

Introduction

We introduced our revolutionary behavior management system, Handle With Care_{TM} to the adult and juvenile justice fields at the International Association of Correctional Training Personnel (IACTP) Conference in 1987. It was a time when rising concerns about use of force litigation, as well as offenders' rights made our introduction especially timely. The Handle With Care System is the most powerful non-violent crisis intervention in existence.

Over the years, the unique demands of the correctional and law enforcement environment have challenged us. We've been continuously improving and expanding the capability of our technology to meet that challenge. The next logical step in that evolution is here.

PLUS

Plus was developed for the law enforcement community including adult jails, prisons and some juvenile correctional environments that operate at a higher level of security. Plus includes the optional Self-Defense System, the "A Frame" Takedown methods and the Plus Team Restraint components; all adapted to specifics of your environment and the types physical threats and duties that your line officers and CERT teams face. The Plus System contains techniques and methods that are higher on the use of force continuum than those found in the Handle With Care System.

Instructor Certification

Our Instructor Certification Program is a "train the trainer" program in the truest sense. We take a core group of your most talented staff and teach them methods of instruction that provoke thoughtful participation including:

- a well defined lead and co-trainer teaching protocol that maintains an orderly and safe training environment
- "verbal counts" and guided movement methods that keep the typically frustrating task of correcting a student's physical technique simple
- a "spotting system" that enables your certified instructors to teach the physical restraint components to your direct care staff safely so that your staff can use it safely with your clients

The Plus System is fully documented in our Participant Manual, Instructor Manual and Instructor Video which are included with the training. Your instructors have unlimited access to phone and online technical support. We love "what if s."

A Plus Master Instructor will conduct your program. They are the best professional trainers in the country, selected from the thousands of agency instructors that Bruce has personally certified over the last 15 years. They were carefully chosen on the basis of field experience, teaching ability and personal reputation.

The Verbal Intervention Program

" I never met an EDP in crisis who couldn't spot a phony a mile away"

The Solid Object Relationship Model (SORM)

The assessment and interactive components of Handle With Care are based on the simple assumption that an angry or fearful person in crisis is "aware" of his emotional instability and instinctively seeks equilibrium by holding on to or "attaching" himself to a larger and more stable object or person - a relationship. If I suddenly pushed you from behind, you would instinctively try to hold on to something - anything - rather than fall down.

Predictably, an EDP in crisis "tests" the emotional solidity of the people (objects) around them by activating anger and fear responses. The Verbal Program succeeds in motivating staff to identify their emotional liabilities in a crisis and learn how to manage them. Realistic role-playing exercises help staff learn how to intervene while remaining calm, centered and focused throughout this testing process – in other words, a solid object. Some officers are better than others at "talking people down". We help everyone else learn from them.

The Tension/ Tension Reduction Cycle (T/TRC)

Timing in a crisis is critical. There is a time to offer support, a time to set limits, a time to use physical restraint and equally important - a time to let go. The T/TRC illustrates the dynamics of escalating and de-escalating tension on the out of control EDP, on intervening officers and on other individuals exposed to the crisis. Using the T/TRC, staff are better able to recognize the effects of escalating tension and adjust the timing of their interventions based on the therapeutic, security and safety needs of the EDP.

The Plus Role-Play Workshop

Officers need an opportunity to apply the concepts of SORM to realistic role-plays that challenge them at the support, limit setting and physical restraint stages of the T/TRC. The goal is self-revelation and acceptance of responsibility for creating a safe environment. We focus heavily on officer communications with each other before, during and after a crisis.

The PLUS Self-defense System (optional)

Plus is dedicated to the "keep it simple" approach to self-defense. The self-defense skills incorporated into the Plus Self-Defense System are simple <u>body blow</u> techniques, intended to stop a dangerous to life threatening assault quickly. They are intended for use exclusively as countermeasures, and only in those situations where the nature of the physical assault against the Officer or another person, whether it is from single or multiple sources, would result in his/her injury or incapacitation.

The Plus Self-Defense System covers 3 critical ranges:

Middle to long range

• The "Whip Kick". This is a thigh-level kick, using the shin. It has a high likelihood stopping/dropping an assailant with a fairly low risk of serious injury. Highly effective in situations involving multiple threats because it keeps the Officer on his/her feet and ready for the next threat.

Close to middle range

• The "Forward Forearm Blow". This countermeasure to the body of the offender is primarily for use when an Officer is subjected to a head level or upper body assault. When combined with the standard blocking found in Handle With Care, it gives an Officer the ability to block, counterstrike to the body and if necessary, transition to the PRT.

