

**Date:** March 15, 2021

**To:** All DD Waiver Agencies

**From:** Cheryl L. Frazine, Chief   
Bureau of Behavioral Support  
Developmental Disabilities Supports Division

**Through:** Scott Doan, Deputy Director   
Developmental Disabilities Supports Division

**Subject:** COVID-19 TRAINING PROTOCOLS for Crisis Prevention & Intervention Systems (CPIS)  
Currently Approved Protocols are Mandt, Handle With Care, and CPI

---

It is the mandate of DDSD that every person shall be free from the use of restrictive physical crisis intervention measures that are unnecessary; however, agencies do support people who may occasionally need intervention such as **Emergency Physical Restraint (EPR) when they are in imminent danger of hurting self or others**. These agencies are required to institute measures to maximize the safety of all concerned and must adopt, train, and utilize one of the currently approved CPIS within New Mexico's DDW: the Mandt System®, Handle With Care, or CPI.

As we continue to work to reduce the number of COVID-19 infections, DDSD has restricted **all face to face classroom trainings** at this time (effective March 17, 2020). Since the pandemic began, DDSD, in particular the Training Unit, our DDSD contractors and our provider agencies that actively support persons with Intellectual and/or Developmental Disabilities have worked **very** hard to convert all mandatory training modules to live-streaming or recorded classes to comply with this directive.

***This restriction halted the training of the portions of the approved CPIS' that are in-person and "hands-on"; the hands-on aspects of these skill practices and training demonstrations violate the 6-foot social distancing rule of Public Health Orders. It did NOT preclude, however, the remote training of the crisis prevention skills of the approved CPIS' by certified agency trainers.***

In the first few months of the pandemic, agencies continued to have Direct Support Professionals (DSP) previously trained in the Crisis Prevention & Intervention Systems (CPIS); however, there have been some uncertified or untrained DSP who have physically restrained individuals resulting in possible physical injury or harm. Situations such as this necessitate a report to DHI Incident Management Bureau. We are impressed that the use of EPR by untrained DSP has remained low. However, with potential risk of significant harm (including asphyxiation or death) if emergency physical restraint techniques are not implemented correctly, continued prohibitions against in-person hands-on training is an **immediate and ongoing** concern for the safety of all! The DDSD Training Unit and Bureau of Behavioral Support have received many requests from providers to clarify whether or not in-person hands-on training may take place to: 1) train new DSP, or 2) recertify DSP for CPIS. It is precisely for this reason that DDSD is making an exception to allow the hands-on training of these physical intervention skills when necessary to assure DSP are able to address behavioral issues when an individual is in imminent risk of hurting self or others.

The protocol for in-person training of physical intervention skills outlined below was first initiated by the companies that developed these interventions. The risk assumed by close physical contact during the training is considered to outweigh the risks of not having DSP trained in the effective use of the interventions. For DSP who must be certified in the physical intervention skills, each agency will need to balance the safety of all concerned with competency development. In short, each agency must consider the risk of training DSP as compared to the risk of not having DSP who are trained in the effective use of CPIS.

If an agency (in conjunction with a person's team) considers hands-on CPIS training to be necessary to keep people safe, all following guidelines **MUST BE FOLLOWED** in order to train physical intervention techniques in person:

