



CBI PARENT/CAREGIVER HANDBOOK
POSITIVE BEHAVIOUR SUPPORT
FOR ADULTS

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WELCOME

Thank you for considering CBI Consultants as your service provider for positive behaviour support services. This handbook gives an overview of CBI's Approach and our Service Delivery Model for Positive Behavior Support services for adults.

INTRODUCTION

Our Vision

A world that values diversity and inclusion is achieved.

Our Mission

Our mission is to improve the quality of life of people throughout the world. We believe that all citizens have the right to be included in their neighbourhood schools and communities, have rich social lives, live in homes of their choosing and have access to fulfilling work for real pay. To achieve our vision and deliver the highest quality support, we are committed to:

- Evidence based practices
- Excellence in all aspects of our operations
- Innovation and constant evaluation and improvement

CBI is non-exclusionary, taking those cases that challenge the system, including those with the most complex behaviour support needs.

Who We Are

CBI Consultants was established in 1990, in British Columbia, Canada. Our roots are in positive behavioural support (PBS). Since 1990, we have supported more than 10,000 persons with complex developmental, mental health, and behavioural needs. We are a diverse group of professionals with varied backgrounds including early childhood education, education, psychology and rehabilitation. We are committed to current, evidence based practices in inclusion, person centered planning, family-centered practice, collaborative teaming and positive behaviour support. We provide consultation services in several languages (*Tagalog, Mandarin, Cantonese*).

Our Philosophy

We believe in fully inclusive societies. Full inclusion requires universally designed schools, businesses and community resources. We believe that a desirable future involves collaboration, innovation and leveraging community assets to create unified support systems vs. fragmented systems based on labels and intelligence quotients. We believe that unified systems benefit all citizens.



OUR PERSON-CENTRED PROCESS

The Lifestyle Development Process

CBI Consultants assists individuals and their support networks to create a quality life in the community through the application of the **Lifestyle Development Process (LDP)**. The LDP was published in the Journal of the Association for Persons with Severe Handicaps in 1992. The LDP merges person centred planning practices with evidence-based technical supports which address instructional needs, positive behavioural supports for challenging behaviour, augmentative and alternative communication needs and social supports. The LDP is included in the 2004 Pro Ed textbook titled Positive Behavioural Support: Critical Articles on Improving Practice for Individuals with Severe Disabilities.

The LDP was recognized as one of the first research papers and approaches to merge person centred planning with functional assessment of behaviour and multi-element positive behavioural support plans. Our planning process is based on the strengths and capacities of the individual, with family friends and neighbours as key partners in the process. The ultimate goal of the LDP is to enhance the quality of life of the focus person. The outcomes of the LDP include:

- Emotional Well Being
- Interpersonal Relationships
- Personal Development
- Material Well Being
- Physical Well Being
- Self-Determination
- Social Inclusion
- Rights

SERVICE DELIVERY MODEL

CBI Consultants provides technical support in the areas of communication, behaviour, and instruction. CBI supports individuals across the age and ability range. CBI's services are delivered through our comprehensive training and consultation model under contracts with Community Living British Columbia or with agencies or families who contract us privately. CBI provides service throughout the Lower Mainland and the Province of British Columbia. CBI's service delivery model uses the following practices to achieve a good quality of life for the individual, family, and team:

- Person/family/team centred approach – we consider the strengths and gifts of the individual and their support network
- Recognition that persons with disabilities are unique, valued and can learn
- A community based consulting model
- Collaborative team approach
- Individualization of supports to reflect person and support network needs – we use preferences of the person and family/team as a basis for designing intervention
- Enlisting natural supports in the community (paid and non-paid supports)
- Planning, intervention teaching strategies and supports are current evidence based practices
- Quality of life for the individual, their family and/or support network are important outcomes and ones which we evaluate

- Increase adaptive skills of the individual to reduce challenging/problem behaviour - challenging behaviours are addressed proactively following positive behaviour support practices
- Positive Behaviour Support Plan is clearly written and specific goals are outlined
- Capacity of the team is built by providing families & team members with knowledge, demonstration and video of practical, useful strategies
- A comprehensive system of accountability is used, reviewing and updating goals

CBI'S POSITIVE BEHAVIOUR SUPPORT APPROACH

Positive behaviour support (PBS) is an approach that blends values about the rights of people with and without disabilities with a practical science about how learning and behavior change occur. PBS is a set of research-based strategies used to increase quality of life and decrease problem behavior by teaching new skills and making changes in a person's environment.

