



## **DDD Orientation Supplement**

The mission of the Division of Developmental Disabilities is to endeavor to make a positive difference in the lives of people eligible for services, through offering quality supports and services that are:

- Individual/family driven;
- Stable and flexible;
- Satisfying to the person and their family; and
- Able to meet individual needs.

Supports and services shall be offered in ways that ensure people have the necessary information to make decisions about their options and provide optimum opportunities for success.

These core values guide us in fulfilling our mission:

### **Individual worth and development**

People will be served with dignity and with respect for individual differences and be support to experience: the benefits of relationships with friends and families; personal power and choice; personal value and positive recognition by self and others; integration; competence to manage daily activities and pursue personal goals; and health and safety.

### **Continuity and coordination of services**

Services will be provided in a flexible system, which enables people to remain in their own homes and communities wherever possible.

### **Community participation and partnership**

Services and supports will promote the participation and partnership of consumers, parents, service providers, advocates, local governments, citizens, and businesses.

### **Respect for employees**

Employees are treated as the division's most valuable resource.

## **Services quality and performance accountability**

DDD is accountable to the public for effective and prudent use of resources. DDD will conduct regular review, evaluation, and modifications of programs and services.

## **Nondiscrimination**

DDD will not discriminate on the basis of gender, race, color, religion, national origin, age, disability, or sexual orientation/perceived sexual orientation in admission and access to services, treatment, or employment.

## **Positive Behavior Support**

Positive behavior support is an approach to addressing challenging behaviors that focuses on changing the physical and interpersonal environment and a person's skills so that the person is able to get his/her needs met without resorting to challenging or problem behavior.

Positive behavior support is based on respect, dignity, and personal choice. It helps develop effective ways of meeting a person's needs through positive expression. This means providing the person with opportunities and assistance to:

- Learn how to make choices and exercise personal power;
- Manage daily activities, pursue personal goals, and access good health care;
- Form and maintain significant friendships and relationships; and
- Participate in a broad range of age appropriate activities, which the person enjoys and which promote positive recognition by self and others. This includes work, leisure, socialization, and personal interests.

In a supportive environment, caregivers proactively plan to meet a person's needs. This can prevent someone from resorting to challenging behaviors to get a response. For example, if you can learn what triggers inappropriate behaviors, you can reduce these factors. Increasing a person's opportunity to make choices can increase his/her control over their environment and perhaps reduce challenging behavior as a means of control.

In addition to soliciting input from the person you are caring for, the person's family or regular caregiver will be helpful to consult with about the person's routine, likes, dislikes, and needs. They will be able to model for you how best to communicate with and work with the person.

Encouragement and other positive procedures should always be used first to elicit cooperation from people. The following are some suggested interventions:

- Prompting: Verbal and physical cues, gestures, and physical assistance.
- Simple correction: Explaining to a person that they have done something incorrectly and showing them how to do it the right way. Simple correction is always done in a positive manner.
- Ignoring inappropriate behaviors when possible and safe to do so.
- Offering or suggesting alternatives and discussing option sand consequences of the behavior.
- Encourage learning by observation.

If all attempts at gaining the person's cooperation fail and you are unable to complete or continue with the task, then stop the task and attend to the person. Try the task at another time or on another day. You may not physically force anyone to do anything they don't want to do, but it is your responsibility to try to prevent the person from injuring his/herself, others or property.

Protective procedures are permitted to interrupt or prevent behaviors that are danger or harmful to the person, others, or property, or that cause significant emotional or psychological stress to others. The following are some suggested ways to intervene:

- Physically blocking the behavior without holding onto the other person.
- Requiring a person to leave an area without physical coercion/force.
- Requiring a person to leave an area by physically holding onto and moving the person.
- Using door and/or window alarms (a parent/guardian decision; certain requirements apply).
- Restricting access to certain areas.
- Removing personal property being used to inflict injury on self or others.
- Required supervision.
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**If none of the above procedures are successful and the person, you, others, or property are in immediate danger, call 911 for assistance.**

When dealing with challenging behavior, certain forms of discipline or control are never permitted under any circumstances for DDD Individual Providers. **The following are prohibited:**

- Corporal/physical punishment of any kind;
- Applying an electric shock to any part of the person’s body;
- Locking a person alone in a room;
- Physical or mental restraint;
- Aversive stimulation: This means applying any stimulus which is unpleasant to the person (e.g., water mist to the face, unpleasant tastes to the mouth);
- Removing, withholding or taking away money, tokens, points, or activities that the person has previously earned;
- Requiring the person to re-earn money or items purchased previously; and
- Withholding or modifying food as a consequence for behavior.

**If you need help or have questions, call the DDD Case Resource Manager or Medicaid Personal Care Coordinator in your region:**

**Region 1.....1-800-462-0624**

**Region 2.....1-800-822-7840**

**Region 3.....1-800-788-2053**

**Region 4.....1-800-314-3296**

**Region 5.....1-800-248-0949**

**Region 6.....1-800-339-8227**

**You can find more information about DDD by visiting the DDD Internet website at <http://www.dshs.wa.gov/ddd/index.shtml>**

- To view training opportunities on positive behavior support, caregiving, and other topics related to developmental disabilities, click on the “Events and Training” button the home page or go to : <http://www.dshs.wa.gov/ddd/calendar.shtml>.
- To find information on developmental disabilities and other related topics, click on the “Resource Links” button on the home page or go to: <http://www.dshs.wa.gov/ddd/links.shtml>.