

# ALASKA BEHAVIORAL HEALTH



## Consumer Information on Safety Guidelines and Procedures

We wish to make your visit comfortable and helpful. In order to make the agency a safe place for everyone, the following guidelines will be followed:

1. All persons are to be treated with dignity and respect.
2. Physical or Verbal outbursts are not allowed.
  - a. A physical outburst includes
    - i. An unwanted touch whether in anger or not
    - ii. Throwing any object whether in anger or not
    - iii. Any other action or behavior that interferes with the safety of others.
  - b. A verbal outburst includes
    - i. Yelling, raising your voice, name calling or any spoken threat to one of our staff or any other person in our buildings, on our property or in the community while services are being provided.
    - ii. Any spoken word that disrupts the ability of staff to do their job, or the positive experience of others.

When someone violates the rules by having a physical or verbal outburst one or more of the steps below will be taken, not necessarily in this order:

- 1) You may be asked politely to stop the verbal or physical outburst.
- 2) If the outburst is severe, or you do not stop when asked you may be asked to leave the premises.
- 3) If you do not leave the premises when asked, or staff or others feel unsafe the Anchorage Police Department may be called.
- 4) In rare instances, and as a last resort, our staff may need to keep you from hurting yourself or others using *non-violent physical crisis intervention* techniques to manage the situation.\* This type of staff response is only used when a person has lost control and verbal aggression has turned into physically assaultive behavior.

Most of the time, everyone who visits one of our buildings participates in our programs and services in positive ways that do not require these steps. Please help us maintain a pleasant experience for everyone who comes here by avoiding verbal or physical outbursts.

\*All our employees are trained in the *Non-violent Physical Crisis Intervention Training Program* by the Crisis Prevention Institute, Inc. (CPI). The philosophy behind both the program and the techniques is to provide for the *care, welfare, safety and security* of everyone. This professional training is provided for our staff to assist in de-escalating acting out behavior that can be either verbal or physical to keep people from hurting themselves or others.