

MOAB® Testimonials

The skills that are learned in the MOAB program are arguably some of the most important skills for someone in this field to possess. Our numbers speak for themselves. Last year, we responded to almost 20,000 situations where someone's personal safety was in jeopardy and received cooperation and compliance in most of them. In those where we had to intervene physically, it was done without anyone sustaining injuries. Our injury rate is one of the lowest of all Support Services in our Hospital. MOAB is a big part of that.

**John J Driscoll Manager of Security
Mass General Hospital
Boston MA**

It would take several pages to fully explain the number of occasions that MOAB® training has been used successfully to avoid a physical confrontation or to control an already physically combative individual. The first use of a MOAB® technique occurred when one of my security officers was attacked with a knife while in a very confined space. The officer was with a patient in a psychological evaluation room when the patient suddenly pulled a knife from his pant leg and lunged toward the officer. By correctly reading the patient's body language and properly positioning his own body, the officer was able to control the knife and quickly gain control of the situation.

Another incident occurred when a large, muscular, male patient exploded into a rage in the waiting area and attacked the first person he saw. The patient moved with great speed and had a female staff member in a rear choke- hold that she describes as a "death grip."

Luckily this woman had successfully completed MOAB® training the day before. Although very frightened, she used the rear choke defense and called for help. Even though she was unable to escape the grip of her attacker, she was able to keep her airway open and breathe. When help arrived, the attacker was taken to the prone position by use of a lateral thigh strike.

Our in-house MOAB® instructors have conducted classes for many of our organization's staff members. One student in particular was very unsure of herself and somewhat reluctant to participate in any physical contact during training. It took extra time to teach the techniques to this student but the results proved to be what every instructor hopes for.

Several months after this particular training session, I received a letter in the mail from that reluctant staff member that stated that her MOAB® training had saved her life. She explained that she had been involved in a very physically abusive relationship and had been hospitalized several times as a result. She has asked that I keep the details of this situation private but she did comment that if she had not taken the MOAB® course she would not be alive. Her thank you addressed to me should ultimately be directed to those who make this type of training possible.

- **Mike Payeur
Security Manager
Capital Regional HealthCare, Concord, NH**

During the 1999 calendar year, we had 57 "Code Strong" calls, which resulted in physically restraining the patient. After implementing MOAB® training for staff in those areas, our "Code Strong" calls have resulted in the need to only restrain six patients between January and July of 2000. In the year 2000 on our south campus, which is where our Mental Health Unit is located, we had 12 "take downs" as opposed to 57 the previous year. We can attribute these tremendous improvements to the use of MOAB® principals and techniques. This year we hope to have a significant decrease in the ER by training our Emergency Department staff. We are living proof that MOAB® does work!

- **Patti Newsted
Director of Safety and Security
St. Joseph Hospital, Bellingham, WA**

Staff members of the Police/Security Department at the Massachusetts General Hospital have had to physically restrain several thousand patients each year. Successful restraint of these patients has been accomplished as evidenced by zero injury rate to the patients. I directly attribute this success rate to the Management of Aggressive Behavior (MOAB®) training program by MOAB. Training International. I have received personal protection training from numerous other national programs that specialize in techniques of de-escalation, conflict resolution and restraint. While these instructional events had many fine offerings, they failed to achieve the same low injury rates or raise the trust and confidence levels of our officers, as did the MOAB® course.

- **Bonnie Michelman, CPP, CHPA**
Director, Police, Security, and Parking
Massachusetts General Hospital, Boston, MA

What I liked about your format was the focus on ANTICIPATING “out of control” situations before they happen. My nursing staff was very pleased with the training and felt it was a demonstration that the institution took their safety seriously. While it is unfortunate that MOAB® training is needed in healthcare settings, it is clear to me that this kind of program is a crucial component of any solid institution’s employee orientation. Tragedies will continue to happen. As Director, my only comfort is knowing that I have provided good training with the MOAB® program.

- **Cindy Smith**
Director, Psychiatric Nursing
Faulkner Hospital, Boston, MA

As an emergency room physician, I recently attended the Management of Aggressive Behavior Instructor course. MOAB® is the only program that teaches how to prevent or respond properly to violence. I highly recommend the MOAB® program to every member of the hospital staff, especially Emergency Department personnel. It could save your life, the life of your patients, or your co-workers.

- **Fabrice Czarnecki, M.D., M.A., M.P.H.**
Attending Physician, Emergency Medicine
Ambroise-Pare Hospital, Paris, France

Please consider this letter a formal endorsement for your training program on behalf of this organization. We have found this training to be extremely valuable in both the skills developed by attendees and from the point of view of team building between departments.

The benefits we have seen with MOAB® are reduced physical confrontations between security personnel and “visitors” and a resultant reduction of injuries, lost time and associated costs. The skills taught in MOAB® have allowed my staff to better recognize potentially violent situations and take action to de-escalate rather than exacerbate the situation.

- **Michael R. Cummings, CPP**
Director, Loss Prevention Services
Aurora HealthCare, Milwaukee, WI

Sergeant Brendan Ford of First Security Services received the 1995 Valor Award from the International Association for Healthcare Security and Safety (IAHSS) for disarming a gunman who had shot one man and was preparing to shoot his estranged wife on the grounds of the Hospital of Saint Raphael, New Haven, CT.

Sure he was about to be shot, Brendan stated that his MOAB® training instinctively came to mind and he was able to blade his body to protect his vital organs. I think this is a fine example of how training can become instinctive in stressful situations. I would like to take this opportunity to commend MOAB Training for the years of fine training.

- **Tom Mendillo**
Security Manager
Hospital of St. Raphael, New Haven, CT

“I was very skeptical about how MOAB® could relate to our business. Clearly, that skepticism was wrong. I now have a sense of control and empowerment that was missing because of the events of 9/11.”

- **Anonymous**
Captain, American Airlines

May 5, 2003

In April of this year during a Use of Force Conference in Rolling Meadow IL I participated in the MOAB course put on by Mr. Roland Ouellette. I have never been so impressed or amazed at the techniques and mental awareness and attitude than I was during this training session. I would greatly enjoy becoming an instructor for this program as well as having one of your instructors come to my facility to train the security officers, nurses, and especially the administrators. I feel very confident that once they have had the interaction with this training they will see the reality of the real world.

Thank you,
Mark Albahrani
Parkview Health Systems
Fort Wayne Indiana