

# **Behavior Support and Management Policy Review**

**(Sponsored by YSBIV'S BSM Policy)**

# **WHAT IS BEHAVIOR SUPPORT AND MANAGEMENT?**

It is an approach or practice used to:

**Identify challenging behaviors** in our clients;

**Understand what maintains that individual's**  
challenging behavior;

**Positively support the individual towards**  
changing those behaviors, in order to minimize  
the use of *crisis interventions*.

## **CHALLENGING BEHAVIORS:**

**Refers to harassing, violent, or out of control behaviors that threaten the safety of oneself or others.**

## **CRISIS INTERVENTIONS:**

**De-Escalation techniques; if this does not work and/or safety is of paramount concern, using the option of calling the police and/or removing the client from the program.**

**Our Agency Policy on Behavior Support and Management (BSM) is trauma focused, and begins with understanding and recognizing the trauma experienced by the children and families we serve, and its impact on their reactions and behaviors.**

**It is much more useful to ask:**

**“What *HAPPENED* to this person” (rather than.....  
“What is *WRONG* with this person”).**

**And then ask, what can I do to help...?**

**Our policy promotes, that as we serve/interact with our clients, we will provide them with positive strategies and support towards positive behaviors.**

**This can be accomplished both formally through individualized BSM plans, and informally through our interactions with our clients.**

**The Agency' BSM policy recognizes that some client's challenging behaviors may escalate and may even become violent or a danger to themselves or others and understand there is a need to protect the safety of service recipients and staff.**

The agency policy states that we will use non-violent therapeutic prevention, intervention and de-escalation techniques when encountering these challenging behaviors.

Should the techniques prove unsuccessful, and it is assessed that a situation presents as a potential risk or harm to self or others, staff should remove themselves and others from the physical space of the potential threat or violence and call 911 immediately.

THE USE OF PHYSICAL INTERVENTION IS PROHIBITED BY THE AGENCY  
AND MUST NEVER BE USED!!

Please note, it is important to understand that the Behavior Support and Management Policy is aimed mainly at the youth, of all ages, we serve through our programs.

The premise of the policy certainly can be translated to all our adult clients, and strongly encourages the use of BSM plans and the use of de-escalation techniques to diffuse potentially volatile situations.

The policy does prohibit the use of restrictive interventions to control behaviors, however, if a staff person becomes involved in a situation that rises to a level where they are to be physically harmed, and cannot remove themselves from the situation, this policy does not prohibit the staff person's ability to take ***defensive actions*** to protect oneself from that harm.

Please read the Behavior Support and Management Policy and sign the Employee Acknowledgement form provided with this training and attach with the Training Description form.