

**GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER  
REVIEW AND ENDORSEMENT CERTIFICATION**

The signatories on this document acknowledge that they have reviewed and approved the following:

Policies and Procedure


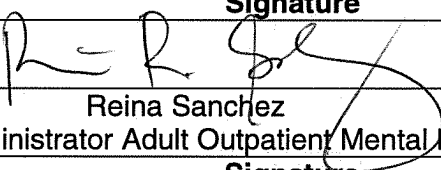
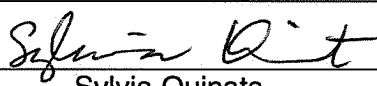
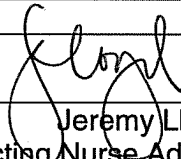

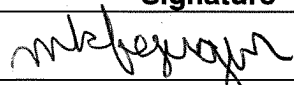
Submitted by: Clinical Team

Program Plan




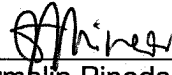
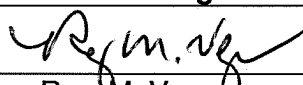
Policy No: AD-HS-13

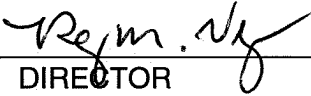
Bylaws

Title: Dealing with Disruptive Behavior

Reviewed/Endorsed Title	Date	Signature
	5/31/17	 Al Garrido Health and Safety Officer
Reviewed/Endorsed Title	Date	Signature
	5/24/17	 Reina Sanchez Acting Administrator Adult Outpatient Mental Health
Reviewed/Endorsed Title	Date	Signature
	6/2/17	 Sylvia Quinata Supervisor Adult Counseling
Reviewed/Endorsed Title	Date	Signature
	6/5/17	 Jeremy Lloyd Acting Nurse Administrator
Reviewed/Endorsed Title	Date	Signature
	06/05/17	 Dr Ariel Ismael Medical Director
Reviewed/Endorsed Title	Date	Signature
	5.24.17	 Dr. Mary Fegurgur Psychologist

**GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER  
REVIEW AND ENDORSEMENT CERTIFICATION**

<b>Reviewed/Endorsed</b>	<b>Date</b>	<b>Signature</b>
	6.5.17	
<b>Title</b>	Athena Duenas Drug and Alcohol Supervisor	
<b>Reviewed/Endorsed</b>	<b>Date</b>	<b>Signature</b>
		
<b>Title</b>	Annie Unpingco Administrator CASD	
<b>Reviewed/Endorsed</b>	<b>Date</b>	<b>Signature</b>
	06/21/2017	
<b>Title</b>	Maria Teresa Aguon Healing Hearts	
<b>Reviewed/Endorsed</b>	<b>Date</b>	<b>Signature</b>
	7/2/17	
<b>Title</b>	Shermalin Pineda Residential Program Manager	
<b>Reviewed/Endorsed</b>	<b>Date</b>	<b>Signature</b>
	JUN 08 2017	
<b>Title</b>	Rey. M. Vega GBHWC Director	

<b>GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER</b>		
<b>TITLE:</b> Dealing with Disruptive Behavior	<b>POLICY NO:</b> AD- HS- 13	Page 1 of 3
<b>RESPONSIBILITY:</b> Program, Section, Center-wide		
<b>APPROVED BY:</b>  DIRECTOR	<b>EFFECTIVE:</b> JUN 08 2017	
	<b>LAST REVIEWED/REVISED:</b>	

**PURPOSE:** To provide guidance to Guam Behavioral Health and Wellness staff for handling consumers, or visitors who engaged in disruptive behavior in the Main Facility and in the Satellite Offices.

**POLICY:**

- A. The Guam Behavioral Health and Wellness Center (GBHWC) is committed to provide a safe, therapeutic environment for the consumers, visitors and staff. GBHWC does not tolerate aggressive or threatening behaviors. This policy sets forth guidelines for handling disruptive behavior that may adversely impact consumers, visitors and staff safety. Zero tolerance or aggressive or threatening behavior extends to all the departments program, satellite offices and residential homes.
- B. A series of steps shall be taken to ensure a safe and secure work environment including but not limited to;
  - 1. Physical precautions in the work setting to prevent or safeguard against aggressive or threatening behavior.
  - 2. Safety precautions in advance of problems including alerting the guards, setting boundaries and limits, and case review in advance of an interaction with a high risk consumer.
  - 3. Limiting, refusing or withdrawing service in the face of aggressive or threatening behavior.
  - 4. Using co-leadership or more psychiatric technicians for groups where there may be safety issues.
  - 5. Implementing services alerts or flag down of consumers in the Electronic Behavioral Health Record who pose a safety concern and maintaining a disruptive consumer list.
  - 6. Managing aggressive or threatening behavior using de-escalation techniques.
- C. GBHWC shall provide Professional Crisis Management (PCM) training to all its direct service personnel, and shall maintain current PCM certification of staff.
- D. The designated "duty staff" of the day (e.g. point of contact, Psychiatric Technician, consult team, supervisor) shall be the first responder and will de-escalate the situation. The guards and the Health and Safety Officer will be on standby, to assist the duty staff if necessary.