Close range/ rear assaults

- The "Rear Elbow Strike". This technique is used when an Officer is assaulted from the rear, typically in "arm bar chokes", "head locks", "sleeper holds", "bear hugs" and other threats from behind.
- The "Rake and Stomp". Same as "Rear Elbow Strike"

Students deliver these techniques at full power using focus pads, proper stance, breath control and visualization techniques. The objective is to build Officer confidence while gaining muscle memory.

The Primary Restraint Technique (PRT) and Takedown with the Tripod Stand[™] (patent pending)

The Plus story began in 1974 when a 21-year-old Bruce Chapman discovered the legendary Primary Restraint Technique (PRT) on the locked psychiatric unit of Pennsylvania Hospital in Philadelphia. Over 25 years of research and development have made the PRT the most thoroughly engineered passive subduing hold and takedown in the industry. It is the only "passive holding" method in history to deserve the protection of the U.S. Patent Office.

The PRT is an easy to teach, orthopedically sound "skeletal lock" that offers unprecedented mechanical advantage without pain or injury. It is a powerful standing restraint that communicates benign control so effectively that a takedown is usually unnecessary. We also offer "non prone restraint" options that are based on the PRT, including techniques for smaller children and children with orthopedic and physical conditions (including pregnancy) that would preclude any facedown restraint method. The PRT can also be used as a single person escort

The PRT "Tripod Modification"

Handle With Care leads the industry with the only floor or prone restraint method we know of with a proprietary safeguard and a device to prevent chest compression and positional asphyxiation.

The "A Frame" & "High Speed A-Frame" Takedowns

The PRT has two powerful methods to take an offender off his feet when the standing PRT or PRT standing wall restraint do not provide sufficient control.

- The "A-Frame" Takedown is an intermediate level takedown that allows an Officer to move more weight faster. It is a scientifically engineered method that even your athletically modest Officers can master.
- The "High Speed A-Frame" Takedown is for advanced practitioners and Emergency Response Teams. Add our most powerful entry move and a 90degree heading shift to the "A-Frame" Takedown and you have the most effective non-violent takedown method in the history of passive restraint technology. Move more weight, faster, smoother.

The PLUS Team Restraint System

Based on the premise that an individual too large for a PRT is too large for <u>any</u> single person "passive" restraint method, Bruce Chapman developed the HWC Plus Team Restraint System. Rather than create a completely unrelated system, he retained the best elements of the Handle With Care and built upon that foundation. The result is a seamless transition from Handle With Care to HWC Plus.

• Double Gooseneck & Double Sankyo Team Restraint methods.

Using the standard Handle With Care "Two Person Escort Position" as a base platform, Bruce incorporated two of his favorite Aiki-jujitsu based wrist control techniques and engineered them into a kneeling floor restraint (Double Gooseneck) and a standing wall restraint (Double Sankyo) simultaneously applied on both wrists by Officers on both sides of the offender.

Using a set of commands in conjunction with pain compliance, the offender can be stabilized on the floor <u>or</u> against a wall to maximize control and to minimize the possibility of uncontrolled impact with the floor or obstacles.

• Speed cuffing

Officers describe our speed cuffing as smooth and fast and easy to learn. Offenders ask, "what happened?"

The PLUS Tactical Shield System

In 1987, we created an extraordinary cell extraction system by combining the tactical shield with the PRT. Although other CERT systems use the tactical shield to stabilize the offender, Plus is the only system we know of that uses it to stabilize the officer. In those situations when the PRT is not tactically feasible, we offer our Double Gooseneck and Double Sankyo Team Restraint methods described earlier as powerful alternatives.

The Plus System also includes weapon disarms, extraction and pressure point techniques and many other defensive tools.

We believe the time for Juvenile Justice to follow the lead of adult corrections in highrisk tactical situations is long overdue. For many years, we've been advocating that secure detention and juvenile correctional facilities turn to the Plus Tactical Shield System for the types threats faced by Juvenile Justice Officers in entering and securing the cell environment. The Plus Tactical Shield System is the powerful and humane answer.

PLUS PROGRAM OUTLINE

- I. Use of Force Introduction
- II. Comprehensive Verbal Skills Workshop (8 hours)
 - A. The Tension / Tension Reduction Cycle Model

Theoretical model used to illustrate the dynamics of escalating and de-escalating tension as it applies to the person in crisis, intervening officers and other youth and others exposed to the crisis.

- 1. How tension contributes to inappropriate behavior in offender and officer
- 2. Identify responses and behaviors that indicate tension levels are rising
- 3. Understand how the T/T Reduction Cycle relates to observations of self, other officers and offender
- 4. Understand when verbal and/or physical interventions become necessary.
- 5. Understand when to withdraw from an intervention
- B. The Solid Object Relationship Model

Illustrates how an officer can develop and utilize their relationship skills with a person in crisis to reduce tension.

