

**Scenario:**

Before setting out for your daily appointments, you always spend 1.5 hours in the office to take calls, prepare for the day’s clients, and schedule appointments. Just as you are about to walk out the door, the phone rings. You answer to the desperate cry of a young mother.

**Desperate Parent:** “You were recommended to me by a mother in my support group. Please don’t tell me you aren’t accepting clients!”

**Behavior Analyst:** “Thank you for calling. I am accepting clients at this time. Tell me a little about the situation.”

**Desperate Parent:** “Well, my husband and I are pretty much housebound due to our son’s behavior when we go to a restaurant, a grocery store, a mall – just anyplace outside the home. Anytime we are away from home, Jeffrey begins.”

**Behavior Analyst:** “Can you describe the behaviors you are seeing?

**Desperate Parent:** “Oh, yes! Total meltdown!”

**Behavior Analyst:** “Please describe what his behaviors *look* like.”

**Desperate Parent:** “Okay. First, he starts pulling on my shirt – or his dad’s. Then, he screams, ‘I hate this place! I want to go home!’ That leads to him dropping to the floor and screaming loud enough for everyone in the place to hear him. It’s so embarrassing! So, we have just started staying home. But we need some time out – and so does Jeffrey – even if he doesn’t know it.”

**Behavior Analyst:** “I think we need to schedule an appointment so I can gather some foundational information and then we will move forward with direct descriptive observation and data recording. Do you have a day and time that would be good for you?”

**Desperate Parent:** “As soon as possible! If you’re free, I can clear my schedule for tomorrow!”