CDAC Behavioral Healthcare, Inc.

Behavior Support and Management Philosophy

POLICY:

CDAC specifically prohibits the use of restrictive Behavior Support and Management interventions. The agency prohibits the use of isolation or any type of restraint; corporal punishment; the use of aversive stimuli; interventions that inflict physical or psychological pain; punitive work assignments; punishment by peers; and group punishment or discipline for individual behavior.

CDAC advocates the use of non-physical methods of de-escalation when needed and supports staff training toward the recognition and implementation of these techniques.

All CDAC individuals/individual guardians may receive a copy of our entire Behavior Support and Management Policy, as well as a copy of the Training Program, at their request. All members of the CDAC staff undergo training, in order to make sure that all of our staff members know specific ways to help an individual whose behavior is becoming out of control. At CDAC, we know that many of our individuals have stressful life situations and difficult past histories. Our attitude makes a big difference toward helping a person stay in control of their feelings and actions.

If a crisis arises, CDAC staff members are trained to use a number of methods to help individuals feel safe and prevent further increases in unsafe behaviors. Here are a few:

- We will simply listen calmly and openly. We will not interrupt!
- We will try to refocus attention on a different option, and will attempt problem-solving.
- We will try re-focusing on something positive. We recognize that people who are very angry often feel very sad and helpless. It may be possible to interject a reminder regarding a positive aspect of their behavior or situation.
- We will try to motivate the person to stay in control. This is especially useful with children. Young children might receive praise for keeping control.
- We will try to understand what the person might be going through, and might make statements to let him/her know that we understand. We might ask the person to help us understand better.
- If violence is imminent, we call 9-1-1 or direct someone to do so and advise the operator that an emergency exists. We will explain the situation and request an immediate response to prevent violence.

CDAC wants individuals and staff to <u>feel safe</u> and to <u>be safe</u> in our offices. We hope that this explains the ways in which CDAC Staff will help individuals whose upset feelings may become extreme.

I have been offered a copy of the CDAC Service Philosophy re: Behavioral Support Management. I am aware that I can ask for a copy of this Policy and Training Program at any time.

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Individual/Guardian Signature Date CDAC Staff Signature Date