FIVE STEPS TO BEHAVIOUR SUPPORT & MANAGEMENT

Behaviour support begins with understanding, not control.

Behaviour Support & Management is about more than responding to behaviour, it is about creating environments where people feel safe, respected, and supported. Strong behaviour support systems help organisations strengthen safeguarding, reduce risk, support staff, and promote person-centred care.

1 UNDERSTAND THE EVOLUTION OF BEHAVIOUR SUPPORT

- Recognise behaviour as a form of communication rather than something to punish or control.
- Shift from reactive responses toward prevention and early intervention.
- Use trauma-informed and person-centred approaches to support individuals safely and respectfully.
- Reduce reliance on restrictive interventions wherever possible.
- Promote dignity, respect, and safety in all interactions.

✓ ***Strong behaviour support begins with prevention, not punishment.***

2 DEVELOP CLEAR POLICIES AND PROCEDURES

- Create a Behaviour Support & Management policy that outlines philosophy, expectations, and accountability.
- Clearly define approved and prohibited interventions.
- Establish staff roles, responsibilities, and oversight structures.
- Develop procedures that explain how staff should respond during behavioural incidents.
- Ensure documentation, reporting, and safety expectations are clearly understood.

✓ ***Clear systems create safer and more consistent practice***

3 USE PERSON-CENTRED PLANS AND PRACTICES

- Develop Behaviour Support Plans that reflect the individual's needs, strengths, triggers, and support strategies.
- Use preventative and de-escalation strategies before behaviour escalates into crisis.
- Involve individuals and families in planning and communication.
- Ensure staff implement plans consistently and respectfully.
- Review and update plans regularly to reflect changing needs.

✓ ***Person-centred support focuses on understanding people, not simply managing behaviour.***

4 INVEST IN TRAINING AND STAFF COMPETENCY

- Provide training before staff perform behavioural interventions.
- Use nationally recognised curricula such as CPI, TCI, Mandt, or PART.
- Conduct annual recertification and competency reviews.
- Provide ongoing coaching, supervision, and support.

✓ ***Well-trained staff are essential to safe and ethical behaviour support.***

5 PRIORITISE DOCUMENTATION AND DEBRIEFING

- Document behavioural incidents clearly and accurately.
- Review incidents promptly to identify risks, patterns, and opportunities for improvement.
- Use debriefing to support emotional wellbeing, reflection, and learning.
- Strengthen communication, accountability, and organisational oversight.
- Use incidents as opportunities to improve systems and reduce future risk.

✓ ***Strong organisations do not just respond to incidents — they learn from them.***

TAKEAWAY

Behaviour Support & Management is not simply about responding to crisis. It is about building systems that promote safety, dignity, accountability, and support across an organisation.

Strong systems create safer organisations.

Nonprofit Alliance OF BERMUDA