

Annex 1: Catalogue of methods and tools

1. GUIDELINES FOR COVERING THE CITIZEN'S SITUATION AND THE PROMOTION OF THE CITIZEN'S WELLBEING AND ABILITY TO MASTER EVERY DAY

METHODS FOR UNDERTAKING THE CITIZEN'S RESOURCES AND CHALLENGES

Canadian Occupational Performance Measure (COPM)

Description

COPM is a standardized tool for measuring the citizen's experience of satisfaction with practice of important daily activities used by occupational therapists and physiotherapists. COPM is performed as one semi-structured interview before, possibly during and after a course.

Knowledge of effect

There are positive experiences from the practice that the tool COPM is effective in relation to hedging of resources and challenges of the citizen.

More knowledge

The website of the Occupational Therapist Association: COPM
<http://www.etf.dk/ergoterapi-og-politik/copm-0>

Danish physiotherapists website: COPM

<https://ffy.dk/fafo/Maleredskaber/Maleredskaber-alfabetisk/COPM/?noredir=True>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

The Assessment Method in the Adult Assessment Method (VUM)

Description

The assessment method in VUM illustrates how disability and/or social problem of the citizen affects opportunity of the citizen for activity and participation. The assessment method is built around 11 themes covering different aspects of the life and situation of the citizen.

Knowledge of effect

There are positive experiences from the practice that the assessment method in VUM is effective in relation to covering resources and challenges of the citizen.

More knowledge

The National The National Board of Social Services (2013): The Adult Assessment Method Manual <https://socialstyrelsen.dk/tvaergaende-omrader/sagsbehandling/vum-og-dhuv/viden-og-metoder/dhuv-metodehandbogen>

Target-group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

METHOD FOR DISCOVERING NETWORK OF THE CITIZEN

Network Mapping (Open Dialogue)

Description

Network mapping (Open Dialogue) is a tool for mapping private and professional networks of the citizen through dialogue and narratives to identify and integrate relevant parts of the network.

Knowledge of effect

There is positive experience from the practice that the Network Mapping (Open Dialog) tool is effective in relation to the coverage of the network of the citizen.

More knowledge

The National Board of Social Services (2014): Method manual for Open Dialogue <https://socialstyrelsen.dk/udgivelser/metodemanual-for-aben-dialog>

Target group

Cognitive difficulties	Mental difficulties	Social issues
	x	

METHODS OF PROMOTING CAPACITY AND SELF-EXPERIENCED WELLBEING OF THE CITIZEN

Aligned Pedagogy

Description

Reconciled Pedagogy, inspired by "Low Arousal," is about identifying signs of challenging behaviour, having a plan for what to do during a negative event (outward, self-harmful behaviour), as well as a plan for what to do after an incident.

Knowledge of effect

There are positive experiences from the practice for the Approached Pedagogy method to be effective in relation to promotion coping skills and well-being of the citizen.

More knowledge

The National Board of Social Services (2016): Method in relation to special measures
<https://socialstyrelsen.dk/udgivelser/afstemt-paedagogik>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	

Feedback Informed Treatment (FIT)

Description

FIT is an evidence-based dialogue and evaluation tool developed for professional practitioners can be applied to all courses of treatment. FIT consists of two simple schemes focusing on effect and collaboration. The forms are completed each time the professional and the citizen meet in the treatment process. The forms are subsequently processed for the purpose of how the professional can develop his practice and adapt the efforts to the individual citizen.

Knowledge of effect

The effect of FIT is scientifically well documented. Studies document that FIT can help prevent the citizen from ending the effort ahead of time. There are positive experiences from praxis that the FIT tool is effective in promoting coping skills and self-lived well-being of the citizen.

More Knowledge

The website of The The National Board of Social Services: Feedback Informed Treatment (FIT)
<https://socialstyrelsen.dk/tvaergaende-omrader/dokumenterede-metoder-voksne-og-handicap/om/feedback-informed-treatment-fit>

Target group

Cognitive difficulties	Mental difficulties	Social issues
	x	x

KRAP - Cognitive, Resource Focused and Recognitive Pedagogy

Description

KRAP is a social educational system that contains analyses, methods and tools to impart citizens with greater personal and social competence.

Knowledge of effect

There is positive experience from the practice that the KRAP system is effective in promoting the citizen's coping ability and self-perceived well-being.

More knowledge

Website of the Psychologist center: What is KRAP, <http://krap.com/hvad-er-krap/>

Target-group

Cognitive difficulties	Mental difficulties	Social issues
x		

LA 2

Description

LA 2 is a Low Arousal inspired tool for the prevention, management and learning of critical incidents, which supports conversations about violence and threats of violence between the citizen and the professionals.

Knowledge of effect

There are positive experiences from the practice of the LA 2 tool being effective in promoting coping ability and self-perceived well-being of the citizen.

More knowledge

The The National Board of Social Services (2017): LA2 – Method manual for the prevention of violence and the promotion of well-being in housing offer <https://socialstyrelsen.dk/udgivelser/la2-2013-metodemanual-til-forebyggelse-af-vold-og-fremme-af-trivsel-pa-botilbud>

Target-group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

Mastery schedule in combination with the Brøset Violence Checklist (BVC)

Description

Mastery scheme in combination with BVC is a systematic method for risk assessment and dialogue about violence and the use of force. The mastery form is a collaborative and dialogue tool used to gain a common understanding of the situation of the citizen and to prepare trading instructions for both citizens and professional professionals in order to increase the ability of the citizen to master everyday life. BVC is a one-screening tool used to assess whether there is a risk within the next 24 hours for violent incidents from a citizen. BVC is used when the score in the Master Schedule indicates that there is a risk that a violent episode may occur.

Knowledge of effect

There is positive experience from the practice that the method of mastering scheme in combination with BVC is effective in promoting coping skills and well-being of the citizen.

More knowledge

The National Board of Social Services (2016): Mastery scheme in combination with BVC
<https://socialstyrelsen.dk/projekter-og-initiativer/handicap/styrket-indsats-til-forebyggelse-af-vold-pa-botilbud/styrket-indsats-til-forebyggelse-af-vold-pa-botilbud>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

METHOD FOR MEASURING EFFECT

WHO 5

Description

WHO 5 is a tool that measures the prosperity and well-being of the citizen over the past two weeks. The wellbeing index consists of five questions that measure the degree of positive experiences on a timed scale. WHO 5 can be used to measure the general well-being of the citizen and is considered a thermometer for well-being.

Knowledge of effect

WHO 5 is on the net list of the National Board of Social Services for validated measuring instruments for use to illuminate outcome across social evaluations.

More knowledge

The National Board of Social Services: Guide to the well-being index WHO-5
<https://sundhedsstyrelsen.dk/~media/874C7A337C5F4450B55476CA535461E3.ashx>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

COMMUNICATION AND DIALOGUE TOOLS TO INVOLVEMENT OF CITIZENS WITH COMMUNICATIVE DIFFICULTIES

ASK - Alternative and Complementary Communication

Description

ASK is a common term for the many ways one can communicate if speech is not enough. People without a functional spoken language are largely relegated to use other modes of expression than the usual spoken language

Knowledge of effect

There is positive experience from the practice that the ASK approach is effective in relation to withdrawal of citizens with communicative difficulties.

More knowledge

The knowledge portal in the social field: ASK - Alternative and Complementary Communication
<https://vidensportal.dk/handicap/mennesker-med-komplekse-kommunikationsbehov/alternativ-og-stottende-kommunikation>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x		

Boardmaker

Description

Boardmaker is a computer program used to design and create symbol-based material and communication boards. It is a drawing program combined with a graphical database and more than 4500 symbols.

Knowledge of effect

There are positive experiences from the practice that the tool Boardmaker is effective in relation to involving citizens with communication difficulties.

More knowledge

Search for "Boardmaker" on the assistive technology base <http://www.hmi-basen.dk/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x		

The KAT box

Description

The KAT box – Cognitive Affective Training is a tool to inspire and structure conversations between people about thoughts, feelings and behaviours using visual tools.

Knowledge of effect

There are positive experiences from the practice that the KAT box tool is effective in relation to including citizens with communicative difficulties.

More knowledge

CAT-KIT.COM website <http://www.cat-kit.com/en/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	

Social stories**Description**

Social stories are a tool to support a citizen in understanding and acting appropriately in a given social situation. A social story is a short story, which as a script describes a given social situation and provide options for the citizen.

Knowledge of effect

There are positive experiences from the practice that the Social Stories tool is effective in relation to involving citizens with communication difficulties.

More knowledge

Howley, M., & Arnold, E. (2008). Uncovering the hidden social code: Social Stories for people with an autism spectrum disorder. Slice: The Autism Publisher.

Target group

Cognitive difficulties	Mental difficulties	Social issues
x		

Talking Mats**Description**

Talking Mats is a structured interview and conversation method that supports citizens with complexity communication needs in communicating more effectively even with their surroundings

Knowledge of effect

There is positive experience from the practice that the Talking Mats method is effective in relation to involving citizens with communication difficulties.

More knowledge

The knowledge portal in the social field: <https://vidensportal.dk/handicap/mennesker-med-komplekse-kommunikationsbehov/indsatser/artikel-2>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x		

DEVICES TO COVER COMMUNICATION RESOURCES AND DIFFICULTIES

Pragmatic Profile

Description

Pragmatic Profile is a tool to uncover how a citizen with multiple disabilities communicates. The tool is used to share knowledge about communicating with the citizen in a structured way.

Knowledge of effect

There is positive experience from the practice that the Pragmatic Profile tool is effective in relationships for the investigation of communication resources and difficulties.

More knowledge

Dewart, H. & Summers, S. (2012). PRAGMATIC PROFILE of everyday communication skills in adults. Aalborg: Department of Vision and Hearing.

Website of the National Board of Social Services: Pragmatic profile

<https://socialstyrelsen.dk/handicap/multiple-funktionsnedsaettelser/metoder/pragmatisk-profil>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x		

Social Networks

Description

Social Networks is a research and planning tool that collects knowledge through interviews in a number of important areas related to alternative and supplementary communication.

Knowledge of effect

There are positive experiences from the practice that the Social Networks tool is effective in relation to communication of communication resources and difficulties.

More knowledge

Blackstone, SW & Berg, MH (2006). Social Networks. Virum: VIKOM

Website of the National Board of Social Services: Social Networks

<https://socialstyrelsen.dk/handicap/multiple-funktionsnedsaettelser/metoder/social-networks>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x		

Video analysis in teams

Description

Team video analysis is an educational method that aims to qualify the understanding of the person with multiple disabilities without spoken language and developing the interaction.

Knowledge of effect

There are positive experiences from the practice that the Video Analysis teamwork method is effective in regards to the investigation of communication resources and difficulties.

More knowledge

Sollied, S., Kirkebæk, B. & Christensen, M. (2016). Video analytics in teams - creating and exchanging knowledge in development support networks. Danish psychological publisher.

Target group

Cognitive difficulties	Mental difficulties	Social issues
x		

2. Guidelines for social and health conditions

Coordinating action plans

Description

Individual, coordinating action plans create an overview of the current challenges of the citizen and coordinates the efforts to be implemented in the psychiatric ambulatory in the municipal drug and alcohol treatment, as well as in the somatic, social and / or employment area.

Knowledge of effect

There are positive experiences from the practice that the tool Coordinating action plans are effective relative to the focus on particularly relevant social and health conditions.

