

SUBJECT: NON-VIOLENT CRISIS INTERVENTION

EFFECTIVE

DATE: 02-19-10 (replaces 04-01-05)

APPROVED BY:

Reviewed (no changes): \_\_\_\_\_  
\_\_\_\_\_

Executive Director

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POLICY

It is the policy of McIntosh Trail CSB that non-violent crisis intervention procedures shall be used for the purpose of protecting the safety of the consumer and other persons. Non-violent crisis intervention procedures shall not be used as punishment or for the convenience of staff. Restraining devices are never used in non-violent crisis intervention procedures. The Program Service Director or designee will be notified of any incidents of non-violent crisis intervention and appropriate documentation completed.

All staff who may be involved in the use of non-violent crisis intervention will be trained, with review, and documentation annually. In no instance may consumers implement non-violent crisis intervention upon another consumer.

Clinical Criteria:

1. Less restrictive methods of modifying the problem behavior have been systematically tried and found to be ineffective. (redirection, counseling)  
**AND**
2. Harm or danger to consumer(s) or others is imminent.

PROCEDURES:

1. Trained staff observe behavior changes indicating a need for intervention.
2. Trained staff utilize specific communication skills to attempt to deescalate the situation.
3. If consumer becomes physically dangerous to themselves or others, **and all other less restrictive methods have failed**, trained staff may proceed to the next level of intervention, up to and including a temporary therapeutic hold. Temporary therapeutic holds may not be used as punishment or for the convenience of staff. When used, they are to be applied in a manner which will cause the least possible discomfort and avoid physical injury to the consumer.

STEPS:

1. Staff states desired behaviors to consumer and observes with limited interaction at a safe distance.
2. If consumer does not gain self control, consumer is removed to quiet area, if possible.
3. If consumer does not show desired calm behaviors, at least one staff uses approved temporary therapeutic holds to manually, physically restrict movement(s) with earliest possible discontinuation.
  - a. The consumer is immediately given the criteria for release.
  - b. Consumer is given 5 to 10 seconds to display acceptable behavior.
  - c. If criteria for release is met, the consumer is released.  
**Consumer will not be held more than 3 minutes per incident.**
  - d. If the consumer continues to be non-compliant behaviorally, the procedure may be reinstated beginning with step No. 1.

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STEPS: (Continued)

4. Each application of non-violent crisis intervention will be documented in the PROGRESS NOTE and will include:
  - a. the less restrictive measures attempted;
  - b. the date and time of the incident;
  - c. the reason for the use of non-violent crisis intervention;  
--- relevant events that precede the incident;  
--- relevant events that follow the incident;
  - d. duration of use and repeated applications;
  - e. the names and titles of staff who implemented the intervention;
  - f. notification and documentation of communication about the intervention to consumer's parent, guardian or representative as appropriate.
5. Each application of non-violent crisis intervention will also be documented as a Minor Incident or a Serious Incident, based on the criteria in Policy 1015.
6. A postvention evaluation is conducted to assess whether non-violent crisis could have been avoided, improved or frequency of use lessened. The interdisciplinary team or designee at the service site will:
  - a. debrief following each incident, noting factors and patterns which potentially point out different responses before escalation of the problem behavior;
  - b. keep statistics on the rate of usage of temporary therapeutic holds to identify any staff and/or consumers who have an unusually high propensity to be involved in temporary therapeutic holds.
7. If a consumer becomes physically assaultive toward staff, trained staff may employ Personal Safety Techniques.

DEFINITIONS:

1. Non-violent crisis intervention - safe, non-harmful behavioral management system which is designed to aid professionals in the management of assaultive individuals. Key elements include:
  1. Approaching and reducing the tension of an agitated individual;
  2. Focusing on the alternatives if an individual loses control and becomes violent;
  3. Providing non-verbal, paraverbal, verbal, and as a **last resort**, physical interventions.
2. Temporary therapeutic holds - specific types of short term physical holding of an individual until that individual verbalizes or demonstrates self-control.
3. Personal safety techniques - specific techniques used by staff to avoid a physical assault or to escape a physical hold.

Reference: JCO Care, RI