

Positive Behaviour Support

Program Handbook



"BELIEVING IN POTENTIAL"

5050 47th Avenue
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604.946.6622
www.reachchild.org



Vision Mission

& Values

VISION *Communities where all individuals and their 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 person- and family-centered community programs and services for the optimal development of children, youth and adults, where all individuals flourish and reach their potential.*

VALUES

Respectfulness

Excellence **A**ttitude
of sharing

Collaborative spirit

Honesty

Continuous improvement

Handle resources efficiently

Integrity

Learning

Diversity

Vision, Mission, Principles and Values

Vision

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

Mission

To provide timely, accessible person- and family-centered community programs and services for the optimal development of children, youth and adults, where all individuals flourish and reach their potential.

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 child development.
2. Appreciating and supporting the bond between the child, youth, adult and family.
3. Facilitating a person-centred approach as children grow based on the belief that all people have the right to control their own lives through personal choices about relationships, jobs, living arrangements, spirituality, travelling, and recreational activities, and that all people have the right to give back to their communities through volunteering and helping others. We also believe that these rights can be reinforced and protected by making sure that people are connected to and supported by friends, family, staff, and the community.
4. Recognizing that children, youth and adults are best understood and supported in the context of family, culture, community, and society.
5. Respecting the dignity, worth and uniqueness of each individual (child, youth, adult, family member, and colleague).
6. Helping children, youth and adults achieve their full potential in the context of relationships that are based on trust, respect, and positive regard.
7. That individuals are best nurtured by a family that knows, loves and honors them for who they are.
8. That all individuals have the right to be part of an inclusive environment that meets the needs of individuals with and without disabilities.
9. That relationships and friendships are essential to enrich our lives.
10. That all individuals are entitled to the services and supports required to ensure their full participation in our society.
11. That the involvement of families and support networks contributes to everyone's safety and well-being.
12. That services and supports must be delivered in a way that respects an individual's diverse history, culture, race, religion, gender and sexual orientation.
13. That inclusive communities enrich the lives of all citizens.

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REACH POSITIVE BEHAVIOUR SUPPORT PROGRAM PHILOSOPHY STATEMENT

- REACH Positive Behaviour Support program draws upon research and evidence based practices that have are proven 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. 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 BEHAVIOUR SUPPORT PROGRAM (PBS)

- PBS provides behavioural support in the Surrey, Delta, Langley and White Rock areas to families of children and youth with special needs aged 3 to 18 years old, who need help addressing behaviours that are difficult.
- A Behaviour Consultant will come to your house or meet with you at our centre. The Behaviour 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 problem behavior, develop strategies you can use to address these behaviours and teach your child different ways to get their message across.
- With your written consent, Behaviour Consultants will likely need to gather information from external professionals who are familiar with your child.
- You will receive assistance from your Behaviour Consultant to figure out the meaning of your child's challenging behaviour and how you can respond best to that behaviour.
- The duration of the PBS program is between 9 to 12 months. This will also depend on your priorities and the length of time it takes you to implement strategies and achieve goals.
- Behaviour Consultants are well trained, experienced and 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
- PBS is a pro-active, preventative program and not intended for emergencies. If you require immediate or emergency care for your child, please seek medical attention or call 911.
- Meetings can be held at the family's home or one of our two offices in Delta; our South Delta site near is located at 5050 47th Avenue Delta, BC V4K 0C8 or our North Delta site at 11415 84th Avenue Delta, BC V4C 2L9.

THE ROLE OF THE BEHAVIOUR CONSULTANT

- The role of the Behaviour Consultant is to assist you in coming up with ways to address the concerns/issues that you have regarding your child's behaviour.
- The Behaviour Consultant works collaboratively with you, other involved family members, caregivers, and professionals.
- The Behaviour 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 "Positive Behaviour Support Plan". This plan will be written within the first three months of service.
- The Behaviour 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.

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 these people. The Behaviour 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 and before the plan is written. Follow up Care Team meetings will take place as deemed necessary by you and your Behaviour Consultant.

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

WHAT IS A POSITIVE BEHAVIOUR SUPPORT PLAN?

The Positive Behaviour Support Plan will include:

- Our goals and outcomes for your time with PBS;
- A personal profile of your child (likes, needs, strengths, preferences, abilities etc.);
- History of past strategies and support you have tried and how successful or unsuccessful they were;
- An outline of setting events, triggers and consequences as they relate to the problem behaviour and,
- The strategies that you have developed with your Behaviour Consultant that address setting events, preventative measures, teaching new skills and consequences for behaviour.

The Postive Behaviour Support Plan:

- Is a tool for you to use and refer to when you are challenged by your child's behaviour and to teach new skills and promote development.
- Incorporates your child's strengths, abilities, 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.
- Once written, this plan will be sent to your MCFD/CYSN Social Worker and also used as a guide for every future PBS meetings.

