

When employees don't know or understand the behavior care plans for the people they serve, it can lead to incidents that could injure themselves or the individuals in their care. To help prevent your staff from becoming injured by an adverse behavior incident, it's imperative that all staff knows where adverse behavior plans are kept, how to interpret them, and how to follow through on a consistent basis.

You should review these important components with your employees and answer any questions or concerns they may have. This can be a short, but very effective meeting with your team. Some questions to help guide this conversation include, but aren't limited to:

- Where are the behavioral care plans kept?
- How often should staff review the behavioral care plans for the individual they serve?
- How's the staff notified if there's a change to a behavioral care plan?

Practicum Session

Review with your team an actual behavioral care plan for one of the individuals they serve. Set up a scenario to have the staff practice the de-escalation techniques identified in the behavioral care plan. Have one team member play the part of the individual you serve and one or two of the staff be the care providers. Ask the first team member to act out a common scenario of an individual they serve becoming agitated. Then, have the other caregiver(s) use the de-escalation techniques outlined in the behavioral care plan. When done, review with the group how the staff performed and areas to help enhance their techniques and/or approaches. Questions to help facilitate this review may consist of but aren't limited to:

- Was the staff aware of the triggers that may have contributed to the adverse behavior of the person they serve?
- Did the staff approach the individual in a manner that aided in their attempt to de-escalate the situation?
- Did the staff attempt to use the de-escalation techniques as outlined in the behavior plan?
- If one de-escalation technique failed, did they try another approach?
- Were there any opportunities to de-escalate the situation missed?
- What should the staff do if they're unable to de-escalate the individual's behavior?