



Series: Operating Procedures COA: BSM 1,
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Procedure Name: Behavior Support and Management

Procedure Number: OP BC 1039

Revision #/Date: (1) 4/20/2017, (2) 03/05/2021

Effective Date: 05/01/2013

Applicable to: Brevard C.A.R.E.S.

SUBJECT: Brevard C.A.R.E.S. Behavior Support and Management

REFERENCES: Florida Statute Chapter 39, Florida Administrative Code Chapter 65

PURPOSE: This operating procedure outlines a description of Brevard C.A.R.E.S. Behavior Support and Management philosophy. Brevard C.A.R.E.S. uses a preventive approach and to ensure employee safety, Brevard C.A.R.E.S. provides de-escalation training to all staff members. This procedure clarifies the protocols and steps taken by the Brevard C.A.R.E.S staff to ensure prompt quality access for families to the services offered by Brevard C.A.R.E.S. The proper application of this procedure will ensure that Brevard C.A.R.E.S. meets its commitment to ensure continuity of care for families using the strength based wraparound principles of care.

PROCEDURE:

Brevard C.A.R.E.S. has adopted a “safety for all” philosophy based on the premise that in order to provide a safe environment staff’s own needs for safety and security must be addressed by administration and management. This procedure also acknowledges that administration and management can increase staff’s feelings of safety by ensuring that the following conditions are met:

1. Agency safety procedures clearly define what is expected of staff and what the consequences will be if these expectations are violated;
2. Administration is responsive to staff and that staff are responsive to person served.;
3. Feedback is based on “positive accomplishments” and strength based versus a punishment orientation which creates a win-win atmosphere;
4. The system is an open system, not closed, that values communication between and at all levels of the system;
5. Violence is never permitted and staff are never expected to tolerate personal abuse from persons served;

6. Staff is afforded ample training opportunities to carry out their job duties and there is an emphasis on congruence throughout the agency and system partners.

Brevard C.A.R.E.S. uses a preventative approach for Behavior Support and Management. This includes the philosophy that many behavior problems can be prevented using effective behavior management techniques. Prevention strategies focus on stopping the behavior before it gets started. These preventative techniques are used to maintain a safe environment and prevent the need for restrictive behavior management interventions. Brevard C.A.R.E.S. is not permitted to apply any restrictive behavioral management techniques. . Florida Statute Chapter 39 in (proceedings related to children) supports the least restrictive environment appropriate to the children being served. As such, Brevard C.A.R.E.S. is a community based organization with the primary purpose of the prevention of child abuse and neglect. Brevard C.A.R.E.S. is compliant with all applicable laws and regulations.

Brevard C.A.R.E.S. preventative approach in working with families is based on the premise that in many cases the identified client's behavior is a reaction to an uncomfortable or stressful environment. Brevard C.A.R.E.S. preventative techniques focus on staff training, management support, ensuring awareness of agency operating procedures and in recognizing family strengths. Preventative techniques focus on trying to identify the causes of problem behavior in categories of environment, individual and staff centered. Staff have received training and coaching on implementation of the following proactive techniques:

1. Attempt to identify the trigger or behavioral antecedent (what happened just before the problem behavior started) to avoid problem behavior re occurring;
2. Regulate your reaction to the person's behavior; (i.e. did your reaction help to soothe the client or did it make the behavior escalate?);
3. To the greatest extent possible, modify the environment to reduce potential stressors;
4. Maintain calm and remain flexible, patient and relaxed;
5. Never confront the person or try to discuss the angry behavior;
6. Never attempt to initiate physical contact during the angry outburst. *Brevard C.A.R.E.S. is not permitted to apply any restrictive behavior management techniques;*
7. Offer the person space away from the volatile situation. This can be accomplished by withdrawing the person and leading them to a safe exit that will serve to distract the person to a more pleasurable activity or topic;
8. Get help from others in close proximity and never take the aggression personally;
9. Access on call and other community and agency resources (such as the Mobile Response Team) as needed, and
10. Work as a team with other program staff and management staff.

Review of the Use of Behavior Support and Management Interventions:

The Brevard C.A.R.E.S. Executive Director and Management Team utilize provider reports and review aggregated data during agency Performance Quality Improvement meetings monthly that includes reviewing the effectiveness of behavior support and management providers practices, utilization rates and any gaps in service delivery. This includes the use of Evidence Based Practices and research of effective practices in order to revise procedures when necessary and to determine what, if any, additional resources are needed.

Procedures for Screening and/or Assessing Service Recipients for Potential Need/Risk regarding Behavior Management Support and Written Information about Practices Related to Service Recipients:

Brevard C.A.R.E.S. informs families of the techniques used to maintain a safe environment in a preventative manner and prevent the need for restrictive behavior management. The agency Behavioral Support and Management Release of Information contains written information about practices provided to service recipients related to Behavior Support and Management at the initial meeting with the family. The parent or legal guardian is required to sign the Release of Information form before participating which requires the family to acknowledge and consent to the fact that Brevard C.A.R.E.S. does not permit the use of restrictive behavioral management interventions and that any behavior support and management services needed are provided by subcontracted providers within the Brevard C. A.R.E.S. network.

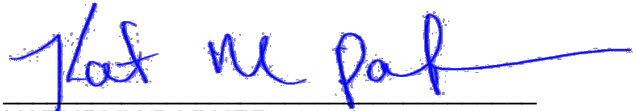
Brevard C.A.R.E.S. is not on the spectrum of Behavior Support and Management interventions as Behavior Support and Management is provided by subcontracted providers. At the initial meeting with the family, an informal assessment is completed as outlined in Access to Services, Screening and Intake Operating Procedure 1005. At this time, the process of identifying family needs and any potential services begins. This is also addressed during the initial Family Team Conference. It is at these critical junctures that families are screened and if the provision of Behavior Support and Management services is identified, the family is referred to Brevard C.A.R.E.S. network of sub contracted providers who assist the family with behavior support that includes (but is not limited to) creating a structured environment, developing a behavior management plan to decrease problematic behaviors, providing social skills training to replace problematic behaviors and the strengthening of new behaviors with positive reinforcement.

De-escalation Training:

All direct care staff receive de-escalation training annually that includes recognizing and responding to behavior management issues. Training certificates are placed in personnel records.

Select Brevard C.A.R.E.S. Master Level clinical team members possess certifications in the Non-Abusive Psychological and Physical Intervention (WELLE) and provide direct training to staff. WELLE Training is a highly specialized approach to crisis prevention that focuses on safety, evaluation and assessment, de-escalation, and defusing techniques to address challenging behavior.

BY DIRECTION OF THE EXECUTIVE
DIRECTOR:



KATHRYN PARKER
Executive Director
Brevard C.A.R.E.S., Inc

Signature Date: 03/05/2021