

CHANGE IS HARD!

Human beings crave consistency. They may fear – consciously or unconsciously – they won't be able to adapt to new circumstances.

Your clientele are no different!



1.

Update Expectations

Disappointment occurs when an experience doesn't match our expectations. Before altering program methods, timing, or approaches, let clients know what they can expect.

2.

Offer Options

Feeling 'stuck' with a single option can lead to frustration and unhappiness. Identify at least two options and let supported individuals choose the path they prefer.

3.

Look for Signs

Notice when you see increased signs of anxiety, social isolation, or feeling overwhelmed by change. Encourage clients to take one step at a time to get through the period of change.

4.

Make Communication Easy

Provide an accessible hotline where supported individuals and their families or caregivers can report concerns, frustrations, or special challenges.



NEW YORK
ALLIANCE FOR
INCLUSION & INNOVATION
Strength Together



Nonprofit
Risk Management
Center

Find the answer here | nonprofitrisk.org