

PMT Post Test

1. It is **always** best to constantly talk to the individual when they are upset:
True____ False____
2. Listening to the upset individual is important in successfully managing crisis situations:
True____ False____
3. Sometimes the upset individual is justifiably angry:
True____ False____
4. Staff are always right:
True____ False____
5. If the individual is threatening with a chair, calmly but firmly saying "Put the chair down" is a:
a. Request____ b. Directive____ c. Threat____
6. Being firm and fair with an upset individual can help to deescalate a situation:
True____ False____
7. Which statement below is less likely to escalate a situation:
a. "Don't talk so loud"____ b. "You are talking too much"____ c. "Lower your voice"____
8. Verbal threats by individuals should be taken seriously:
Never____ Always____
9. Paperwork and reporting is:
a. A way to keep tabs on staff____ b. Necessary for planning____
c. Legal requirement____ d. All of the above____
10. My own anger is: a. Not good ____ b. A normal human emotion____ c. Unprofessional____
11. Staff shouldn't personalize the upset individuals comments or actions:
True____ False____
12. The individual is helpless and never knows what he/she is doing:
True____ False____
13. Place the correct number of the PMT intervention stages in sequence:
(Which stage is 1st, 2nd, etc):
Posting____ Escalation____ Prevention____ Aggression management____

14. Solo physical interventions (Write "True" or "False" in the spaces):
a. Are risky_____ b. Should be avoided_____ c. More effective than teams _____
d. Effective when used on little individuals_____ e. Avoids charges of abuse_____

15. In public crisis situations staff should:
a. Remain clam____ b. Become visually alert____ c. Be business like____
d. Think one step ahead_____ e. All of the above_____

16. In vehicles, the primary concern of the driver is:
a. Getting to the destination____ b. Restraining the upset individual____
c. Following the laws of the road_____

17. The general rule of thumb is to avoid physical restraint whenever possible. Are there ever situations when staff should intervene sooner rather than later?: Yes___ No___

Briefly explain: _____

19. In addition to legally required information, write additional information staff should be able to answer following a public incident:

Who _____ ?

What _____ ?

Where: _____ ?

When _____ ?

20. There are three (3) primary reasons for physical hands on. Give an example of each:

1. Individual is in Danger:

2. Programmatic Intervention:

3. Authoritative Directive: