



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
CHILDREN'S ADMINISTRATION
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July 27, 2017

TO: Children's Administration All-Staff

FROM: Connie Lambert-Eckel, Director of Field Operations *CLE*
Children's Administration

SUBJECT: Right Response Training

This memo will serve as interim policy guidance related to Right Response Training and physical interventions with child/youth clients until formal policy is developed and available in the fall of this year.

In an effort to assist field staff who are supervising potentially or known to be physically aggressive children and youth awaiting placement in a variety of environments and/or transporting youth, engaging youth Missing from Care etc... Children's Administration (CA) with the Alliance's support has selected a training on de-escalation and behavior management techniques. We consulted with providers who worked directly with children and youth and identified the Right Response training as the most appropriate for our needs. Right Response utilizes engagement, de-escalation, and physical intervention techniques as part of a 4 level, 2-day, certified training program.

The Alliance is offering this training for us and some of you have already been trained through level 4. We anticipate that most of you will take the training through level three in the future. Level three focuses on engagement and de-escalation techniques, level four provides the information in level three and adds training on physical interventions.

Regions are deciding how best to utilize Right Response training. Level four is voluntary and self-selective. Only those staff who are interested in learning physical intervention techniques should attend. CA will not require staff who supervise children or youth to attend level four training or use physical intervention techniques to control behavior.

Interim Guidance:

- When any CA staff encounter a child/youth exhibiting imminent or actual physical aggressiveness they should immediately request local law enforcement assistance.
- CA staff may not apply any physical restraint/intervention techniques with any CA child client unless the CA staff member has successfully completed approved Right Response training in the appropriate use of physical intervention/restraint (i.e.: Level four).
- CA staff assigned to cases with children or youth who may exhibit physical and verbal aggressiveness due to complex needs are to take reasonable precautions to prevent physically dangerous situations.
- CA Staff who are untrained and encounter a child/youth exhibiting imminent risk of physical aggressiveness should:
 - Contact local law enforcement for immediate assistance
 - Seek assistance of local office supervisor/area administrator for assistance/direction.
 - Seek the assistance of Right Response trained staff
- Staff trained in all four levels of Right Response will use non-physical interventions and de-escalating techniques prior to physical restraints, unless there is an imminent risk of harm to self or others.
- Staff will document situations where physical intervention is used in a case note immediately following the intervention. The case note must include:
 - A detailed description of the incident including the sequence of events leading to, during and following the use of physical restraint, injury to staff or youth, and any less intrusive intervention attempted;
 - The reason physical restraint was used;
 - The staff directive(s) given to the youth;
 - The names of staff and youth involved;
- The assigned Area Administrator will create an AIRS report to notify CA Management of the intervention. The AIRS report must include:
 - A detailed description of the incident including the sequence of events leading to, during and following the use of physical restraint, injury to staff or youth, and any less intrusive intervention attempted;
 - The reason physical restraint was used;
 - The staff directive(s) given to the youth;
 - The name of the youth involved;
- The Regional Administrator or designee will review the incident within three working days to ensure the requirements of this interim guidance were met.

- Physical restraint must not be used for the purpose of coercion, punishment, retaliation, or as a means of degradation and may be used only for the period of time necessary to ensure that the child or youth is no longer a danger to self or others.
- If physical restraint is used, a youth's head, face or airway must not be covered at any time.
- Medical attention must be offered immediately to **both** staff and child/youth who have been directly involved in an incident requiring physical restraint.
 - If youth requests medical attention, the request will be approved and the child or youth will be seen as soon as is safely possible.
 - Staff must request medical attention on the child or youth's behalf when there is obvious injury, when a child or youth claims to be injured, or when staff believes a child or youth may be injured.
 - Staff who request medical attention will be supported in leaving work to receive the medical care they need.
 - Staff who are injured will complete an Incident Report.