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## Nonviolent Practices

### **Policy**

It is the policy of Bergen's Promise that all employees shall adhere to established nonviolent practice protocols and procedures, ensuring the health and safety of Agency personnel and youth and families served. All agency personnel receive competency-based training on workplace violence and non-violent crisis prevention practices. Initial and ongoing trainings address the recognition, prevention and de-escalation of emergent safety concerns and situations. Bergen's Promise is a 'hands off' Agency and does not subscribe to or utilize any form of seclusion or restraint in the provision of service delivery. Special treatment interventions do not apply.

### **Purpose**

To outline the expectations regarding the prevention of and response to aggressive or assaultive behaviors.

### **Procedures**

- 1) When a youth is referred, all provided background information (assessments, evaluations, etc) is reviewed to assess and prevent any potential safety concerns prior to meeting with the youth.
- 2) A Family Crisis Plan (FCP) is developed at the initial meeting with the youth and family, which identifies youth's triggers that may lead to aggressive behavior and preferred interventions to address those behaviors. The FCP is revisited on an ongoing basis as needed, minimally every 60-90 days.
- 3) Care Managers are trained on recognizing and responding to signs of aggression and agitation, by de-escalation, changes to the physical environment, implementation of meaningful and engaging activities, re-direction, active listening, promoting and strengthening of self-regulation, etc.
- 4) Care Managers are trained on how to build rapport and trusting relationships with youth and families served.
- 5) Formal trainings provided to Care Managers include Home Visit Safety, Trauma-Informed Care, Motivational Interviewing, Medical Conditions that may contribute to aggressive behavior, The Fundamental Components of Recovery, applicable Department of Children and Families and Relias trainings
- 6) Health and safety concerns are addressed in all team meetings and supervision sessions in order to discuss any potential safety concerns and develop personal safety plans as needed to address specific concerns when reported.
- 7) On-call support is available after office hours for verbal crisis de-escalation for youth and families as needed.
- 8) If at any time a crisis escalates to the point that the welfare of a youth or others is in danger, 911 is contacted