

Positive Behavioural Support (PBS) Program Handbook



"BELIEVING IN POTENTIAL"

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Vision

Communities where all children, youth and families are welcomed, included, and leading lives of well-being based on their own individual strengths, interests, and values.

Mission

To provide timely, accessible and supportive community programs and services for the optimal development of children and youth, where children, youth and families flourish and reach their potential.

Values

Respectfulness

Excellence

Attitude of sharing

Collaborative Spirit

Honesty

Continuous Improvement

Handle resources efficiently

Integrity

Learning

Diversity



Guiding Principles

1. Appreciating childhood as a unique and valuable stage of the human life cycle and basing our work with children and youth on the knowledge of children development.
2. Appreciating and supporting the bond between the child or youth and family.
3. Recognizing that children and youth are best understood and supported in the context of family, culture, community and society.
4. Respecting the dignity, worth and uniqueness of each individual (child, youth, family member, and colleague).
5. Helping children and youth achieve their full potential in the context of relationships that are based on trust, respect, and positive regard.
6. That children are best nurtured by a family that knows, loves and honors them for who they are.
7. That all children have the right to play and learn in an inclusive environment that meets the needs of children with and without disabilities.
8. That relationships and friendships are essential to enrich our lives.
9. That all individuals are entitled to the services and supports required to ensure their full participation in our society.
10. That the involvement of families and support networks contributes to everyone's safety and well-being.
11. That services and supports must be delivered in a way that respects an individual's diverse history, culture, race, religion and sexual orientation.
12. That inclusive communities enrich the lives of all citizens.

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REACH POSITIVE BEHAVIOURAL SUPPORT PROGRAM PHILOSOPHY STATEMENT

- Reach Positive Behavioral Support program draws upon research based practices that have been shown to be effective in the study of behaviour as well as other fields, such as education, biomedical sciences, social sciences and developmental psychology to assist families to:
 - reduce or prevent problem behaviours with a focus on a proactive approach,
 - support the optimal development of their child,
 - and to enhance the quality of life for their child and themselves.

- We take a positive perspective and begin with the strengths of the child and the family and our approach is guided by the values of inclusion and respect.

- Our role is to partner with families, rather than to give advice. We recognize that families will know their child best and that combining their knowledge of their child and our knowledge of the science of behaviour will result in effective and meaningful plans and strategies.

- Consistent with the positive focus, we also recognize that the attachment relationship of the child to his or her parents and family is paramount and that plans and strategies must always, ultimately, respect and/or enhance this bond.

OVERVIEW OF THE POSITIVE BEHAVIOURAL SUPPORT PROGRAM (PBS)

- PBS provides behavioural support in the Surrey, Delta, Langley and White Rock area to families of children and youth with special needs aged 3 years to 18 years old, who need help addressing behaviors that are difficult.
- A Behaviour Consultant will come to your house or meet with you at our centre. The Consultant will work in collaboration with your family to identify the most concerning behaviours of your child. Together you will determine the function or meaning of your child's behaviour and develop strategies you can use to address the behaviours and teach your child different ways to get their message across.
- Consultants will likely need to gather information from external professionals familiar with your child; with your written consent.
- You will receive assistance from your Consultant to figure out the meaning of your child's challenging behaviour and assistance with how you can respond best to that behaviour.
- The duration of the PBS program is 130 hours maximum within a one year time period. This will also depend on your priorities and length of time it takes you to implement strategies and achieve goals.
- PBS Consultants are well trained, experienced and are kept up to date with any recent advances in behavioural support. They will adhere to "best practices" which means they will recommend only science based and ethical approaches.
- PBS is a family-centered service funded by the Ministry of Children and Family Development, Child and Youth with Special Needs (MCFD/CYSN). There is no cost to you. Admissions and referrals to the PBS program are determined and made by the Ministry of Children and Family Development. Current criteria is either a diagnosis of autism or IQ below 70 or if you are receiving the "At home funding".
- PBS Consultants can meet from 8:00 am and schedule their last meeting to start no later than 6:30 pm, Monday to Friday.
- Meetings can be held at the family's home or one of our two offices in Delta; our South Delta site near Boundary Bay Airport on 72nd St. or our North Delta site on 84th Ave. and 114th St.

THE ROLE OF THE BEHAVIOURAL CONSULTANT

- The role of the Behavioural Consultant is to assist you in coming up with ways to address the concerns/issues that you have regarding your child's behaviour.
- The Consultant works collaboratively with you, other relevant family members, caregivers, and professionals.
- The Consultant will provide you with a written document that details the strategies that you have jointly developed. These will be strategies that address the targeted concerns and will be implemented by you and designated others. This document is called the "Behavioural Support Plan". This plan will be written within the first three months of service.
- The Consultant will provide modeling and coaching of strategies to ensure that the individuals using the plan have a good understanding of how the plan works.
- WorkSafe BC requires that Reach employees wear shoes at all times. Therefore, Behavioural Consultants are asked to have clean shoes that have not been worn outside or hard soled slippers available to wear during meetings inside a family's home.

THE CARE TEAM

The Care Team consists of all other relevant caregivers and professionals in your child's life. You will be asked to provide a list of this people. The Consultant will not be able share information with others without your written consent with the exception of current staff hired by Reach.

It is best if the whole Care Team can meet together within the first three months of service with PBS and before the plan is written. Follow up Care Team meetings will take place as deemed as necessary by you and your Consultant.

If relevant, the Consultant will be available to attend Individual Education Planning (I.E.P.) meetings conducted by the school.

WHAT IS A BEHAVIOURAL SUPPORT PLAN?

The Behavioural Support Plan will include:

- Our goals and outcomes for your time with PBS;
- A personal profile of your child (likes, dislikes, strengths, etc.);
- History of past strategies and support you've tried and how successful or unsuccessful they were;
- An outline of setting events, triggers and consequences as they relate to the behaviour that you are concerned about; and,
- The strategies that you have developed with your consultant that address setting events, preventative measures, teaching and consequences for behaviour.

The Behavioural Support Plan:

- Is a tool for you to use and refer to when you are challenged by your child's behaviour and to teach skills and promote development;
- incorporates your child's strengths, interests, culture, wishes, learning and communication styles into these strategies;
- will be signed by you to ensure you understand and agree with the contents of the plan and that you received the plan; and,
- Once written, this plan will be sent to your MCFD/CYSN Social Worker and used as a focus for every future meeting.

This following is only a guideline as to what PBS Service may look like. You may achieve goals sooner.

IN THE FIRST THREE MONTHS OF SERVICE



Orientation, Assessment Phase and Plan Development

The Consultant will:

The Consultant will need to meet frequently with you (minimum once per week) to identify one to three priority areas. During these meetings the consultant will gather information through interviews and assessment questionnaires. In addition, part of the process will be to review past strategies, reports, assessments and their outcomes.

In most cases, the Consultant will also meet your child and do observations of the child's social interactions, behaviours, communication style, skills and strengths. If applicable, the child or youth can participate in the plan.

The Consultant may do an observation at your child's school and/or childcare setting if this will be beneficial for developing the home plan. As well the Consultant will need approval from the classroom teacher or caregiver and of course, your consent.

Near the end of the assessment phase the Consultant will present a draft copy of a Behaviour Support Plan to you for final editing. A final copy will be given to you; a copy will be kept in a file at the Reach office and one given to your MCFD/ CYSN Social Worker. Additional copies can be made and distributed as per your consent.

The parents/caregivers will:

Participate in an orientation process which includes:

- Read the PBS family handbook;
- Complete intake/assessment forms;
- Read, agree to and then sign the Reach's Family Rights and Responsibilities
- Read and sign consent forms;
- Actively participate in the assessment phase and plan development which includes collecting data (some examples are ABC charts, time frequency charts, sensory profile, motivation assessment forms etc) and setting goals for the plan; and,
- Meet frequently with the Behavioural Consultant as it relates to the assessment (approximately once a week) and keep in contact with the Behavioural Consultant.

THE NEXT SIX MONTHS



Putting the Plan into Action!

The Consultant will:

Meet with you less frequently during this time depending on your needs. (Once every two to three weeks.) Consultants can be contacted by phone or email if needed prior to the next meeting if you have any questions or concerns.

The Consultant assists in the implementation of your plan by:

- Developing an implementation plan. This plan is used in conjunction with the Behaviour Support Plan. It contains the strategies recommended in the original plan. This plan will outline the designated person (s) that will be implementing each strategy, when and if needed, what materials are needed. This is an easy to use plan/guide for successfully putting the plan into action. This will be review at each meeting.
- explaining, teaching, and modeling strategies;
- coaching;
- modifying strategies as needed;
- providing materials that are needed to assist you in putting the plan into action;
- explaining the development of the materials , so if a similar material is needed in the future, you will know **how** to make it and **why** to make it; and,
- providing an update report with a summary of behavior changes and / or modifications to the original behavior support plan .This update report will be sent to your MCFD/CYSN Social Worker.

The parents/caregivers will:

- consistently use the implementation plan as guide for putting the behaviour support plan into action.
- actively participate in the plan and keep in contact with the Behavioural Consultant;
- implement strategies from the Behavioural Support Plan (put the plan into action);
- collect data again in order to ensure that the strategies are working; and,
- communicate with the consultant about what is working for them and any barriers they are encountering.

THE LAST THREE MONTHS



Observing the Plan In Action!

- If needed the family will continue receiving service. If not needed, the family will be discharged at this point. (see Exit Criteria)

The Consultant will:

- meet with you monthly;
- prepare you for discharge from the PBS program and ensure that you are able to address future behaviors if they should arise;
- Assist with transition to another service, if applicable; and,
- Review the original Behavioural Support Plan to assist your transition from the PBS program.

The parents/caregivers will:

- continue to actively implement and modify the strategies that were developed, if necessary;
- continue to meet with the Consultant; and,
- ask questions and continue to understand the process of analyzing behaviour.

You will also attend a discharge meeting to review:

- transitioning to other services, if applicable;
- the monitoring feature of PBS; and,
- further suggestions , resources and future contact information.

NOTE: your MCFD/CYSN Social worker may be invited to this meeting.

The Reach Positive Behaviour Support Program (PBS) is a family centered program. We recognize you are the expert in your child's life. As part of our family centered practice, our Behaviour Consultants are able to meet you in your home to assist you in implementing this program. This is called a home visit. To assist both parties with an effective home visit here are some guidelines you may find helpful.

- There is no need for you to clean your home prior to our arrival. However we would appreciate a clear place to sit, a clear path to our seat and likely a place to put our laptop and/or a place to complete paperwork.
- There is no need to provide us with beverages, snacks or meals.
- A majority of the time spent in this program is with you, the parents and caregivers. We will be meeting with you to complete assessment information and reviewing data. We may also be meeting with you to discuss strategies in the plan. Out of respect for the child/youth, we prefer not speak about them in front of them; therefore, during home visits it is best to make arrangements for the child to be occupied safely and independently. Some ideas may be to schedule meetings while the child is at school, or out with his or her respite or child care worker, or while watching a movie or playing on his or her iPad independently. At all times during the home visit it is the responsibility of the parent and caregiver to ensure the child is safe.
- The Reach Behaviour Consultant can never be left alone with the child or other children in the home. This program is to develop strategies and to model and coach techniques to you. Therefore it is suggested that you are available to meet with Behaviour Consultant free of distractions.
- At times, the Behaviour Consultant will want to do an observation of the child. The Behaviour Consultant will discuss the expectations and outline of this with you prior to the observation.
- We ask that your pets be put in a separate area during the home visit and if possible, phone calls and meetings with neighbors etc. are made after the Reach home visit.
- When a home visit is scheduled, please plan for our arrival. Please refer to our cancelling appointments policy, if you need to cancel the home visit.
- According to Reach Health and Safety policies, if there has been a history of violence in the home or it is unsafe to meet in the home, an alternate meeting location rather than the home may be used.
- If it has recently snowed, please clear a path on the walkway and stairs leading to your home.

SAFETY AND THE USE OF CELL PHONES

All Reach staff are required to carry their cell phones with them **AT ALL TIMES** and with their phone ringers on. From time to time, the staff person may be required to text or call into the office or to their Program Manager for security reasons. They may also need to answer their cell phones during a home visit or meeting.

DISCHARGE AND MONITORING

When you are discharged from the program, you will receive a final discharge report and then you will be placed on monitoring.

Monitoring allows you to phone or e-mail your Consultant with any questions or concerns you may have for up to three months.

Consultants will no longer meet with the family or members of the Care Team. You will be asked to complete an Exit Survey. Your participation in this survey is voluntary but greatly appreciated.

MEETING OUR GOALS

During our time with you our goal is to:

- Increase your knowledge and skills to address your child's challenging behaviours;
- Increase your child's skills as identified in the Behavioural Support Plan;
- Have a positive impact on your quality of life;
- Eliminate or reduce the problem behaviours identified in the Behavioural Support Plan; and,
- Provide ongoing information to your child and / or family about transitioning to other programs or community supports during your service with this program.

Should you want to receive the Positive Behavioural Support (PBS) Program again in the future, it is your responsibility to contact your MCFD/ CYSN Social Worker.

