



The Parc Technique

PAUSE



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Disability is cross demographic.

Conditions don't discriminate.

Behaviours can manifest in any situation/ encounter.

Disabilities have many characteristics.

Vulnerable individuals can present in various ways.

A one size fits all approach cannot be applied.

The area is vast and complex.

The spectrum of ability can be based on conditions and factors including age, education, level of intelligence and the nature and severity of the condition.

ASSESS

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If someone's behaviour, approach or response appears unusual consider whether that person may have a condition.

“Recognise not Diagnose”

Behave inappropriately, unpredictably or unusually

Appear non-negotiable or stubborn

Speak honestly to the point of bluntness or rudeness

Display difficulty with understanding and answering questions

Have limited vocabulary or speech

Seem not to realise their situation or the consequences of it

Difficulty reading facial expressions, body language, and social cues

Seem unusually anxious, agitated or scared

Social naivety

Impulsivity

**Sensory
Sight, Sound,
Smell, Texture**

Problems paying attention

Seem not to realise their situation or the consequences of it

Avoid eye contact

Poor co-ordination

Display repetitive movements and behaviours

RELATE

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Your awareness and understanding of challenges and behaviours is key to supporting and responding to individuals appropriately.

Everyday tasks people find difficult or challenging include:

Filling in Forms

Following Instructions/
Directions

Concentrating for Long
Periods

Telling the Time

Understanding or
Describing Time Periods

Remembering Things

Reading & Writing

Explaining Things

Keeping Appointments

Following Directions

Understanding
Social Norms or the World
Around Us

Comprehension

COMMUNICATE



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Applying appropriate communication strategies and tools will enhance your ability to manage your interaction with vulnerable individuals.

“Key Points to Remember”

Be Relaxed and Patient

Aim to keep the situation calm

Explain the Process

Use the person's name

Keep language clear and concise, focus on the facts and be clear and direct

Be aware of your tone of voice and body language

Try and ascertain how anxiety affects the individual

One voice Only

Ask questions one at a time

Provide adequate processing time

Provide adequate time to respond

Accommodate a person's schedule or routine where possible to avoid distress

Turn off sirens and flashing lights

Be aware of other background noise that can be distracting

Be open to non-verbal communication

Use drawings or text if necessary

Use visual aides or assistive technology

AVOID

Legal Jargon

Abstract Language

Metaphors

Hypothetical Questioning

Negative Questioning

Sarcasm

STIMMING

Repetitive Movements/Behaviours

Fidgeting, Distraction, Humming
Rocking, Groaning, Hand Wringing

Can Indicate Anxiety

May also act as a Self Calming and Self Regulating Strategy.

DONT STOP A PERSON FROM STIMMING

SECURITY

A person may carry an object for security e.g. a piece of string or a small toy.

Removing that object may cause further anxiety or distress.