

NO HIT ZONE

HEALTHY KIDS - SAFER COMMUNITIES IN THIS ZONE OF RESPECT

- No adult shall hit another adult
- No adult shall hit a child
- No child shall hit another child
- No child shall hit an adult



Hackensack Meridian
Children's Health





TIPS TO DE-ESCALATE CONFLICT/STRESS

- Intervene early and effectively at first sign of caregiver stress
- Respect everyone's personal space
- Convey supportive messages with your body language and tone and timber of your voice
- Remain calm – do not engage in power struggle behaviors
- Use nonjudgmental empathetic approach
- If appropriate, identify age appropriate behaviors (normal child behaviors)
- Provide choices and set limits consistent with the setting
- Consider distractions (snacks; distraction kits)
- Acknowledge the person's situation is difficult (eg: waiting with children) but state that where you are, physically aggressive behaviors are not acceptable (this includes shouting)
- Do not compromise your personal safety – call security, if needed

VERBAL STATEMENTS TO DE-ESCALATE A CRISIS

- Can I help you with something?
- It's hard for children to sit still. Would it help if I found a snack or something occupy them?
- Consider sharing that where you are has a No Hit Zone policy and simply explain what it is

To learn more from the No Hit Zone Team, contact NoHitZone@hmn.org or call (551) 996-2271