POLICY STATEMENT

Physical intervention is a last resort and may only be used under certain circumstances and by certified staff to intervene on behalf of the person to prevent harm to self or others. Any intervention of this kind should be maintained only as long as safety requires and should only be used after less intrusive interventions have been considered and, where appropriate, attempted first.

Approved by: CLW Board of Directors  

Date: March 4, 1992

Date(s) of Revision: October 2, 2002  

November 29, 2002

Background Statement

It should be understood by all staff that aggressive expression is not always an expression of anger or hostility towards others. The aggressive expression may be the only indicator that a person is upset, unhappy, feeling ill or is in discomfort. The proper role of service to individuals who engage in such expressions is to stand beside the individual and to offer support in an empathetic and unconditional way. Consequently, the use of restraints is strictly forbidden other than for the prevention of harm to self or others.

Definition of Restraint

A physical restraint is defined as the physical control of a person by one or more persons to safely restrict the movement of a person, using a holding technique with the least amount of force necessary to inhibit the ability of the person to move freely.

Physical restraint does not include restriction of movement, physical redirection or physical prompting, if the restriction of movement, physical redirection or physical prompting is brief, gentle and part of a teaching program. Physical restraint also does not include the use of helmets, protective mitts or other equipment approved by the Director that prevents a person from physically injuring or further physically injuring himself or herself.
Procedures

1. The use of a physical restraint must be reported immediately to the Manager and Operations Director.

2. Physical restraint may be carried out only for the purposes of preventing the person from physically injuring or further physically injuring himself or herself or others.

3. Physical restraints are only to be used as a response to immediate safety concerns and not for the purpose of punishing a person or as a “therapeutic holding”.

4. Physical restraint of a person may be carried out only by a staff-person who has obtained and is certified in a training and education program approved by the Ministry of Community and Social Services.

5. It is the responsibility of all staff that provides direct support to individuals in a home where three or more people live to be certified by a training program that includes the use of physical restraint and is approved by the Ministry of Community and Social Services.

6. Physical restraint of a person may be carried out only if there is a clear and imminent risk that the person will physically injure or further physically injure him or herself or others.

7. The circumstances under which physical restraints may be utilized must take into account the person’s health condition, age, medications, developmental stage and social history.

8. Physical restraints should only be used after less intrusive interventions have been considered and deemed to be an inappropriate response to the circumstances. For example:
   - The use of diversion, distraction, redirection;
   - Maintaining personal space;
   - Removal of or from stress or stimuli;
   - Offering options;
   - Setting limits;
   - Least amount of interaction necessary;
   - Providing prescribed medication.

9. During physical restraint of a person, the person’s condition must be continually monitored and assessed. If there is another staff present during the restraint, this person should monitor the restraint.

10. The physical restraint of a person must be stopped when there is no longer a clear and imminent risk that the person will physically injure or further physically injure him or herself or others or when there is a risk that the physical restraint itself will endanger the health or safety of a person.
Debriefing

1. For all locations where support is offered, a debriefing process must be conducted within a 48 hour period of its occurring. If circumstances do not permit this the Manager will ensure a debriefing time is set as soon as is possible and a record kept of the circumstances which prevented the debriefing process from being conducted within the 48 hour period.

2. Debriefing must be conducted if a physical restraint is used. A Serious Occurrence report must also be completed within 24 hours of the incident. Debriefing may also be conducted if an incident/accident/injury report is completed. This must be documented on the debriefing form.

3. A debriefing is a time to learn from, and reflect upon the events that led up to the use of a physical restraint in a crisis situation.

4. Debriefings must be conducted to include the person who was restrained and the process must be done as soon as he/she is able to participate, and to the extent that he/she is willing to participate. This process must be structured to accommodate the person’s age, psychological and emotional needs, and to ensure their understanding of the event and the debriefing process.

5. A debriefing process must be conducted by the Manager with all staff members involved. Staff must inquire with any witnesses/visitors as to their well-being from having witnessed the restraint.

6. For all locations where support is offered for children and youth, the Manager will ensure that the individual’s parent, guardian or the placing agency is notified of the event within 24 hours of its occurring.

7. For locations where support is offered to adults, the Manager will ensure that the consent of the person supported is obtained when possible before notifying the family, guardian or advocate.

Training

1. All new employees must be certified within 30 days after their employment commences in all locations. Failure to be certified prior to the end of the 30 day period will prevent the employee from successfully completing their probation. Community Living Windsor will arrange and schedule certification for new employees through their in-House Instructors.

2. All seniority employees working in a home that is subject to the Child and Family Services Act, (Regulation 70-Physical Restraints), must maintain a valid certification. Re-certification training will be scheduled for all seniority staff at no cost and staff must attend these training sessions as scheduled. Employees must successfully complete their certification/re-certification training as required under the program. Employees who fail to meet this requirement will no longer be eligible to provide direct support to individuals and will be subject to suspension.

3. All seniority employees working in a home that is subject to the Child and Family Services Act (Regulation70-Physical Restraint) will have a performance review annually. During the review, the staff-person’s understanding and application of the Ministry approved training program in restraints will be assessed and documented.
4. Training and other related documentation will be kept in the staff’s Personnel File with duplicate copies of the performance reviews and the Manager’s signed confirmation along with any feedback to be kept in a separate section of the file and will be maintained for the purposes of inspection by Ministry officials if required.

**Documentation**

**a) Incident Report**

An Incident Report must be completed on AIMS system immediately after the use of any physical restraint by the person using the restraint and this report is to be submitted to the Manager and Operations Director. *Within a period of 24 hours, the Ministry of Community and Social Services regional office must be notified.*

**b) Serious Occurrence Report**

1. A Serious Occurrence Inquiry Report must also be completed and submitted to the Ministry regional office within 7 days of the occurrence. When a physical restraint is reported, the views of the person who was restrained must be contained in the Report, taking into consideration the person’s capacity to communicate his or her views.

2. Where more than one physical restraint is employed with a person in a 24 hour period, one report may be submitted detailing physical restraints used within the 24 hour period. The report must be submitted within 24 hours of the first serious occurrence. Where physical restraints are used on more than one day during a week, the 7 day Inquiry Report may include the 7 day period. The Inquiry Report must be submitted within 7 days of the first serious occurrence.

3. The Inquiry Report must include the circumstances that lead up to restraint, when and where it happened, when it was reported, to whom and by whom, any injuries, medical/mental health attention sought, any underlying factors that could have precipitated the incident, an analysis of the incident that includes preventative measures and recommendations.

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<th>Approved by:</th>
<th>Executive Director</th>
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<td><strong>Revision</strong></td>
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