



## Family Service Rochester

### EMERGENCY USE OF MANUAL RESTRAINTS POLICY

#### I. Policy

It is the policy of Family Service Rochester to promote the rights of persons served by this Agency and to protect their health and safety during the emergency use of manual restraints.

“Emergency use of manual restraint” means using a manual restraint when a person poses an imminent risk of physical harm to self or others and it is the least restrictive intervention that would achieve safety. Property damage, verbal aggression, or a person’s refusal to receive or participate in treatment or programming on their own, do not constitute an emergency.

#### II. Positive Support Strategies and Techniques Required

A. The following positive support strategies and techniques must be used to attempt to de-escalate a person’s behavior before it poses an imminent risk of physical harm to self or others:

1. Verbal feedback and redirection;
2. Physical guidance such as hand over hand contact to facilitate a client’s completion of a task or response that is directed at learning a skill when the client does not resist or the resistance is minimal as determined by the team. The team is the service planning team;
3. Physical contact, with no resistance from the client, to calm or comfort the person in distress;
4. Minimal physical contact or physical prompt necessary to redirect a client’s behavior when the behavior does not pose a serious threat to the client or others AND the behavior is effectively redirected with less than 60 seconds of physical contact by the staff.
5. Response blocking;
6. Temporary withholding or removal of objects being used as a weapon.

B. The Agency will develop a positive support transition plan on the forms and in manner prescribed by the Commissioner and within the required timelines for each person served when required in order to:

1. eliminate the use of prohibited procedures as identified in section III of this policy;
2. avoid the emergency use of manual restraint as identified in section I of this policy;
3. prevent the person from physically harming self or others; or
4. phase out any existing plans for the emergency or programmatic use of aversive or deprivation procedures prohibited.

#### III. Prohibited Procedures

Use of the following procedures as a substitute for adequate staffing, for a behavioral or therapeutic program to reduce or eliminate behavior, as punishment, or for staff convenience, is prohibited by this Agency:

1. Chemical restraint
2. Mechanical restraint
3. Manual restraint
4. Time out
5. Seclusion
6. Any aversive or deprivation procedure

#### IV. Manual Restraints Not Allowed in Emergencies

- A. This Agency does not allow the emergency use of manual restraint. The following alternative measures must be used by staff to achieve safety when a client's conduct poses an imminent risk of physical harm to self or others and less restrictive strategies have not achieved safety:

1. Remove all clients not involved from the immediate area with a 4:1 client to staff ratio.
2. Call 911 for immediate assistance.

- B. The Agency will not allow the use of an alternative safety procedure with a person when it has been determined by the person's physician or mental health provider to be medically or psychologically contraindicated for a person. This Agency will complete an assessment of whether the allowed procedures are contraindicated for each person receiving services as part of the service planning required under section 245D.071, subdivision 2, for recipients of basic support services; or the assessment and initial service planning required under section 245D.071, subdivision 3, for recipients of intensive support services.

**The Agency does not allow for the use of emergency manual restraints, however if a situation arises where you feel there is no other choice but to use a manual restraint on a person receiving services, the following items V through XI apply.**

#### V. Conditions for Emergency Use of Manual Restraint

- A. Emergency use of manual restraint must meet the following conditions:
1. immediate intervention must be needed to protect the person or others from imminent risk of physical harm;
  2. the type of manual restraint used must be the least restrictive intervention to eliminate the immediate risk of harm and effectively achieve safety; and
  3. the manual restraint must end when the threat of harm ends.
- B. The following conditions, on their own, are not conditions for emergency use of manual restraint:
1. the person is engaging in property destruction that does not cause imminent risk of physical harm;
  2. the person is engaging in verbal aggression with staff or others; or
  3. a person's refusal to receive or participate in treatment or programming.

