

# Challenging Behavior Report Log

Date:	Time:
Explanation of the behavior:	
What was happening prior to the exhibited behavior?	
Were their physical issues (did the person look to be in pain, was the temperature too hot/cold, was the room too bright/dark, were the clothes they were wearing restrictive...?)	
What were his/ her emotional needs (Try to look at the situation through his/ her eyes)?	
What interventions did you use to calm the situation, what would you do, or not do, next time?	

## Helpful Hints

<p><b>Step 1: Detect and connect</b></p> <ul style="list-style-type: none"> <li>• Join the person in his or her reality</li> <li>• Understand the person’s reality in context before intervening: Who? What? Where? When? How?</li> <li>• Approach the person calmly and respectfully</li> </ul>	<p><b>Step 2: Address Physical issues</b></p> <ul style="list-style-type: none"> <li>• Look at medical issues, starting with pain</li> <li>• Address physical problems such as hunger, thirst, need to use the bathroom, medication reactions, ect.</li> <li>• Address environmental triggers for discomfort, such as restrictive clothing, room temperature, lighting, glare or noise</li> </ul>
<p><b>Step 3: Address the emotional needs</b></p> <ul style="list-style-type: none"> <li>• Think about how the situation feels to the person</li> <li>• Focus on the feelings not the facts</li> <li>• Reinforce you are there to help</li> <li>• Use your knowledge of the person’s preferences</li> <li>• Redirect the energy to a more soothing activity</li> </ul>	<p><b>Step 4: Reassess and plan for next time</b></p> <ul style="list-style-type: none"> <li>• Go back to detecting and connecting</li> <li>• What went well and what didn’t?</li> <li>• How can you make adjustments?</li> <li>• Create an intervention plan that includes who can help with assessment and intervention, what to try and in what order, and what to do if the situation escalates and your interventions are ineffective.</li> </ul>