

Restraint Policy

You are not permitted by the State of Maryland or Endless Options to use any type of restraint on your client unless his or her life is in imminent danger.

1. If your client shows signs of escalation towards a meltdown, while in the home:

- a. Decrease demands, provide space of at least 15 feet, and use a calming voice, minimize your language, and don't repeat too often to help de-escalate the situation.
- b. If the child can't re-group call the parent to ask for immediate help.
- c. Contact your supervisor or the program manager as soon as possible and no later than the end of your shift.
- d. Complete an **Incident Report**.

2. If you are in the community and cannot gain control of your physical environment to provide space (at least 15feet):

- a. Try moving your client to an environment that gives you control.
- b. Otherwise, remain calm, decrease demands, use a calming voice and give simple choices such as; Do you want to leave?, Do you want to go home?, or It's our turn soon.
- c. If the client responds in a calm manner to your probes, remind him/her that they need to calm so you and he/she can follow through on the probe. Simply stated; if the client says yes to "do you want to go home?" calmly say, "Then you need to calm down". Define what calm down means; such as a quiet voice, hands in your lap or by your side and/or no biting.
- d. If your client has a meltdown in the community then you need to let your supervisor or program manager know by the end of your shift.
- e. Community services will be immediately placed on hold (stopped) until we can meet with the family and develop a behavioral plan to address future issues that may arise to ensure everyone's safety.

3. Physical restraint is a last resort effort that should never be used unless your client is in imminent danger to himself/herself or others.

4. If in the event that restraint must be used because the client was in imminent danger then you must:

- a. Report the incident to the family.
- b. Report to Joe Lindemon, program manager, in writing by filling out an **Incident Report**.
- c. Report the incident to your supervisor in writing by copying them on your **Incident Report** by the end of your shift.
- d. Failing to do so could result in actions against you.
- e. Reporting this immediately to management will provide you with support to minimize the likelihood of the event repeating itself.

5. You are to contact the family and Endless Options immediately if:

- a. A child engages in aggression towards you or others.
- b. A child engages in self-injurious behavior.
- c. A child engages in property destruction or any dangerous behaviors.
- d. Problems occur when in community with the child (e.g. running away; the child falls to the ground).
- e. Contact your Family Consultant/Supervisor or Joe Lindemon.

6. As a team we will implement a behavioral protocol with positive behavioral interventions to help extinguish or shape the behavior.

7. Your safety and the safety of our client will be the guiding light in any and all decisions made.

The above protocol is to be followed, unless in discussion with the supervisor and Joe Lindemon, Program Manager, and an alternative plan has been defined for your client.

