

# HEALTHWEST

## Policy and Procedure

No. 02-001

Prepared By:

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Approved By:

Subject: Training in Physical  
Intervention Techniques

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I. POLICY:

HealthWest will protect the safety of individuals providing services, individuals receiving services, and visitors. However, physical intervention techniques may only be used in specified settings by certified staff, and in limited circumstances, namely, when an individual presents significant risk of harm to self or others. Overall, HealthWest promotes non-physical interventions and crisis de-escalation techniques rooted in the principles of safety, trauma-informed care, respect and dignity of persons served, and a commitment to appropriate therapeutic and clinical practices.

II. PURPOSE:

To maximize the safety of individuals providing services, individuals receiving services, and visitors during incidents of harm to self or harm to others, HealthWest will train designated employees in the Mandt System, and will provide guidance to all HealthWest staff and contracted providers regarding effective crisis intervention and de-escalation.

III. APPLICATION:

All HealthWest employees and contracted providers.

IV. DEFINITIONS:

A. The Mandt System: A comprehensive, integrated approach to preventing, de-escalating, and if necessary, intervening when the behavior of an individual poses a threat of harm to themselves and/or others. The focus of The Mandt System is on building healthy relationships between all the stakeholders in human service settings in order to facilitate the development of an organizational culture that provides the emotional, psychological, and physical safety needed in order to teach new behaviors to replace the behaviors that are labeled "challenging".

B. Mandt System Physical Interaction Skills:

1. Physical Releases, wrist holds, finger holds, clothing holds, biting, hair pulling;
2. Escorting;

3. Three Person Physical Assisting;
4. One Person Support using a Side Body Hug;
5. Two Person Support using a Side Body Hug;
6. One Person, One Arm Supporting Skill; and
7. One Person, Two Arm Supporting Skill.

C. Mandt System Prohibited Practices:

1. Pain Compliance, trigger points, pressure points;
2. Hyper-extension of any part of the body;
3. Pressure or weight on chest, lungs, sternum, diaphragm, back, or upper abdomen;
4. Any technique that obstructs or restricts circulation of blood, and/or airway;
5. Straddling or sitting on any part of the body;
6. Any type of choking, hand chokes, arm chokes;
7. Any technique that involves pushing into the person's mouth, nose, eyes, or any part of the face, or covering the face or body;
8. Any technique that involves substantial risk of injury;
9. Any technique that forces the person to the floor, chair, wall, etc.;
10. Any manual restraint that maintains a person on the floor in any position (prone, supine, side-lying);
11. Any technique that puts or keeps the person off balance, i.e. shoving, tripping, pushing on the backs of the knees;
12. Any technique that involves punching, hitting, biting, hair pulling, poking, pinching, or shoving; and
13. Any lifting or carrying of a person who is actively combative unless an extreme hazard or emergency exists (the building is on fire).

V. Procedure:

- A. Training and certification in nonviolent physical intervention techniques shall only be required for HealthWest staff working in a direct care, crisis residential setting, and for contracted providers as required by regionally adopt training standards (Lakeshore Regional Entity Contract, Attachment I).
- B. Additional staff may be designated to participate in training and obtain certification for nonviolent physical intervention techniques, with supervisor approval and under guidance from HealthWest leadership.
- C. New staff required to obtain certification (as defined above) will receive full Mandt System training within sixty (60) days of hire.
- D. In order to promote adoption of trauma-informed practices and approaches, development communication and crisis de-escalation skills, an emphasis on person-centered relationship-building, and to teach non-physical means of maintaining safety, all staff will have to opportunity to participate in Mandt training, with the exclusion of the sessions regarding physical intervention skills.
- E. Individuals trained in the Mandt System will use the skills taught to keep individuals receiving services, themselves, and others safe in the workplace.

- F. Only those individuals trained in approved physical intervention techniques may physically intervene or participate in physical intervention with individuals receiving services.
- G. All supervisors will assure trained and certified individuals receive refresher training as required by the Mandt System.
- H. HealthWest Mandt instructors will receive Trainer Update training as required by the Mandt System.

VI. REFERENCES  
HealthWest Policy 04-009

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