



**YOUTH SERVICES BUREAU OF ILLINOIS VALLEY
BEHAVIOR SUPPORT MANAGEMENT (BSM)
AGENCY POLICY & PROCEDURES
Effective 3/2016**

INTRODUCTION:

Youth Services Bureau of Illinois Valley (YSBIV) **prohibits** the use of physical restraint and all forms of restrictive behavior management. At no time or in any circumstances is a staff or child care provider including licensed foster parents permitted to use restraint in an effort to calm or control any child/clients behavior.

- YSBIV recognizes that behavior support strategies and emergency safety interventions may be needed. However, the agency does **not train or encourage any staff to use physically restraint** when dealing with an out of control individual or child. Therapeutic Crisis Intervention (TCI) is the adopted methodology used for behavior Support at Level #1 Certification. This level dictates that staff may use “All prevention, de-escalation, safety and recovery material to reduce all potential crises”.
- This excludes the YSB Child Developmental Center where Positive Behavior Support Interventions PIBS is the method of intervention prescribed and adopted for use within the “Child Development Center” settings.
- This policy reflects compliance with rules and regulations governing the provision of behavior support services across all Agency programs.
- The Agency follows the established Positive Behavior Support Interventions procedures for reporting compliance only as it relates DCFS Rule 384 (Department of Families and Children Services) Policy on Positive Behavior Interventions and Support. However, the agency does not subscribe to any forms of Restraint and Seclusion of clients as a policy.
- The Agency also follows procedures for compliance with Illinois Rule 384 (Behavior Support Strategies that Include Restrictive Measures) as it applies to behavior support strategies that include restrictive measures used by sub-services providers, i.e.: Residential program providers that deliver services to clients where the agency retains case planning responsibilities.
- This policy and supporting procedures are available and is part of the information packages and orientation for all staff, foster parent and client’s. In addition, this information is also available to anyone who requests it. This information is available via the Agency website.
- YSBIV believes that the agency’s environments (Foster homes, Offices and The Child Development Center) should be an environment that ensures the care, safety, and well-being of all clients and staff members.
- Efforts to promote positive interactions and solutions to potential conflicts should be exhausted prior to intervening. The use of physical intervention is **prohibited** and must never be used. In the event that any staff or client detects or assesses that a situation may present a potential risk or harm to self or others, they are encouraged to remove themselves & others from the physical space of the potential threat or violence and call 911 immediately.

PHILOSOPHY:

YSBIV believes that the use of behavior support is to help clients exercise choice in ways that foster positive and functional outcomes. This is achieved by promoting positive relationships that result through supportive actions. The clients must feel safe, cared about and be actively engaged with the people in his/her life for these relational supports to be effective.

YSBIV seeks to develop such meaningful relationships within our programs. This effort is based on the general philosophy that people crave relationships with one another. As per Dr. Bruce D. Perry, M.D., Ph.D. internationally recognized authority on brain development and children in crisis. “We are all created to be socially connected. When we are not connected, different and sometimes maladaptive “behaviors” emerge.” It is important that each person has at least one relationship where he/she feels safe and well cared for. Forming such a relationship begins with a genuine interest in the other person. The use of warm gentle words to communicate care to another person is most important.

The greatest gift one person can give to another is one’s time and attention. Words and actions should express warmth and tenderness and result in the person feeling safe and cared for. This includes reassuring the person often of his/her safety in your presence, speaking slowly and gently, and speaking of good things that honor and uplift the person. Useful resources for guiding the successful development of positive relational supports include www.dimage.com and www.gentleteaching.com.

The agency teaches TCI “prevention and de-escalation” to direct care staff and our therapeutic foster parent population. Both groups are trained in this method and are encouraged not to use restrictive methods, as it is prohibited by the agency.

YSBIV educates our clients and reminds our staff and foster parents of the terminologies and definitions that may be frequently used by sub services contractors and are included for reference only.

A. Therapeutic Crisis Intervention (TCI):

Definition: TCI is emergency psychological care aimed at assisting individuals in a crisis situation to restore equilibrium to their bio-psychosocial functioning and to minimize the potential for psychological trauma.

