

**Cottonwood, Inc.
Policies and Procedures**

SECTION: Consumer Related

POLICY NO: 05-010

SUBJECT: Response to Consumer Behavior

PAGE(S): 1 of 2

EFFECTIVE DATE: September 1990

Policy:

It is the policy of Cottonwood, Inc. to at all times preserve the dignity and personal safety of those served. Physical abuse (including corporal punishment, pain compliance and hyper-extension of joints) is prohibited. Psychological abuse (including humiliating, frightening or exploiting forms of punishment) is prohibited. In all situations, staff need to try and accommodate personal preferences and "protest" statements and avoid the power struggle.

At times a consumer may need additional help controlling his/her own behavior. A team meeting will be convened to address recurrent or severe behavioral issues. Emergencies will be managed in a manner to preserve the dignity and personal safety of individuals served. The following procedures are meant to be used as a guideline. Each situation will be considered individually.

Procedures:

1. Cottonwood, Inc. staff will clarify expectations in a positive manner and provide training to the individual as needed to assure his/her ability to meet these expectations. Desirable behaviors will be routinely reinforced within the natural environment.
2. In the event of a behavior that cannot be managed by the individual and the direct contact staff member, the department coordinator will be contacted to discuss the behavior. Based on the severity and/or frequency of the behavior, the case manager may be contacted if warranted and schedule a team meeting to determine a plan of action. This team meeting will be documented by the case manager. Any behavioral interventions will be developed according to policy 05-011.
3. If direct support staff feel that a situation is escalating, they may contact their supervisor or on-call person (see policy #30-009). In the event of an emergency involving threat of serious injury to self or others or severe property damage, the least restrictive intervention necessary to preserve safety to involved individuals will be utilized.
4. In the event that any behavior is considered an unlawful and dangerous activity, the police may be contacted. Cottonwood, Inc. will use any resource in the community deemed to be appropriate in managing behavior. Such services may include, but are not limited to: police, psychiatrist or psychiatric unit of hospital, emergency medical services, etc.

5. The intent in implementing this policy is primarily to ensure the safety, security, responsibility and rights of all consumers and staff of Cottonwood, Inc. Any action taken is subject to Grievance and Appeal as described in Policy No. 05-015.

6. Property destruction to organization, staff member, or consumer property is expected to be repaid by the consumer unless staff negligence is determined to be a factor. This will not be considered a restrictive intervention. For staff property, staff have a responsibility to exercise due diligence with their own personal items and keep them locked up or protected.