



RECOMMENDATIONS FOR MANAGING BEHAVIORAL CHALLENGES DURING COVID-19

CHANGES AND CHALLENGING BEHAVIORS

Transitions can be difficult and frightening for many individuals. Changes in the routine due to COVID-19 may upset the individuals you support and this may result in challenging behaviors.

What can be done to support and help with the routine changes, increased time at home, and limited availability of community outings?

KEEP THE SAME ROUTINE

- Keep as much of the individual's routine the same as possible.
 - Daily schedule (includes wake time and bed-time)
 - Meal schedule
 - Daily activities



CREATE A VISUAL SCHEDULE

- Create a visual schedule with times and duration to increase predictability and cooperation.
- Encourage the individual to assist with creating the schedule and provide choices and options whenever possible.



HAVE SOME DOWN TIME

- Allow for down time each day
- Create opportunities for physical activities
- Have a variety of preferred items and activities available
- Rotate activities if necessary, to avoid boredom



PREFERRED ITEMS AND ACTIVITIES



- Identify preferred items and activities or reinforcers that are safe and available.
- Provide them as appropriate for the demonstration of desired and preferred behaviors.
- Be aware of early signs and triggers of challenging behaviors.

WHEN CHALLENGING BEHAVIORS OCCUR



If the individual is currently receiving behavioral services:

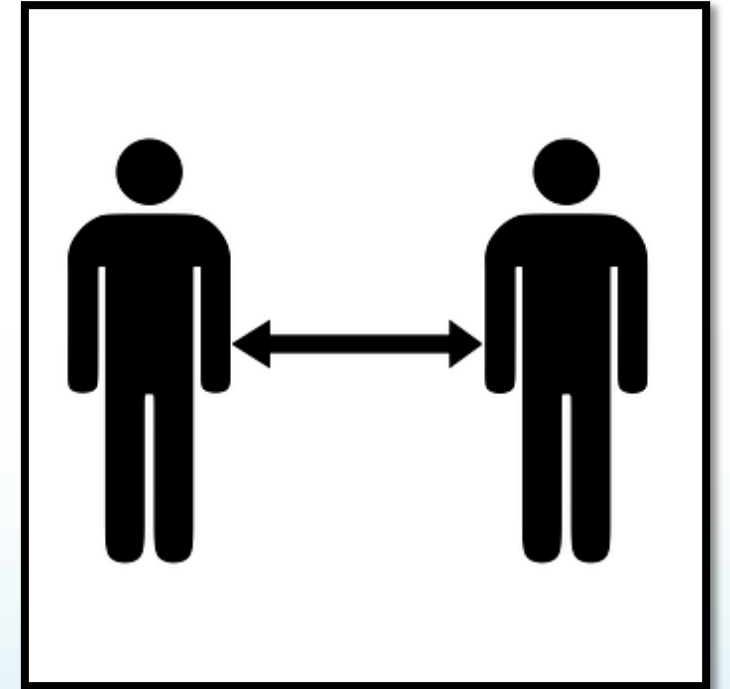
- Follow the current behavior support plan,
- Include all proactive, instructional, and reactive strategies.
- Seek the assistance of the qualified provider as necessary.

WHAT IF THERE IS NO BEHAVIOR SUPPORT PLAN?

- As much as possible, maintain a calm and neutral demeanor.
- Try to understand what the individual may be attempting to communicate.
- Help the individual communicate their wants and needs as much as possible, and honor the request, if possible.
- Identify emergency services available to maintain health and safety (e.g., crisis response team, emergency personnel, etc.).

BEHAVIORAL RECOMMENDATIONS FOR ISOLATION PROTOCOLS

- Explain the protocol and why it is in place.
 - Use consistent language (e.g. social distancing)
- Include information about who is available in person to help the individual.
- Provide visual supports
- Make sure the individual has access to all the communication devices placed around the home.



INCREASE THE VALUE OF STAYING IN ISOLATION

- Bring preferred items or activities into the room, as much as possible.
- Take items the individual would access outside of the room and bring them in (e.g. Television).
- Consider new items to increase interest.



STAYING CONNECTED DURING ISOLATION

- Provide access to video chat with people the individual might normally contact.
- Provide video chat opportunities with preferred staff.
- Try to plan the video chats around the times of day that were typically associated with socializing.



ROUTINE ACTIVITIES WHILE IN ISOLATION

- As much as possible, maintain scheduled times consistent with previous routines.
- Show the schedule for when the individual can go to communal areas or outside.
- Show on a calendar when the isolation protocol will end and provide reminders about any procedures that will continue (i.e. social isolation).