

# 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 1<sup>st</sup>, 2<sup>nd</sup>, 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: