



AVENUE II COMMUNITY PROGRAM SERVICES
(THUNDER BAY) INCORPORATED

MANUAL OF ADMINISTRATION

TOPIC: Support Services	SUBJECT: Intrusive Behaviour Intervention (Physical Restraint)	Code: SS160
		Date of Issue: February 2002
		Revised: November 2024
		Page 1 of 4

PURPOSE:

This policy is to clarify Avenue II's position on the use of Physical Restraint during times when a client is at risk of causing serious harm to themselves or another person. Regulation 299/10

POLICY STATEMENT:

Avenue II Support Workers are to support clients with dignity and respect at all times **utilizing the least restrictive support alternative necessary to provide for the safety and well-being of clients and others.**

It is the position of Avenue II and the Ministry of Children, Community and Social Services, that physical restraint is only used as a last resort after all other Non-Violent Crisis Intervention (NCI) support techniques have proven unsuccessful in preventing a client from harming or injuring themselves or others. Non-Violent Crisis Intervention (NCI) is recognized and approved as an acceptable method of Physical Restraint acceptable under Ministry regulations. All staff will receive updates for NCI as required by NCI every 3 years as required by Avenue II.

Avenue II does not permit the use of confined time out or mechanical restraints. Chemical restraints must be ordered and approved by the client's physicians. Avenue II forbids staff to provide physical restraint to a client lying on the floor face down or in a fashion that compresses the chest, stomach or neck area.

DEFINITIONS:

Physical Restraint: Is the physical control of a client's movements by one or more people, safely restricting the movement of the client with the use of their hands, using one of a variety of holding techniques approved by NCI.

For greater clarity, physical restraint does not include:
restriction of physical movement, physical redirection or physical prompting, unless the restriction of movement, physical redirection or physical prompting is brief, gentle and part of an approved support strategy.



AVENUE II COMMUNITY PROGRAM SERVICES
(THUNDER BAY) INCORPORATED

MANUAL OF ADMINISTRATION

TOPIC: Support Services	SUBJECT: Intrusive Behaviour Intervention (Physical Restraint)	Code: SS160 Date of Issue: February 2002 Revised: November 2024 Page 2 of 4
---------------------------------------	--	--

DEFINITIONS CONTINUED...

Ministry: Refers to the Ministry of Children, Community and Social Services.

Monitor and Assess: Staff applying physical restraint must continually monitor and assess the client's status during the restraint:

1. **Level of consciousness:**
Client must be conscious and interact.
2. **Breathing:**
Visually monitor that it is not labored or gasping.
3. **Skin Condition:**
Colour, damp, dry, temperature to the touch.

If at any time, the client does not meet the criteria or you think that they are at risk medically, release the hold and call 911 for assistance.

Ensure the client and staff safety as much as possible, until assistance arrives, or the situation de-escalates.

PROCEDURE:

Physical restraint is to be used only as a last resort for the purpose of preventing a client we support from physically injuring or further physically injuring himself or others. The method followed for physical support will be defined in the client's support strategies. These strategies will be located in the client's home, the office at Bay Court and in the Central File at the main office.

These support strategies will be approved by the client, client's family, significant others, team, Manager, and Director of Support Services.

- A. Physical restraint will only be applied to a person's arms/hands, legs/feet, shoulders and forehead. If the person is in a horizontal position, they must be face up.
- B. **Physical Restraint:**
 - I. Physical restraint may be carried out only for the purpose of preventing a client we support from physically injuring or further physically injuring themselves or others.



AVENUE II COMMUNITY PROGRAM SERVICES
(THUNDER BAY) INCORPORATED

MANUAL OF ADMINISTRATION

TOPIC: Support Services	SUBJECT: Intrusive Behaviour Intervention (Physical Restraint)	Code: SS160
		Date of Issue: February 2002
		Revised: November 2024
		Page 3 of 4

- II. Physical restraint may never be carried out for the purpose of punishing the client.
 - III. Physical restraint may be carried out only if there is a clear and imminent risk that the client will physically injure or further physically injure themselves or others.
 - IV. Physical restraint may be carried out only after it is determined that less intrusive interventions are or would be ineffective in preventing the client from physically injuring or further physically injuring themselves or others.
 - V. Physical restraint may be carried out only by staff who have successfully completed the Non-violent Crisis Intervention course and who are current in their qualifications.
 - VI. Only those physical holding techniques in which the staff member(s) have received specific training may be used to restrain a client we support.
 - VII. When physical restraint is necessary, it must be carried out using the least amount of force required to restrict the client's ability to move freely.
 - VIII. During physical restraint, the client's condition must be continually monitored and assessed.
 - IX. Physical restraint of a client must be stopped upon the earlier of the following:
 - When there is no longer a clear and imminent risk that the client will physically injure themselves or others.
 - When there is a risk that the physical restraint itself will endanger the health or safety of the client.
- C. An Incident Report will be completed immediately following any physical restraint situation, identifying the method of physical restraint that was used.
- D. Support Staff must immediately notify management through the office or On-Call that physical restraint has been used.



AVENUE II COMMUNITY PROGRAM SERVICES
(THUNDER BAY) INCORPORATED

MANUAL OF ADMINISTRATION

TOPIC: Support Services	SUBJECT: Intrusive Behaviour Intervention (Physical Restraint)	Code: SS160
		Date of Issue: February 2002
		Revised: November 2024
		Page 4 of 4

E. Debriefing Process:

When physical restraint documented on an incident has occurred, debriefing is required by the Ministry in accordance with the following guidelines.

1. Debriefing Process For Staff:

- 1.1. Debriefing process (staff) should be conducted among the members of the team who were involved in the physical restraint within 48 hours of the occurrence or as soon as possible.
- 1.2. Debriefing (staff): debriefing can take on many forms depending on the incident and the preferences of the staff.
- 1.3. Options available are: EAP, as a group, discussion with Manager/On-Call.
- 1.4. The time, date, and outcome of the debriefing should be documented on the Incident Report or in On-Call notes.

2. Debriefing Process for a Client:

- 2.1. Another debriefing process should be conducted jointly with staff who physically performed the restraint and the client ideally within 48 hours of the occurrence. This process must be structured to accommodate the psychological and emotional needs and cognitive capacity of those involved. The outcome should be documented on the Incident Report.
- 2.2. Debriefing should take place between the staff involved and the client as soon as possible after the incident has concluded as per NCI guidelines.
- 2.3. The contact person will be notified of physical restraint if part of a Behaviour Support Plan or result of crisis.

Support workers who physically restrain a client in a manner which does not adhere to this policy and the client's specific support strategies, will be disciplined severely, up to and including immediate termination.