

**Behavior/Crisis Management:**

At this time, all Palmer's Home Care receive training regarding Positive Behavior Supports and Nonviolent Crisis Intervention (CPI). All staff will be trained in Positive Behavior Supports within 90 days of their date of hire. Staff will also be trained in de-escalation and coping skills. Staff will also be trained on each individual plan before working with the individual, to recognize negative behavior trends and the coping skills that work best for each individual.

Palmer's Home Care, LLC strives to be a restraint-free agency unless an individual's ISP has a specific, detailed plan that calls for the use of restraint or the risk of not restraining is greater to the individual than restraint. If an individual has a history of aggression, or has Behavior Management written into their plan, then only staff that are trained in CPI will work in the home or with the client. ONLY staff who have been trained and are up to date on CPI training will engage in restraint of any kind of any individual. Otherwise, staff will call 911 if there is imminent risk to the safety of individuals or those surrounding them and follow directions given by dispatcher.

If an individual remains agitated after redirection, time by themselves – directed by the individual's choice, or any other coping skill as directed by the individual plan, and the agitation/behavior becomes physically aggressive and the health of the individual, a housemate, or staff is at risk, and nonviolent crisis intervention has not worked or is not feasible, then Palmer's Home Care staff may call the police. This is the last resort, but no holds or restraints will be used unless the individual is in crisis mode and is in imminent danger of hurting themselves or others.

**Reactive Strategy:**

A Behavioral Crisis occurs when an individual is engaging in a pattern of behavior that presents or may escalate to a danger to themselves/others or is engaging in a behavior with significant intensity that creates an imminent risk.

A reactive strategy is the use of immediate and short-term procedures that are necessary to address dangerous situations related to behaviors that place the person or others at risk. This can include blocking and physical restraints, responses that are more delayed such as restricting access to the community or increased levels of supervision, and any procedures used in direct response to the undesirable behavior as opposed to proactive and preventative strategies designed to address the undesirable behaviors in a positive fashion.

A Reactive Threshold is met when the use of restrictive measures is used 5 or more times in a one-month calendar time-frame.

- When Palmer's Home Care administration (House Manager, Degreed Professional Manager, COO, CEO, Owner) have determined that the threshold has been met, or if the service coordinator observes the threshold has been met through log notes data collection and monitoring, then a Planning Team meeting will be scheduled and held. Palmer's Home Care will notify the Service

Coordinator, or the Service Coordinator will observe the threshold and contact the planning team to convene to discuss the behaviors and reactive strategies.

- If an individual has reached the Reactive Strategy threshold for 3 consecutive months, then Palmer's Home Care will request a referral be made to the Behavior Support Review Committee.