CBI's PBS approach also incorporates The Lifestyle Development Process (LDP) which merges the following inclusive principles and practices:

- Person centered planning
- Activity and lifestyle changes
- Collaborative teaming practices
- Games theory and win-win negotiation strategies
- Support across the lifespan in multiple life domains:
 - ◇ Recreation leisure
 - ◇ Social inclusion
 - ◇ Personal management
 - ◇ Community access
 - ◇ Employment
 - ◇ Education
- Positive support strategies:
 - ◇ Systematic instruction
 - ◇ Positive Behavioural Support
 - ◇ Augmentative and Alternative Communication Strategies
 - ◇ Social inclusion and peer mediated learning

The LDP has six primary steps as outlined below.



Step 1: Vision Planning

Personal Profile

The first step in the lifestyle development process is a conversation to understand the focus person's story and life history. Structured and semi-structured interviews are used to identify the person's strengths, preferences, learning style, communication profile and hopes and dreams. The goal is to understand and present a strength based profile of the focus person. Who is this individual?

- Strengths and gifts
- Learning style
- Communication profile
- Sensory profile
- People preferences
- Activity preferences
- Environmental preferences
- Skills and challenges

Step 2: Assemble Inclusive Routines, Revise Schedules (Day/Week Plan)

The first step is to write down the focus person's current schedule.

- What does the person do?
- Where does he/she go?
- Who goes with him/her?
- How long do the activities take?

Next a comparison is made between how well the activity schedule "matches" the person's personal profile. What are the discrepancies? Where gaps are identified, we modify, introduce or drop activities from the schedule. As much as possible, the activities should also promote access to other individuals without disabilities of the same age in the community

Overall, activities should be from each of the major life domains:

- Home (personal care, independent living, creating a personalized space)
- Recreation/Leisure (relaxation, pleasure, exercise)
- Education (courses of interest; diploma, certificate and degree programs)
- Employment (inclusive real work for real pay)
- Community Participation/Access (errands in the community, attending community gatherings/meetings)
- Social (friendships and relationships)

Step 3: Development of Support Strategies

Where revision of the schedule, increased choice and other lifestyle changes are not sufficient for the focus person to be a fully included member of their community; Step 3 of the LDP identifies additional supports the person needs in the areas of:

Communication

Quality of life for individuals who are unable to get their wants and needs met through conventional speech is supported through communication aides that augment their speech or the development of a communication system that provides them with an alternative way to communicate at home, at school and in the community.

Positive Behaviour Support

Functional behaviour assessment is the term used for the assessment process in positive behaviour support to determine the function of the challenging behaviour (What is the person getting or avoiding via the challenging behaviour). If the focus person is exhibiting challenging behaviour that is impeding community inclusion and participation in their preferred daily life (Step 2); then a functional behaviour assessment is conducted and the resulting positive behaviour support plan is integrated with steps 1-3 of the LDP. This integration of the functional behaviour assessment involves many of the following steps.

- Giving families and other team members access to CBI's on-line training course in Positive Behaviour Support
- Providing team members and families with the Personal Profile questionnaire and a Functional Behaviour Assessment Interview and on-line instructions to complete both
- Analysis of Personal Profile and Functional Behaviour Assessment Interview to determine best times to schedule observation videos
- Interviews with the focus person and key support team members to complete the assessment information
- Observations in natural environments including home, school, and community (some may be done through video or remotely via Skype for example)
- Review of relevant reports related to communication (e.g., speech language reports), behavioural, or instructional needs
- Brief report outlining the following:
 - ◇ Personal Profile which outlines:
 - * Person's strengths, preferences, interests
 - * Communication profile
 - * Learning style – how the person learns best
 - * Circles of supports including family members, professionals, and peer networks
 - * Preferred interaction style with the focus individual and his/her support network
 - * Current day/week schedule of daily routines and activities
 - ◇ Analysis of the function of behaviour illustrated in a diagram of the competing pathways which identify:
 - * Current behaviour pathway and what is motivating the person to engage in the behaviour
 - * The communication "message" of the behaviour
 - * The predictors and triggers (the context) of "challenging" behaviour
 - * The consequences that are maintaining the challenging behaviour
 - * Preventative strategies that will help to minimize challenging behaviour
 - * Presentation of the report (can be done remotely via Skype for example)

