



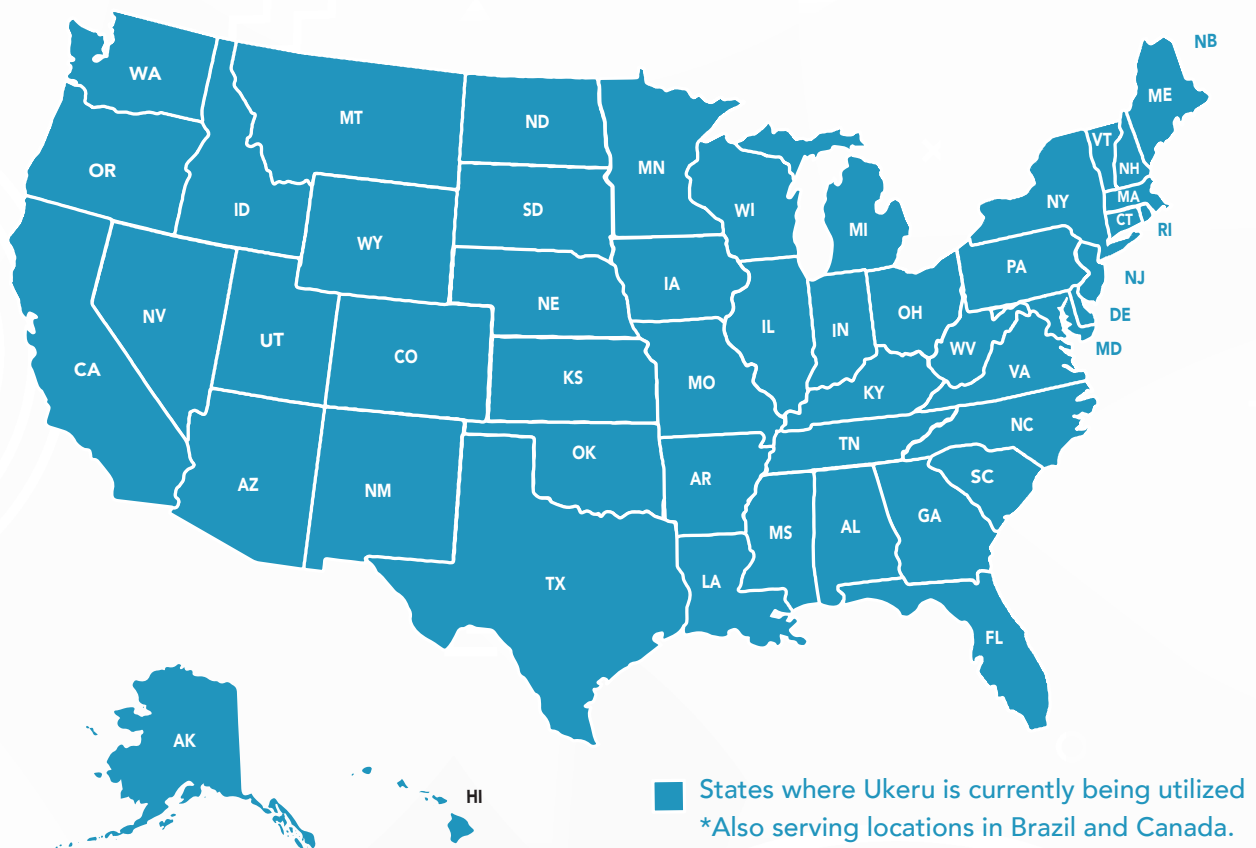
IT STARTS WITH U

Learn more about Ukeru

Thank you for your interest in Ukeru®, the first national crisis intervention program to offer an alternative to restraint and seclusion as accepted behavioral management tools!

Our award-winning program has helped behavioral health providers and schools reduce the use of restraint, seclusion, and injury, while lowering workers' compensation costs and employee turnover. We believe that all intervention — educational and behavioral — should be built on an approach of Comfort vs Control®. To help make this a reality, we provide training on the conceptual ideas — such as trauma-informed care and conflict resolution — as well as the physical techniques that minimize the need for restraint and seclusion.

We want everyone who works with Ukeru to feel empowered, inspired, and hopeful about implementing the approach in your own organization. Our team is with you well beyond the training; we want to be an ongoing resource, helping to ensure your organization's success.



"Out of my 20 years of working in the field and utilizing crisis management techniques, Ukeru Systems is a better alternative, providing a restraint-free, seclusion-free, and in-depth powerful education of a trauma-informed approach."

