

Department of Behavioral Health and Developmental Services (DBHDS)
Seclusion-Restraints SB569 Workgroup Handout: Plain Language Glossary
Developed by Blue Octopus Consulting

This glossary explains important terms used in behavioral health, with a focus on seclusion and restraint practices. It's designed to help everyone involved – people receiving services, families, staff, providers, advocates, and community members – understand these concepts clearly.

Foundational Concepts

Behavioral Health (BH)

Support for mental health or substance use needs. This includes counseling, crisis help, or treatment.

Recovery-Oriented Practice

An approach that supports each person's unique journey toward health and wellness by focusing on their strengths, goals, and choices. It emphasizes forming relationships based on trust, being hopeful for the person's future, and respecting their experiences and knowledge from their own life. The goal is to help people live a self-directed life and reach their full potential.

Trauma-Informed Care

An approach that recognizes the widespread impact of trauma and understands potential paths to recovery, recognizing the signs and symptoms of trauma in clients, families, and staff, and responding in a way that prevents re-traumatization. It shifts the focus from "What's wrong with you?" to "What happened to you?"

Crisis Services

Crisis Receiving Center (CRC)

A safe place where people can go during a mental health crisis. It's an alternative to the emergency room or hospitalization.

Crisis Stabilization Unit (CSU)

A short-term program that helps someone in crisis feel safe and stable before going home or to another setting.

De-escalation

Actions that help calm a person or situation before it becomes a crisis.

Emergency Custody Order (ECO)

A legal order that allows a person to be taken into temporary custody for a mental health

evaluation when they may be a danger to themselves or others, or unable to care for themselves due to mental illness. It usually lasts up to 8 hours.

Temporary Detention Order (TDO)

A legal order that allows a person to be held at a hospital or other facility for up to 72 hours for mental health treatment and evaluation, after an ECO or when needed. It's used when someone is still at risk of harm or unable to care for themselves due to mental illness.

Treatment Approaches

Alternative Behavior Management

Innovative approaches that complement or replace traditional methods by using less resource-intensive and more culturally adaptive strategies. These techniques focus on figuring out what someone really needs and helping before situations get worse, using calming tools, environment changes, or relationship-based strategies.

Evidence-Based Practice

A method that's been tested by researchers and shown to work.

Best Practice

The most effective way to do something, based on experience and research.

Least Restrictive Environment

The principle that people should receive care in settings that give them the most freedom and independence while still meeting their needs safely.

Restrictive Interventions

Seclusion

When someone is placed alone in a room they cannot leave, usually during a crisis as a last resort. This is only allowed in very specific situations when other approaches haven't worked.

Restraint

When someone is physically held or has a device or medicine used to stop their movement or behavior. There are three types found in Virginia's regulations:

- **Physical restraint** – Any personal restriction that limits or prevents free movement
- **Mechanical restraint** – Using devices like straps, belts, or equipment to restrict movement

- **Pharmacological restraint** – Using medicine to control behavior, not for medical treatment

Planning & Review Processes

Behavioral Treatment Plan

A written plan for helping someone handle challenging behaviors using safe, respectful strategies. Must follow extra rules if it involves restraint or seclusion. Often works together with the person's **Individualized Services Plan (ISP)**.

Individualized Services Plan (ISP)

A personal plan made with the person it is for, based on what they need, their strengths, and what they want. It outlines their goals and what supports they need to reach them.

Debriefing

A process that happens right after a seclusion or restraint incident where staff, the person involved, and sometimes family discuss what happened, how everyone is feeling, and how to prevent similar situations in the future.

Regulations & Rights

Licensing Regulations

Official rules that programs must follow to be safe and legally approved by DBHDS/Office of Licensing (OL).

Human Rights Regulations

Rules from DBHDS Office of Human Rights (OHR) that protect people's rights—like being treated with respect, having choices, and being safe.

Key Participants

Stakeholder

Anyone affected by or involved in these issues—including people receiving services, families, staff, providers, advocates, and community members.

This glossary supports the work of the SB569 Workgroup in developing improved regulations for seclusion and restraint practices in Virginia and was developed by Blue Octopus Consulting, the contractor supporting DBHDS on this project.