More knowledge

The National Board of Social Services (2014): Guidelines for preparation of coordinating action plans <https://socialstyrelsen.dk/udgivelser/retningslinjer-for-udarbejdelse-af-koordinerende-indsatsplaner>

Target group

Cognitive difficulties	Mental difficulties	Social issues
	X	X

Scheme of Mastering

Description

The Scheme of Mastering is a collaborative and dialogue tool used to gain a common understanding of the situation of the citizen and to prepare act instructions for both citizen and professionals in order to increase the ability of the citizen to master everyday life.

Knowledge of effect

There are positive experiences from the practice that the tool Scheme of Mastering is effective in relation to focus on particularly relevant social and health conditions.

More knowledge

The National Board of Social Services (2016): Scheme of Mastering in combination with BVC <https://socialstyrelsen.dk/projekter-og-initiativer/handicap/styrket-indsats-til-forebyggelse-af-vold-pa-botilbud/styrket-indsats-til-forebyggelse-af-vold-pa-botilbud>

Target group

Cognitive difficulties	Mental difficulties	Social issues
	X	X

Motivational conversation

Description

Motivational conversation or Motivational interview is an approach to strengthen a citizen's inner motivation for change. The approach is based on the fact that there is a connection between the way one speaks with the citizen and the willingness of the citizen to change behaviour.

Knowledge of effect

A very large number of studies have been conducted on Motivational Conversation, and some of these studies come out with positive results. There are positive experiences from the practice that the approach of Motivational conversation is effective in relation to the focus on particularly relevant social and health matters.

More knowledge

Website of the National Board of Social Services: Motivational interview

<https://socialstyrelsen.dk/tvaergaende-omrader/dokumenterede-metoder-born-og-unge/om-dokumenterede-metoder/mi>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

Security Plan

Description

Several versions of social security plans in Danish praxis have been developed. The social security plan is the common plan for safety of the citizen and the offer, and at the same time it is a risk assessment tool. The Security plan is prepared in dialogue between professionals and the citizen, just as the risk assessment is always carried out in dialogue with the citizen. The social security plan is based on history, mastery and self-understanding of the citizen.

Knowledge of effect

There are positive experiences from the practice that the tool Security Plan is especially effective in terms of focus on particularly relevant social and health conditions.

More knowledge

Møller, B. Brasch, B. B., & Pedersen, K. (Eds.), (2014). Risk assessment - a contribution to the prevention of violence. Violence as expression / Social Development Center SUS

<https://voldsomudtryksform.dk/udgivelser/risikovurdering-et-bidrag-til-voldsforebyggelse/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
	x	

Open dialogue

Description

Open Dialogue is a network and holistic approach that engages relevant professionals and private networks in connection to the citizen's situation. The approach is based on seven principles of quick and immediate efforts in regards to the citizen and his network. The involvement of the networks is happening based on the wish of the citizen. As part of the basics of Open Dialogue, all statements are important equally, and the professional role is not to seek solutions, but to provide a professional perspective, which can complement perspectives of the citizen and the rest of the network.

Knowledge of effect

A smaller quasi-experimental evaluation of Open Dialogue has been compared with traditional efforts in Finland. The results from this show that those, who received Open Dialogue to a lesser extent received public benefit, and there were fewer relapses for this group and fewer admissions. There are positive experiences from the practice that the Open Dialogue approach is effective in terms of focus on particularly relevant social and health conditions.

More knowledge

Website of the National Board of Social Services: Open Dialogue

<https://socialstyrelsen.dk/tvaergaende-omrader/dokumenterede-metoder-voksne-og-handicap/om/aben-dialog>

Target group

Cognitive difficulties	Mental difficulties	Social issues
	x	

3. Guideline for assessment of the risk of the work with specific citizens

Brøset Violence Checklist (BVC)

Description

BVC is a clinically structured method that focuses on the here and now situation. BVC is intended for one short-term (24-hour) assessment of risk of violent incidents. BVC consists of six risk factors, which is assessed three times daily.

Knowledge of effect

There is evidence of the effect of BVC in identifying critical incidents that may develop into violent incidents in psychiatric wards. There are positive experiences from housing offers with the BVC method being effective in terms of risk assessment.