— **Jennifer Jervert**

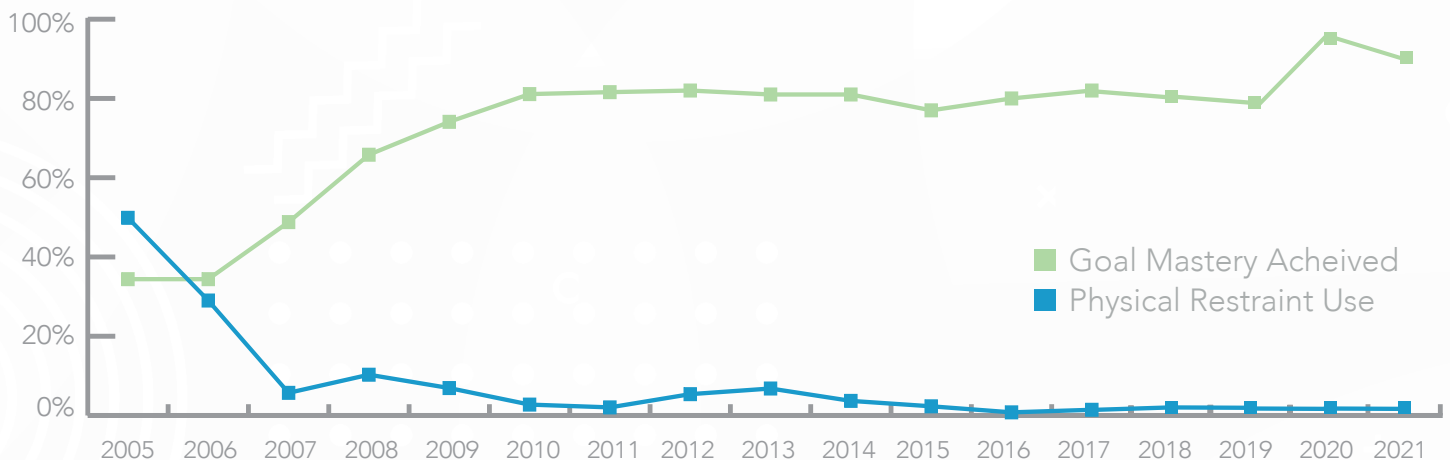
MSW – Assistant Director of Quality Assurance & Staff Training, The Arc of Monmouth

Our History

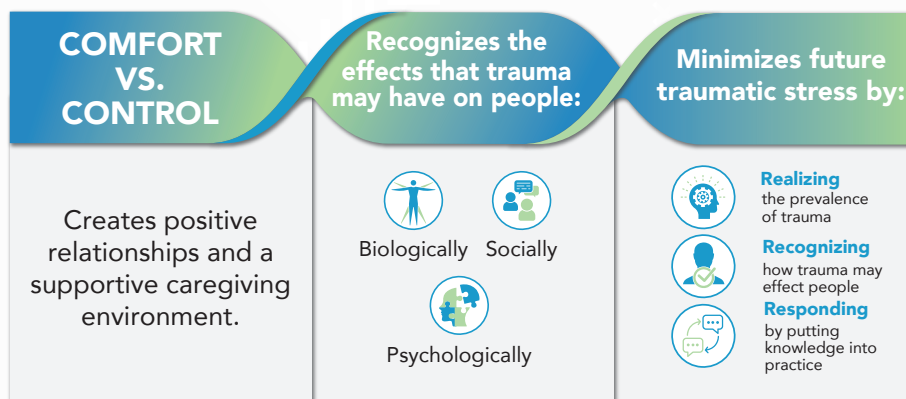


Grafton Integrated Health Network — an organization serving children and adults with autism and co-occurring psychiatric diagnoses — had over 6,600 annual cases of restraint in 2003. In response, the organization issued a mandate to eliminate restraints without compromising employee or client safety. Unable to find an appropriate training program already established, Grafton created its own solution. Working with direct care staff and behavioral health experts, Grafton developed Ukeru, a cutting-edge program based on a core philosophy of Comfort vs. Control® and trauma-informed care.

Within a 10-year span, Grafton reduced the use of restraints by 99.8 percent, completely eliminated seclusion, lowered workers' compensation policy costs and reduced employee turnover for a total **return on investment of over \$27 million.**



A TRAUMA-INFORMED APPROACH



Since it's creation, Ukeru has received national and international honors from:



Frequently Asked Questions



What is Ukeru®?

Ukeru is a system based on receiving information communicated through someone's actions. It is the only restraint-free program that combines hands-on training, theoretical concepts, practical tools, and specialized equipment to safely manage—and diffuse—crises.

