





Creating Safe and Respectful Environments

Communication skills for staff to promote safe and respectful behaviors in youth

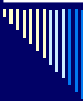


Do not focus your efforts on making youth behave.

Focus your efforts on managing the environment so that it invites and promotes safe behavior.

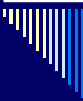


Staff must possess excellent relationship building skills!




Section I

Professionalism

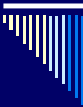


The youth are tough and their behavior can stress us out!

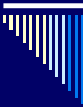


How did the young people we supervise get to be this way?

(Feel free to write down some of your ideas in the space provided.)

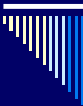


Don't take the youth's negative behaviors personally!



Professionalism is...

(Feel free to write down some of your own ideas in the space provided.)



Maintaining professionalism is not easy.


We must resist the urge to counter attack.



Stay professional.

Stay caring


Stay firm.



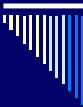
Firm

Fair

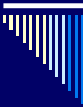
Consistent



Who's working tonight?



The Man on the Subway



A Journey to War



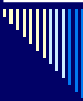
Heightened senses

Self preservation


Devaluing human life



CONGRATULATIONS!
You survived!

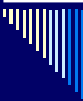


Some of our youth are like
survivors of war.



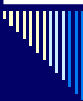
Survival Skills

Lying
Violence
Manipulation
Cheating
Stealing




Our Challenge

How do we get the youth we work with to stop using their negative survival skills and to learn to behave in safe ways?




3 Steps to Get Youth to Stop Using Negative Survival Skills

- ❖ Don't insult their way of behaving.
- ❖ Create an emotionally and physically safe environment in the center.
- ❖ Teach and model pro-social ways of behaving.




Section II


Creating Safe and Respectful Environments



Let's have a party !



Manage the physical and interpersonal environment to maximize the likelihood of attaining your goal.



Can you guarantee every guest will have a good time at your party?



**Can you guarantee your residents
will comply with your directives?**

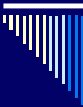


Sometimes we may not feel as
though we make a difference...
BUT WE DO!





Goal of party :
To have a good time

Goal of detention/secure center:
To keep the environment safe
and secure

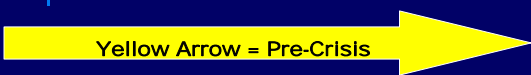



The Crisis Cycle




Green Arrow=Safe & Respectful Environments

When the center is running in a safe and respectful way

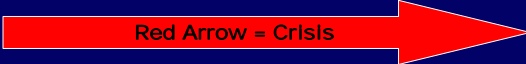



Yellow Arrow = Pre-Crisis

When staff and/or residents are feeling increasing stress and tension (danger is coming)



The "A" Arrow = An opportunity to guide pre-crisis back to the safe and respectful environment



Red Arrow = Crisis

When dangerous things are happening for staff and/or residents

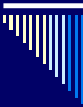


Blue Arrow = Post Crisis

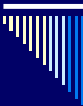
The time following a crisis event when things seem to be calming down



The “B” arrow = An opportunity to guide post crisis back to the safe and respectful environment



The best time to intervene is early in the pre-crisis phase.



Pre-Crisis Warning Signs
(danger is coming)

- Interpersonal** - things that happen between people that cause stress or tension
- Environmental** - things connected with the physical environment around us that cause stress and tension
- Personal** - things in our heads/bodies that cause stress and tension



Interpersonal - things that happen between people that cause stress or tension

- Attitude
- Picking on each other
- Making fun of each other
- Playing staff against each other
- Annoying each other
- Threatening
- Racial/sexually inappropriate comments



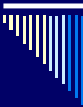
Environmental - things connected with the physical environment around us that cause stress and tension

- Too hot
- Overtime
- Change
- Not enough activities
- Over crowding
- Food issues

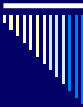


Personal - things in our heads that cause stress and tension

- Away from home for holidays
- Not getting praise for a job well done
- Lack of breaks
- Impending court date
- Can't see the social worker
- 12 hour shift
- Parent won't take child home
- DYFS taking too long
- Being sick
- Not knowing when they will leave




Be aware of all pre-crisis warning signs and intervene to reduce them.



Section III

16 Recommended Approaches



Pre-Crisis Suggested Approaches

- 1. The physical and emotional safety of the youth and staff are consistently reinforced and talked about.**

Pre-Crisis Suggested Approaches

2. When setting limits:


- a. Identify the behavior and explain why it is unsafe or a violation.
- b. Suggest to the youth another way they could have met their need.
- c. Identify the consequence.

Pre-Crisis Suggested Approaches

3. Use positive reinforcement to get more positive behavior.


Pre-Crisis Suggested Approaches

4. Model the behavior you want from the youth.




**Pre-Crisis
Suggested Approaches**

5. Communicate with youth the way you want your supervisor to communicate with you.




**Pre-Crisis
Suggested Approaches**

6. When a youth is very upset, validate their feelings and point of view prior to redirecting them.




**Pre-Crisis
Suggested Approaches**

7. Give youth choices rather than orders.




**Pre-Crisis
Suggested Approaches**

8. Use “I” statements and give information rather than using “you” statements.



**Pre-Crisis
Suggested Approaches**

9. Give the youth a way to comply with dignity to your directives.



**Crisis
Suggested Approaches**

10. Staff should know and practice emergency protocols.

11. Isolate rebels and manage/minimize audience factor.

12. Have crisis review meetings to learn what to do differently the next time.




Post-Crisis Suggested Approaches

13. Provide high levels of supervision and structure.
14. Restore the physical environment quickly after a crisis.
15. Don't allow "war stories" for at least 30 minutes after a crisis.



16. Follow all policies and procedures at all times.



Link for online quiz:

<http://www.ubhcisweb.org/JJC>
