FAMILY VISIONS INCORPORATED
POLICY AND PROCEDURE MANUAL

POLICY: **CRISIS INTERVENTION**		POLICY NO: HR-021
	DATE Issued: September 28, 2011	PREVIOUS POLICY NO/NAME: INTERVENTION HR03-240
	DATE Reviewed: March 16, 2022	RELATED DOCUMENTS: Appendix
APPROVED BY: Board of Directors	DISTRIBUTION: Human Resources APPLICATION: Family Visions Employees	

POLICY:
Family Visions Inc. recognizes the need for a structured, coordinated approach within the Agency to provide appropriate support to Supported Individuals during times of crisis.

From time to time a Supported Individual may require assistance to manage overwhelming feelings of frustration, sadness, distress, or anger. Such feelings may lead to behavioural or physical outbursts that may place the Individual or other Supported Individuals or employees at risk of harm.

PROCEDURE:

- Employees are trained to recognize the stages of an escalating crisis and provided verbal intervention to appropriately de-escalate the situation. Verbal intervention is non-invasive and offers the least restrictive opportunity to safe guard the individual and those present.
- Should further supports be needed, the employee will first direct other Supported Individuals to another area of the home. This step allows the Individual privacy to de-escalate and to regain control on their own and is a safety measure for others.
- If the individual remains unable to de-escalate, the employee will contact the "on call" supervisor.
- The employee will contact the police by dialing 911 for assistance. This step is only used in the event of a crisis which cannot be safely de-escalated otherwise. Note: this is not a punitive step, but intended to support the individual to return to a safe emotional state with dignity.
- All circumstance of the need for intervention are to be documented and shared with the appropriate professionals for planning or future training.
- Debriefing is expected to be offered to Supported Individuals to assist with understanding of the occurrence and to ensure feelings of safety.
- Debriefing among employee present and the Team Leader is appropriate and allows for the collection of information to support the individual, employee or for future planning and training.