More knowledge

Violence as Form of Expression Website: BVC

<https://voldsomudtryksform.dk/metoder/identifikation/risikovurdering/broeset-violence-checklist-bvc/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

HCR-20 - Historical Clinical Risk Management

Description

HCR-20 is a structured clinical method for identifying risk factors and preparing one action plan to deal with and prevent the risk of future violent incidents. HCR-20 consists of 20 risk factors for identifying both historical, current and future problem areas.

Knowledge of effect

There are positive experiences from practice with the method HCR-20 being effective in terms of risk assessment.

More knowledge

Møller, B. Brasch, B. B., & Pedersen, K. (Eds.), (2014). Risk assessment – a contribution to the prevention of violence. Violence as Form of Expression / Social Development Center SUS
<https://voldsomudtryksform.dk/udgivelser/risikovurdering-et-bidrag-til-voldsforebyggelse/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

Scheme of Mastering in combination with Brøset Violence Checklist (BVC)

Description

Scheme of Mastery in combination with BVC is a systematic method for risk assessment and dialogue about violence and the use of force. The scheme of mastery is a collaborative and dialogue tool used to gain a common understanding of the situation of the citizen and to prepare act instructions for both citizens and professionals in order to increase the ability of the citizen to master everyday life. BVC is a one-screening tool used to assess whether there is a risk of violent incidents from a citizen within the next 24 hours. BVC is used when the score in the Scheme of mastering indicates-There is a risk that a violent episode may occur

Knowledge of effect

There is positive experience from the practice that the method of mastering scheme in combination with BVC is effective in promoting coping skills and well-being of the citizen.

More knowledge

The National Board of Social Services (2016): Mastery scheme in combination with BVC
<https://socialstyrelsen.dk/projekter-og-initiativer/handicap/styrket-indsats-til-forebyggelse-af-vold-pa-botilbud/styrket-indsats-til-forebyggelse-af-vold-pa-botilbud>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

Traffic lights / Indicators

Description

The tool consists of a chart that describes the behaviour of the citizen in a number of areas in green, yellow or red zone respectively. Green zone is the comfort zone of the citizen, yellow describes problem behaviour, and red describes threatening or abusive behaviour. In addition to behaviour, the forms describe the pedagogical measures and opportunities for action in the three zones.

Knowledge of effect

There are positive from the practice with the Traffic Light / Indicator tool being effective in terms of risk assessment.

More knowledge

Møller, B. Brasch, B. B. & Pedersen, K. (Eds.), (2014). Risk assessment - a contribution to the prevention of violence. Violence as Form of Expression / Social Development Center SUS
<https://voldsomudtryksform.dk/metoder/identifikation/risikovurdering/trafiklysmetoden-groen-gul-roed/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

Security Plan

Description

Several versions of social security plans in Danish praxis have been developed. The social security plan is the common plan for safety of the citizen and the offer, and at the same time it is a risk assessment tool. The Security plan is prepared in dialogue between professionals and the citizen, just as the risk assessment is always carried out in dialogue with the citizen. The social security plan is based on history, mastery and self-understanding of the citizen.

Knowledge of effect

There are positive experiences from the practice that the tool Security Plan is especially effective in terms of focus on particularly relevant social and health conditions.

More knowledge

Møller, B. Brasch, B. B., & Pedersen, K. (Eds.), (2014). Risk assessment - a contribution to the prevention of violence. Violence as expression / Social Development Center SUS
<https://voldsomudtryksform.dk/udgivelser/risikovurdering-et-bidrag-til-voldsforebyggelse/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
	x	

4. GUIDELINES FOR MANAGING VIOLENT INCIDENTS

Aligned Pedagogy

Description

Reconciled Pedagogy, inspired by "Low Arousal," is about identifying signs of challenging behaviour, having a plan for what to do during a negative event (outward, self-harmful behaviour), as well as a plan for what to do after an incident.

