for Module 6

## Module 7: Bipolar Disorder

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- Bipolar Disorder Defined
- What is Mania?
- What is Hypomania?
- Bipolar Disorder Facts and Statistics
- Signs and Symptoms of Bipolar Disorder (Mania/Hypomania)
- Mixed Episodes in Bipolar Disorder
- Anosognosia

- Bipolar Causes/Risk Factors
- Types of Bipolar Disorder
- Bipolar Complications
- Bipolar Disorder Crisis
- Crisis and De-Escalation Interventions for Bipolar Disorder
- Bipolar Treatments
- References for Module 7

## Module 8: Schizophrenia Disorder

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- Schizophrenia Disorder Defined
- Schizophrenia/Psychotic Disorders Facts and Statistics
- Signs and Symptoms of Schizophrenia Disorder
- Schizophrenia Disorder Causes
- Types of Schizophrenia and Other Psychotic Disorders
- Schizophrenia/Psychotic Disorders Crisis
- Crisis and De-Escalation Interventions for Schizophrenia/Psychotic Disorders
- Schizophrenia/Psychotic Disorders Treatments
- References for Module 8

## Module 9: Obsessive-Compulsive Disorder (OCD)

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- Obsessive-Compulsive Disorder (OCD) Defined
- Obsessive-Compulsive Disorder Facts and Statistics
- Signs and Symptoms of Obsessive-Compulsive Disorder
- Obsessive-Compulsive Disorder Causes
- Types of Obsessive-Compulsive Disorder
- Obsessive-Compulsive Disorder Crisis
- Crisis and De-Escalation Interventions for Obsessive-Compulsive Disorder
- Obsessive-Compulsive Disorder Treatments
- References for Module 9

## Module 10: Post-Traumatic Stress Disorder (PTSD)

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- Post-Traumatic Stress Disorder (PTSD) Defined
- PTSD Facts and Statistics
- Signs and Symptoms of PTSD
- PTSD Causes
- Risk Factors for PTSD
- Types of PTSD
- PTSD Crisis
- Crisis and De-Escalation Interventions for PTSD
- PTSD Treatments
- References for Module 10

## Module 11: Substance Use Disorder (SUD)

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- Substance Use Disorder (SUD) Defined
- Substance Use Disorder Facts and Statistics
- Signs and Symptoms of Substance Use Disorder
- Substance Use Disorder Causes
- Substance Use Disorder Risk Factors
- Types of Substance Use Disorder
- Substance Use Disorder Crisis
- Crisis and De-Escalation Interventions for Substance Use Disorder
- Substance Use Disorder Treatments
- References for Module 11

## Module 12: Co-Occurring Disorder

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- Co-Occurring Disorder Defined
- Co-Occurring Disorder Facts and Statistics
- Signs and Symptoms of Co-Occurring Disorder
- Co-Occurring Disorder Causes
- Co-Occurring Disorder Risk Factors
- Types of Co-Occurring Disorder
- Co-Occurring Disorder Crisis
- Crisis and De-Escalation Interventions for Co-Occurring Disorder
- Co-Occurring Disorder Treatments
- References for Module 12

## Module 13: Neurocognitive Disorders

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- Neurocognitive Disorders Defined
- Neurocognitive Disorders Facts and Statistics
- Signs and Symptoms of Neurocognitive Disorders
- Causes of Neurocognitive Disorders/Dementia
- Risk Factors for Neurocognitive Disorders
- Types of Neurocognitive Disorders
- Understanding the Progression of Neurocognitive Disorders
- Neurocognitive Disorders Crisis
- Crisis and De-Escalation Interventions for Neurocognitive Disorders
- Neurocognitive Disorders Treatments
- Sundowning
- References for Module 13

## Module 14: Borderline Personality Disorder

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- Borderline Personality Disorder (BPD) Defined
- Borderline Personality Disorder Facts and Statistics
- Signs and Symptoms of Borderline Personality Disorder
- Borderline Personality Disorder Causes and Risk Factors
- Types of Borderline Personality Disorder
- Borderline Personality Disorder Crisis
- Crisis and De-Escalation Interventions for Borderline Personality Disorder
- Borderline Personality Disorder Treatments
- References for Module 14