- 1. Emphasize the importance of staff maintaining an "affect neutral" posture.
- 2. Understand the underlying dynamics of establishing a relationship.
- 3. Understand the testing process and begin to identify our personal "buttons" (stressors)
- 4. Participants will be asked to examine their own reactions in critical situations.
- C Role Playing Workshop
- II. PLUS Self-Defense System
 - A. PLUS Self-defense stance
 - B. PLUS Blocking Techniques
 - 1. Outside to Inside Block (straight line attacks)
 - 2. Inside to Outside Block (angular and overhead attacks)
 - 3. "X" Block (kicking attack

- C. PLUS Striking Techniques
 - 1. Whip Kick
 - 2. Forearm Body blow
 - 3. Rear Elbow Strike
 - 4. Rake and Stomp
- D. The Primary Restraint Technique (PRT)
 - 1. "A-Frame" Takedown
 - 2. High Speed "A-Frame Takedown
 - 3. Tripod Modification
 - 4. Defending From the Neutral Position
- E. Two Person Team Restraint- Part 1
 - 1. Escort Position to the PRT and Takedown
 - 2. Escort Position to the "Double Gooseneck"
 - 3. Escort Position to "Double Sankyo"
- F. Team Restraint Part 2
 - 1. "Double Gooseneck" Kneeling Takedown
 - 2. "Double Gooseneck" to the wall
- G. Speed Cuffing
 - 1. From the PRT (1 and 2 officer assist/standing and Neutral Position)
 - 2. From the Double Gooseneck" (1 and 2 officer assist/standing and kneeling)
 - 3. From "Double Sankyo" (1 and 2 officer assist)
- H. Tactical Shield Training

About Bruce Chapman

Bruce Chapman is the President of Handle With Care Behavior Management System, Inc., a training and consultation firm he established in 1984. Mr. Chapman developed this technology on the locked psychiatric unit of Pennsylvania Hospital in Philadelphia, PA, from 1973 to 1984, where he was regarded as the hospital's authority on the prevention and non-violent management of aggression and suicide. He discovered the Primary Restraint Technique (PRT)TM, the passive restraint method, in 1974. In 1980, he developed the two theoretical models, the Tension/Tension Reduction Cycle (T/TRC) & the Solid Object Relationship Model (SORM) that are the foundation for every verbal and physical intervention in Handle With Care. Master Chapman currently holds the rank of 5th Dan and is the forms technical advisor in the American Moo Duk Kwan Federation. In 1987 he opened the Tang Soo Do Institute in Old Bridge, NJ and has produced over forty Black Belts. He passed the school to one of his students in 1996. He is a certified instructor for the New Jersey Police Training Commission and provides expert court testimony on issues related to use-of-force.

He has produced thousands of Handle With Care Certified Instructors working across a spectrum of human services including:

Mental Health and Social Services Agencies including psychiatric and general hospitals for children and adults, child and adult residential centers, developmental centers serving the mentally retarded, substance abuse and detoxification treatment centers, and foster parents. He has trained personnel staffing emergency rooms and EMT crews, head injury and rehabilitation centers and hospital security. He has been a featured guest speaker and presenter to many professional organizations and conferences including the American Hospital Association, The Mid Atlantic Health Congress, the Delaware Valley Emergency Room Nurses Association and the Princeton Center for Health Affairs Healthcare Information [television] Network (HIN).

Schools and Special Education Environments including public school districts and boces, alternative schools, special education teachers and resource officers.

Juvenile Justice including juvenile detention centers, juvenile Correctional facilities, residential centers, family court and probation officers.

Law Enforcement and Adult Corrections including jails, prisons and CERT teams in adult and juvenile facilities, local police, state police, parole and probation officers. In 1995, Mr. Chapman created Plus, a defensive tactics program he developed in response to the unique challenges of the law enforcement and correctional environment.

Event and Concert Security at stadiums, arenas and convention centers.

Professional Affiliations: He is an Associate Member of the New Jersey Hospital Safety and Security Directors Association, The American Correctional Association (ACA), the American Jail Association (AJA), the International Association of Correctional Training Personnel (IACTP), the National Juvenile Detention Association (NJDA), the Juvenile Justice Trainers Association (JJTA) and the Association of Juvenile Detention Centers of New York State. He has been an exhibitor, presenter and topic panelist at most of the above associations' regional and national conferences and has been featured on the Law Enforcement Television Network (LETN)