



THE JOINT COMMISSION R³ REPORT: NEW AND REVISED
RESTRAINT AND SECLUSION REQUIREMENTS FOR
BEHAVIORAL HEALTH CARE AND HUMAN SERVICES
ALIGNMENT TO AEGIS CRISIS PREVENTION™ TRAINING PROGRAMS



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THE JOINT COMMISSION R³ REPORT: NEW AND REVISED RESTRAINT AND SECLUSION REQUIREMENTS FOR BEHAVIORAL HEALTH CARE AND HUMAN SERVICES ALIGNMENT TO AEGIS CRISIS PREVENTION™ TRAINING PROGRAMS

Effective January 1, 2025, The Joint Commission has introduced new and revised requirements for behavioral health care and human services organizations that use restraint and seclusion. This fully revised and updated guidance fully replaces the previous standards, aiming to reduce redundancies, streamline processes, and remove the requirements around physical holding of children and youth in these settings. Additionally, The Joint Commission has refined its definition of restraint to make clear which practices do, and do not, meet the criteria for restraint. As a result, the revised restraint and seclusion requirements only apply to physical interventions covered under the updated definitions of restraint and seclusion.



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UPDATED REQUIREMENTS

AEGIS CRISIS PREVENTION™ ALIGNMENT

The Joint Commission R³ Report

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New and Revised Restraint and Seclusion Requirements for Behavioral Health Care and Human Services Organizations

The new requirements, standards, and elements of performance (“EPs”) apply to behavioral health care and human services organizations that use restraint and seclusion.



Standard CTS.05.05.05

Staff are trained and competent to minimize the use of restraint and seclusion and, when use is indicated, to use restraint or seclusion safely.

Aegis Crisis Prevention™ utilizes a trauma-informed, person-centered approach that equips staff to recognize and evaluate potential workplace violence risks. This training emphasizes proactive strategies, including verbal de-escalation and escaping unwanted contact techniques, that are alternatives to more restrictive physical interventions. Aegis also enables staff to address situations that may escalate beyond preventative measures. When necessary, physical holding skills are introduced as a last-resort intervention.

Aegis utilizes evidence-based curriculum to educate each participant on the risk of restraint and provides framework to support safety-oriented thinking and decision-making. Each participant is required to complete learning checks to demonstrate competency in each module of the Aegis curriculum.

	<p>Aegis does not include the use of seclusion in its instruction but recognizes seclusion is utilized in various settings as part of a comprehensive approach to mitigating workplace violence.</p>
<p>EP1</p> <p>The organization trains staff on the use of restraint and seclusion and assesses their competence prior to participating in the use of restraint and seclusion and on a periodic basis thereafter.</p>	<p>Aegis Crisis Prevention™ utilizes a Train-the-Trainer model as the primary delivery vehicle for in-person learning. Certified Aegis Trainers are evaluated on their ability to apply the physical skills and prescribed Aegis Holds™ safely and effectively. Rigorous performance-based standards are maintained. Aegis Trainers also receive standardized performance-based resources to assess the competency of the staff they train, ensuring each team member can demonstrate these principles. Decisions regarding seclusion remain subject to each organization's policies and procedures, and Aegis Trainers are empowered to adjust the curriculum accordingly.</p> <p>Aegis Crisis Prevention™ requires a refresher training every 6–12 months and strongly encourages more frequent ongoing practice to maintain skills and reinforce safe intervention strategies. Organizations are also encouraged to engage in less-formal practice of Aegis physical techniques whenever the opportunity presents itself.</p>
<p>EP2</p> <p>Any staff involved in the use of restraint or seclusion receive education and training and demonstrate knowledge focused on the following:</p> <ul style="list-style-type: none"> Strategies to identify behaviors of staff and individuals served, events, and environmental factors that may trigger circumstances that require the use of restraint and seclusion 	<p>Aegis Crisis Prevention™ examines the impact of trauma and the brain's stress responses on individuals in crisis, as well as on the team members caring for them. By exploring activating events (antecedents), Aegis training guides participants to better understand how these influences shape the behavior of both staff and the person in crisis.</p>
<ul style="list-style-type: none"> Recognizing how factors such as age, developmental considerations, gender, ethnicity, history of abuse, etc. may affect the way in which an individual reacts to physical contact 	<p>Aegis thoroughly addresses compassionate communication strategies, centered around applied empathy. Aegis training emphasizes how factors such as an individual's age, cognitive functioning, existing diagnosis, cultural background, environmental factors, and history of trauma can profoundly influence communication and must be taken into account.</p>
<ul style="list-style-type: none"> Use of nonphysical intervention skills 	<p>Aegis emphasizes identifying the earliest warning signs of distress and micro-escalations, which warrant a situation-appropriate response of providing immediate, supportive intervention. Team members learn to maintain applied empathy when setting limits, redirection to reduced-stimulus space, effective communication, and team coordination, as well as to adjust atmospherics to enhance the safety climate. There is clear focus on reflective listening and holding boundaries in ways that maintain the dignity and respect of individuals. A core theme is empowering professionals to work around power struggles.</p>
<ul style="list-style-type: none"> Methods of choosing the least restrictive intervention based on an assessment of the behavioral or medical status or condition of the individual served 	<p>With Aegis, safety-oriented decision-making is to be maintained at all times. This considers the likelihood of a behavior and the potential severity of any harm. This systematic approach helps professionals remain objective, safeguarding from emotional overreaction or underreaction, and ensures that physical techniques are used only as a last resort. When evaluating behavior, staff assess the level of imminent harm and its probable outcomes. More restrictive interventions may only be employed when less restrictive interventions have been exhausted and there is clear evidence of imminent harm. Curriculum and guiding framework for this decision-making is included in Aegis instruction.</p>

