



### **Specific Training to Address Challenging Behaviours**

Challenging Behaviours (also referred to as responsive behaviours) are behavioural responses that may have physical, verbal and/or sexual manifestations. These responses are potential evidence that the needs of the person supported (i.e. patient/resident/client) have not been fully met. These behaviours often cause distress and harm to the individual in care, family members, health care workers and potentially other people (e.g. other patients/residents/clients).

Recognition and identification of challenging behaviours is critical in order to appropriately respond and intervene. The behaviours that may be exhibited in health care and community services are indicative of the health profile of the patients, residents and clients and may be influenced by medication, time of day, etc.

The most appropriate training program to address challenging behaviours will be particular to the health and community service organization taking into account: requirements stipulated for licensing, accreditation; funding; health demographics; organization philosophies of care; etc. The various training programs are aligned with differing care philosophies, intervention approaches and may require pre-requisites in terms of knowledge or professional designations of staff. Listed below are some of the training programs available with corresponding contact information that can be accessed.

Note: Steps for Safety does not endorse or recommend one program over another and appreciates that there may be other programs available that are not listed. However, based on representatives on the violence prevention working group, this list seems to outline the most common training programs adopted in Nova Scotia.

Indicators / Program	Program Philosophy	Link to More Information
<b>Gentle Persuasive Approach (GPA™)</b>	To provide staff with education on how to use a person centered, compassionate and gentle persuasive approach and to respond respectfully, with confidence and skill to challenging behaviours associated with dementia	<a href="https://www.ageinc.ca/">https://www.ageinc.ca/</a>
<b>PIECES™</b>	P.I.E.C.E.S.™ Training –Stands for Physical, Intellectual, Emotional, Capabilities, Environment and Social. The P.I.E.C.E.S.™ approach provides a method to understanding and enhancing care for individuals with complex physical and cognitive needs and behavioural responses. The approach is systematic, comprehensive and provides a holistic interdisciplinary person centred approach to team dialogue and solution finding. P.I.E.C.E.S.™ – provides a framework for understanding the often multiple causes as to why an older person with complex physical, cognitive/mental health needs and associated behavioural changes behaves the way he or she does and what resources are available to address the care needs of the client.	<a href="http://bit.ly/1Ukymwn">http://bit.ly/1Ukymwn</a>
<b>UFirst™</b>	U First™- Training stands for Understand, Flag, Interact, Reflect and Support. Under the initiative, healthcare providers are taught to assess residents in each of the areas highlighted in the program’s title. To develop a common knowledge base, language, values, and approach to providing care for people with Alzheimer’s disease and other dementias. Supports knowledge translation& improved communication with PIECES trained Registered Staff	<a href="http://u-first.ca/">http://u-first.ca/</a>
<b>CPI™-NVCISM</b>	<p>Crisis Prevention Institute (CPI) – Nonviolent Crisis Intervention</p> <p>Staff members are trained with a focus on the prevention of responsive behaviours and offers strategies for safely defusing the behaviours at the earliest possible stage. Promote the philosophy of Care, Welfare, Safety, and SecuritySM</p> <p>Front-line staff De-escalate, responsive behaviours at frontline level Reduce risk of injury and liability</p>	<a href="http://www.crisisprevention.com/">http://www.crisisprevention.com/</a>

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<b>Mandt™</b>	The Mandt™ System is a comprehensive, integrated approach to preventing, de-escalating, and if necessary, intervening when the behavior of an individual poses a threat of harm to themselves and/or others. The focus of The Mandt System is on building healthy relationships between all the stakeholders in human service settings in order to facilitate the development of an organizational culture that provides the emotional, psychological, and physical safety needed in order to teach new behaviors to replace the behaviors that are labeled “challenging”.	<a href="http://www.mandtsystem.com/">http://www.mandtsystem.com/</a>