

Spotting risk behaviour

What are the Signs and Symptoms?

- Withdrawal, loss of interest, initiative or desire to participate in activity, apathy.
- A drop in functioning, difficulty performing tasks.
- Problems with concentration, memory, or logical thought and speech. Disordered speech and perception, reckless behaviour.
- Illogical, irrational, delusional beliefs (appears out of touch with reality)
- Fear or suspiciousness of others or a strong nervous feeling.
- Uncharacteristic, peculiar behaviour, "something is not quite right".
- Dramatic sleep and appetite changes or deterioration in personal hygiene.
- Rapid or dramatic shifts in feelings or "mood swings."
- Disproportionate anger/Intense memory related anger/anger without cause
- Guarded interactions

Behaviour to look for:

- Consistent late arrivals or absences from planned meetings;
- Lack of cooperation or a general inability to work with staff/contractors;
- Difficulty concentrating, making decisions, or remembering things;
- Mention of fatigue, sleep loss or unexplained pains
- Decreased interest and involvement;
- Strange ideas or speech;
- Anger, abuse, blame, frustration.
- Sadness, moodiness, hopelessness, sudden calmness or withdrawal.
- Change in personality or appearance (especially dramatic weight changes).
- Signs of drug use/alcohol misuse.

Physical signs of risk:

- Clenching of hands, shoulders or jaw;
- Looking clammy or flushed;
- Faster breathing;
- Pacing/need to walk around.

Some people demonstrating these types of behaviour might just be having a bad day or week, or may be working through a particularly difficult time in their lives that is temporary. Patterns that continue for longer may need further consideration.

A key indication that something is wrong is a change in behaviour. Some customers may consistently present as frustrated or short tempered, while this behaviour may indicate some risk, it is important to note changes in behaviour such as withdrawal or unusual behaviour for the particular customer.

When speaking to the client note any recent trauma/life difficulties they might mention they are experiencing which could be effecting their capacity or behaviour now or could do in due course.

What to do:

1. Note any unusual customer behaviour when you notice it and record their manner when you communicate each time so you can monitor their behaviour over a period of time;
2. If you have concerns, speak to your Team Leader, the Customer Support Team or Laura Henderson about it.
3. Do not be afraid to raise a concern based on a gut feeling, if something does not feel quite right it is always better to act with caution.
4. Consider use of the flag system to alert other staff to any issue which has arisen or concern you might have.
5. If incidents do occur note them carefully, take care not to report in an emotive way where something has been particularly difficult or frustrating for you.
6. If you have concerns about a customer do not meet with them alone.
7. Familiarise yourself with the Panic Alarm Procedure and Working out of the Office Procedure if you are meeting with any customer, in the office or offsite.

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD