

S-111 PHYSICAL RESTRAINT MEASURES FOR ADULTS



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Policy

Adults with special needs (physical/intellectual disability or psychosocial difficulties) may find themselves in a situation that poses a threat to themselves or others around them due to their behaviour. In such instances, an intervention is necessary in order to protect the individuals or others nearby.

Valoris will not tolerate the use of any form of corporal punishment or physical restraints on any of its clients.

Physical restraints must only be used in situations where the safety of the individual, or others around them, or when the safety of their environment is in immediate jeopardy. It is only under these circumstances that the use of physical restraints may be legitimately warranted. In all other circumstances, physical restraint will be considered a form of abuse or inappropriate corporal punishment; the use of such measures will be assessed accordingly following the investigation protocol for such situations. (Ref. S-107 Reports of Abuse of a Child or an Adult by Employees, Volunteers or other Agents of Valoris).

1. Examples of prohibited physical restraints

- Restraining individuals through mechanical means or by using excessive physical constraint (arm twisting, pinching, ear pulling, binding hands, straightjacket...);
- Use of chemicals (administering or changing the dosage of a medication without medical consent).

Procedure

1. Use of Physical Restraints

- All staff members, particularly specialized educators, foster parents, home sharers and others who are called upon to intervene with adults at risk of serious behavioural problems, must be familiar with this policy and receive training on techniques for improving behaviour and appropriate disciplinary measures.

Physical restraints are used only as a last resort. Only people who have been certified with training under the *Nonviolent Crisis Intervention* program may use physical restraints. A copy of this certification must be placed in the employee's file.

- Only techniques proposed in the *Nonviolent Crisis Intervention* training program may be used as physical restraints with the agency's clients.
- Physical restraints must be administered by a minimum of two certified individuals.
- It is forbidden to use physical restraints as a therapeutic measure or as punishment.
- Adults must never be left alone if they appear to be in distress following a physical restraint.
- The process includes a mandatory debriefing discussion between the individual receiving the physical restraint and those administering the restraint, following the use of physical restraints.
- The process includes a debriefing with employees involved in performing the physical restraints and their supervisor and this must be reviewed by Valoris's internal Occurrence Committee regarding physical restraints.

2. Alternative Methods

Alternative and appropriate measures such as behaviour modification intervention must always be used prior to resorting to physical restraints. There are several more effective methods, such as:

- ***Structuring the environment:*** Determine whether the individual reacts to the environment and if there are triggers out of his control.
- ***Intentionally ignoring inappropriate behaviour:*** If the individual attempts to provoke or create a power struggle, ignore the behaviour or withdraw in order to determine if this method will appease the individual.
- ***Non-verbal cues:*** Use non-verbal signals, at the beginning of a tantrum, to indicate that the individual seems to be losing control. Where possible, invite the individual to demonstrate self-control. Use actions (a touch on the shoulder, hand signal...) to tell the individual to calm down.
- ***Help the individual overcome a difficult situation:*** Help an individual who seems to be in distress. Discuss alternate behaviour. Offer the individual suggestions for addressing the problem or for calming down.
- ***Verbal Cues:*** Intervene immediately by clearly stating that the individual's behaviour is unacceptable. Offer choices and encourage the individual to make decisions, while explaining the potential consequences. Explain that the individual's behaviour is unacceptable and will not be tolerated.
- ***Orienting/structuring:*** Notify the individual that there will be a change of activity. Direct the individual's attention toward something positive. Highlight the individual's positive behaviour and emphasize situations where the individual has made good decisions. Change the routine if the individual seems more sensitive than usual (fatigue, illness, upsetting events...)

- **Educational Post intervention:** Help the individual to learn from the experience following inappropriate behaviour, once the situation has subsided.
- **De-escalation:** The person responsible must learn to recognize the individual's spiral of aggression and intervene in the trigger phase, helping the individual to reduce aggression and avoid loss of control.
- **Logical Consequences:** Prior to an incident, compile a list of possible consequences (positive and negative) with the individual, and identify under which circumstances they will be given. Create a system that meets the person's individual needs, such as assigning appropriate and reasonable tasks that are not part of their regular routine, or repairing damage.
- **Preventive Withdrawal:** Temporarily remove the individual from the situation or group. The person responsible must accompany the individual at all times. Give the individual clear, simple directions about the desired behaviour that will allow the individual to return to the group or setting.

3. Individualized Intervention Plan in case of Danger

When an individual exhibits behavioural problems that could lead to them requiring a physical restraint, the individual's plan of care or intervention plan must identify any danger or contraindications against physical restraint. All responsible individuals having contact with the client must be advised of this plan. Consent from the individual responsible for the adult will be included in the Matrix form when intervention measures are used for serious behavioural problems.

