

CVS POLICY & PROCEDURE MANUAL

Policy Area: **Operation Policy – Service Delivery**

Policy #: **5.21 Positive Interventions and Behaviour**
Policy Name: **Approaches**

Group: All staff, Consumers, Contracted Caregivers

Purpose:

To ensure individuals are treated with dignity and provided with opportunities for personal growth and development while being supported during challenging times.

To ensure CVS staff have appropriate guidance and training and support to implement behavior interventions.

Policy Statement:

The Community Ventures Society will deliver services that develop each individual's physical, intellectual, spiritual and emotional potential and enriches their quality of life. All employees will interact with participants in a dignified and honest manner, creating a warm, friendly, empowering and mutually respectful relationship with them.

Employees must have the knowledge, skills and understanding to respond to behaviour and specific conditions in a professional and considerate manner. Caregivers occupy a position of trust and have an obligation to deliver services that match the individual's communication and learning styles. Staff promote and facilitate positive outcomes in the best interests of the people they serve, with each individual's personal values, desires and wishes as much as possible.

The rights, safety, welfare and dignity of all participants are of the highest importance. The essential human rights of all clients must be safeguarded. These include the right to regular meals, appropriate clothing, health care, shelter and safety.

We support many clients who have developed their behavioural responses over a period of many years/decades as a result of a life experience that has never been consistently caring, safe and secure. We have had more success promoting positive behaviours and minimizing negative behaviours by meeting peoples needs and managing their environment to be more responsive to their needs than by any other method.

CVS recognizes that behaviour is a form of communication and views challenging behaviour as an individual's attempt to communicate and/or fulfill his/her needs. Behaviour interventions are implemented in response to challenging behaviour as part of an overall behavioural plan that considers the physical, environmental, emotional, and social factors that may be contributing to the behaviour as well as the message the individual may be trying to communicate.

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CVS uses positive behaviour interventions that:

- ? Emphasize personal growth and dignity
- ? Show respect for the individual and his or her life experience, unique personality, and learning style
- ? Take into consideration the safety and well being of individuals
- ? Have a positive focus to change
- ? Use restrictive measures only if positive approaches have proved ineffective.

CVS provides training and orientation to employees in the use of positive approaches and supports on a regular basis.

Practice Standards:

Behaviour Plans will:

1. Be developed using a team approach involving the person (where appropriate) and his/her support team. This team typically includes his/her family, the staff groups supporting the person, the Program Manager, the Social Worker or Planner, and any health care professional supporting the individual. It is the responsibility of the Home Supervisor or Program Coordinator to ensure everyone knows about the situation and has the necessary materials to prepare for the meeting.
2. Focus on supporting the individual to learn over time to either self manage their own behaviour or to learn new skills and ways of managing in environments.
3. Include changes in staff behaviour and the environment to provide the most effective learning environment for the individual.
4. Be reviewed annually or at any time that a less restrictive approach is possible. Shorter learning goals will need to be reviewed as outlined.

Staff Training & Support

Staff and volunteers receive general information about positive approaches as part of the orientation.

Home Supervisors/Program Coordinators provide regular review of positive interventions at staff meetings and one to one sessions with staff and volunteers.

Staff who are required to implement behaviour intervention plans receive training and support from a professional behavioural consultant and/or from their Program Manager.

Rights

Restrictions on the rights of an individual must follow the policy and behavior plan; otherwise, rights restrictions are not implemented by staff.

Individuals, their guardian or their advocate provide consent by agreeing to the implementation of the behaviour plan.

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Rights restrictions are time limited and reinstated as soon as possible.

Best Practices:

The attached guidelines entitled “Steps to Follow When Creating a Behaviour Plan” should be used when initiating or reviewing a behaviour plan.

Policy Audit: March Annually

Date Issued: March 2004

Date Revised:

Position

Responsible: Executive Director or Designate

References:

- ✍ Steps to Creating a Behaviour Plan (attached)
 - ✍ Policy 5.4 Consumer Rights – Children & Adults
 - ✍ HR 6.11.B - Staff Code of Ethical Conduct
 - ✍ 9.13 - Guidelines for Responding To Challenging Behaviour in Children
 - ✍ 9.14 - Behaviour Management Techniques & Guidelines
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Steps to Follow in Creating a Behaviour Plan

Steps to take.	Some suggestions about what to think about.
<p>If someone you know is experiencing challenges with his/her behaviour that is concerning team members, the first thing you should do is schedule a full annual physical examination with their primary physician and ensure that dental care is up to date.</p> <p>Consider the questions:</p> <ul style="list-style-type: none"> ? Does the behaviour cause harm to the person or other people? ? Is the behaviour ongoing over time? ? Does it get in the way of a goal, objective or life plan? If so what is that goal or objective or plan. ? Does the behaviour strongly inhibit community participation? 	<p>Many behaviours surface as:</p> <ul style="list-style-type: none"> ✗ expressions of chronic pain from conditions that have not been diagnosed and treated <p style="text-align: center;">or</p> <ul style="list-style-type: none"> ✗ indicators of a new condition or illness that need to be addressed
<p>The program leader needs to determine whether there is an urgent immediate need to act to safeguard the individual, the staff or other community members.</p> <p>If so – then a crisis plan is needed and the program leader should call a team meeting within 24 – 72 hours to ensure a plan.</p>	<p>Resources for teams experiencing crisis with someone they support include:</p> <ul style="list-style-type: none"> ✗ Program Manager intervention and expertise ✗ Behavioural Consultant intervention and expertise ✗ Mandt Crisis Intervention training with Michele Schiffers ✗ Respite Placement if appropriate and helpful ✗ Personal counseling, etc. ✗ Apply for IACR money for the individual to receive supports from Applied Psychology Group or the Mental Health Team

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Steps to take.	Some suggestions about what to think about.
<p>If there is not a crisis then:</p> <p>Circulate the questionnaire designed to bring together information about the person's behaviour</p> <p>Book a meeting as soon as possible. This meeting should occur within 2 weeks.</p>	<p>The questionnaire should be given to the individual, their family or primary caregiver, all support staff. Everyone should complete it prior to the meeting.</p> <p>Only key players might be at the meeting but lots more people could do the questionnaire.</p>
<p>Determine if CVS has the resources to respond to the situation or if assistance from other professionals is required.</p>	<p>Include other professionals as appropriate</p>
<p>Book and host a team meeting.</p>	
<p>Develop a plan using the Behaviour Plan Template</p> <p>Record and summarize plan with team at the meeting</p> <p>Type up and have plan reviewed and signed off by all team members</p>	<p>Include the following elements in the plan:</p> <p>A description of the behaviour that includes what it is, when it happens, who it happens with etc.</p> <p>A summary of the communication or intent of the behaviour to the best of our knowledge today.</p> <p>Clear objectives.</p> <p>Steps towards self management. What can the person learn that will help him or her to deal effectively in situations. How will we teach that in a supportive and helpful way. Write a program plan to teach this skill.</p> <p>Steps for staff to take to assist the individual to manage behaviour.</p> <p>Changes in the environment that will improve the situation.</p>