

KyP Staff Safety Training

- **Diagnoses**

- Fetal Alcohol Spectrum Disorder
- Post Traumatic Stress Disorder
- Psychosis
- Reactive Attachment Disorder (These transitions to borderline personality disorder as an adult)
- Borderline Diabetic
- Depression
- Anxiety

- **Medical & Mental Health Appointments:**

- Program Coordinators or Director of Services **MUST** attend all medical and mental health appointments with KyP. She frequently attempts to get her medications discontinued, changed, or inaccurately reports situations or symptoms. Kyp has a desire to not take any medications and makes many attempts to achieve that; however, she would be unsafe for herself and the community around her if she did not consistently take them. KyP also has a history of fabricating side effects or symptoms & side effects that are not real. Examples have been drooling, shaking, falling on the ground, dizziness, and headaches. She will report these symptoms while she is thinking of the situation. However, when she is distracted in the community or by something else, she will not present with these described symptoms. These symptoms have been reported to her providers. Also please do not share potential side effects of medications with her as she will then believe that she has them. It is our responsibility as her providers to observe and document consistency of these symptoms if they in fact exist, and notify house leads or providers with ongoing concerns.
- KyP has a 90% history of creating a situation each time she has a new medication. Even antibiotics, pain medications, or other non-psychiatric medications.
- KyP attends: Primary care frequently, Psychotherapy, dietician, dentist, and Psychiatry

- **Symptoms**

- “I don’t feel good” “I feel dizzy” “my stomach Hurts” “I don’t feel right” “My head hurts”
- One of the strongest tools we have is learning KyP’s symptom to be proactive in managing the situation before it escalates
- KyP continuously attempts to find situations to escalate her behaviors. Examples being:
 - Coaching conversations to increase her behaviors: She misses someone who has passed, death, her relationship with her family, her mental health diagnoses, she misses a staff member.

She will engage in these conversations to attempt to make herself feel bad. Similar to a person thinking of things to attempt to make themselves cry. Please understand these topics are real life for KyP so acknowledging these feelings however offer her positive support and redirection and change the conversations for her.

- Seizures ~ KyP has a history of Pseudo Seizures. These are illustrated by KyP rather than real seizures. They are planned behavior. While I am completing this training, I will express to you that I have seen these many times, and they look incredibly real! They can be scary, and it is hard to redirect your thoughts when they are happening. However, KyP has done this for the majority of her life allowing her to become excellent at it. She will roll her eyes in the back of her head, shake, urinate herself, drool, even hit her body very hard on things. You will question how this cannot be real, nobody would hit their head that hard intentionally, however that is in fact the case. KyP has had extensive medical treatment to ensure that she is not having seizure activity, and there has never once been a true seizure activity found. She has demonstrated this at her home, school, hospital, other AFC’s, in the community, and residential settings. When this is happening, please just keep the area around her as safe as you can by removing objects, she can harm herself on and work together to stay as calm as you can. Not giving the situation attention is the best that we can do. However please note that if her behaviors have escalated to her doing this 90% of the time she is hospitalized at this point. Please contact your House Lead or Program Director immediately.
- Hitting head ~ KyP has a history of reporting that she hit her head seeking to go to the hospital. She will state that she hit her head in the shower, or while in her room. If she reports that she hit her head, please observe her for any head injury symptoms and call your House Lead or 911 if there is an emergency. Please note this happens almost monthly. KyP will also hit her own head with different things. She will then report to staff “well I hit my head you are required to take me to the hospital.” Please note that she can make herself throw up and display other symptoms of her choice.

- **Hospital seeking & Hospital Behaviors:**

- KyP feels safest at the hospital. Similar to us, if we are not feeling well, we seek homes, sleep, or medications to help us. However, KyP cannot identify her emotions or feelings. KyP can frequently not feel well from not drinking enough water, tired, or even a stomachache that will cause her to attempt to spiral. Please see her 911 protocol to know how to handle these situations. Please offer her redirection, however if she ASKS TO GO TO THE HOSPITAL, PLEASE CALL YOUR HOUSE LEAD OR PROGRAM DIRECTOR IMMEDIATELY.
- Once KyP is going to the hospital she must ALWAYS go to Essentia Health in the Purple Unit. This hospital knows her well and knows how to manage her. When KyP is at the hospital they transfer her to a locked unit. If this does not happen, she will elope from or within the hospital. While not supervised in the hospital this happens 99% of the time if a new staff member does not support this guidance and they have not worked with her.
- Please always attempt to see primary care for all medical needs that are not emergencies.
- KyP also has a hospital protocol that is in the office. If she is to go with the ambulance, please send one of these with her. This outlines the behaviors we have experienced and an attempt to limit her desire to go to the hospital.