#### VI. Restrictions When Implementing Emergency Use of Manual Restraint

Emergency use of manual restraint must not:

1. be implemented with a child in a manner that constitutes sexual abuse, neglect, physical abuse, or mental injury;
2. be implemented with an adult in a manner that constitutes abuse or neglect;
3. be implemented in a manner that violates a person's rights and protection;
4. be implemented in a manner that is medically or psychologically contraindicated for a person;
5. restrict a person's normal access to a nutritious diet, drinking water, adequate ventilation, necessary medical care, ordinary hygiene facilities, normal sleeping conditions, or necessary clothing;
6. restrict a person's normal access to any protection required by state licensing standards and federal regulations governing this program;
7. deny a person visitation or ordinary contact with legal counsel, a legal representative, or next of kin;
8. be used as a substitute for adequate staffing, for the convenience of staff, as punishment, or as a consequence if the person refuses to participate in the treatment or services provided by this Agency;
9. use prone restraint. "Prone restraint" means use of manual restraint that places a person in a face-down position. It does not include brief physical holding of a person who, during an emergency use of manual restraint, rolls into a prone position, and the person is restored to a standing, sitting, or side-lying position as quickly as possible; or
10. apply back or chest pressure while a person is in a prone or supine (meaning a face-up) position.

## VII. Monitoring Emergency Use of Manual Restraint

- A. The Agency must monitor a person's health and safety during an emergency use of a manual restraint. The purpose of the monitoring is to ensure the following:
  - 1. only manual restraints allowed in this policy are implemented;
  - 2. manual restraints that have been determined to be contraindicated for a person are not implemented with that person;
  - 3. allowed manual restraints are implemented only by staff trained in their use;
  - 4. the restraint is being implemented properly as required; and
  - 5. the mental, physical, and emotional condition of the person who is being manually restrained is being assessed and intervention is provided when necessary to maintain the person's health and safety and prevent injury to the person, staff involved, or others involved.
- B. When possible, a staff person who is not implementing the emergency use of a manual restraint must monitor the procedure.
- C. A monitoring form, as approved by the Commissioner, must be completed for each incident involving the emergency use of a manual restraint.

## VIII. Reporting Emergency Use of Manual Restraint

- A. Within 24 hours of an emergency use of manual restraint, the legal representative and the case manager must receive verbal notification of the occurrence as required under the incident response and reporting requirements in section 245D.06, subdivision 1.

When the emergency use of manual restraint involves more than one person receiving services, the incident report made to the legal representative and the case manager must not disclose personally identifiable information about any other person unless the program has the consent of the person.

- B. Within 3 calendar days after an emergency use of a manual restraint, the staff person who implemented the emergency use must report in writing to the Agency's designated supervisor the following information about the emergency use:
  - 1. who was involved in the incident leading up to the emergency use of a manual restraint; including the names of staff and persons receiving services who were involved;
  - 2. a description of the physical and social environment, including who was present before and during the incident leading up to the emergency use of a manual restraint;
  - 3. a description of what less restrictive alternative measures were attempted to de-escalate the incident and maintain safety before the emergency use of a manual restraint was implement. This description must identify when, how, and how long the alternative measures were attempted before the manual restraint was implemented;
  - 4. a description of the mental, physical, and emotional condition of the person who was manually restrained, leading up to, during, and following the manual restraint;
  - 5. a description of the mental, physical, and emotional condition of the other persons involved leading up to, during, and following the manual restraint;
  - 6. whether there was any injury to the person who was restrained before or as a result of the use of a manual restraint;
  - 7. whether there was any injury to other persons, including staff, before or as a result of the use of a manual restraint; and
  - 8. whether there was a debriefing with the staff and, if not contraindicated, with the person who was restrained and other persons who were involved in or who witnessed the restraint, following the incident. Include the outcome of the debriefing. If the debriefing was not conducted at the time the incident report was made, the report should identify whether a debriefing is planned.
- C. A copy of this report must be maintained in the person's service recipient record.
- D. Each single incident of emergency use of manual restraint must be reported separately. A single incident is when the following conditions have been met:

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1. after implementing the manual restraint, staff attempt to release the person at the moment staff believe the person's conduct no longer poses an imminent risk of physical harm to self or others and less restrictive strategies can be implemented to maintain safety;
2. upon the attempt to release the restraint, the person's behavior immediately re-escalates; and
3. staff must immediately re-implement the manual restraint in order to maintain safety.