Systematic Instruction

If the focus person requires job coaching/life coaching to fully participate in their preferred lifestyle goals (Step 2); systematic instruction is utilized (task analyses, prompting, fading to natural supports). Skill sequences and environments are also adapted or modified to ensure inclusion and participation.

Social Network Development

If social inclusion and friendships are not developing naturally, then friendship circles are facilitated and supported through peer mediated learning and social skills instruction.

Development and Implementation of a Multi-Element Positive Behavioural Support Plan

The completed functional behaviour assessment includes a list of recommendations based on the specific needs of the focus person and his/her family/team. These recommendations arise from the information gathered in the functional behaviour assessment. The next step is the Development and Implementation of the Support Plan. A key trainer from the team is identified so that training of new support team members can continue once CBI's involvement is complete. The time frame to complete a support plan will depend on the skills, time commitment and motivation of the team supporting the focus person. CBI will guide the process and is respectful of teaming practices required to implement the support plan. CBI's involvement is not based on any pre-determined length of implementation time. CBI's goal is to build capacity within each family and team to learn skills and strategies that will best support the focus person. The following steps outline the development and implementation phase, monitoring phase, and follow up phase of CBI's consultative services.

1. After the completion of CBI's assessment and presentation of the assessment report, the team decides whether to proceed with CBI's recommendations.
2. CBI Consultants supports the team to begin developing and implementing the recommendations considered as priorities by the team in consultation with CBI Consultants.
3. CBI Consultants posts a draft of written strategies and/or teaching techniques for the team on the secure area of our website. CBI Consultants includes input from all members to ensure that the recommendations are realistic and practical to implement.
4. CBI Consultants ensures that each strategy is individualized to the focus person's personal profile and learning style.
5. CBI Consultants teaches and supports the team members to implement strategies by:
 - Ensuring the team understands the written strategies posted
 - Posting video examples of the strategy
 - Modeling and videotaping implementation of the strategies to post on the website
 - Observing and providing feedback to team members to implement the strategies consistently and effectively

Step 4: Quality of Life

Each step of the LDP is focused on supporting and improving the focus person's vision of a desirable future and quality life. Step 4 of the LDP focuses on examining the lifestyle accomplishments and quality of life improvements achieved through steps 1-3. The ultimate goal of the LDP is to enhance the quality of life of the focus person and their families.

- Emotional Well Being
- Interpersonal Relationships
- Personal Development
- Material Well Being
- Physical Well Being
- Self-Determination
- Social Inclusion
- Rights

Although the LDP is written and presented in a linear fashion (Steps 1-4), in practice, it is a dynamic circular process where life goals are achieved, new life goals are developed and strengths, preferences and personal achievements guide the process.



PHASES OF CONSULTATION



ROLES & RESPONSIBILITIES

Consultant Role

The CBI Consultant working with your child/the individual will:

- Provide family/team centred support. We provide support and consultation in the home, and in natural environments in which the focus individual spends time (e.g., day program, community, home, etc.).
- Work collaboratively with other team members involved with the focus individual. Our goal is to work as a dynamic team to support the focus individual.
- Provide a combination of online training, direct modeling, coaching and feedback to relevant team members to support the focus individual's team to implement the positive behaviour support plan as specified in the assessment report.
- Ask permission to video strategy implementation with the focus individual as a teaching tool and to monitor the individual's progress in the goals outlined in the positive behaviour support plan. This video will only be shared with consent to relevant people working directly on the individual's team for intervention purposes.
- Develop a written and DVD training manual clearly outlining the effective strategies used to work with the individual that is highly individualized for the focus individual and team members. This manual can be used to train new individuals entering the individual's team, given to future staff working with the individual, and can be read by family members and friends wanting to know how to effectively support the individual.
- Write ongoing interim reports detailing the work that CBI has done with the individual and the individual's team at regular six month intervals.
- Regularly assess the individual's progress and re-evaluate the goals outlined in the assessment report.