- **Medications & Medication Supervision**

- KyP does not want to be on medications, and she will make all attempts to not take them including, reporting false side effects, cheeking her medications and trying to spit them out, vomiting after taking her medications, and attempting to get her providers to discontinue her medications.
- KyP must be supervised while taking all of her medications at ALL times. Once she takes her medications, she must then sit in a common area with staff for 10 minutes to be sure that she doesn't vomit them up.
- If KyP vomits the medications, please contact the nurse or pharmacy for guidance to re-administer the medications.
- KyP has several PRN medications prescribed that are within our toolbox to utilize. Please use them as needed. Passing a prescribed PRN medication and keeping her safe at home is a priority over just going to the hospital. There is a PRN road map posted in the office of which medications can be used for which symptom and passing times.

- **Nighttime Symptoms**

- KyP's unsafe behaviors are 80% more likely after the sun has set. Her anxiety tends to increase, and she becomes very unsettled. It is incredibly important that midnight shifts are always very attentive to KyP and the home. If you need assistance the sleep midnight shift is available to wake up to help you manage the situation. Please always remember that 911 is a resource to help us and call if you need them as well.
- It is best to keep KyP's routines simple at night to not over stimulate her brain. When we reference fight or flight, KyP is 100% on flight mode when the nighttime comes. She will attempt all efforts to keep herself awake if she is feeling unsettled like watching movies, drinking excessive water, or acting hyper.
- KyP does have a history of stuffing blankets under her comforter to make it look like she was in her bed, however she had eloped from the home. Please be sure that you can see her face or a body part in her bed when completing checks.

- **Visual Schedules & redirection:**

- Daily Board: KyP has a visual daily board that she plans her day. She must complete her board prior to 9:00 pm the night before. The purpose of this is for her to see a visual representation of what her plan for the next day is. While creating this board please remember the following:
 - KyP will attempt to plan outings that are far away to divert menu options that she does not like. Please be sure to check the menu and how much time you need to prepare a meal, or if it can stay fresh for the following week's menu if you plan to pack a meal.
 - KyP will frequently attempt to change her plan, it is VERY important to stick to this. KyP attempts to gain power and control over even very simple things like this. Once she starts to gain that power, she only builds on it to prepare for dangerous plans that she may have. Once the schedule is made you MUST stick to it. Even if she asked to go to Subway for dinner, and DQ is just down the road you must stick to the plan.
 - Please note that if she changes her mind, offer that you can plan the event for the next day or a different day.
 - Please be mindful of your co-workers when planning the board. If KyP is requesting an activity that is far away, you need specific clothing, or the weather may affect it, please notify the person on the schedule so they can prepare when they come to their shift.
 - KyP has a visual daily checklist to assist her with being more independent. Please redirect her back to this to help her develop a pattern of her personal cares without staff needing to remind her multiple times.

- Please feel free to develop any sort of visual prompts or reminders within her home with approval from her team lead.

- **Household Care & Chores:**

- KyP can do an excellent job completing chores within her house. She is also physically able to do these tasks. Please help KyP develop a plan to improve her independence with completing tasks in the house. When she does this, she feels a large amount of satisfaction and reward for completing things.
- Please be creative about how you approach these topics. Consistency and teamwork are best.

“KyP I am going to run down to switch the laundry, can you grab your sheets for me and bring them down?”

“How about you wash the dishes, and I will put supper away then we can get out of here faster.”

- **Furniture within the home:**

- KyP is not to have wax warmers in the house. 1: We cannot find plastic bulbs for these 2: she spills wax all over the house and causes damage
- A diffuser is an excellent substitute for this.
- KyP’s dresser is screwed to the wall at this time. She has a history of barricading her door with items while she is planning to self-harm so we cannot get into the room. Please be sure that furniture is not added or moved in the room to get to the door.
- Please be sure that all staff & office doors are locked at all times.
- Please be sure all house furniture stays inside and use lawn chairs around the fire.

