



THE FLORIDA CENTER
FOR CHILD AND FAMILY DEVELOPMENT

PROCEDURE

Title/Subject: Behavior Management			
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Approved By:		Title: President/Chief Executive Officer	
Approved By:		Title: Program Vice President/CQI Chairperson	
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The Florida Center for Child and Family Development (The Florida Center) expects staff to ensure the proper treatment, discipline and behavior management of the children we serve. Staff at The Florida Center will use positive guidance, redirection and the setting of clear-cut limits that help foster each child's own ability to become self-disciplined. Children are encouraged to respect other people, to be fair, to respect property and to learn to be responsible for their actions.

The Florida Center prohibits the following:

- ✓ Corporal or any type of physical punishment. This includes hitting, spanking, beating, shaking, pinching or other measures that might produce physical pain.
- ✓ Withdrawal or the threat of withdrawal of food, rest, or bathroom opportunities.
- ✓ Abusive, profane or derogatory language, including yelling and belittling.
- ✓ Any form of public or private humiliation, including threats of physical punishment.
- ✓ The use of time out, isolation, and seclusion rooms.
- ✓ Use of mechanical or chemical restraints.
- ✓ Excessive or inappropriate use of permitted behavior management interventions.

If any staff member or person from the child's family while on agency property engages in a prohibited practice, The Florida Center will take necessary steps to assure that there is no reoccurrence of the practice.

All staff of The Florida Center are expected to remain aware of their surroundings and to recognize the potential for inappropriate or violent behavior that may be present. All direct service personnel have access to a copy of written policy and procedures that address acceptable and appropriate prevention and intervention techniques to be used to manage a potentially volatile situation. Staff are provided training in de-escalation of client behavior and preventing the escalation of client behavior. The Florida Center promotes the following conditions for managing crisis effectively:

- ✓ We treat children and youth in our care with respect.
- ✓ We are prepared to apply a variety of skills in a crisis situation.
- ✓ Our expectations are realistic, fair and open to change.

- ✓ Behaviors are viewed as helping cues or indicators to which we can effectively respond.
- ✓ We provide role models for children, demonstrating that aggressive behavior is unacceptable.
- ✓ We utilize interventions that promote a competency- building opportunity for children, providing them an opportunity to exercise decision-making ability and self-control.

Staff at The Florida Center are prohibited from utilizing any form of restrictive behavior management. Restrictive behavior management interventions are those that restrict, limit, or curtail a person's freedom of movement to prevent harm to self or others. Should a situation escalate, staff should immediately seek the assistance of one of the following personnel:

- ✓ Early Childhood Education Director
- ✓ Mental Health management staff
- ✓ Mental Health Clinician

Aggressive, threatening and disrespectful behavior by an adult who is a client or the parent of a client, will not be tolerated. Persons engaging in this type of behavior will be asked to leave the premises. If they refuse, law enforcement will be called to provide assistance.

Should a child behavior escalate in spite of preventive measures, staff are to ensure that other children are safe from harm by moving them to another room or site in the building. A child exhibiting out of control behavior will be supervised at all times. Following any incident where a child's behavior may need to be managed through accepted interventions, a debriefing will be conducted within 24 hours that includes appropriate personnel, the person served and his/her parent or legal guardian. The debriefing will:

- ✓ Evaluate the well-being of the person served and identify the need for counseling or other services related to the incident
- ✓ Identify antecedent behaviors and modify the service plan as appropriate
- ✓ Analyze how the incident was handled and identify needed changes to procedures and/or staff training.

Upon admission to mental health treatment, every child is assessed for any risk factors that may result in the need for behavior management intervention. The assessment tool used has been developed based upon Medicaid guidelines and best practice standards.

This assessment includes:

- ✓ The potential for risk or harm to self or others
- ✓ Antecedents to out-of-control behavior
- ✓ Effectiveness of any previously used interventions
- ✓ Psychological and social factors that may provoke aggressive behavior, such as psychosis or history of abuse
- ✓ Medical factors that might put the child at risk
- ✓ The parent child relationship and family history

If appropriate and as a result of the outcomes of the assessment, the Mental Health therapist will develop and implement a Behavior Management Plan with the client. The plan will include:

- ✓ A summary of the results of the client assessment that indicate the need for a Behavior Management Plan
- ✓ A list of the specific interventions that may or may not be used should the need arise
- ✓ The signature of the clinician, the child and his/her parent/legal guardian.

The plan may be modified as necessary. When the need for a Behavior Management Plan is identified the parent or legal guardian receives a copy of this procedure and a copy of the Behavior Management Plan.

At any time that it appears that a child may present a danger to himself/herself or others, the situation will be assessed to determine actions needed to ensure the child is evaluated, if needed. An Incident Report will be completed and the departmental Vice President will be notified as soon as it is feasible. A copy of the Incident Report will be placed in the client file and a copy of the report will be provided to the parent. The President/CEO will be notified of the incident within one (1) working day unless it is deemed necessary to notify him/her immediately. The Board of Directors is provided a cumulative report on all incidents that occur at the agency on a quarterly basis. Any behavior management interventions utilized, the situation and the outcome are included as part of this report. The Florida Center will evaluate on an annual basis the use of behavior management needs and compare agency practice with best practice as identified by government and professional recommendations and regulations.

TRAINING

All personnel receive initial training and annual updates on The Florida Center's policies, procedures and practices regarding how to manage aggressive behavior. All personnel receive behavior management training in accord with their responsibilities. Non-direct service personnel will be trained on how to appropriately respond to incidents of out-of-control behavior that they may observe. All direct service personnel, including supervisors, receive behavior management training that includes:

- ✓ Recognizing situations, including medical conditions, that may lead to a crisis situation
- ✓ Understanding how staff behavior can influence the behavior of persons served
- ✓ Effective methods to de-escalate volatile situations, including verbal techniques, mediation and other non-restrictive ways of dealing with aggressive or out-of-control behavior
- ✓ Self-protection techniques