Parent/Guardian/Service Provider Role

- To let other team members working with the focus individual know that CBI Consultants will be working with them and the individual.
- To complete online training sessions before meeting with your consultant to individualize support strategies and begin implementation.
- To implement the individual's positive behaviour support plan strategies within natural routines throughout the day.
- To meet with your consultant on a regular basis to monitor progress.
- To participate in regular team meetings (depending on the individual's positive behaviour support plan and needs, these meetings may occur, monthly, every few months, or annually). These meetings may occur at CBI's main office (in Burnaby, B.C.) or in a location that is more appropriate for your team.
- You may be asked to complete data to ensure we have ongoing information to monitor the individual's progress.
- You may be asked to complete videotaping of priority routines as determined by yourself and CBI Consultants.

ADMISSION INTO OUR SERVICES AND SUPPORTS

CBI's positive behavior support services can be accessed this way. Families/service providers may contact their analyst or the intake worker at Community Living British Columbia (CLBC) to determine if the individual is eligible for services and request they be put on the request for service list managed by CLBC.

Service may also be provided through private payment. Individual contracts are based on the availability of our personnel and goodness of fit between the approach used by CBI and family desires. At times we have a waitlist which is managed by CBI on a first come first served basis. Once funding is in place, a written contract is received and a consultant is available, CBI will begin.

CBI strongly believes in family and service provider choice and has created a service delivery model that is highly individualized, flexible, and sensitive to the needs of families, agencies and the communities in which they live.

Steps for Private Payment

Contact CBI Consultants and arrange for an interview to discuss your needs and find out what CBI offers. Current fees are available from the office. This meeting is for you and CBI to determine whether CBI is a good fit and will meet the needs of the individual and the team. There may be times when consultant time to provide private service is not available. If this is the case you will be offered the choice to be placed on CBI's first come first served waitlist for service.

CBI COMPLAINT PROCESS

Commitment

CBI Consultants has a commitment to resolve issues with families and service providers in a timely fashion and to make decisions that meet the needs of individuals, their families and friends and community service providers.

CBI Consultants takes every complaint very seriously. If an individual, family member or other person is dissatisfied with a service provided by CBI, or believe they have not been treated fairly or respectfully, CBI will address the issue immediately. We encourage the people we serve to voice concerns; CBI assures that no negative consequences will result to them or their services as a result of making a complaint

By encouraging feedback and acknowledging complaints, CBI Consultants continue to grow and provide better quality services to those we serve.

Policy

The complaints process at CBI Consultants is aimed at resolving issues at the level they arise, beginning with the individual consultant. When a CBI consultant receives a complaint, they must listen to the person making the complaint and wherever possible determine a resolution that is acceptable for the individual and CBI Consultants. The consultant must also advise their supervisor immediately of any complaints received.

If the complaint is not resolved at the consultant level, a CBI supervisor will be involved. Complaints resolution will follow these guiding principles (adopted from CLBC):

- **Person-Centred:** The concerns and interests of an individual or family member will guide the complaints resolution process, regardless of who is making the complaint.
- **Right to Be Heard:** The individual will be supported to participate fully in the complaints process and will be given every opportunity to have their independent views heard, respected and considered.
- **Culturally Responsive and Inclusive:** CBI Consultants' staff members are expected to be responsive and sensitive to the culture, language and heritage of individuals, and families who are participating in a process to resolve a complaint.
- **Administrative Fairness:** Every individual or family has a right to understand why and how a decision was made and will be provided with and given the opportunity to respond to the reasons for a decision the information relied upon to reach that decision. Individuals will be given information about the next stage in the process if they are not satisfied with the outcome discussions with the consultant.
- **Right to Advocacy and Support:** Individuals and their families have the right to involve an advocate, relative, or friend to support them through the complaints process.
- **Timeliness:** All concerns expressed about CBI Consultants' service delivery will be reviewed as quickly as possible. Phone messages, email or written complaints will be responded to within two business days. The total length of time from receipt of a complaint to its resolution will be no longer than 30 days.
- **Policy Compliance:** All decision making with respect to complaints must comply with provisions of CLBC policy as well as the policies and standards expected by CBI Consultants.