- **Personal Cares:**

- KyP needs frequent prompts and reminders to complete her personal cares.
- KyP’s teeth are in very poor condition, and she is on the verge of needing very significant dental surgery if she does not improve her care of her teeth. Please be diligent in helping her complete this.
- KyP does enjoy taking many baths. This is a calming tool she uses to help manage her anxiety

- **Budgets and Funds:**

- KyP receives funds for her personal needs from her parents each month. Please help her divide her money into 4 weeks to help her make it last. KyP has shown drastic improvements in this area!

- KyP is borderline diabetic and has gained more than 70 lbs in the last 2 years. Please encourage her to spend her funds on crafts, nail polish, clothing, activities, and anything other than food.
 - KyP has developed poor patterns of requesting to stop at gas stations, dollar stores, or out to eat almost daily. NCS has a standard that we plan one out to eat each week. KyP can use her funds if she would like to go more frequently.
 - KyP has the ability to spend her personal needs money as she wishes and directed by her payee. However, we should not be encouraging her to find more snacks for less with her funds. If she is using her funds primarily for food, we should be encouraging the least number of purchases. She LOVES sushi! Make a trip to Sam's Club for some sushi rather than Kwik Trip for lots of snacks 😊
 - NCS deposits funds into the house account each month. We are VERY GENEROUS to give funds for things that do not involve food, promote independence, and improve KyP's lifestyle. Please never be shy to ask for funds to do these things. She has a large basement! Can we set up a craft room where she can make cards and sell them at Northern Lights? Can she make beads? Could she make Christmas ornaments to donate to the church? Tie knot blankets to donate. She had talked about baking in the past! PLEASE be creative and offer consistent opportunities to support her healthy brain. The more we can keep her busy the less time she has to think about things that are not healthy.
 - NCS funds should never be used for daily stops at gas stations or snack runs at the dollar store unless they are for a planned activity.
- **Security System in the Home:**
 - KyP has window & door alarms in the house. This system must be activated while in the home. Please check that it is connected on each shift. This system helps alert staff if she is attempting to elope.
 - **Baby talk/ "whining"**
 - KyP has a pattern of whiling or talking in a childish tone. Typically, when she is doing this, it is the beginning of a pattern of behavior. It is important to display to her that we are consistent and prepared. If KyP is whining or talking childish, please simply redirect her and ask her if she can talk to you as an adult and at that point, she will then redirect her behavior. She can also call you by "staff" in a childish voice. Again, redirect her and offer her your name in these conversations. This is again an attempt at gaining control of the situation. She does fairly well at self-correcting this.
 - **Visits with Guardians**
 - All of KyP's visits with her guardians must be supervised. She has a 80% pattern of going to the hospital after unsupervised visits. KyP also frequently attempts to change the facts of situations that may have happened at her home or with her family to attempt to increase confusion and pin people against one another. When

staff is with her, they are able to redirect her thoughts on conversations or remind her that things may have not actually been said the way that she is reporting. She will also attempt to get them to buy things for her that she shouldn't have that makes their relationship challenging.

- **Visits with friends**

- Please be sure that all out of the agency visits are authorized by your Program Coordinator and her guardians.
- While in the community KyP has a desire to develop relationships, however, she struggles with understanding age-appropriate relationships. Please help her determine what is and isn't a safe age range of friends to have while she is in the community.

- **Staff manipulation & control:**

- Due to KyP's diagnoses, she is continuously looking for opportunities to control situations or manipulate staff. For example, KyP has a desire to be incredibly sweet and kind. However, when there is a new staff member or someone who she believes to be the "weak link" she will tell stories to get these staff to feel bad for her, have a tremendous amount of empathy, and cross boundaries. Once she has staff at that point, she then also utilizes that to get them to do things for her. Take her for car rides to sleep, bring her treats in from home or stop and grab her a snack, and allow her to do things she cannot. This is an incredibly hard line to hold with her, however this is the practice of empathy rather than sympathy. Once KyP then believes she has people under her control she then tries to talk about all of the side effects she believes that she is having to get her off her medications, relationships with her family to attempt to cause hard feelings or allowing her to get closer to things that may not be safe.
- It is very important to always give consistent answers, have empathy, however, utilize your training and trust the process.
- While KyP has lived with NCS we give this guidance to all employees, however there is 1 in every 5-6 or so that will still fall for this and will struggle with seeing the line in between the gray.

