1. The Therapeutic Options™ curriculum was designed to answer these two questions:
   a. How can we get people to always obey us?
   b. How can we deliver services in such a way that people do not have to behave aggressively in order to be heard, participate, be taken seriously, and have their needs met?
   c. How can we keep everyone safe during a behavioral emergency while preserving the helping relationship?
   d. How can we do the least amount of work in order to not lose our jobs?

2. When we say that the helping relationship is not a social relationship, we mean:
   a. We are not in the relationship to meet our own needs for companionship.
   b. The person should be paying us for every service.
   c. We do not need to treat the person with dignity or respect.
   d. The person should be grateful for whatever kindness we show.

3. The helping relationship can be strengthened by:
   a. Attending and listening to the person.
   b. Treating the person with respect.
   c. Demonstrating sincere commitment to the person’s welfare.
   d. All of the Above.
4. **Behavior is:**

   a. The person’s attitude.
   b. What a person really feels inside.
   c. What a person does to interact with the world and get his needs met.
   d. Only what a person does that breaks a rule or causes problems for others.

5. **Most behavior happens:**

   a. For no real reason.
   b. To get the person something or to get the person away from something.
   c. Because alien beings orbiting earth control it by radio transmissions.
   d. Because neurons in the person’s brain misfire.

Please circle (T) for true or (F) for false:

6. **T** **F** Sometimes, the services we provide actually create problem behaviors.

7. **T** **F** The behavior of staff is often affected by the same things that affect the behavior of people receiving services.

8. **T** **F** Understanding how a behavior works for a person helps us decide what skills we may need to help the person learn and about changes we may need to make in the person’s environment.

9. **T** **F** People sometimes use violence when they feel they have no other way to experience and express personal power.

10. **T** **F** Crisis can sometimes lead to personal growth.

11. **T** **F** Before we try to change a person’s behavior, we should determine whether the challenging behavior is a response to something in our service system that we can reasonably change.

12. **T** **F** Most violent incidents can be avoided.

13. **T** **F** When a person’s behavior is escalating to violence it is important that we raise his reactivity threshold by eliminating stressors and helping him manage his arousal.
Please circle the letter of the best answer:

14. **Crisis is a process in which:**
   a. A person loses control of himself and hits someone.
   b. A person must be hospitalized.
   c. A person’s ability to cope is significantly challenged by internal and external stressors.
   d. The police must be called to intervene.

15. **When we say that a person’s behavior is purposeful, we mean that:**
   a. The person’s behavior serves a purpose or meets a need.
   b. The person needs to try harder to behave.
   c. It’s the person’s fault if things don’t go right.
   d. It doesn’t matter why he’s doing a behavior.

16. **Which of the following is NOT part of a positive behavior support approach?**
   a. Making changes to the environment so the behavior is no longer necessary.
   b. Enhancing the overall quality of the person’s life.
   c. Restricting a person’s freedom until we're positive he'll be good.
   d. Helping the person learn other ways to get his need met.

17. **A person with tight jaws and clenched fists says, “I’m sick of all these stupid rules.” Which of the following demonstrates understanding of how the person feels?**
   a. “The rules are there to keep everything working smoothly.”
   b. “It can be really frustrating to live here sometimes.”
   c. “There wouldn’t be this many rules if you people could just behave.”
   d. “You should be more respectful to staff. We’re doing the best we can.”

18. **When a person in crisis has stopped responding to you, the simplest and safest way to get him to orient toward you again is to:**
   a. Raise your voice.
   b. Shake him on the shoulder.
   c. Say his name.
   d. Snap your fingers in front of his face and stamp your foot.
19. Which of the following is NOT a way to reduce arousal during when a person’s behavior is escalating:

   a. Remove any audience.
   b. Implement a standing restraint.
   c. Move the person to a quiet area.
   d. Eliminate any environmental triggers.

20. The two main goals of physical interventions are:
    (Circle both – must get both to be counted as correct)

   a. To get it over with fast.
   b. To keep everyone safe and unharmed.
   c. To teach the person not to misbehave.
   d. To maintain the helping alliance.
   e. To make a lesson of it to any observers.