



Respect

Behavior management methods

彼此尊重

行為處理方法

智障人士與一般人無異，均受日常生活壓力、家庭、人際關係等問題困擾。可是，基於他們的智力障礙、溝通能力、以及情緒調節的限制，未能恰當表達負面情緒，他們或許有機會以不同方式表達，當中或許出現攻擊性、破壞性或騷擾性行為等；有機會傷及服務使用者本身及他們身邊的人，故必須予以正視。在眾多介入手法當中，「正向行為支持」是業界廣泛運用的方法之一。

正向行為支持以功能評估為基礎，強調尊重及理解服務使用者的需要，找出發生不恰當行為的原因；更重要是營造正面環境，與調整行為先兆，引導服務使用者建立適切的行為來代替需關注行為。例如，服務使用者缺乏表達能力而以攻擊性行為表達自己的不滿，員工需要理解他行為的動機，

尊重他表達自己的需要，透過調節環境因素等先兆，並教導他以替代方法（例如運用圖卡）去表達自己以代替不當的行為。同時，我們亦教導服務使用者尊重其他人包括員工及其他服務使用者的感受，即使在心情不佳的情況下，也不可以不正當的行為傷害別人。此外，在智障人士社交訓練當中，同樣以互相尊重的概念，令他們理解恰當的社交距離及禮儀。

Persons with intellectual disabilities are no different from ordinary people. They too feel the pressures from daily living, family, and difficulties in interpersonal relationships. However, due to intellectual impairment and limitations in terms of communication skills and emotional regulation, they are unable to express their negative emotions appropriately. They may express their emotions in behaviors that are combative, destructive, or harassing, etc., which have a chance of hurting the service users themselves as well as those around them, and as a result, it must be addressed. Among the various intervention methods, "Positive Behavior Support" is one of the most widely used method in the industry.

Positive Behavior Support is based on functional assessment and emphasizes respect, understanding the needs of service users, identifying the causes of inappropriate behaviors; and more importantly, creating a positive environment, making adjustments to behavioral precursors, and guiding service users to establish suitable behaviors to replace behavioral concerns. For example, when service users lack communication skills and have to resort to combative behavior to express their dissatisfaction, staff will need to understand the motivation behind their behavior, respect their need to express themselves, and through adjusting precursors such as environmental factors, guide them to use alternative methods (such as picture cards) that they can use to express themselves to replace behavioral concerns. At the same time, we also guide service users on how to respect others, including staff and other service users, and how to use appropriate behaviors that do not hurt others even when they are in bad mood. In addition, the concept of mutual respect is also applicable to person with disabilities social skill training in guiding them in understanding appropriate social distancing and etiquette.

正向行為支持的特點

Features of Positive Behavior Support

尊重性

從服務使用者的立場去了解問題行為發生的原因，着重理解他們的需求、喜好與興趣。

預防性及教育性

一旦找出與問題行為有關的潛在因素，便可透過環境調校改變及教導替代行為。

長期目標性

不只着重眼前的問題，而是提供長遠的支援。



正向行為支持在於彼此尊重，正常化與正向的價值觀，讓我們以積極的態度去面對需關注行為，為服務使用者提供更佳的生活質素。



Respective

Understands the causes of problem behaviors from the standpoint of service users, and emphasizes understanding their needs, likes, and interests.

Preventive and educational

After the underlying factors associated with problem behaviors are identified, alternative behaviors can be taught through environmental tuning.

Long-term objective

Not only focusing on the problem at hand but also providing long-term support.



Positive Behavior Support is based on mutual respect and the values of normalization and positivity, allowing us to take a positive attitude in approaching behavioral concerns and provide a better quality of life for service users.

