**Norms Planning Worksheet**

Norms are behaviors and ways of interacting that are considered usual, typical, standard, or expected.  Different places and groups of people share different sets of norms. Norms planning is the process of working as a team to identify “problematic” norms and developing a plan to create positive norms that will better serve your team – in this case, your co-workers, building, and its tenants.

Your team will identify a disruptive or unwanted behavior in the building and develop a scripted and standard intervention that will be implemented by all members of staff to address the behavior and ultimately change the norm. This is targeted at nuisance behavior that may rise to a lease violation but is not at that level. Norms are not about consequences but persuasion and giving all tenants a chance to benefit and shape the community that they reside in.

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| *Examples of Unwanted Behaviors*:   * Not adhering to social distancing and mask wearing protocols * Loud and abusive language directed at others (e.g. at the front desk) * Knocking on peoples’ doors in the middle of the night * Buying and/or selling drugs near the property * Using racial, ethnic or gender-based slurs * Intoxication in a public area | *Norms Plan*:   1. Identify unwanted behavior 2. Identify how to respond to the unwanted behavior 3. Identify reason for targeting the behavior 4. Present the plan to change this behavior to tenants (could be community meeting, flyers, individual discussions with all the tenants) 5. Prepare short script/talking points that all staff can agree to use consistently 6. Using the agreed-upon script, engage residents in a short (1-minute), respectful exchange each time the behavior is witnessed 7. Gradually over a 30-day period increase the exchange (up to 3 minutes) each time the behavior is witnessed 8. Reinforce the normative behavior in all public meetings and settings 9. Guide/coach residents as they begin to reinforce the norms with one another |

**Building:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **What is the behavior your Norms Plan will address?** Be as clear and explicit as possible. It is important that everyone on the team knows how to identify the behavior:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. **What are the reasons for changing this behavior?** (for example: screaming at the front desk makes people entering the building feel unsafe and unwelcome) how will this be presented to all the tenants?

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1. **What is the plan for who will intervene?** Describe a plan for every staff member in the building (front desk, security, maintenance, services staff, property management). How will you decide who will intervene, when?   
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2. **Discuss a “script” of what you will say when this behavior occurs (about 1 minute).** If the person is intoxicated or actively psychotic, they will not be able to hear it. Plan to de-escalate and contain the behavior and follow up with the script.

**1-Minute Script: Write down your final script that will be used by all staff when they discuss the behavior with tenants. Practice out loud! Reciting the script should last no less than 1 minute to begin and escalate to 3 minutes. The escalation is time based (as an example - increase amount of time bi-weekly)**

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