## Module 15: Autism Spectrum Disorder (ASD)

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- Autism Spectrum Disorder (ASD) Defined
- Autism Spectrum Disorder Facts and Statistics
- Signs and Symptoms of Autism Spectrum Disorder
- Autism Spectrum Disorder Causes and Risk Factors
- Types of Autism Spectrum Disorder
- Autism Spectrum Disorder Crisis
- Crisis and De-Escalation Interventions for Autism Spectrum Disorder
- Autism Spectrum Disorder Treatments
- References for Module 15

## Module 16: Suicide Prevention

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- Suicide Prevention Defined
- Suicide Facts and Statistics
- Warning Signs and Symptoms of Suicide for Adults
- Warning Signs and Symptoms of Suicide for Youth
- Suicidal Ideation and Planning
- Suicide Risk Factors
- Suicide Methods
- Crisis Warning Signs for Suicide
- Crisis and De-Escalation Interventions for Suicide
- References for Module 16

## Module 17: Post-Incident Response, Debriefing, and Documentation

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- Post-Incident Response
- Post-Incident Debriefing
- Conducting an Incident Debrief
- Debrief Process Form
- Post-Incident Documentation
- Elements of Reporting Self-Defense Force



## LEVEL II COURSE OUTLINE: SELF-DEFENSE TACTICS AND TECHNIQUES

- The Goal of Self-Defense
- AVADE<sup>®</sup> Training Safety Rules
- AVADE<sup>®</sup> Level II Self-Defense Tactics and Techniques Modules

### Module 1: Self-Defense Fundamentals

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- Self-Defense Fundamentals Overview
- On Target Training
- *Exercise: Stance | Balance | Stability (The Bladed Stance)*
- *Exercise: Defensive Movements—Forward Shuffle*
- *Exercise: Defensive Movements—Rear Shuffle*
- *Exercise: Defensive Movements—Side-to-Side Shuffle*
- *Exercise: Defensive Movements—Forward and Rear Pivoting*
- *Exercise: Robot Exercise*
- *Exercise: Core Energy Principle*
- Defensive Verbalization
- The Art of Distraction
- Escape Strategies
- *Exercise: Reactionary Gap*
- Hand Positions

### Module 2: Defensive Blocking Techniques

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- Defensive Blocking Techniques Overview
- *Exercise: Shoulder Block Defense*
- *Exercise: Elbow Block Defense*
- *Exercise: Turtle Block Defense*
- *Exercise: High Block Defense*
- *Exercise: Middle Block Defense*
- *Exercise: Outside Block Defense*
- *Exercise: Low Block Defense*

### Module 3: Self-Defense Techniques

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- Self-Defense Techniques Overview
- Self-Defense Caution
- Vulnerable Areas of the Body
- *Exercise: Wrist Grab Defense*
- *Exercise: Two-Hand Wrist Grab Defense*
- *Exercise: Bite Defense*
- *Exercise: Rear Hair/Collar Pull Defense*
- *Exercise: Front Hair/Lapel Pull Defense*
- *Exercise: Front Strangle Defense*
- *Exercise: Front Strangle Defense (Special Situation)*
- *Exercise: Rear Airway Choke Defense*
- *Exercise: Rear Carotid Choke Defense*
- *Exercise: Rear Bear Hold Defense*

## Module 4: Post-Incident Response, Debriefing, and Documentation

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- Post-Incident Response
- Post-Incident Debriefing
- Conducting an Incident Debrief
- Debrief Process Form
- Post-Incident Documentation
- Elements of Reporting Self-Defense Force

## LEVEL III COURSE OUTLINE: DEFENSIVE CONTROL TACTICS AND TECHNIQUES

- Introduction to Defensive Control Tactics and Techniques
- AVADE<sup>®</sup> Training Safety Rules
- Level III Defensive Control Tactics Modules
- Use of Force
- Use of Force Awareness
- Center for Medicaid Services (CMS)
- Violent or Self-Destructive Behavior Continuum

