

Behavioral Support and Management Philosophy
Northeast Ohio Behavioral Health, Ltd.

POLICY:

NEOBH specifically prohibits the use of restrictive Behavioral Support and Management interventions. NEOBH advocates the use of non-physical methods of de-escalation when needed and supports staff training toward the recognition and implementation of these techniques.

All NEOBH clients/client guardians may receive a copy of our entire Behavioral Support and Management Policy, as well as a copy of the Training Program, at their request. All members of the NEOBH staff undergo training, in order to make sure that all of our staff members know specific ways to help a client whose behavior is becoming out of control. At NEOBH, we know that many of our clients have stressful life situations and difficult past histories. Our attitude makes a big difference toward helping a person stay in control of their feelings and actions.

If a crisis arises, NEOBH staff members are trained to use a number of methods to help clients feel safe and prevent further increases in unsafe behaviors. Here are a few:

- We will simply listen calmly and openly. We will not interrupt!
- We will try to refocus attention on a different option, and will attempt problem-solving.
- We will try to refocus on something positive: We recognize that people who are very angry often feel very sad and helpless. It may be possible to interject a reminder regarding a positive aspect of their behavior or situation.
- We will try to motivate the person to stay in control. This is especially useful with children. Young children might receive praise for keeping control.
- We will try to understand what the person might be going through, and might make statements to let him/her know that we understand. We might ask the person to help us understand better.

NEOBH wants clients and staff to feel safe and to be safe in our offices. We hope that this explains the ways in which NEOBH Staff will help clients whose upset feelings may become extreme.

I have been offered a copy of the NEOBH Service Philosophy re: Behavioral Support Management. I am aware that I can ask for a copy of this Policy and Training Program at any time.

Client/Guardian

Date

NEOBH Staff

Date