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

FIRST THREE MONTHS OF SERVICE



Orientation, Assessment Phase and Plan Development

The Behaviour Consultant will:

The Behaviour Consultant will need to meet with you frequently (minimum once per week) to identify one to two priorities. During these meeting the Behaviour 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 Behaviour Consultant will also meet your child and perform observations of the child's social interactions, behaviours, communication, skills and strengths. If applicable, the child or youth can participate in developing portions of the plan.

The Behaviour 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 Behaviour Consultant will need approval from the classroom teacher or caregiver and, of course, your consent.

Toward the end of the assessment phase, the Behaviour Consultant will present a draft copy of a Behaviour Support Plan to you for final approval. A final copy will be given to you, a copy will be kept in a file at the REACH office and one will be 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:

- Reading the PBS family handbook;
- Completing intake/assessment forms;
- Reading, and signing the REACH's Family Rights and Responsibilities
- Reading and signing consent forms;
- Actively participating in the assessment phase and plan development which includes collecting data (ABC charts, time frequency charts, sensory profile, motivation assessment forms) and setting goals for the plan;
- Meet frequently with the Behaviour Consultant as it relates to the assessment (approximately once a week) and keep in regular contact with the Behaviour Consultant.

THE NEXT SIX MONTHS



Putting the Plan into Action!

The Behaviour Consultant will:

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

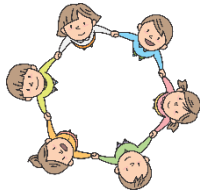
The Behaviour Consultant assists in the implementation of your plan by:

- Developing an implementation plan which is used in conjunction with the Positive Behaviour Support plan. It contains the strategies recommended in the original plan. This implementation plan will outline the designated person(s) that will implement each strategy, when and if needed, and what materials are needed. This is an easy to use guide for successfully putting the plan into action. This will be reviewed 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 that in the future similar materials are needed, you will know **how** to make them and **why** to make them
- Providing an update report with a summary of behavior changes and/or modifications to the original Positive Behaviour Support plan. This update report will be sent to your MCFD/CYSN Social Worker.

The parents/caregivers will:

- Consistently use the implementation plan as a guide for putting the Positive Support plan into action
- Actively participate in the plan and keep in regular contact with the Behaviour Consultant
- Implement strategies from the Positive Behaviour Support plan (put the plan into action)
- Collect data again on order to ensure that the strategies are working
- Communicate with the Behaviour Consultant about what is working for them and any barriers they are encountering

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 behaviours if they should arise;
- Assist with transition to another service, if applicable,
- Review the original Positive Behaviour 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 Behaviour Consultant: and,
- Ask questions and continue to understand the process of analyzing behavior.

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 an expert in your child's life. As part of our family centred 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 to 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 a 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 (the purpose of 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.
- We also suggest that phone calls or meetings with others 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.
- WorkSafe BC requires that REACH employees wear shoes at all times. Therefore, Behaviour Consultants are asked to wear clean shoes that have not been worn outside or hard soled slippers during meetings inside a family's 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 the sound 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 Behaviour Consultant with any questions or concerns you may have for up to six months.

However, the Behaviour Consultant will no longer be able to meet you 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 problem behaviours;
- Increase your child's skills as identified in the Positive Behaviour Support plan;
- Have a positive impact on your quality of life;
- Eliminate or reduce the problem behaviours identified in the Positive Behaviour 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 Behaviour Support (PBS) Program again in the future, it is your responsibility to contact your MCFD/CYSN Social Worker.

The Positive Behaviour 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 Behaviour 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 Behaviour Consultant please contact PBS Coordinator , Ashleigh Toulson at 604-946-6622 ext 344 or ashleigh@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 Behaviour Support program at any time, please notify your Behaviour Consultant or MCFD/CYSN Social Worker to initiate the discharge process.

SICK POLICY

Families are expected to notify their Behaviour Consultant when anyone in the household is sick with an illness including colds, flus and infections. Behaviour Consultants work with multiple families, some who are medically fragile; therefore it is crucial 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).

The Behaviour Consultant will also reschedule their home visit with you if he/she 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 Positive Behaviour 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
- There has been a lapse in service. This means the Behaviour Consultant hasn't heard from you in over two weeks without notice.

GRIEVANCE POLICY

REACH is a person- and family-centered organization. Should a concern regarding staff or other issues arise, families are asked to communicate these concerns to their Behaviour Consultant. If families feel that the concern is not resolved to their satisfaction, they can contact the Program Coordinator, Ashleigh Toulson at ashleight@reachchild.org and complete a Family Grievance form. Family Grievance forms can be obtained from the front desk and will be forwarded to the Executive Director. The 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 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. Families are asked to smoke only in areas that are separated by a physical barrier where they might meet with Behaviour 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.reachchild.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.reachchild.org.

General PBS Contact Information:

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

The PBS Coordinator is Ashleigh Toulson. She can be reached at 604-946-6622 Ext. 344
or email at ashleigh@reachchild.org

The Executive Director is Renie D'Aquila. She can be reached at 604-946-6622 ext 301 or email at renied@reachchild.org

Please check out REACH's website at www.reachchild.org