**IX. Internal Review of Emergency Use of Manual Restraint**

- A. Within 5 business days after the date of the emergency use of a manual restraint, the Agency must complete and document an internal review of the report prepared by the staff member who implemented the emergency procedure.
- B. The internal review must include an evaluation of whether:
  1. the person's service and support strategies need to be revised;
  2. related policies and procedures were followed;
  3. the policies and procedures were adequate;
  4. there is need for additional staff training;
  5. the reported event is similar to past events with the persons, staff, or the services involved; and
  6. there is a need for corrective action by the program to protect the health and safety of persons.
- C. Based on the results of the internal review, the Agency must develop, document, and implement a corrective action plan for the Agency designed to correct current lapses and prevent future lapses in performance by individuals or the Agency.
- D. The corrective action plan, if any, must be implemented within 30 days of the internal review being completed.
- E. The Agency has identified the following person or position responsible for conducting the internal review and for ensuring that corrective action is taken, when determined necessary:

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| Director of Clinical Services or Director of Child Welfare and Adult Services |
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**X. Expanded Support Team Review of Emergency Use of Manual Restraint**

- A. Within 5 working days after the completion of the internal review, the Agency must consult with the expanded support team to:
  1. Discuss the incident to:
    - a. define the antecedent or event that gave rise to the behavior resulting in the manual restraint; and
    - b. identify the perceived function the behavior served.
  2. Determine whether the person's coordinated service and support plan addendum needs to be revised to:
    - a. positively and effectively help the person maintain stability; and
    - b. reduce or eliminate future occurrences of manual restraint.
- B. The Agency must maintain a written summary of the expanded support team's discussion and decisions in the person's service recipient record.
- C. The Agency has identified the following person or position responsible for conducting the expanded support team review and for ensuring that the person's coordinated service and support plan addendum is revised, when determined necessary.

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| Executive Director |
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**XI. External Review and Reporting of Emergency Use of Manual Restraint**

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Within 5 working days after the completion of the expanded support team review, the Agency must submit the following to the Department of Human Services using the online reporting tool and the Office of the Ombudsman for Mental Health and Developmental Disabilities:

1. report of the emergency use of a manual restraint;
2. the internal review and corrective action plan; and
3. the expanded support team review written summary.

**V. Staff Training in positive support strategies and techniques**

Within 60 days of hire the Agency must provide instruction on the following topics:

- a. alternatives to manual restraint procedures, including techniques to identify events and environmental factors that may escalate conduct that poses an imminent risk of physical harm to self or others;
  - b. Recognizing situations and circumstances that would require re-direction and/or de-escalation intervention;
  - c. de-escalation methods, positive support strategies, and how to avoid power struggles;
  - c. simulated experiences of administering and receiving manual restraint procedures allowed by the Agency on an emergency basis;
  - d. how to properly identify thresholds for implementing and ceasing restrictive procedures;
  - e. how to recognize, monitor, and respond to the person’s physical signs of distress, including positional asphyxia;
  - f. the physiological and psychological impact on the person and the staff when restrictive procedures are used;
  - g. the communicative intent of behaviors; and
  - h. relationship building.
- C. The Agency must maintain documentation of the training received and of each staff person's competency in each staff person’s personnel record.

Policy reviewed and authorized by:

\_\_\_\_\_  
Print Name & Title

\_\_\_\_\_  
Signature

Policy will be reviewed and authorized by the Board of Directors at the November 27, 2013 Board Meeting.

Date of last policy review: \_\_\_\_\_

Date of last policy revision: \_\_\_\_\_