The Positive Behavioural Support Program conducts surveys in order to get your feedback on the service provided to your family. Participation in these surveys is invaluable for maintaining quality programs.

However, should you have any concerns about the service that you are receiving, please follow the Reach Grievance Policy.

CANCELLATION POLICY

If you must cancel an appointment please call and /or leave a voice mail with your Behavioural Consultant **24 hours** prior to the appointment and provide alternate dates and times to meet.

Reach will advise you of any major disruptions of services and alternate plans. Should you not be able to contact your Behavioural Consultant please contact PBS Coordinator , Elysa Philip at 604-946-6622 ext 312 or elysap@reachchild.org or by calling our Front Desk at 604-946-6622 ext 300.

If you would like to discontinue the service of the Positive Behavioural Support program at any time; please notify your Behavioural Consultant or MCFD/CYSN Social Worker to initiate the discharge process.

SICK POLICY

Families are expected to notify their Behavioural Consultant when anyone in the household is sick with an illness including colds, flues and infections. Behavioural Consultants work with multiple families, some who are medically fragile so, it is important that contagious illnesses be contained. Meetings will be cancelled until the child or family member has either recovered or passed the contagious phase of the illness. Therefore, if your child or any family member has any of the following symptoms, please notify your consultant as soon possible to cancel and reschedule your home visit:

- Diarrhea, nausea, vomiting, abdominal cramps;
- Unexplained rashes or spots;
- Fever over 100F;
- Cold symptoms such as fever, runny nose, coughing sore throat; and,
- Any infectious illness (some examples: Flu, Chicken Pox, Pink eye, Impetigo, Lice).

Staff will also reschedule their home visit with you if they are experiencing any of the above symptoms.

EXIT CRITERIA

Families will be exited from the PBS program when any of the following criteria have been met:

- Goals in the behavioural support plan have been met;
- When one year is completed from the start date;
- There has been a breach in the Family Rights and Responsibilities; and,
- There has been a lapse in service. This means the Behavioural Consultant hasn't heard from you in over two weeks without notice.

REACH'S GRIEVANCE POLICY

Reach is a family-centered organization. Should a concern regarding staff or other issues arise, families are asked to communicate these concerns to their Behavioural Consultant. If families feel that the concern is not resolved to their satisfaction, they can contact the Program Coordinator, Elysa Philip at elysap@reachchild.org complete a Family Grievance form. Family Grievance forms can be obtained from the Reach front desk and will be forwarded to the Associate Executive Director, Lisa Woudzia. The Associate Executive Director will:

- a) speak with the family filing the complaint;
- b) conduct an investigation into the complaint;

- c) take disciplinary action if required; and,
- d) contact the family filing the complaint to follow up with a proposed solution or to update the family within ten working days.

The Associate Executive Director shall notify Reach's Board of Directors of any complaints which have not been resolved to the family's satisfaction through the above grievance procedure.

Reach is committed to ensuring that no barriers to service or any negative consequences result from families bringing their concerns forward.

SMOKING and PETS

Reach employees have the right to work in a non-smoking environment. Because of this, families are asked to smoke only in areas that are separated by a physical barrier where they might meet with Behavioural Consultants. Families are asked to refrain from smoking in a home for a full hour before a meeting is to take place.

Please ensure that all pets are kept in a separate room for the duration of the time that PBS staff are in your home.

REACH RESOURCES FOR PARENTS

Reach Website

Please check out our website periodically for recent agency updates and information at www.reachdevelopment.org

Book and Resource Library

Reach maintains a growing book library on a variety of topics including autism spectrum disorders. Books can be signed out by families who are receiving REACH services and are due for return or renewal after 2 weeks.

Parent Information Exchange

The Parent Information Exchange offers a weekly newsletter that shares up-to-date information that is relevant to parents of children with special needs. It focuses on sharing pertinent information and connecting parents with other parents. Topics covered include: changes to MCFD, policy changes that parents should be aware of, education issues, and upcoming courses and workshops. Parents can also make or reply to postings and arrange to connect with other parents. The information is available on the Reach website www.reachdevelopment.org.

General PBS contact information:

Your Behavioural Consultant is _____ . He / She can be reached
at _____.
Email: _____.

The PBS Coordinator is Elysa Philip. She can be reached at 604-946-6622 Ext. 312 or email at elysap@reachchild.org

The Associate Executive Director is Lisa Woudzia. She can be reached at 604-946-6622 ext 342.

The Executive Director is Renie D'Aquila. She can be reached at 604-946-6622 ext 301.

Please check out Reach's website at www.reachdevelopment.org