Title	Describe and implement strategies for de-escalating unwanted behaviour in an aged care, health, or disability context		
Level	4	Credits	3

Purpose	People credited with this unit standard are able to describe strategies for de-escalating behaviour, and implement strategies for de-escalating behaviour, in an aged care, health, or disability context.

Classification	Health, Disability, and Aged Support > Health and Disability Principles in Practice

Available grade	Achieved

Guidance Information

1   Legislation and codes relevant to this unit standard includes but are not limited to: Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996, available at http://www.legislation.govt.nz/.

2   New Zealand Standard relevant to this unit standard includes but is not limited to: NZS 8134.1:2008 *Health and disability services Standards – Health and disability services (core) Standards*, available at http://www.standards.co.nz/.

3   Candidates' practice must reflect appropriate values, processes, and protocols in relation to working with Māori and Pacific peoples and/or people from other cultures, in a range of settings and environments.

4   Definitions
Candidate refers to the person seeking credit for this unit standard.
De-escalation refers to strategies that decrease or diminish unwanted behaviour that is creating tension and/or conflict. In the context of this unit standard de-escalation excludes any form of physical contact or restraint.
Organisation's policies and procedures are the policies and procedures of the employing organisation of the candidate and include ethical codes, standards, and other organisational requirements.
Resources refers to any human or material aid, including but not limited to people, agencies/organisations, equipment, facilities, funding, technology, documentation or advice that can be utilised to carry out a targeted activity, achieve a specific objective, or respond to a particular issue.

Unwanted behaviour refers to any verbal or physical behaviour that is: unsought, unwarranted, and unappreciated by an individual or a group of people; socially or culturally offensive; inappropriate in terms of the location, setting, or audience; and/or that constitutes, or could be seen to constitute, harassment; and/or belittles, threatens, ridicules, denigrates, intimidates, pressures, excludes, patronises or otherwise has an ongoing negative impact on a person or group of people to whom it is directed.

Outcomes and performance criteria

Outcome 1

Describe strategies for de-escalating unwanted behaviour in an aged care, health, or disability context.

Performance criteria

1.1   Unwanted behaviour that may require de-escalation is described in terms of the organisation's policies and procedures.

Range   unwanted behaviour – verbal, physical;
evidence is required for two examples of verbal and two examples of physical behaviour.

1.2   Strategies for de-escalating unwanted behaviour are described in terms of the organisation's policies and procedures.

Range   includes – prevention of escalation, use of available resources.

Outcome 2

Implement strategies for de-escalating unwanted behaviour in an aged care, health, or disability context.

Range   strategies may include but are not limited to – calm communication (verbal and/or non-verbal/body language), active listening, separation and/or removal and/or disengagement of participant(s), acknowledgement of feelings and/or needs, maintaining client watch, calling for back-up, outlining boundaries of the situation, outlining potential resolutions and/or pathways to a solution, breaking a large problem into manageable segments, use of a 'third party' to negotiate a solution;
evidence is required for the implementation of a minimum of two strategies.

Performance criteria

2.1   Strategies for de-escalating unwanted behaviour are selected in terms of the nature of the unwanted behaviour, the participant(s), the setting of the behaviour, and are in accordance with the organisation's policies and procedures.

2.2 Strategies for de-escalating unwanted behaviour are implemented in accordance with the organisation's policies and procedures and boundaries of own role.

Range must include – legal responsibilities; timeliness; cultural considerations; safety considerations for self, participant(s), others;
may include – medical history.

Planned review date	31 December 2021

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 May 2011	N/A
Rollover and Revision	2	24 October 2019	N/A

Consent and Moderation Requirements (CMR) reference	0024

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.