B. Positive Behavior Support Intervention (PBSI):

Definition: PBSI is a positive, proactive approach to dealing with behavior where a clear set of expectations based upon behavioral goals chosen and agreed upon by the staff and administration agreed to by the services precipitance.

The purpose of these procedures is to provide a source of reference for behavior support services at YSBIV. A copy of Therapeutic Crisis Interventions and Positive Behavior Support Interventions

information is available to all individuals, families and staff. A copy of this information is also be available to anyone upon request and is posted on the YSBIV website.

The objectives of these procedures are:

- The protection and advocacy of the rights of clients.
- To ensure consistency and compliance with relevant rules, regulations, or standards (internal and external) governing YSBIV programs.
- To ensure best practice and sound procedures, applied with sensitivity to cultural values and beliefs, as well as to the needs and preferences of the clients.
- To ensure consistent application of behavior support standards across programs
- To provide guidance to staff when dealing with ambiguous or complex situations
- To ensure the rights, health and safety of everyone involved in supporting the clients.

PROHIBITED PRACTICES:

YSBIV prohibits the use of the following under any circumstances:

- Chemical restraint
- Locked seclusion
- Mechanical restraint
- Excessive or Inappropriate use of Restrictive Behavior Management
- Peer to Peer Restrictive Behavior Management
- Clients utilizing Restrictive Behavior Management on another client
- Corporal punishment;
- The use of aversive stimuli;
- Interventions that involve withholding nutrition or hydration or that inflict physical or psychological pain;
- The use of demeaning, shaming, or degrading language or activities;
- Forced physical exercise to eliminate behaviors;
- Unwarranted use of invasive procedures or activities as a disciplinary action;
- Punitive work assignments;
- Punishment by peers; and
- Group punishment or discipline for individual behavior.

REPORTING & RISK MANAGEMENT REVIEW:

All incidents and behavior support interventions (internal de-escalation) and external providers are reported via the Incident Report (UIR'S) forms. Through the Unusual Incident Reports (UIR's) safety, injury, crime, etc. are reported daily and reviewed on an ongoing basis with staff, supervisors and program directors. On a regular basis, a monthly aggregated UIR data report is sent to the Executive Director and program directors for review. This is also reviewed monthly during Administrative Meetings, Child Welfare Supervisors meetings, and at the Continuous Quality Improvement meetings, on a quarterly basis. This is then reviewed with the Board of Directors at the bi-monthly board meetings. The Agency has grievance procedures for clients and foster parents in addition to the Whistle Blower Policy.

BEHAVIOR SUPPORT AND MANAGEMENT:

The agency maintains the philosophy to help our clients, in their community settings, exercise choice in ways that foster positive and functional outcomes. This is achieved by promoting positive relationships that result through supportive actions by staff, foster parents and engaged families in services. The focus is to build on strengths and reinforce positive behavior, therefore strengthening the family.

Clients are assessed at the onset of service delivery to determine the most appropriate services necessary to treat the individual. If it is deemed that the client possess a risk of harm to self or others, services are provided/recommended to promote respect, healing, and positive behavior and to prevent the need to use restrictive behavior intervention.

When a behavior support plan is needed, based on the assessment, the plan will identify strategies that will help the client de-escalate and self-self-regulate. The plan will specify interventions that can be used, will be modified as necessary, and will be created with client and caregiver participation.

STAFF TRAINING:

During orientation, all staff is made aware regardless of position that any clients/individual has the potential of have an episode where he or she may experience a crisis. Therefore, it's mandatory to review and become familiar with the Agency Manual. This will include the development of a *Safety and Security Plan* which details appropriate actions to take.

Program directors and supervisory staff along with management will ensure that staff receives training on how to respond when persons in the office are acting in an unsafe manner. This may be achieved through a formal curriculum or through external sources (e.g. web based).

Additionally, all staff upon hire and each year thereafter are required to complete Prevention and De-Escalation training. The agency also provides online web learning for safety. Foster parents in our specialized foster care programs are required to participate in training on prevention and de-escalation as part of the foster parent curriculum (PRIDE, and internal TCI training etc.).