



TRUST CARE
CHILDREN'S
HOMES LTD

Info@trustcarechildrenshome.com
27- 400 Skyline Avenue London Ontario



NON-PHYSICAL RESTRAINT POLICY & PROCEDURES

At Trust Care Children's Homes Ltd, we are firmly committed to maintaining the safety, dignity, and well-being of every child and youth in our care. We adopt a trauma-informed and child-centered approach that prioritizes non-physical interventions in all situations involving behavioral escalation.

Policy Statement

Trust Care Children's Homes Ltd prohibits the use of physical restraint as a method of behavior management. Instead, our team is trained to use approved non-physical restraint techniques—including verbal de-escalation, conflict resolution, active listening, and structured redirection—to safely support individuals experiencing emotional or behavioral distress.

This policy aligns with the values of respect, dignity, and the right of every youth to be treated with compassion and care, regardless of their behavior.

Objectives

- To ensure all staff use safe, non-invasive methods of intervention
- To prevent physical, emotional, or psychological harm
- To maintain a calm, respectful, and structured environment
- To help youth build self-regulation and conflict-resolution skills

Procedures

1. Early Intervention

Staff are trained to recognize early signs of agitation or distress and to intervene proactively using calming strategies such as:

- Offering choices
- Changing the environment
- Removing triggers
- Encouraging time-out/self-regulation (voluntary)



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2. Verbal De-escalation

Associates must use calm tone, empathetic language, and active listening to:

- Validate the youth's feelings
- Reassure safety
- Clarify expectations
- Offer alternatives

3. Redirection Techniques

When appropriate, redirect the youth's focus to more positive or calming activities (e.g., drawing, music, or sensory breaks).

4. Avoiding Power Struggles

Associates must remain neutral, composed, and avoid engaging in arguments or threats that could escalate the situation.

5. Calling for Support

If a youth's behavior poses a risk to themselves or others and cannot be de-escalated using non-physical methods, staff are instructed to:

- Follow the AWOL or emergency response protocol
- Contact a supervisor or manager
- Call local authorities or crisis teams if necessary

6. Documentation and Reporting

All incidents involving behavioral escalation must be documented in the Daily Log and reported to the placing agency. A Serious Occurrence Report (SOR) may be required depending on the level of risk.



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7. Training & Review

All staff receive training in non-physical intervention and CPI (Crisis Prevention and Intervention) techniques. Ongoing refresher courses and performance reviews ensure compliance and continuous learning.

We believe that every child deserves compassionate care and support that honors their lived experiences. At Trust Care Children's Homes Ltd, safety is achieved not through force—but through connection, understanding, and respect.