1. Participants attending hands-on training in physical intervention techniques must attest they are healthy and to the best of their knowledge NOT at risk of spreading COVID (i.e. do not have COVID symptoms, do not have COVID and are not in a quarantine or stay at home period if exposed to COVID). See Policies on the Prevention and Control of COVID-19 in New Mexico available at <https://cv.nmhealth.org/covid-safe-practices/>.
2. Prior to attending the training everyone (trainers included) will be asked to take their temperature and make a self-health assessment that they are not experiencing COVID symptoms. CDC recommends that a temperature below 100.4 degrees Fahrenheit is the maximum temperature permitted to participate. Please ask your DSP to self-screen at home on the morning before the training.
3. There should be sufficient space to allow for appropriate social distancing (e.g. minimum 6-feet between all participants) in a well-ventilated training room or out-of-doors to allow for social distancing when the trainer and student do not need to be in close proximity for the hands-on portions of the training.
4. Classes may not exceed current Public Health Orders in the respective county for size of groups (this number includes the trainer!) See the "Red to Green Framework available at <https://cv.nmhealth.org/public-health-orders-and-executive-orders/>.
5. Prior to entering the training room there will be a sign-in area where temperatures will be taken, participants will sanitize or wash their hands, and masks will be required. No one should enter the training room until their sign-in process is completed.
6. Masks must be worn throughout the training unless a participant is actively drinking a beverage. Eating will only occur at a break once the person leaves the training area. If the person returns, s/he must re-sanitize their hands. The same mask can be re-used.
7. Participants will be divided into small groups of no more than 5 persons. Participants must remain with the same group throughout and have only one partner for the physical intervention aspects of the training.
8. If allowed by the system protocol, trainers may minimize contact by: a) first showing a video or providing live-streaming of the skill, b) having the student practice on an imaginary

partner or mannequin for multiple repetitions, and c) having students demonstrate one test repetition with a partner.

9. If practicing or performing skill demonstration of any physical intervention skills on a person, each participant will keep the same partner throughout the training.
10. If going to work a shift after the class, participants should bring a change of clothing for after training.
11. Agencies shall scan and send all CPIS training rosters to the DDS/D/BBS regional staff once the training has been completed.

For additional information or questions, contact DDS/D/BBS Regional staff

Metro	(Bernalillo, Sandoval, Tarrant, Valencia counties)	<a href="mailto:caroline.chavez@state.nm.us">caroline.chavez@state.nm.us</a> <a href="mailto:wanda.durant@state.nm.us">wanda.durant@state.nm.us</a>
Northeast	(Colfax, Harding, Los Alamos, Mora, Rio Arriba, San Miguel, Santa Fe, Taos, Union counties)	<a href="mailto:rita.santistevan1.@state.nm.us">rita.santistevan1.@state.nm.us</a> <a href="mailto:sabrinaA.james@state.nm.us">sabrinaA.james@state.nm.us</a>
Northwest	(Cibola, McKinley, San Juan counties)	<a href="mailto:ryan.trujillo@state.nm.us">ryan.trujillo@state.nm.us</a>
Southeast	(Chaves, Curry, De Baca, Eddy, Lea, Lincoln, Guadalupe, Roosevelt, Quay counties)	<a href="mailto:george.vigil1@state.nm.us">george.vigil1@state.nm.us</a> <a href="mailto:melisa.hernandez2@state.nm.us">melisa.hernandez2@state.nm.us</a>
Southwest	(Catron, Dona Ana, Grant, Hidalgo, Luna, Otero, Sierra, Socorro counties)	<a href="mailto:david.chavez3@state.nm.us">david.chavez3@state.nm.us</a> <a href="mailto:madelon.winters@state.nm.us">madelon.winters@state.nm.us</a>

#### Additional Resources:

- NM DOH COVID-19 Site: <https://cv.nmhealth.org/>
- DDS/D COVID-19 Site: <https://nmhealth.org/about/ddsd/diro/ddcv/>
- NM DOH COVID-19 Safe Practices: <https://cv.nmhealth.org/covid-safe-practices/>
- Report a Public Health Order Violation: <https://www.newmexico.gov/2020/03/25/how-to-report-non-compliance-within-a-business-a-violation-of-the-mass-gatherings-ban-or-other-violations-of-the-public-order/>
- NM DOH COVID-19 Vaccine General Information: <https://cv.nmhealth.org/covid-vaccine/>
- NM DOH COVID-19 Vaccine Site: <https://cvvaccine.nmhealth.org/>



Do you want to pre-register for your COVID-19 Vaccine?  
**Visit [cvvaccine.nmhealth.org](https://cvvaccine.nmhealth.org) to register today.**