**DEFINITIONS:**

- 1. **DISRUPTIVE BEHAVIOR:** For the purposes of this policy, disruptive behavior is defined as: (1) Behavior by patients, patient families, patient representatives, employees, volunteers, visitors, and all other persons on the facilities that is intimidating, threatening, or dangerous and may pose a threat to the health or safety of other patients, GBHWC

medical care to other patients at the facility; or (3) Behavior that impedes the operations of the facility. Specific examples include but not limited to:

- a. Verbal abuse (e.g. loud or profane language; direct, indirect, or implied threats);
- b. Physical abuse (e.g., bumping, shoving, slapping, striking, or inappropriate touching);
- c. Possession or brandishing of weapons;
- d. Persistent or intense outbursts which could interfere with staff or other consumers to access.

2. **DISRUPTIVE CONSUMER:** consumers who have jeopardized or could jeopardize the health or safety of other consumers, GBHWC staff or guests at the facility, or otherwise interfere with the delivery of safe mental health care.

## **PROCEDURE:**

### **I. Precautions to take PRIOR to interacting with individuals or groups who pose a safety risk or concern.**

- a. Review consumer file and determine which safety precautions to take, including;
  - i. Informing the security guards to be on standby, and advising support staff of the time and location of the interview with the consumer.
  - ii. Scheduling the appointment with the consumer or group session at peak staffing level periods to ensure availability of support and back up.
  - iii. Arranging the point of contact or guard to monitor the treatment room or office or be in close proximity to the treatment room/office while interview is underway.
- b. Provide service to the greatest extent possible in a safe treatment room/office that;
  - i. Does not have objects that can be thrown or used as weapons
  - ii. Provides the option of leaving the door open
  - iii. Allows staff to easily leave the room

### **II. Precautions to take DURING and AFTER an interaction with individual consumer or group session;**

- a. Staff should position themselves so that they may easily exit the room if required.
- b. Negotiate a contract or set limits and boundaries with the consumer regarding unwanted behavior and resulting consequences.
- c. Escort the consumer out of the building, or request guards to observe or accompany consumer when leaving.

### **III. When the consumer is aggressive or threatening**

- a. If staff, students or volunteers feels they are not safe at any point in providing service, follow the principle of safety first. Do not minimize a situation that may be getting out of control or cannot be diffuse by basic de-escalation technique or PCM.
- b. Terminate the interview and ask the individual to leave the office.
- c. If the consumer is willing to do so, ask the security guard to escort him/her out of the building.
- d. If the consumer is unwilling to leave, becomes volatile, disruptive or unpredictable, leave the room immediately
- e. Activate the designated first responders or summon help from other staff.

- f. If needed, create noise and disturbance to attract the attention of other staff.

**IV. AFTER the disruptive or threatening behavior**

- a. The staff providing the service should document the behavior in the consumer's medical record and shall determine whether a flag or a service alert is required in the electronic medical health record.
- b. A debriefing of all the staff and consumers exposed to the disruptive consumer shall be provided by the supervisor within 48-72 hours of the incident.
- c. An incident report shall be written by the staff providing the service or who first witnessed the disruptive behavior only if it falls within the reportable critical incidents defined in the critical incident policy. (Reference: *AD-RM- 02 Critical Incident Policy*)
- d. Disruptive consumer reports and incidences will be reviewed at the GBHWC team facilitators' meeting for clinical disposition which could include but are not limited to:
  - i. Verbal and written notification to the consumer on the reported disruptive behaviors and recommendations to prevent future occurrences of said behaviors.
  - ii. Within verbal and written notification, the consumer will be notified of specific hours of non emergent care, and designated consumer areas.
- e. The Health and Safety Officer shall be informed of the disruptive consumer watch list.

**RELATED POLICY (IES):**

**SUPERSEDES:** Title; Policy No.; Effective Date/signature date; Approving individual's name

**ATTACHMENT(S):**