

CATHOLIC CHARITIES
AGENCY POLICIES AND PROCEDURES

Policy Name:	Behavior Support and Management
Domain:	Administrative and Service Environment 7.2
Policy Location:	www.archindy.org/intranet/shared/cci/index.html
Date of Adoption:	2005
Effective Date:	2/21/05
Dates of Revision:	11/07; 9/08; 9/11; 9/14; 10/17; 4/21, 6/24
References:	Facility Observation Checklist, Client Rights, Confidentiality and Privacy, Prohibitive service Intervention

POLICY:

Catholic Charities administrative service environments are respectful, safe, accessible and contribute to organizational effectiveness. Furthermore, CC's service delivery environment promotes respect, healing, and positive behavior of our service recipients.

PROCEDURES:

CC personnel support positive behavior by:

1. developing positive relationships with service recipients.
2. being trauma- informed.
3. building on service recipients' strengths and reinforcing positive behavior.
4. responding consistently to all incidents that challenge the safety of service recipients.

CC informs service recipients and parents/legal guardians about its procedures for:

1. maintaining a safe service environment including procedures that address harassment and violence towards other service recipients and personnel.
2. preventing the need for emergency interventions, including restrictive behavior management interventions.
3. prohibiting the use of restrictive behavior management practices, by its personnel including the use of restrictive interventions such as isolation, manual or mechanical restraint, or locked seclusion.
4. personnel training in non-restrictive behavior management practices. Training can be agency sponsored or arranged by each program.
5. maintaining a work environment for its personnel that is conducive to effectively providing services to individuals and families in a private and confidential manner as needed.



David J. Behuram
Executive Director

9/12/2024

Date