



# BEHAVIOR SUPPORT AND MANAGEMENT

Catholic Charities employees and volunteers will promote a safe and therapeutic environment and provide the necessary supports and resources to:

- Keep staff and service recipients safe; and
- Use alternatives to restrictive behavior management interventions.

Catholic Charities employs the least restrictive interventions in compliance with legal requirements and under the oversight of its management.

The goal of Catholic Charities is to provide a safe environment for service providers and participants. When dealing with vulnerable populations the risk of inappropriate behavior is real. When inappropriate behavior surfaces, two goals should be kept in mind:

- (1) minimizing harm; and
- (2) keeping as many people safe as possible.

Keep the following guidelines in mind during the decision making process:

- Always try to avoid conflict. If possible, walk away. Ignore persistent rudeness.
- Physical contact with patrons should be avoided.
- Try hard to talk the situation away. Strive to find the balance between being firm and being confrontational. Don't demand - offer choices. Stress negative consequences.
- Patrons who refuse to leave when asked, should be removed only by police.
- If violence is imminent, call 9-1-1 or direct someone to do so and advise the operator that an emergency exists. Explain the situation and request an immediate response to prevent violence. Note: **DO NOT HANG UP** once 9-1-1 has been dialed, even if the phone has yet to ring; the operator will back-trace the call. If emergency response is no longer needed after dialing, simply remain on the line and explain this to the operator;
- Walk away. As long as no one is in danger, simply walk away from the situation and wait for the arrival of the police.
- Contact the Director of Administration for Catholic Charities, 850-435-3516.
- Staff members, volunteers, and service providers for Catholic Charities have the right to defend themselves and their colleagues. Catholic Charities representatives who cannot escape or restrain an attacker have the right to defend themselves using whatever appropriate and proportional force necessary.

All direct service personnel have access to a copy of these written procedures.

Catholic Charities **DOES NOT** authorize the use of manual restraint, locked seclusion, chemical restraint, mechanical restraints or other restrictive behavior management interventions.

At admission, each person served will be assessed for his/her potential for inappropriate behavior and staff will be alerted. If deemed appropriate a specific plan will be developed in the treatment plan and noted in the case record. Catholic Charities behavior support and management policies and practices comply with federal, state, and local legal and regulatory requirements.

\_\_\_\_\_  
Signature Required (Check Below)

Client  Staff  Volunteer  Service Provider

\_\_\_\_\_  
Location

\_\_\_\_\_  
Date Signed/Received

\_\_\_\_\_  
Signature of Witness: Catholic Charities Employee

\_\_\_\_\_  
Program

\_\_\_\_\_  
Date Signed/Received



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## CLIENT, STAFF OR VOLUNTEER COPY

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