It is very important that the decision to use physical restraints be made with consideration for the following:

3.1. Client's Age and Physical Build

Adolescents and adults should never be restrained unless there are two certified adults present.

3.2. Risk of Injury

The physical environment, the strength of the individual, and the risk of hurting or being hurt must all be assessed. As such, it is only under rare circumstances that a restraint may be used by one certified worker alone.

3.3. Client's Developmental Stage

Consider the client's developmental stage; does the client have developmental or emotional delay and/or mental health issues? Assess the impact of the restraint on the individual and his ability to understand the reasons for the restraint during the debriefing.

3.4. Social Precedents

Consider the client's personal history – whether there is a history of sexual or physical abuse. In such cases, the restraint will be perceived as being very intrusive and abusive, and should not be used.

3.5. Medical Disorders

Physical restraints should not be considered when there is a health risk to the individual, such as a physical disability, asthma, epilepsy, involuntary muscular spasms, pregnancy, etc. When physical restraints are performed, we must immediately release the individual who shows signs of experiencing difficulties. Any staff member must cease physical restraints as soon as there is no more risk of injury to the individual or to someone else.

4. Report and Assessment following the use of Physical Restraints

- All certified staff members, home sharers or volunteers who perform physical restraints on a client must immediately report the incident to their Supervisor and to the worker assigned to the file. The Supervisor will ensure that the individuals involved are safe, and may offer to replace the individual who performed the restraint, or provide support. An assessment of the situation must begin immediately and must include a meeting with the staff member involved. The individual responsible for the adult will be informed when restraint measures or intervention measures are used for serious behavioural problems are used with adults with developmental disabilities.
- If the physical restraint is considered to be a serious occurrence, steps for reporting serious occurrences will begin immediately. The Ministry will be informed of the serious occurrence within 24 hours from the time that a staff member of the service provider becomes aware of the incident, that is from the moment when the service provider determines that the incident was a serious occurrence and the appropriate procedure will be followed.
- Any staff member who has performed a physical restraint must complete an internal occurrence report as quickly as possible following the incident. This report must be completed electronically and will be reviewed by the Internal Occurrence Committee and placed on file.
- When a home sharer reports having used physical restraint measures, the welfare worker or another designated person must go to the scene to assess the situation and provide support. He must also produce a restraint report.
- If the situation occurs outside of regular business hours, the 24/7 Emergency Service must be notified and the same procedure followed, which means that the welfare worker or his replacement will travel to the foster home or residence to assess the situation.
- A review committee will be formed to review the reported physical constraints. This committee, with the Executives' assent, will consist of Service Centres Managers. Members of this committee should, when possible, have a proficient knowledge and be competent in the area of residential life for children and adults and of the services provided by Community Integration Counsellors. It is important that a Residence Manager and one certified trainer of the **Nonviolent Crisis Intervention** program be on this committee. A Supervisor (Lead) will chair the committee. The committee may recommend measures to prevent the use of physical restraints.
- The Supervisor receiving a report of physical restraint must forward this report to the President of the Internal Review committee for approval and to complete the committee's

report. An intervention deemed abusive or inappropriate by the Review committee must be investigated according to current investigation protocol.

- If the situation occurs outside regular business hours, the 24/7 Emergency Service must be notified and the same procedure followed.
- This information will be presented periodically to the Executives and the Board of Directors' Quality Service Control Committee.

5. Education - Training

All staff must ensure that information transmitted during individual or group interventions (counselling for individuals caring for adults with disabilities) adheres to this policy.

The permit holder must review with each employee during his initial training session techniques for improving behaviour and appropriate disciplinary measures policies and procedures and annually thereafter.

The permit holder must keep a record of this review at the time of the annual review of the employee. This register must record each employee's comprehension and application of the rules, policies and procedures regarding physical restraints.

Only individuals who have received training certification under the *Nonviolent Crisis Intervention* program may perform physical restraints. A copy of their certification must be placed in their employee file. This training must be renewed each year.

Definitions

Physical Restraints: Physical restraint measures are defined as the physical immobilization of an individual by one or more people in order to safely restrain their movements, with the assistance of physical restraints and using the least amount of force required to prevent an individual from moving freely.

Annex(es)

- F1: Incident Report – Physical Restraint Measures;
- F2: Incident Report – Continued.

References

- RH-303: Mandatory training on workplace safety and security
- S-108: Reporting Serious Incidents to the Ministry
- S-107: Reports of Abuse of a Child or an Adult by Employees, Volunteers or other Agents of Valoris
- Policy Directives for Service Agencies on Adult Developmental Services, MCSS, June 1, 2012
- The Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 – Ontario Regulation 299/10 – Quality Assurance Measures