What does "Ukeru" mean?

Ukeru is the Japanese word for "receive." This word encapsulates our entire philosophy; at its heart, Ukeru is about treating those that depend on you in a way that you would want to be treated. The way we provide care should be the same as the way we would want to receive care.

What makes Ukeru different from other crisis management techniques?

Other crisis management programs may seek to minimize restraint and seclusion; however, these techniques are still taught to be used in the case of an "emergency." In contrast, Ukeru centers around a philosophy of Comfort vs. Control such as:

- Using a trauma-informed approach to create a supportive, caregiving environment sensitive to an individual's past experiences of violence and victimization.
- Helping individuals thrive in the least-restrictive environment consistent with achieving the best outcome.
- Achieving the greatest impact with the least amount of disruption to an individual's routine.

Won't minimizing restraint and seclusion compromise the safety of clients and staff?

No. Research shows that minimizing restraint and seclusion can enhance quality of treatment and increase satisfaction for those both receiving and providing services. By way of illustration, since launching Ukeru, Grafton has decreased client-induced staff injuries, workers compensation premiums, lost time, modified duty days and turnover.

What are restraints and seclusions?

Restraints and seclusions are coercive, high-risk techniques used to contain a child or adult considered a danger to themselves or others.

- Seclusion involves complete isolation, either for a short or extended amount of time.
- Restraints are manual methods that reduce the ability of a person to move his/her arms, legs, body or head freely.

Why is minimizing restraint and seclusion important?

Evidence shows that restraint and seclusion are ineffective behavior modification techniques that have potentially deadly consequences. Further, these are not evidence-based practices; there is no data to suggest that either leads to reduced violent or uncontrolled behavior. In fact, behavioral research indicates that restraint and seclusion actually cause, reinforce and maintain aggression and violence. Using these types of approaches often lead to increased violence and volatility for all involved.

What is a trauma-informed approach?

With a high likelihood of past trauma impacting one or more of the individuals involved in any given scenario, ensuring adequate support for these individuals is critical. A trauma-informed approach creates a supportive, caregiving environment sensitive to an individual's past experiences to avoid retraumatization.

"When you use Ukeru, it's something about that relationship that changes when you don't actually put hands on them and don't have to restrain them. That relationship is strengthened."

—Paul Gunther

*Rehabilitative and Behavioral Health Services Director,
Berkeley County School District*

"At the end of a situation where you use Ukeru, you'll still be able to reconnect with your client. That's not something you can do when a client is physically restrained."

—Abraham Hill

*Psychiatric Technician Instructor in the Department of Developmental Services
at a California State Agency*

How We Can Help

Ukeru helps organizations minimize the use of restraint and seclusion



<https://www.ukerusystems.com/how-we-can-help/cultural-assessment/>
Ukeru provides comprehensive organizational assessments and tailored plans to help shift cultures and create sustainable change that results in an environment focused on comfort rather than control.



<https://www.ukerusystems.com/how-we-can-help/consultation/>
Ukeru provides on-site consultation to assist with program implementation and sustainability, as well as the overarching cultural shift required to support it. These visits are customized, based on the needs of the organization.



<https://www.ukerusystems.com/how-we-can-help/training/>
Customized to fit the unique needs of each organization, Ukeru offers hands-on participant trainings as well as a “train-the-trainer” series. Training is straightforward and easy to implement, and focuses on what caregivers want to do most: communicate effectively with the individuals they serve and diffuse stressful, escalating behaviors.



<https://www.ukerusystems.com/how-we-can-help/debriefing/>
Ukeru’s Debriefing Training is designed to give participants the knowledge and skills to effectively conduct a review of crisis situations with a focus on learning from them. This training demonstrates how to become “Behavior Detectives,” emphasizing the “why” behind someone’s behavior. Each training typically ends with true-to-life practice sessions.



<https://www.ukerusystems.com/how-we-can-help/equipment/>
Ukeru developed custom-made, soft, cushioned blocking tools that keep both professionals and those in their care safe and comfortable. Ukeru offers the materials to Ukeru-Certified organizations and trains professionals in their use.



www.ukerusystems.com

Join the conversation with #StartsWithU!



Ukeru Systems



Ukeru



@UkeruSystems



Ukeru Systems

For case studies, please visit

www.ukerusystems.com/who-we-serve/case-studies/

To view our upcoming training schedule, please visit

<https://www.ukerusystems.com/events/>

For more information:

 info@ukerusystems.com  540-542-0200 x 6412