



2.2 RECIPIENT RIGHTS - CRISIS MANAGEMENT AND PROACTIVE INTERVENTION

LADD employees must always be proactive in preventing situations in which a person supported may become angry or upset (sometimes called a “challenging behavior”) and may escalate to a point that is dangerous for the person exhibiting the behavior, other people, or property. A proactive approach to this situation requires that all employees continuously strive to create an atmosphere showing you **C.A.R.E.** in which positive interactions occur consistently and frequently.

When a person receiving supports experiences a behavior that is out of the ordinary for that person, or demonstrates what appears to be the first step towards becoming upset or angry, employees should attempt to discover what is bothering the person. People exhibiting challenging behaviors are attempting to communicate and it is our responsibility to try and figure out what they are trying to tell us. Someone may be communicating a medical condition, unmet needs, discomfort, or distress regarding the environment, etc. When the causes of the challenging behaviors can be identified, employees must attempt to give the person the assistance he or she requires. Always remember that your actions should demonstrate kindness and compassion.

It is very important that the employee does not become upset along with the person supported. This is one of those critical times that employees need to use **S.O.U.L.** - **S**top-take a deep breath, **O**pen - to what the person is trying to communicate, **U**nderstand - that you need to follow the core values, understand the situation, what they person may be feeling, and **L**ink - to the best part of yourself, your compassion, before choosing your words and actions.

The **S.O.U.L.** process can all be done in a matter of seconds. If the person continues to express the behavior, attempt to comfort the individual and show understanding. If you are sure that it's not a physical discomfort they are experiencing, see if the person can be redirected to another activity. This does not mean removing the person from the room, it means redirecting his or her attention to a productive or enjoyable leisure activity. If redirection still does not stop the escalation of the behavior and the person begins to harm themselves, other people or property, employees should assist other people to a safe area. Carefully continue to attempt positive redirection. You do need to keep the person safe from harm so be mindful of their surroundings; i.e. windows, glass objects, etc.

Employees must follow the behavior plan/guidelines in place for the individual. If no such plan exists, follow the LADD Crisis Management Guidelines in which employees have been trained on.

[Click Here to View the Crisis Management Guidelines](#)

Employees should be aware that formal Behavior Plans/Guidelines or Safety/Crisis Plans, or when part of a PCP, must be utilized when providing support services. It is important that employees become familiar with these plans, implement them consistently and follow the specific directions of the plan. LADD Management and the Contract Agency employees will instruct employees in the implementation of these plans. Any questions should be referred to Management. All employees should be aware that failure to implement any formal plans as they are written could result in an issue of abuse or mistreatment.

[Click Here to View the Policy on Abuse and Mistreatment](#)

Under no circumstances can any employee ever use any of the following:

1. Punishment.
2. Any form of physical force (other than physical restraint as defined/approved by licensing rules and the Contract Agency).
3. Restraint of a person's movement through binding or tying.
4. Restraint of a person's movement through use of medication, paraphernalia, contraptions, material or equipment for the purpose of immobilizing the person.
5. Confinement of a person in an area where egress is prevented (i.e. a bedroom).
6. Restriction of a person in any manner in a closet, bed, box or in a similar manner.
7. Denial or withholding of food, water, clothing, rest or toilet use.
8. Subject a person to mental, emotional, physical or verbal abuse.
9. Make derogatory remarks about the person, members of his/her family or other people involved in the care of that person.
10. Administer electric shock or any such device.
11. Make or imply threats of any kind.
12. Refuse the person entrance to the program.
13. Isolate the person.