<ul style="list-style-type: none"> Safe application and use of all types of restraint or seclusion used in the organization, including training in how to recognize and respond to signs of physical and psychological distress 	<p>Aegis interventions are engineered to reduce risk of injury to individuals and staff. They are minimally invasive and do not manipulate joints or utilize pain compliance. All Aegis techniques have been independently reviewed by panels of doctors (kinesics review) to make an accurate determination of their level of risk to a person's airway and physical injury. Independent review of the psychosocial risk has also been conducted and factored. No physical intervention is free from risk and Aegis provides solutions that best mitigate the risk of physical intervention when the need is inescapable.</p>
<ul style="list-style-type: none"> Identification of specific behavioral changes that indicate that restraint or seclusion is no longer necessary Monitoring the physical and psychological well-being of the individual Recognizing when to contact a medical professional 	<p>Certified Aegis Trainers are coached and provided with framework for how to instruct Aegis Holds™ in a way that effectively transfers learning, anticipates incorrect application of technique, and supports performance-based assessment. This instruction includes when restraint is no longer necessary (Signs of De-escalation and Releasing § 4.12) and specific guidelines for monitoring an incident of restraint (The Aegis Safety Position™ § 4.8 / The Eagle § 4.9). Specific guidelines for when to contact a medical professional and when to immediately discontinue the use of restraint are also included in Aegis instruction and appear redundantly in the Aegis Trainer Manual™, Aegis Teaching Guide™, Aegis Participant Guide™, and all supporting documents within the Aegis Trainer Portal™. This portion of the Aegis curriculum is written as policy and procedure.</p>
<p>EP3</p> <p>Staff providing training in restraint and seclusion have education, training, and experience in the techniques used to address behaviors of individuals served that necessitate the use of restraint and seclusion.</p>	<p>Aegis Crisis Prevention™ primarily uses a Train-the-Trainer (TtT) model for in-person learning. The Aegis TtT model ensures the fidelity of The Aegis System™ that Certified Aegis Trainers will deliver to the staff of their own organization. Through structured presentations, real-world examples, hands-on practice, and performance-based assessment, participants gain practical skills that are proven to prevent and mitigate workplace violence.</p>
<p>EP4</p> <p>The organization documents in staff records that restraint & seclusion training and demonstration of competence were completed.</p>	<p>Found within the Aegis Trainer Portal are staff training documents, certificate templates, and performance-based reviews that allow organizations to maintain accurate and defensible records of training and performance-based certification.</p>
<p>Standard CTS.05.05.07</p> <p>The organization takes action to reduce the need for restraint and seclusion.</p>	
<p>EP1</p> <p>To minimize the use and impact of restraint and seclusion, the organization performs an initial assessment on an individual who is at risk of endangering themselves or others and identifies the following:</p>	
<ul style="list-style-type: none"> Techniques and/or tools that would help the individual 	<p>Aegis provides instruction that empowers participants to maintain person-centered communication, a nonjudgmental attitude, and a strength-based approach to all individuals. The intention is to provide solutions that help and support individuals on a day-to-day basis as well as when behaviors escalate.</p>
<ul style="list-style-type: none"> Signs of escalation, to prevent reaching the point of imminent risk 	<p>Aegis provides instruction in recognizing micro-escalations (early warning signs) and provides intervention solutions at each stage along a continuum of behavioral escalation. Empowering professionals to recognize these early warning signs, thus triggering early intervention, enables coregulation. This is what prevents escalation to the point of imminent risk. These solutions emphasize preventative and noninvasive evidence-based interventions and also include situation-appropriate interventions if the point of imminent risk is reached.</p>