Knowledge of effect

There are positive experiences from the practice for the Approached Pedagogy method to be effective in relation to promotion coping skills and well-being of the citizen.

More knowledge

The National Board of Social Services (2016): Method in relation to special measures
<https://socialstyrelsen.dk/udgivelser/afstemt-paedagogik>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	

Durewall

Description

The Durewall method is used to prevent conflicts and to avoid and deal with violence, threats and verbal abuse. Based on ten principles, troubled people are handled with body language, verbal communication and physical grips / techniques.

Knowledge of effect

There are positive experiences from the practice that the Durewall method is effective in regards to handling violent incidents.

More knowledge

Website of the Institute of Durewall <http://durewall.dk/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

LA 2 - My Security Plan

Description

LA 2 - My Security Plan is a "Low Arousal" inspired tool to handle critical incidents that is based on the inside perspective of the citizen, which supports cooperation between the citizen and the professional around making a plan for dealing with affection of the citizen.

Knowledge of effect

From the practice there are positive experiences that the tool LA 2 - My Security Plan is effective in terms of dealing with violent incidents.

More knowledge

The National Board of Social Services (2017): LA 2 - Method manual for preventing violence and promoting well-being in housing offer <https://socialstyrelsen.dk/udgivelser/la2-2013-metodemanual-til-forebyggelse-af-vold-og-fremme-af-trivsel-pa-botilbud>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

Safewards

Description

Safewards is a method that contains ten concrete tools and a model for devising strategies, which promote the safety of citizens and staff.

Knowledge of effect

From practice there are positive experiences that the method Safewards is effective in terms of handling violent incidents.

More knowledge

Website of Safewards <http://www.safewards.net/da/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
	x	

5. GUIDELINES LEARNING FROM VIOLENT INCIDENTS

ASK - Alternative and Complementary Communication

Description

ASK is a common term for the many ways one can communicate if speech is not enough. People without a functional spoken language are largely relegated to use other modes of expression than the usual spoken language

Knowledge of effect

There is positive experience from the practice that the ASK approach is effective in relation to withdrawal of citizens with communicative difficulties.

More knowledge

The knowledge portal in the social field: ASK - Alternative and Complementary Communication
<https://vidensportal.dk/handicap/mennesker-med-komplekse-kommunikationsbehov/alternativ-og-stottende-kommunikation>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x		

Boardmaker

Description

Boardmaker is a computer program used to design and create symbol-based material and communication boards. It is a drawing program combined with a graphical database and more than 4500 symbols.

Knowledge of effect

There are positive experiences from the practice that the tool Boardmaker is effective in relation to involving citizens with communication difficulties.

More knowledge

Search for "Boardmaker" on the assistive technology base <http://www.hmi-basen.dk/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x		

The KAT box

Description

The KAT box – Cognitive Affective Training is a tool to inspire and structure conversations between people about thoughts, feelings and behaviours using visual tools.

Knowledge of effect

There are positive experiences from the practice that the KAT box tool is effective in relation to including citizens with communicative difficulties.

More knowledge

CAT-KIT.COM website <http://www.cat-kit.com/en/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	

LA 2 - Curriculum for Professionals**Description**

LA 2 - The curriculum for subject professionals is a "Low Arousal" inspired tool for analysis and reflection on a concrete critical incident that, based on the external view, perspective of the professional supports the collegial, professional reflection and knowledge sharing to support the citizen.

Knowledge of effect

From the practice there are positive experiences with the tool LA 2 - Curriculum for Professionals being effective in terms of learning from violent incidents.

More knowledge

The National Board of Social Services (2017): LA 2 - Method manual for preventing violence and promoting well-being in housing offer <https://socialstyrelsen.dk/udgivelser/la2-2013-metodemanual-til-forebyggelse-af-vold-og-fremme-af-trivsel-pa-botilbud>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

LA 2 – My Curriculum

Description

LA 2 - My Learning Plan is a “Low Arousal” inspired tool for analysis and reflection on a concept. was a critical episode that, based on the citizen's perspective, supports conversations about violence and threats of violence between the citizen and the professionals.

