

In Crisis: Intellectual and Developmental Disabilities Training for Negotiators



1.5 hour

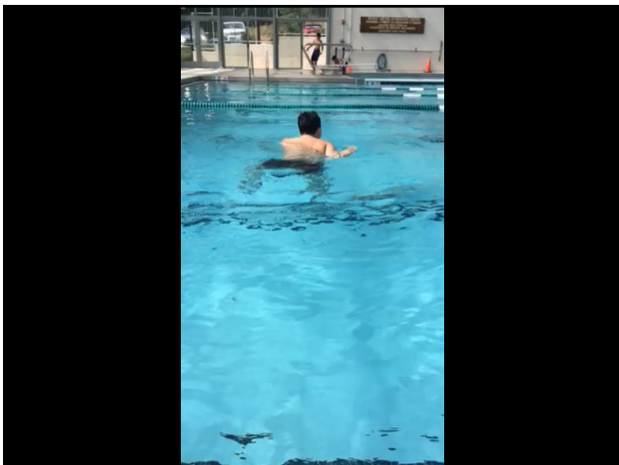


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Exercise



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Resist Coming Out of the House

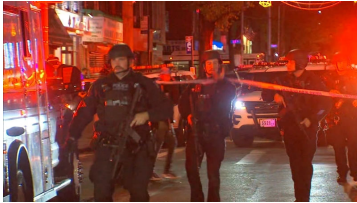
- Sensory issues
- Social challenges
- Future care / abandonment
 - Who will feed me?
 - Who will help me with meds?
 - Where will I sleep?
- Disruption of structure/routine
- Is there a service animal inside?



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Challenges for Negotiators

- May be afraid to come outside – people, cars, lights, sunlight, sounds, touch
 - Less stimulus



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Challenges for Negotiators



- Be mindful of touching
- May need one person to make contact
- The person inside may not be able to use a phone



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Challenges for Negotiators

- May not understand the danger they are in
- Caregiver may be only person they have
 - Not want to leave
- May not typically leave house



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Challenges for Negotiators

How are you getting them out of the house?

- Impaired cognitive abilities and judgment
- Physical disabilities and limitations
- Insufficient adaptive behaviors
- Write your name on page four



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Exercise Time



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Communication/Language Processing Disorder

- May communicate with or without words
- May use alternative mode of communication – iPad or other assistive technology, gestures, sign language, PECS
- May be verbal, but unable to sustain a conversation
- May only cite scripts or use echolalia
- May use repetitive or idiosyncratic language (ASD and Tourettes)
- Articulation difficulties (ID/Down syndrome and Cerebral Palsy)



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Communication/Language Processing Disorder

- May only understand direct language
 - May be able to speak but answers may seem blunt or tactless
 - May be unable to understand sarcasm, metaphors or euphemisms



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Communication/Language Processing Disorder



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Communication/Language Processing Disorder

- May appear deaf and may not respond to verbal cues
- Receptive and Expressive Language may require additional processing time



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Communication/Language Processing Disorder



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When Interacting with a Person with a Developmental Disability . . .



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Behavioral Effects


- May have obsessive tendencies (passions)
- May act impulsively
- Anxiety creates repetition
- Medication effects



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What Triggers a Crisis

- All “behaviors” should be seen as communication
- Is this person in crisis from abuse and neglect?



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When Interacting with a Person with a Developmental Disability . . .



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Negotiator Considerations

**Individuals with a developmental disability
MAY –**

- Not want their disability to be recognized (and try to cover it up)
- Pretend to understand consequences/danger when they don't
- Seem less credible as a result of behaviors



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Negotiator Considerations

**Individuals with a developmental disability
MAY --**

- Say what they think you want to hear
- Have a high tolerance for pain
- Appear to be under the influence of alcohol or drugs
- Want to run back into the house



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Negotiator Considerations

**Individuals with a developmental disability
MAY –**

- Be overwhelmed by police presence
- Not recognize the uniform as a sign of authority
- Not know what to do or how to seek help
- Be confused about who is responsible for the crime



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Negotiator Considerations

Individuals with a developmental disability MAY –

- Repeat words or mimic gestures of the officer
- Have difficulty describing facts or details
- Not respond to “stop” or other commands
- React with “fight”, “flight” or “freeze”
- Answer “no” or “why” to all questions



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Intel Gathering

- Family members and support staff may be able to provide beneficial information
 - Communication
 - Passions/fears
 - Triggers and coping mechanisms



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Take Down Team

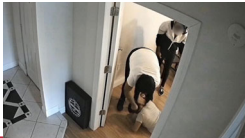

- Sharing intel gathered
- Making sure they understand:
 - Processing time
 - Physical limitations
 - Communication challenges



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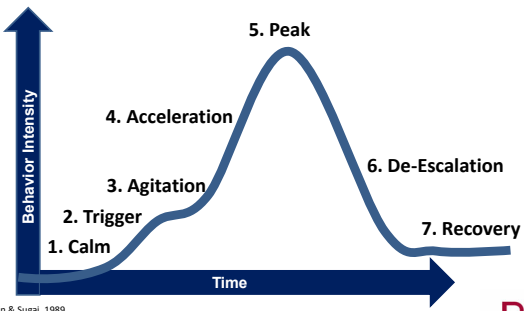
Group Homes

- House with 3-5 individuals with I/DD and mental health issues
- Who owns/manages the house
 - Contact the house supervisor
 - Respond out with Person-Centered Plan and additional staff
- Crisis may be result of environment or staff





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The Escalation Cycle




Colvin & Sugai, 1989



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When Interacting with a Person with a Developmental Disability . . .

- Remain realistic and honest
- Explain your actions in advance
 - I am going to place you in handcuffs
 - I am going to call for an ambulance
 - I am going to check for outstanding warrants
- Don't make promises you can't keep



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Communication Strategies

- Use simple sentences-avoid metaphors and sarcasm
- Ask questions one at a time
- If the person doesn't use verbal communication, make every effort to get information from the person
 - Provide paper for the person to write/draw responses
 - Allow person to respond by text



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Communication Strategies

- Give plenty of time for the person to process the information and respond
- Speak directly to the person with I/DD
- Avoid complex words



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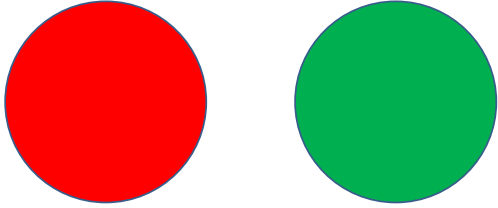

Communication Strategies

- Answering individual's questions may minimize anxiety
- Use their name at the start of each sentence so they know you are addressing them
- Explain how long the interview is going to last, and what will happen at the end
- Allow for frequent breaks



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When Interacting with a Person with a Developmental Disability . . .

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Communication Strategies

- Avoid leading questions
 - Describe what you see – not your interpretation of it
 - Did you take the item from the store because you wanted it?
 - Did you hit your roommate because he stole your CD?
- Use open ended questions
 - Did you see the person who hit you?
 - Will you show me?
- Offer “or was it something else?”
 - Was the person black, white or something else?
 - Were your clothes on, off, or something else?



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FOR MORE INFORMATION



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