



## About Perspectives Corporation



PERSPECTIVES  
CORPORATION

Based in North Kingstown, RI, Perspectives Corporation is a private agency that supports youth and adults with disabilities. As one of the largest human services agencies in the state, they provide a variety of services including Early Intervention, Home Based Therapeutic Services, Deaf and Hard of Hearing Services, Employment Assistance, Residential and Community Based services.

## Looking For Solutions

Perspectives Adult Services recognized a need to move away from coercive practices in an effort to further support their mission of providing quality care to individuals with disabilities and to remain in alignment with their core values (ethical conduct, health & wellness, quality, independence, and vision). To meet licensing requirements, they had contracted with a crisis intervention program that included de-escalation and the use of physical restraints. After not seeing the results and cultural change they desired, they were motivated to seek alternatives, which led them to Ukeru.

Ukeru was appealing to them as a partner for a variety of reasons. First, it was reassuring to them knowing that Ukeru was developed out of necessity for its own programs at Grafton Integrated Health Network, who they learned experienced many of the same challenges they were facing (serious employee injuries resulting in costly workers' compensation claims, high staff turn-over, and frequent peer-to-peer aggressions). They also appreciated that Grafton's own direct care staff played an integral role in Ukeru's development. "Direct care staff are the backbone of the work we do and the people most impactful to the change in culture we wanted to see on the frontline of services" shared Christine Hathaway, Senior Director of Behavioral Health. Lastly, Hathaway continued, **"Ukeru's training did an excellent job of explaining what trauma is, what it looks like, and how to avoid retraumatization in a way that was relatable to our direct care staff."**

## Working with Ukeru

---

Perspectives Corporation began partnering with Ukeru at the beginning of 2017. After the initial train-the-trainer training, their staff showed a reluctance and passive opposition of moving away from restrictive practices to trying this new, hands-off approach. They quickly realized during the implementation process that they needed additional support from the Ukeru team and took advantage of their consultation services. "Having Ukeru's team available to speak to a variety of audiences about their experience helped to change mindsets, encouraging people to be more open to trying something new" shared Hathaway.



*We are now five years into the process of organizational change to become a trauma informed organization and significant changes have been realized. Ukeru is the only crisis intervention system used at Perspectives and incidents of severe aggressive behavior are now a rare occurrence. Our environments are emotionally and physically safer places to be. Our teams have more time to focus on quality of life issues and people are happier overall.*

**Christine Hathaway**

*Senior Director of  
Behavioral Health*



**PERSPECTIVES**  
CORPORATION

In their first year, they strategically added Ukeru to their staff's toolbox to use in tandem with their other system. They did this by training staff to utilize Ukeru first, before ever going hands-on. To further support their efforts, their clinical team would facilitate learning debriefings to talk through how Ukeru could have been used more effectively. In addition, their Ukeru Champions would do live practice with staff in the group homes to troubleshoot specific issues and make environmental changes if needed.

Another thing that made a world of a difference in shifting their culture was recognizing that Ukeru concepts apply to and benefit their staff, just as much as they do the clients. Senior Director of Behavioral Health, Christine Hathaway, reflects **“Members of the clinical management team began making it a practice to first ask ‘Are you okay?’ before asking anything related to an incident of severe aggressive behavior and would recognize staff by praising and thanking them for effective use of Ukeru de-escalation strategies. The point was often made that Ukeru is as much about staff’s well-being as the people we support.”** An important part of this initiative was making sure that they were taking care of staff’s well-being. To emphasize this they stressed the importance of self-care, limited the length of meetings, required staff to take breaks, used remote meetings to include more direct care staff in important discussions, etc.

Once staff felt more competent and confident in Ukeru usage and desired results were achieved, they decided to discontinue the use of their other system going into the second year, only utilizing Ukeru moving forward. Prioritizing a proactive, hands-off approach has transformed their organization into one that is trauma-informed for both its staff and clients.



*The population of people living in our group homes had been very stable for years. This year we transitioned 7 young, strong men with IDD, autism and significant behavioral challenges in to our group homes and, despite concern about managing their aggressive behaviors, 6 months later all of these intakes have been very successful using Ukeru strategies.*

**Christine Hathaway**

*Senior Director of Behavioral Health*

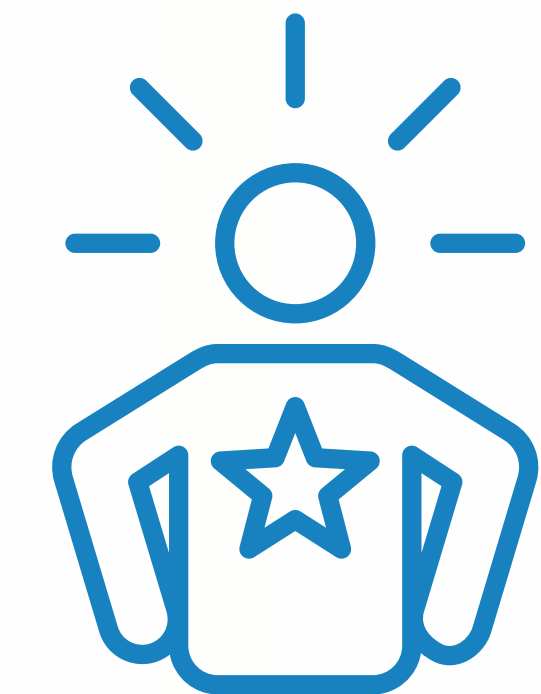
# Results

The results have been and continue to be remarkable. In 2018 they reported a few hundred restraints including the use of both seated and standing wraps. Today, they have reduced the use of restraint by 98% and have eliminated the use of seated and standing wraps. “We are now five years into the process of organizational change to become a trauma-informed organization and significant changes have been realized. Ukeru is the only crisis intervention system used at Perspectives and incidents of severe aggressive behavior are now a rare occurrence. Our environments are emotionally and physically safer places to be. Our teams have more time to focus on quality of life issues and people are happier overall” Hathaway proudly shared.

To anyone that is hoping to achieve similar results but is hesitant to move away from restrictive practices, Hathaway would say “Restrains are traumatic to both the person being restrained and the staff implementing it. They never go as planned and all too often result in injuries to both staff and the people we support. While we still have staff injuries, they are much less severe than what we encountered when directing our staff to move in to restrain an aggressive individual. Everyone is safer using Ukeru’s trauma-informed strategies.”

98%

Restraint  
reduction



Staff feel  
confident and safe  
using Ukeru



Elimination  
of seated and  
standing wraps



Culture  
shift