Knowledge of effect

From the practice there are positive experiences with the tool LA 2 - My Curriculum being effective in terms of learning from violent incidents.

More knowledge

The National Board of Social Services (2017): LA 2 - Method manual for preventing violence and promoting well-being in housing offer <https://socialstyrelsen.dk/udgivelser/la2-2013-metodemanual-til-forebyggelse-af-vold-og-fremme-af-trivsel-pa-botilbud>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

Social stories

Description

Social stories are a tool to support a citizen in understanding and acting appropriately in a given social situation. A social story is a short story, which as a script describes a given social situation and provide options for the citizen.

Knowledge of effect

There are positive experiences from the practice that the Social Stories tool is effective in relation to involving citizens with communication difficulties.

More knowledge

Howley, M., & Arnold, E. (2008). Uncovering the hidden social code: Social Stories for people with an autism spectrum disorder. Slice: The Autism Publisher.

Target group

Cognitive difficulties	Mental difficulties	Social issues
x		

Supervision

Description

Supervision provides the opportunity to reflect on and share dilemmas and challenges at work. Through supervision, the professionals become better able to understand what is going on in the interaction between citizens and professionals and among themselves in the staff group.

Knowledge of effect

From the practice there are positive experiences that the Supervision tool is effective in terms of learning from violent incidents.

More knowledge

Website for Violence as Expression <https://voldsomudtryksform.dk/metode/supervision/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

Talking Mats

Description

Talking Mats is a structured interview and conversation method that supports citizens with complexity communication needs in communicating more effectively even with their surroundings

Knowledge of effect

There are positive experiences from the practice that the Talking Mats method is effective in terms of involving citizens with communication difficulties.

More knowledge

The knowledge portal in the social field: <https://vidensportal.dk/handicap/mennesker-med-komplekse-kommunikationsbehov/indsatser/artikel-2>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x		

Open dialogue

Description

Open Dialogue is a network and holistic approach that engages relevant professionals and private networks in connection to the citizen's situation. The approach is based on seven principles of quick and immediate efforts in regards to the citizen and his network. The involvement of the networks is happening based on the wish of the citizen. As part of the basics of Open Dialogue, all statements are important equally, and the professional role is not to seek solutions, but to provide a professional perspective, which can complement perspectives of the citizen and the rest of the network.

Knowledge of effect

A smaller quasi-experimental evaluation of Open Dialogue has been compared with traditional efforts in Finland. The results from this show that those, who received Open Dialogue to a lesser extent received public benefit, and there were fewer relapses for this group and fewer admissions. There are positive experiences from the practice that the Open Dialogue approach is effective in terms of focus on particularly relevant social and health conditions.

More knowledge

Website of the National Board of Social Services: Open Dialogue

<https://socialstyrelsen.dk/tvaergaende-omrader/dokumenterede-metoder-voksne-og-handicap/om/aben-dialog>

Target group

Cognitive difficulties	Mental difficulties	Social issues
	x	

6. GUIDELINES FOR THE REGISTRATION AND USE OF INFORMATION ABOUT VIOLENT INCIDENTS AND PRESENCE INCIDENTS

Easy

Description

EASY is the joint electronic reporting system for reporting accidents at work for the Labour Market Business Insurance and the Labour Inspectorate. EASY includes among other things EASY Prevention, which is a tool for Investigating work accidents, analyse the cause, prepare action plans and inform the employees.

Knowledge of effect

There are positive experiences from the practice that the EASY tool is effective in terms of the registration and use of information on violent incidents.

More knowledge

The Labour Inspectorate: AT guidelines on violence <https://arbejdstilsynet.dk/da/regler/at-vejledninger/v/d-4-3-3-vold>

8. Guideline for the collaboration

BFA - Welfare and Public Administration tools to promote social capital

Description

Social capital is about collaboration and relationships in the workplace. The basic idea is that you by building and utilizing strong relations within the organization can benefit quality and efficiency, and at the same time strengthen well-being and good working environment.

