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| Series | 200: Medical & Behavioral Health Screening | | |
| Policy Name | Behavior Support & Management | | |
| Policy Number | 211 | | |
| Origination Date | 6/1/2015 | Revision Date: | 8/4/2023 |
| Regulation | COA Standards BSM 1.01, 1.02, 1.03, 2.01, 2.02, 2.04, 3.01, 3.02, 3.03 | | |
| Policy | It is essential that Communities Connected for Kids (CCKids) maintains a safe environment for its employees and provides necessary supports and resources to keep staff, caregivers, families, and children safe. CCKids does not employ restrictive behavior management interventions, as defined as isolation, manual restraint, mechanical restraint and locked seclusion. CCKids uses positive reinforcement, and verbal de-escalation. | | |

Procedure:

CCKids prohibits:

1. The use of restrictive behavior management interventions by CCKids employees and its sub-contracted service providers.
2. The use of any form of physical punishment inflicted in any manner on the body.
3. Ridicule, intimidation, or verbal abuse directed towards children.
4. Use of chemical restraints.
5. Cruel or humiliating treatment or any other emotionally abusive behavior.
6. Assignment of excessive exercise which are inappropriate for the child's age or development.
7. Denial of food, clothing, shelter, medical care or prescribed therapeutic activities or contact with family, counsellors, or legal representation as a form of punishment.
8. Forced physical exercise.
9. Use of adverse stimuli such as electric shock devices.

Permitted Behavior interventions include:

1. Positive reinforcement.
2. Verbal de-escalation.
3. Behavioral Contracts

CCKids employees are expected to treat parents and children with dignity and respect using a trauma informed and trauma responsive. In addition, staff are expected to model pro-social behaviors, effective problem solving, negotiation and compromise in the interactions with children and families.

Staff can support positive behavior by developing positive relationships with service recipients, using a strengths-based approach to reinforce positive behavior and respond consistently to all incidents that challenge the safety of service recipients.

Information Provided to Parents and Legal Guardians:

During the Case Transfer Meeting the CCKids Intake and Operations Co-Ordinator will provide the parent or legal guardian with a copy of the CCKids Handbook which contains a written



summary of CCKids behavior support and management philosophy, procedures, and strategies used to maintain a safe environment.

The parent or legal guardian is required to sign an acknowledgement of receipt of the handbook. A copy will be retained in the client file.

CCKids Staff Training:

Training for CCKids employees includes:

1. Trauma Informed Interventions
2. Practices that promote positive behavior.
3. How to recognize aggressive and out-of-control behavior.
4. Understanding how staff behavior can influence the behavior of service recipients.
5. Techniques to de-escalate and reduce episodes of aggressive and out-of-control behavior.
6. Limitations on the use of restrictive interventions

CCKids training department facilitates a variety of ongoing training for staff that promote positive behavior support, promotion of a safe work environment and ways to de-escalate and reduce emergency situations.

Any incidents involving the use of restrictive behavior interventions must be reported to CCKids using the CCKids Incident Reporting system.

Incidents will be reviewed by the risk and safety committee on a monthly basis. Any trends or training needs identifies will be included in the quarterly risk management report.

Approved:

Date:

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Carol DeLoach, CEO