



Policy Name:	Behavior Support and Management Policy
Domain:	Clinical
Applies to:	All Staff
Policy Location:	MARI P&P Google Drive > Clinical

Behavior Support and Management Philosophy: At the Mary A. Rackham Institute (MARI), we are committed to promoting and maintaining a safe and therapeutic environment for all staff, clients, trainees, and visitors. Our philosophy emphasizes prevention, de-escalation, and non-restrictive practices in managing behavior.

Policy:

MARI strictly prohibits the use of restrictive behavior management interventions, including isolation, manual restraint, locked seclusion, mechanical restraint, and chemical restraint. Because we are an outpatient facility without emergency or inpatient services, we make every effort during the intake process to ensure clients are appropriate for our setting. This includes built-in screening tools during registration and consultation appointments with clinical staff to assess fit and safety.

We acknowledge that despite these measures, unpredictable or unsafe behavior may still occur. Our team includes a certified trainer for Mental Health First Aid who is able to provide this training to all staff on an annual basis to recognize early signs of mental health and substance use concerns and provide support through evidence-based assessment, listening, reassurance, and safe referral. Additionally, every year our staff and trainees participate in a DPSS led training, which integrates core elements of Welle Training, focused on early intervention and verbal de-escalation. This combined approach ensures we are not only prepared to respond in moments of crisis but also proactively equipped to diffuse challenging situations before they escalate.

MARI's senior leadership supports ongoing training, resources, and procedures that reflect our shared commitment to safety and respectful care.

MARI prohibits the use of any restrictive behavior management interventions

Additional Information:

[MARI Clinical Procedures - Behavior Support and Management](#)

Record of Revisions:

Date of Issue	Description of Change	Page(s) Affected	Owner	Approved By
12/20/2013	Approved	All		Cheryl King
7/30/2014	Updated to MARI and format Changes	All		Hannah Maine

4/12/2021	Reviewed and Template Applied	All	Meaghan Fesler	Brenda Marshall
6/10/2025	Trainings updated	All	Meaghan Fesler	Erin Hunter

Document Owner: Meaghan Fesler, Director of Operations and Quality Improvement

Administrative Owner: Erin Hunter, Director of Mental Health Clinics