

Charleston/Dorchester Community
Mental Health Center

MANAGEMENT OF AGGRESSIVE BEHAVIOR POLICY

Policy:

This policy addresses the management of aggressive behavior.

Purpose:

In the event of a consumer, visitor or employee exhibiting aggressive behavior, Charleston/Dorchester Community Mental Health Center staff will follow these procedures.

Procedure:

1. When aggressive behavior is observed in a consumer or visitor, the staff member will use calming and therapeutic techniques in order to de-escalate the situation.
2. If there is a risk of harm to self or others, continued aggressive behavior may require additional action, such as:
 - a. Announcing the emergency code for assistance in the use of behavioral management techniques (use code Mr. Armstrong as the emergency code indicate via the intercom system), the location of staff where staff trained in Behavioral Emergency Stabilization techniques (BEST) are to report to provide assistance.
 - b. Holding the person in a firm, but non-hurtful manner:
 - (i). such a hold should be utilized only where there is a clear risk to self or others;
 - (ii). should be used only by BEST trained staff. All staff receives BEST training upon hire and a refresher course every two years;
 - (iii). such holds are restricted to the amount of time required to calm the individual;

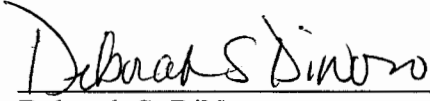
(iv). In the event the individual does not calm, such holds are permitted and to be reviewed by the ranking staff every 15 minutes until law enforcement, safety, or other emergency service providers arrive. (not to exceed 45 minutes)

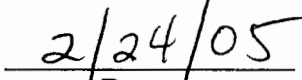
3. Ongoing necessity for the hold or escalation into more violent behavior will require assistance from local public safety agencies. They will be summoned by the ranking staff member on site by dialing 911.

4. In the event that a consumer or visitor is accompanied by a family member, he/she should be provided information regarding the need to calm that person to prevent further escalation of his/her behavior.

5. At no time will the consumer, visitor or employee be placed in restraints or seclusion.

6. All events that require action as noted in either item 2.a. or 2.b. above, shall be documented on the Center's "Adverse Incident" form and forwarded to the Center Director within one work day.


Deborah S. DiNovo
Executive Director


Date

(revision of Policy dated 7/22/03)