CBI Consultants will keep records of the types of complaints received, and use the information collected to inform a program of continuous quality improvement. This may include revisions to policies and procedures, responding to individuals and families, changes to practice or in-depth review of potentially systemic issues.



Procedures for Making a Complaint

Complaints can be made directly to the consultant, in person, on-line or in writing; to the consultant's supervisor or to the Field Support & Quality Assurance Managers (FS & QA Managers).

CBI consultants will respond to phone messages, email or written complaints within two business days. Individuals can also request that the consultant forward the complaint to a supervisor on their behalf. We have provided a copy of our Complaint Form for your convenience. Simply fill out and return to our office located at:

Address: Suite 204 - 3970 Hastings Street, Burnaby, B.C., V5C 6C1

Phone: (604) 320-1960

Fax: (604) 320-1961

Or email directly to: fran@cbiconsultants.com and bonita@cbiconsultants.com

If parents/guardians or service providers don't feel that their concern has been resolved through this process, they may contact their CLBC analyst. The Service Quality Person (3rd party person through CLBC) is available to mediate and support individuals and families who receive services funded by CLBC.

The Ombudsman of British Columbia is available to review concerns of an individual, youth or family who believes that CLBC has been unfair. The Office of the Ombudsman can be reached by phone at Enquiry BC at 1-800-663-7867 or through their website at www.ombudsman.bc.ca.

BC Representative for Children and Youth advocate for children, youth and young adults ages 19-24 who are eligible for CLBC services and who receive MCFD-related services 15 months before they turned 19. Our staff will provide information or advice, or advocate on their behalf about government services or programs. Anyone can contact the office to find out if they may be able to help. For more information or to contact an advocate, please visit www.rcybc.ca or call the Rep Line at 1-800-476-3933.

Documentation

The consultant receiving a complaint will document it in the case management system Penelope by entering Notes to the individual case and scanning and attaching related documents to the case file. All actions taken by the Manager/Coordinator and/or the Director to address a written complaint must be documented on Section 2 and 3 of the "Complaint Management" form at the time the action occurs.

PRIVACY AND PERSONAL INFORMATION

CBI does not share information about individuals, families or teams (whether written or given verbally) without specific written consent, unless required by law. CBI does not share or sell contact information. All employees sign a confidentiality agreement and abide by a code of ethics. For information on PIPA (Personal Information Privacy Act) please refer to: www.qp.gov.bc.ca/statreg/stat/P/03063_01.htm.

HOW TO REACH US



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Phone: (604) 320-1960

Fax: (604) 320-1961

Website: www.cbiconsultants.com

Field Support & Quality Assurance Manager

Francesca Gorlick: fran@cbiconsultants.com

Field Support & Quality Assurance Manager

Bonita Holman: bonita@cbiconsultants.com

Executive Director

Mike Bote: mike@cbiconsultants.com

Clinical Director

Dr. Paul Malette: paul@cbiconsultants.com

CBI CONSULTANTS COMPLAINT FORM

Date Complaint Received: _____

Complaint Received By: _____

Complaint Made By: _____

Phone Number of Complainant: _____

Concern and Action Taken

Complaint / Concern:

Immediate Action Taken:

Follow-up Action

Further Action Required:

Supervisor's Follow-up:

FS & QA Manager Action Required: () Yes

() No

Supervisor's Signature: _____

Field Support & Quality Assurance Manager Follow-up if Required

FS & QA Manager Follow-up (if applicable):

FS & QA Manager's Signature: _____