- **Social media/ TV/ Internet time:**

- KyP has a current rights restriction related to her TV usage and social media. She must be observed by staff at all times while accessing these. KyP will frequently search orphanages in Russia, murder shows, crime shows, or ghost shows that increase her trauma response and anxiety that results in mental health crisis.
- KyP is also unable to have good boundaries with people in appropriate age ranges, or not be taken advantage of over the internet.

- KyP must use the phone in public places for staff to monitor her phone conversations.
- **Food Restrictions**
 - KyP currently has a rights restriction related to energy drinks. She has a pattern of excessively drinking them which causes increased mental health symptoms.
 - NCS has an agency wide healthy eating protocol: We plan a healthy menu weekly and gather the groceries as needed to complete those meals. We do not support using agency funds to purchase pop, unhealthy snacks, or frequent out to eat.
 - KyP should assist with helping plan her menu and completing the shopping.
 - KyP struggles with portion sizes and following mealtimes. When dishing meals please coach her on what portion sizes may be for each of the foods she is gathering.
 - Unless leftover food is planned for the menu, PLEASE THROW ALL LEFTOVERS AWAY IMMEDIATELY following the meal. KyP will frequently heat up the food through the night and the day if the food remains in the fridge. Please note you can only do this if it is food purchased by NCS. If KyP purchased the food with her own funds we cannot toss that out.
 - Also please do not purchase frequent out to eat meals or snacks with your personal funds. Not only is this a concern with boundaries, however the structure is for nutrition and funds management.
- **Office & Staff areas**
 - KyP is NOT allowed in the office, staff sleeping room, or downstairs bathroom at any time. Please keep the staff office always locked. She does have a history of attempting to break the door to get to sharps or medications.
 - Please only unlock the laundry room if she is actively doing laundry and supervised and then lock the room again.
- **Watch Policy**
 - During a shift at the Granite House one staff member is required to wear an Apple watch at all times. Staff can choose to split the shift with staff 2 or choose to wear it the entire shift. At the beginning of each shift sign out the watch on the sign out sheet in the daily log book. When wearing the watch, you are required to have eyes on her at all times.
 - Night staff please always have one watch charging and you are required to wear the other one.

- **911 Policy**

911 Protocol

Goal: To keep Kyp and her staff safe.

Kyp will show signs of the beginning of agitation. Examples would be her not talking and staying abnormally quiet. She also may say she doesn't feel right or doesn't feel well. Triggers would be if she is told some sort of change to her environment, her schedule and structure, or if she is told no. This will be considered LEVEL 1. At this point staff should engage and ask her questions, give her tons of attention and praise if she opens up and talks about her feelings. Remind her that we are here for her, and we like to see her safe and happy. Staff should also remind KyP that taking a nap might really help her feel better.

If KyP does NOT cooperate at this point, we have reached LEVEL 2. KyP is not listening or engaging with staff, or she may even be yelling or showing signs of agitation. She may also state depressed comments such as "Nobody likes me." or " Nothing matters." Staff should continue to give her attention and praise, offer redirection and therapeutic activities. Staff should also offer her a PRN such as _____ to help her calm down as directed by her physician.

If KyP begins to talk about hearing voices or seeing witches, she has now reached LEVEL 3. As far as we know, these accusations are not true, and she does not actually see or hear things that are not there and it is a behavior. If Kyp has not been offered to take a nap or a PRN staff needs to do so now at this point. IF KyP refuses, staff needs to continue to remind her that a nap and PRN have helped her in the past.

If KyP gets to the point of starting to break items and/or attempting to hurt herself, she has now reached LEVEL 4. At this point we will ask her if she needs to go to the ER; and even suggest it as we don't want to escalate the situation any further. We can offer to drive her or let her know we can call an ambulance as well. If she does not want to go, we will then remind her that we don't want her or anyone to get hurt so we will call an ambulance for everyone's safety.

If KyP attacks staff, she is now a LEVEL 5 and staff need to call 911 IMMEDIATELY.