<ul style="list-style-type: none"> Interventions that preserve the dignity of the individual if placed in restraint and seclusion 	<p>Aegis maintains a trauma-informed approach to behavioral intervention (TRUST Model, § 1.4), which honors the reality of trauma survivors, and maintains this approach during acute crisis intervention. In addition to this trauma-informed approach, the Aegis commitment to applied empathy and the design of Aegis's physical intervention solutions clearly make any action that does not preserve the dignity of a person in crisis out-of-bounds per the Aegis model. Aegis publishes a formal zero-tolerance policy for any type of staff counter-aggression or abuse, be it physical, emotional, or psychological.</p>
<ul style="list-style-type: none"> Preexisting medical conditions or any physical, intellectual, developmental or cognitive disabilities and limitations that would place the individual at greater risk during restraint and seclusion History of sexual or physical abuse or other trauma that would place the individual at greater psychological risk during restraint and seclusion 	<p>Aegis instructs participants to factor these considerations within safety-oriented decision-making. These factors are addressed with Person-Centered Planning (appx. III) as well as The Risk of Restraint (§ 4.1), Safety Briefing (§ 4.2), and The Aegis Safety Position™ (§ 4.8) in The Aegis System™. Also reference the above alignments with trauma-informed care, which are positioned throughout the training program.</p>
<p>EP2</p> <p>Whenever possible, the organization uses nonphysical techniques based on the initial assessment in managing behaviors of individuals served.</p> <p>EP 2 Note 1</p> <p>Such techniques may include implementing a crisis response plan, redirecting focus, employing verbal de-escalation and positive behavioral support or using sensory modulation</p>	<p>Aegis Crisis Prevention™ utilizes a trauma-informed, person-centered approach that equips staff to recognize and evaluate potential workplace violence risks. This training emphasizes proactive strategies, including verbal de-escalation and escaping unwanted contact techniques, that are alternatives to more restrictive physical interventions. Aegis enables staff to address situations that may escalate beyond preventative measures. When necessary, physical holding skills are introduced as a last-resort intervention.</p> <p>Aegis emphasizes identifying the earliest warning signs of distress and micro-escalations, which warrant a situation-appropriate response of providing immediate, supportive intervention. Team members learn to apply empathy, redirection to reduced-stimulus space, effective communication, and team coordination, as well as to adjust atmospherics to enhance the safety climate. Verbal and nonverbal de-escalation skills are instructed.</p>
<p>Standard CTS.05.05.09</p> <p>The organization assesses and monitors the individual in restraint or seclusion.</p>	
<p>EPI</p> <p>These assessments and interventions include the following, as relevant:</p> <ul style="list-style-type: none"> Assessing for signs of injury; Addressing nutrition and hydration status; Assessing physical and psychological status and comfort; Assessing hygiene and elimination needs; Addressing readiness for discontinuation of the restraint and seclusion. 	<p>Aegis instructs participants to factor these considerations within safety-oriented decision-making. These factors are addressed with Person-Centered Planning (appx. III) as well as The Risk of Restraint (§ 4.1), Safety Briefing (§ 4.2), and The Aegis Safety Position™ (§ 4.8) in The Aegis System™. Also reference the above alignments with trauma-informed care, which are positioned throughout the training program. A trauma-informed approach is maintained before, during, and after an incident of behavioral escalation.</p> <p>Aegis instruction includes procedure for addressing hygienic concerns, such as evacuation of waste (§ 4.9) and signs of De-escalation and Releasing from an Aegis Hold™ (§ 4.12).</p>
<p>Standard CTS.05.05.015</p> <p>Restraint and seclusion use are discontinued when the individual served meets the behavior criteria for discontinuation.</p>	
<p>EPI</p> <p>As early as feasible in the restraint and seclusion process, the individual is made aware of the rationale for restraint and seclusion and the behavior</p>	<p>Aegis Crisis Prevention™ instruction includes critical communication, specific considerations, and procedure for the duration of an incident, as well as how to intentionally release or discontinue an Aegis Hold. The Aegis System™ provides guiding framework that addresses this EP and minimizes</p>

criteria for its discontinuation. Restraint and seclusion are then discontinued as soon as the individual meets the criteria.	the risk of longer-than-necessary incident duration. Aegis instructs and expects (by way of policy and procedure) for participating organizations to communicate the safety concern (§ 4.13) and boundaries (criteria) to the person held in restraint, in line with this EP.
Standard CTS.05.05.017 The individual served and staff participate in a debriefing about the restraint or seclusion episode.	
EP2 The debriefing about each episode of restraint or seclusion is used to do the following: <ul style="list-style-type: none"> • Identify what led to the incident and what could have been handled differently; • Ascertain that the physical well-being, psychological comfort, and right to privacy were addressed; • Counsel the individual served for any trauma that may have resulted from the incident; • Assess the impact of the restraint or seclusion episode on their behavioral functioning; • When indicated, modify the individual's plan for care, treatment or services. 	Aegis Crisis Prevention™ stresses the importance of thorough post-incident debrief and documentation whenever physical intervention was used. Incident debrief and documentation are included in Aegis instruction in line with this EP. This process includes fostering a better understanding the event from the individual's perspective, providing the necessary support for the person held in restraint in the moment, and reestablishing rapport with the intention of avoiding future escalation.
Standard CTS.05.05.019: The organization documents the use of restraint or seclusion.	The Aegis System™ provides instruction on post-incident procedure that includes documentation. Participants are coached on how to draft an objective record of the incident within a form that supports the aggregation of data for review and assessment. This supports a process of continual improvement and informs adjustments to individual behavior plans as well as organization-wide policy and procedure. Aegis provides the necessary instruction and templates for incident documentation.