## Module 1: Fundamentals of Defensive Control

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- Fundamentals of Defensive Control Overview
- On Target Training
- *Exercise: Stance | Balance | Stability (The Bladed Stance)*
- *Exercise: Defensive Movements—Forward Shuffle*
- *Exercise: Defensive Movements—Rear Shuffle*
- *Exercise: Defensive Movements—Side-to-Side Shuffle*
- *Exercise: Defensive Movements—Forward and Rear Pivoting*
- *Exercise: Robot Exercise*
- *Exercise: Core Energy Principle*
- Defensive Verbalization
- The Art of Distraction
- Escape Strategies
- *Exercise: Reactionary Gap*
- Hand Positions

## Module 2: Contact and Cover Positioning

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- Contact and Cover Overview
- *Exercise: Initial Contact Front—1-Person*
- *Exercise: Initial Contact Front—2-Person*
- *Exercise: Initial Contact Rear—1-Person*
- *Exercise: Initial Contact Rear—2-Person*
- *Exercise: Contact and Cover—2-Person*
- *Exercise: Contact and Cover—3-Person*

### Module 3: Escort Strategies and Techniques

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- Escort Strategies and Techniques Overview
- *Exercise: Escort Strategies and Techniques—1-Person*
- *Exercise: Escort Strategies and Techniques—2-Person*
- *Exercise: Hands-On Escort Technique—1-Person*
- *Exercise: Hands-On Escort Technique—2-Person*

### Module 4: Control and Decentralization

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- Control and Decentralization Overview
- *Exercise: One-Arm Takedown*
- *Exercise: Prone Control Position*
- *Exercise: Standing the Prone Subject*
- *Exercise: Escorting the Combative Subject*
- *Exercise: Rear Arm Control Technique—1-Person*
- *Exercise: Rear Arm Control Technique—2-Person*
- *Exercise: Wall Control Technique*
- *Exercise: Restraint Chair Holds and Application*
- Restraint Chair Holds and Application Studies
- *Exercise: Child Control Technique—Standing (Optional)*
- *Exercise: Child Control Technique—Seated (Optional)*

### Module 5: Post-Incident Response, Debriefing, and Documentation

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- Post-Incident Response
- Post-Incident Debriefing
- Conducting an Incident Debrief
- Debrief Process Form
- Post-Incident Documentation
- Elements of Reporting Self-Defense Force

### Module 6: Healthcare Restraint Holds/Applications

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- Use of Restraints
- *Exercise: Supine Holding Position*
- *Exercise: Supine Restraint Position*
- Supine Holding Hand Positions
- Restraint Placement
- Restraint Fit
- Locking Restraints
- Six Core Strategies<sup>®</sup> for Reducing Seclusion and Restraint Use Alignment
- Risk Factors for Restraints
- Strategies for Reducing Risk
- Chemical Restraints (Emergency Medications)
- Positional Asphyxia
- Excited Delirium

## AVADE<sup>®</sup> Behavioral Health Advanced Instructor Training Requirements

- Once certified, the instructor shall provide training in the **AVADE<sup>®</sup> Behavioral Health Advanced Training Program** to individuals in *your agency only*.
- Each person trained by the certified **AVADE<sup>®</sup> Behavioral Health Advanced** Instructor must receive an **AVADE<sup>®</sup> Behavioral Health Advanced** Student Guide for initial certification and every two years thereafter for recertification. The **AVADE<sup>®</sup> Behavioral Health Advanced** Instructor is responsible for purchasing the Student Guides from **Personal Safety Training Inc.** **Note: Copying of the guides is strictly prohibited by copyright laws.**
- The instructor must pass the thirty-five-question written exam with an 85% or better.
- The instructor must pass a Trainer's Presentation with an acceptable rating.
- The instructor must pass a Proficiency Skills Test with an acceptable rating.
- The instructor must adhere to all requirements and guidelines set forth in the Instructor's Manual.
- Recertification as an Instructor is required every three years.



## CONTACT US TODAY!

Get started by requesting a **FREE** Training Proposal  
Reach us at **866.773.7763** or **avadetraining.com**