



# Behavior Management Program

Managing aggressive behavior to reduce risk.

## Why This is Important

United Heartland believes a comprehensive, structured and interactive Behavioral Management program is the most effective tool in controlling situations where behavioral problems may arise. This is especially important in the social services, long-term care and health care industries where staff often interact with individuals exhibiting combative, aggressive or violent behaviors.

As such, we've taken best practices and developed a comprehensive Behavior Management program for our customers. This is information you won't get from other carriers. It's a large subject area that can be tough to harness in an effective way, but United Heartland has done so because we believe it's a critical topic.

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 **UnitedHeartland**

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According to the Bureau of Labor Statistics (BLS), the incident rate of non-fatal occupational injuries and illnesses involving days away from work for assault or violent acts for the health care and social assistance sector was 9.7 days vs. 2.7 days for private industry.



### How We Can Help

We are safety specialists who can provide the expertise you need to implement and reinforce a strong behavior management program.

We will help you:

- Reduce the potential for injury to both individuals served and staff.
- Facilitate a positive and proactive relationship with individuals served that treats them with dignity and respect.
- Create an atmosphere that builds trust and self-esteem while decreasing episodes of aggressive behavior.
- Present an objective, understandable and consistent means of assessing individual needs.
- Emphasize the importance of ongoing staff training.
- Focus on proactive interventions with individuals who may be showing early signs of crisis.
- De-escalate the behaviors of individuals before they physically act out.
- Create a culture supported by a strong mission (what we do), vision (where we are going) and values (how we get there).

### Get Started Today

As a leader in workers' compensation insurance, United Heartland is dedicated to results-oriented strategies. Through this program, we're able to provide a comprehensive approach to help you reduce losses through sustainable safety improvements.

The program is comprised of a best practices guide along with supporting materials for every aspect of the program. Our Loss Control professionals will collaborate with you on a step-by-step approach to develop a best-in-class Behavior Management program.

We encourage you to check out our Behavioral Management program. For more information, contact your Loss Control representative today.

