

Catholic Charities Diocese of Palm Beach, Inc.

Policy and Procedures Manual

No. of Policy 6004

SUBJECT: INCIDENTS

POLICY: Personnel shall handle incidents according to the following procedures.

PROCEDURES:

- 1) If a situation warrants verbal intervention techniques, staff should follow these suggestions:
 - a) Remain calm; don't overreact.
 - b) Don't get into a power struggle
 - c) Don't be threatening
 - d) Be non-judgmental
 - e) Allow the other person their feelings
 - f) Listen for what is really being said; clarify and restate what you have heard person say
 - g) Maintain professionalism
- 2) If the client/resident does not respond positively to the above suggestions and continues to behave in a verbally or physically threatening manner, call 911 immediately.
- 3) Steps should be taken to remove other clients/residents/staff from the situation in order to assure their safety.
- 4) Notify the supervisor of any incidents that occur and fill out an Incident/Accident Report immediately. One copy is sent to the Division Director and one copy to the Associate Director.

AUTHORIZED DATE: 01/11/01

REVISED DATE: 06/25/09