

Behavioral Health Technician (BHT) Responsibilities and Procedures



OUR MISSION

To develop and maintain a team of committed professionals, passionate about identifying human service needs and creating solutions for individuals and families that result in positive growth and a better quality of life.

BHT GOALS

- ✓ Provide a safe and therapeutic treatment environment for individuals suffering with addiction and mental health issues
- ✓ Assist clients with regaining a positive outlook for recovery
- ✓ Provide knowledge of the multiple pathways for recovery (Alcoholics Anonymous (AA), Narcotics Anonymous (NA), Dual Recovery Anonymous (DRA), Self-Management and Recovery Training (SMART), Refuge Recovery
- ✓ Work as a team with all departments to assure the best treatment
- ✓ Communicate with counselors to enhance client treatment needs
- ✓ Inspire and encourage clients to make better choices that will save their lives
- ✓ Listen to client concerns and communicate to others as appropriate
- ✓ Make a difference in the lives of those we serve

WORKING TOGETHER

- **Services we provide are based on individual need through medical care, counseling and aftercare**
- **Clients meet regularly with medical and/or psychiatric physicians to address health concerns of each individual**
- **Counseling services are provided by trained counselors and counselor assistants to assure an effective treatment plan**
- **Case/aftercare coordinators are assigned to assist with managing follow-up care to maintain recovery**
- **Communication is key to the success of the program**
- **New ideas are always welcome and encouraged**
- **Staff and Town hall meetings are offered to inform staff of any changes, new programs and allow an opportunity to address issues and concerns**

SHIFT RESPONSIBILITIES

- ✓ **Unit Assignment:** Upon clocking in, see supervisor for unit assignment and head to that unit to gather shift report from previous tech, go over any issues, problems or concerns that you need to be aware of
- ✓ **Paperwork/Materials:** Ensure you have all necessary documentation for the day. This should include the following
 - Shift Report Log, Client Location Sheet, Resident Daily Activity Schedules
 - Updated Bed Boards, Lecture Material
 - Sign Out Sheets for Community Meetings
- ✓ **Maintain Safety and Structure:** Know how many residents are on your unit, headcounts need to be done frequently. Tech staff must be aware of the resident's schedule for that day, ancillary activities that are taking place, and any paperwork that is needed during the scheduled shift

SHIFT RESPONSIBILITIES

✓ **Groups/Functions: Facilitate the groups in accordance with the daily schedule. Groups and functions could include the following:**

- ❖ Community Meeting
- ❖ Lecture
- ❖ Relapse Prevention
- ❖ Meal Times: Monitoring resident meal times
- ❖ Med Passes: Med Passes must be monitored by tech staff at all times
- ❖ Smoke Breaks- Monitoring client Smoke Breaks

✓ **Documentation: All documentation should be current and up to date throughout the day and documented as it happens. (ex. Shift Report and Client Location Sheet)**

- Bed Checks - These need to be done every ½ hour and documented accordingly. This form must be turned in at the end of your shift.
- Roll Calls - Document residents who are not waking up for roll call so that it can be addressed by Clinical Staff.

LOGGING AND DOCUMENTING

- **Please use only black ink only when logging, no exceptions.**
- **Documentation must be able to be read by all staff, please write clearly.**
- **Tech staff must always carry a blank log sheet with them as they are working, and this log sheet must be kept in your unit's binder.**
- **Tech staff should not use notes or other papers as means to remember what to log, all events should be recorded on the log sheet as they occur and in real time.**
- **When documenting events between clients and staff, names should not be used. Techs should use titles or the word "staff" only. (ex. Clinical Supervisor, Counselor, Nurse...)**
- **Tech staff must log all functions detailing what occurred, rec, dinner, step study, art, music, in-house meeting, reflections, study time, all functions. (ex. Dinner- All clients attended dinner. Clients completed roll call without redirection and all chores were completed and silverware returned.)**
- **Tech staff will document by using-WHO, WHAT, WHERE, WHEN and WHY format**
- **Documentation should always be a Fact, something that truly exists or happens, and never Opinions.**

