



New Hampshire Division for Children, Youth and Families Policy Manual

2080 DE-ESCALATION INTERVENTIONS

Chapter: Sununu Youth Services Center

Section: Safety and Security

Approved:

Joseph E. Ribsam, Jr., DCYF Director

Policy Directive: **20-34**

Effective Date: **November 2020**

References Of Note

Federal Authority:

Statutes: [RSA 126-U](#), [RSA 621](#), and [RSA 621-A](#)

Administrative Rules: [Ed 1114](#)

Case Law:

This policy defines de-escalation as a first level of intervention when working with youth committed or detained at the SYSC.

**Required Practices**

*Any deviations to the following information must be documented with Supervisory Approval.*

- I. All staff shall be trained in de-escalation techniques.
- II. Staff shall utilize “teachable moments” with youth and seek to minimize the need for restrictive interventions.
- III. Staff shall attempt de-escalation techniques as a first course of action whenever possible and with the least disruption possible.
- IV. Staff shall encourage youth to take a “cooling-off” when initial attempts to de-escalate a situation have not proven successful (unless there is an imminent threat to the youth or others).
  - A. Staff will calmly discuss the request and possible alternatives if the youth does not want to take a cooling-off.
  - B. If the youth agrees to a cooling-off, staff will direct the youth to the designated area and inform the youth that staff will check in every 5 minutes.
    1. If the designated area is the youth’s bedroom, the **youth’s door must remain open and unlocked.**
- V. An Incident Report (Form 2085 SYSC Moderate Incident Report or Form 2086 Major Incident Report) shall be completed in YouthCenter when:
  - A. The youth remains in their room for longer than 15 minutes;
  - B. Staff directed the youth to take a cooling-off; or

- C. The youth's behavior before or during a cooling-off meets the criteria for a rules violation.
- VI. Staff must document all cooling-off periods and all 5-minute check-ins for youth taking a cooling-off.
- A. Cooling-off periods of less than 15 minutes are documented in the YouthCenter Record of Discipline.
  - B. A Watch/Safety Check Report (Form 2079) must be initiated and updated accordingly if the cooling-off exceeds 15 minutes.
    - 1. The corresponding YouthCenter Incident Report number is noted on the form.
  - C. If the youth is unable to return to programming within the first hour, refer to policy 2083 Restrictive Intervention.
- VII. Youth may be referred to the Crisis Services Unit in accordance with policy 2170, when further supportive interventions are deemed necessary for the safety of youth and staff.
- A. A referral to the Crisis Services Unit must not be made as a consequence or punishment.

Standard Operating Procedures		
SOP	Title	Applicable Disciplines
2080.1	De-escalation Procedures	SYSC

Applicable Forms	
Form	Title
2079	Watch/Safety Check Report
2085	Moderate Incident Report
2086	Major Incident Report

**Glossary and Document Specific Definitions**

A - B    C - D    E - F    G - I    J - L    M - N    O - Q    R - S    T - V    W - Z

Document Change Log			
PD	Modification Made	Approved	Date