- **Sharps**

- THERE ARE NO SHARPS ALLOWED IN THIS HOME OR WITHIN THE VEHICLE AT ALL TIMES
- Please note that there are many sharps around you all day that you may not realize are there however KyP has found them. For example:
 - The plate in the microwave

- Glass shards on the side of the road that can be picked up while walking
- Staples
- Lightbulbs (all the light bulbs in this house must be plastic shatterproof)
- Razors used in the shower
- Pens
- Forks into sockets
- Objects that may be in other people's bathrooms (KyP has a history of "shopping" in people's bathrooms. Please always encourage her to use the bathroom at home or public bathrooms)
- Glass bottles in the cooler at the gas station
- Knives left in the sink after washing dishes
- Glass containers for food – Olives, jam
- Tin cans that may be in the garbage.
- Broken Windows (The windows in the home have a shatter proof film covering them)
- The back of toilet seats

Please be sure as a team that you are always doing sharps check within the home on each shift.

- **Community Outings & Social Gatherings:**

- No outings beyond 35 miles from her house without authorization from the Director of Residential Services. KyP has in the past been taken on long-distance trips. While on that trip out of nowhere she became unsafe in a gas station and was hospitalized here.
- It is encouraged that KyP is on a social outing at a minimum daily to help engage her mind in healthy activities.
- While KyP is on outings or social activities she must be monitored by staff AT ALL TIMES. This includes agency social gatherings, visits to the office, visits to other houses, and visits to the Northern Lights Thrift Store. It is expected that KyP's staff is always with her.

- **Car**

- Items in the car: KyP has a habit of packing many things in the car. There is no food or drinks, except for water, allowed in the car, and she must empty all of her items from the car after each trip.

- Child Safety locks: These MUST BE ON AT ALL TIMES. KyP has a history of trying to jump out of a moving vehicle
- Location in the car: KyP must always ride in the furthest seat to the back of the vehicle and a staff in the back with her or the second row. This is to ensure the safety of the driver.
- Car rides with increased symptoms: KyP will frequently ask for a car ride to sleep or when she is having symptoms. Due to her history of attempting to jump out of the vehicle it would be unsafe to do this.
- **Community Shopping & items in the home:**
 - KyP has significant hoarding tendencies. Due to her unsafe behaviors with sharps and hiding sharps we limit the items that she brings into the home to ensure things are not hidden within objects. She has a history of hiding glass in stuffed animals, shoes, pockets of jackets, and heat registers.
 - To limit objects please do not go to garage sales, thrift stores, or accumulate free things into the house.
 - The basement is only for designated activities, and NOTHING is to be stored down here
- **Personal belongings in the home and while on shift**
 - Staff are not to bring personal belongings into the home during shifts and if so please keep them locked in the office. She does have a history of going through bags & purses to find sharps, money, or medications.
- **Staff conversations:**
 - KyP is always listening, and she is a poor reporter of facts. Please do not talk about employee related matters, KyP's behaviors, or your co-workers. She will frequently take this information and report it back to people, however from her version it can cause significant chaos between a team.
- **Eloperments**
 - KyP has a history of elopements. This is the primary focus for the Watch Policy. 100% of the time KyP elopes from the home results in hospitalization. Once her behaviors have escalated to this level NCS has been unable to successfully redirect her. Please call 911 immediately as she also has a history of trying to jump in front of cars, jumping on cars, picking up glass, and getting on buses. Please keep the environment as safe as you can while you wait for assistance such as following her, attempting to slow down cars, and trying to de-escalate her

Positive Supports:

The purpose of this document is to ensure that staff are well trained in safety and risks while working with KyP. However, it is important to highlight KyP's strengths.

- KyP is very kind and has a desire to have healthy relationships with her friends, family, and staff
- KyP has made tremendous gains. Prior to coming to NCS she was hospitalized almost weekly, sometimes daily.
- KyP has a desire to be independent and can do it with the correct supports
- KyP has a strong love for animals, and she would like to have a service dog in her home someday.
- Although KyP's behaviors can be very scary and challenging, there are very limited times per year that we experience this.
- The best thing that we can offer KyP is consistent and repetitive support. If all staff are on the same page and give the same exact reply to situations KyP feels safe and knows what to expect without testing different boundaries.