LOGGING AND DOCUMENTING

- In the event a Learning Opportunity is given, tech staff will ensure to record that in the Shift Report, so that clinical is aware and can follow up.
- Tech staff must be sure to have the right name of client when logging. Use client's proper first name and 1st three letters of last name. Tech staff are to use the client's pictures in the back of log book if uncertain of a particular client's name.
- Tech staff will log incidents between clients individually and separately. There should always be two separate entries when documenting issues between clients.
- Tech staff must be sure to document redirections to client and what was the directive. Did client comply to redirection, how, what did client do or say.
- Tech staff will sign their initials when completing logging on the log sheet
- Tech staff will log when a client apologizes. (What did client say, what was the apology for, etc.)
- Tech staff should also log good behaviors. (Who was the client, what action/behavior took place)
- Tech Staff should be transparent with clients regarding information that is being documented.

LOGGING AND DOCUMENTING - EXAMPLE

Incorrect:

11:20am: John Smi Client Concern: John came to tech Joey regarding an issue that he was having with his roommate Josh Str. John stated that his roommate was obnoxious and he couldn't sleep. John was directed to his Counselor Jane.

(The above uses staff names, other resident's names, and an opinion, not a fact regarding the situation as to why the resident is unable to sleep.)

Correct:

11:20am John Smi Client Concern- Client came to tech staff regarding an issue that he was having with his roommate. Client stated that he is unable to sleep due to his roommate consistently making noises, getting up, and turning the lights on during the night. Client was directed to his primary counselor to discuss a potential room change or solution to this issue. Client's counselor was also informed by tech.

11:20am Josh Str Client Concern: It was brought to this techs attention that this resident is consistently making noises, getting up, and turning the lights on in the middle of the night, causing another client to not be able to sleep. This information was passed on to the client's primary counselor.

(The above example does not include staff's names only titles, was documented separately to avoid using another client's names, and includes facts regarding the situation and not opinions.)

CODES AND EMERGENCIES

- **Blue** - any medical emergency requiring nursing to respond to assist
- **Red** - visible fire/explosion/unexplained heavy smoke/fire alarm/concerning smell
- **White** - staff needs assistance (ex. potential fight, act of violence or uncontrollable situation)
- **Green** - walk off (client is leaving against facility advice [AFA], or without permission)

CODES AND EMERGENCIES

- ✓ Repeat the code 2 times accurately and clearly on the walkie, making sure to be precise with location of code
- ✓ An incident report is to be filled out by the person who called the code
- ✓ Incident reports need to be filled out when any injury occurs (this includes cuts, sprains, falls, etc.) and must be filled out properly with specific and accurate details. Must be signed by supervisor on duty prior to giving to program director
- ✓ Incident reports must be completed when contraband is discovered or turned into staff
- ✓ Incident reports must be completed if threats are made

Quick note: It is safe to assume that an incident report should be completed when anything out of the ordinary occurs – if unsure ask your supervisor.

WALKIE TALKIE USE

- ✓ **Be clear when speaking.**
- ✓ **Wait and listen to avoid walk-overs of other conversations.**
- ✓ **Repeat codes two times and ALWAYS be precise on location of code.**
- ✓ **Be specific on whom you are addressing ex. Supervisor _____, Tech _____, Detox Tech _____ or Counselor _____ etc.**
- ✓ **Respond after to let other person know you heard their message. (“copy that”)**
- ✓ **Hold talk button down for 1 sec before speaking to assure clarity.**
- ✓ **Remain professional. Never communicate personal client information over walkie or information that does not pertain to work.**

CAREER PATH

- **Through work experience, leadership and growth, individuals will have opportunities to excel in the workforce. Pyramid is currently in 6 states (PA, NJ, MD, NC, GA, CT) and continues to expand - there are always opportunities to grow professionally within this organization.**
- **Full-time positions are available to those seeking a permanent position**
- **You are encouraged to apply for any position you qualify for that meets your professional goals and personal needs**
- **Ample trainings are provided and that you can self-enroll in to enhance your knowledge within this field**
- **Education assistance is available upon request through HR**
- **Talk to your HR rep regarding career path avenues and how to get there – Lead Tech, Tech Supervisor, Aftercare Coordinator, Counselor Assistant, Counselor, LPN, Call Center...**