

# TELECARE SANTA CRUZ

## STRIVE FOR FIVE



### Calm over fear

We recognize that our presence can escalate or de-escalate a situation and are mindful of that.



### Meeting the Immediate Need

We empower our staff to offer the least restrictive alternative and to generate creative interventions to meet the client's immediate needs.



### Dignity over Convenience

We recognize that a denial of rights often constitutes a loss of dignity, and we take both very seriously.



### Restoration of Choice

We recognize that when a client's adrenaline is rushing, they may feel "backed into a corner" or as if they have no control of the situation. We remind them calmly and clearly that they are in control and that their behavior choice will determine our response.



### Clarity of Intent

We clearly and calmly articulate that we have no desire to seclude or restrain, and we make clear what we need to see in the client's behavior to prevent using such interventions.