

ADMINISTRATIVE POLICY

1 Philosophy

- 1.1 Emergency interventions will be used to address any unpredictable, spontaneous behavior posing a clear and present danger of serious physical harm or property damage to either the individual exhibiting the behavior or to others in his/her environment, and which cannot be immediately prevented with a less restrictive response.
- 1.2 It is not compatible with the philosophy of OPTIONS to use manual and/or mechanical restraints. Soft ties will not be utilized. However, there may be occasions when Community Support Specialists must evade to avoid immediate physical provocation from a person served.
- 1.3 Emergency interventions will not be used as a substitute for the systematic behavioral intervention plan as addressed in the ISP, which is designed to change, replace, modify, or eliminate a targeted behavior.

2 Emergency Intervention

- 2.1 When a person served exhibits behavior that represents a possible danger to himself/herself or others, the staff present will immediately notify either the Program Supervisor/Manager during daytime hours, or the on-call supervisory staff during evening or weekend hours. The Supervisor/Manager or on-call supervisory staff will assess the situation and provide direction. If there is a clear danger to the persons self/others, the staff may be directed to notify the appropriate agencies which may include the local police, Crisis Support Services and/or County Mental Health Department based on their assessment of the situation.
- 2.2 In the case of an emergency, such as a sudden violent action on the part of a person served (e.g., physically lashing out at others or engaging in physical self-abuse), staff will immediately take action to reduce the impact of the person's violent actions. Staff will take action to protect themselves and the other persons from physical harm. Such actions may include utilizing de-escalation techniques, re-direction, crisis communication and evasion per Pro-Act crisis training.
- 2.3 Restrictive interventions will strictly adhere to Pro-Act training standards and will be used as a limited emergency intervention only at the crisis home (Sonata). **No other sites will use any type of physical restraint whatsoever.**

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- 2.4 Any time a form of emergency intervention is used, an incident report will be filed. The incident report will include, but will not be limited to, the following:
- a) the name and age of the affected person;
 - b) the setting and location of the incident;
 - c) the names of staff and/or any other persons involved;
 - d) a description of the incident and of the emergency intervention used; and
 - e) details of any injuries sustained by the affected person and/or any other persons involved.
- The incident report will be reported immediately to the on-site Program Supervisor/Manager.

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