

16.05 Behavior Management

Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc., in accordance with the agency's policies on the prevention of participant abuse and maladaptive behaviors, to follow established behavioral management guidelines in appropriate situations.

Procedure:

The following guidelines ensure individual right to informed consent and freedom from unnecessary restraint or restriction. The use of aversive conditioning by agency staff is prohibited.

1. Maladaptive behavior is defined as behavior destructive to self, others, or the environment, demonstrating a reduction in or the lack of ability to adjust to environmental demands in the absence of any special circumstances (as defined by the policy on maladaptive behaviors).
2. Aversive conditioning is defined as any procedure which is used to modify behavior and is punishing, physically painful, emotionally frightening, and derivational or, places the participant at medical risk.
3. The staff and/or the participant will identify maladaptive behaviors or patterns of behaviors that may be barriers to the participant's continuation of services and/or to job placement/retention. The behavior may be a functional limitation or a referring need.
4. The assigned Career Services staff member will establish a consulting relationship with the participant with the goal of empowering the participant to change the behavior and to maintain the change.
5. The assigned Career Services staff member will operationally define the behavior targeted for change and develop an objective for resolution. All objectives will be specific, measurable, and specify a designated time period for resolution of the behavior. Objectives will be designed with the intention of normalizing the maladaptive behavior or to introduce/reinforce an alternative, positive behavior.
6. The assigned Career Services staff member and the participant will review the possible consequences of the maladaptive behavior in a work setting. The Career Services staff member and the participant will discuss the objective and the steps necessary to complete using easily understandable terms.
7. The assigned Career Services staff member will employ standard methods routinely used in the participant's program and as defined in the individual program description. The participant will be informed of the estimated length of time the method will be used and of how often the Career Services staff member will review the objective.
8. The objective will be documented on the participant's Individual Plan (IP).
9. In cases where the behavior does not respond to the routine method of intervention, the Career Services staff member may develop a specific written behavior or training contract that may or may not be a part of the IP, but will be maintained in the participant's case file.

10. The following procedures are acceptable, positive methods for use in behavior/training contracts, and the participant should determine the definition and parameters of the reinforcement:

a. DRA (Differential Reinforcement of Appropriate Behaviors)

This is a procedure in which reinforcement is delivered following the performance of a previously specified appropriate behavior.

b. DRO (Differential Reinforcement of Other Behaviors)

This is a procedure in which reinforcement is delivered at the end of a specified period of time, provided that a targeted behavior has not occurred during the specified time interval or at its previous frequency.

c. Verbal Redirection

This procedure involves instructing the individual to engage in an activity other than the targeted behavior and then reinforcing the participant (usually through praise) for engaging in the activity.

d. Relaxation Exercises

This procedure is used to reduce tension and reduce the likelihood of behavioral outbursts. Activities will vary with individual preference and needs, but may include listening to calming music, progressive muscle relaxation, deep breathing or physical movement designed to relax muscles and reduce anxiety.

e. Environmental Modification

This procedure involves arranging the environment to prevent or minimize occurrence of the targeted behavior. The modification is done pro-actively and not contingent on the occurrence of the targeted behavior.

f. Extinction

This is a procedure in which the reinforcement that sustained or increased occurrences of the behavior is withheld.

g. Response Cost

This procedure involves the removal of a reinforcement contingent upon performance of a targeted behavior.

h. Non-Exclusionary Time-Out

This is a procedure in which the individual engaging in a targeted behavior is allowed to remain in the environment, but is not allowed to engage in reinforcing activities for a specified period of time. Withdrawing a specific reinforcement or using contingent observation may augment the procedure.

i. Exclusionary Time-Out

This is a procedure in which the individual engaging in a targeted behavior is removed from the reinforcing environment for a specified period of time. This may involve requiring the individual to stay in a designated area (such as a hallway or a specified office) or behind a partition for a specified time period.