Knowledge of effect

There are positive experiences from the practice that it is effective to promote social capital in the work space in regards to a psychological work environment that supports the violence preventing work.

More knowledge

ARBEJDSMILJØWEB.DK: Social capital: Collaboration and relations at work
http://www.arbejdsmiljoweb.dk/trivsel/social_kapital

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	X

10. GUIDELINES FOR WELLBEING PROMOTING PHYSICAL FRAMEWORKS AND FACILITIES

The Snoezel

Description

The Snoezel is a multisensory environment that aims to provide the citizen with a comfortable and stimulating mood, to awaken the senses, to provide experiences and motivate for activity or to calm down everything according to the individual needs of the citizen. The sensory impressions are created by light, sound, colours and scents, prints, massage and movement. Snoezelen is practiced in a specially designed room.

Knowledge of effect

There are positive experiences from the practice with the Snoezel being effective in terms of the physical, well-being promoting and safety creating frameworks.

More knowledge

Website of VISS - Knowledge Center Sølund Skanderborg: What is the Snoezel?

<https://viss.skanderborg.dk/VIDEN/Artikler1/Metoder/Hvad-er-snoezelen-1.aspx>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x		

11. COOPERATION AND COORDINATION GUIDELINES ACROSS SECTORS

Ordering in Adult Assessment Method (VUM)

Description

Ordering in VUM is a tool that must support the communication of the authority to performer about initiating the effort. The order collects the information needed so performer can initiate and deliver the efforts. Additionally, systematic communication is ensured for performer regarding effort purposes and effort goals.

Knowledge of effect

There are positive experiences from the practice with the ordering tool in VUM being effective in terms of cross-sector collaboration and coordination.

More knowledge

The National Board of Social Services (2013): The Adult Assessment Method Manual
<https://socialstyrelsen.dk/tvaergaende-omrader/sagsbehandling/vum-og-dhuv/viden-og-metoder/dhuv-metodehandbogen>

Target group

Cognitive difficulties	Mental difficulties	Social issues
x	x	x

Coordination plan (Section 13b of the Psychiatry Act)

Description

The coordination plan is prepared by a psychiatric department in collaboration with relevant professional parties. The plan describes the treatment and social services offered to the citizen after hospitalization. The coordination plan is drawn up when it is assumed that the citizen will not seek the treatment or the social services that are needed for the health of the citizen, and the citizen will not contribute with entering into a printing agreement.

Knowledge of effect

There are positive experiences from the practice with the Coordination plans (Section 13b of the Psychiatry Act) being effective in terms of cross-sector collaboration and coordination.

Target group

Cognitive difficulties	Mental difficulties	Social issues
	x	x

Relational coordination

Description

Relational coordination is an approach to improve collaboration on a common task through focus on relations and communication.

Knowledge of effect

There are positive experiences from the practice with the Relational Coordination approach being effective in terms of cross-sector collaboration and coordination.

More knowledge

Tavern for Management (2016): Relational coordination – management of an effective collaboration <http://www.lederweb.dk/dokumentarkiv/publikationer/relationel-koordinering/>

Target group

Cognitive difficulties	Mental difficulties	Social issues
X	X	X

Social network analysis

Description

Social network analysis is a tool for mapping social resources and networks in a local community.

Knowledge of effect

There are positive experiences from the practice with the social network analysis tool being effective in terms of cross-sector collaboration and coordination

More knowledge

Website of the National Board of Social Services: Collaboration between the public and civil society for preventative efforts to people with mental disorders (15M pool 2013-2016)
<https://socialstyrelsen.dk/projekter-og-initiativer/handicap/15m-puljen-2013-2016>

Target group

Cognitive difficulties	Mental difficulties	Social issues
	X	