



# Listening and Learning Using Person Centered Thinking Skills

Michael Smull

Support Development Associates

The Learning Community for Person Centered Practices

Support Development Associates with The Learning Community for  
Person Centered Practices 2015



## What have we learned?

We need skills and tools  
that  
work for everyone  
and  
a common language

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- What is Important to me**
- Be held upright like a big boy
    - Playing with people
  - Cooing, smiling, and giggling with others
  - Hitting the guys on my playmat and kicking my feet
  - Looking out the window, or going outside
    - Tummy time
  - Singing songs like head shoulders knees and toes
    - Listening to music
  - Baby massage for relaxation
    - Playing with my feet
  - Being with my Mommy and Daddy

**Zachary (3 months)**



- What others like about me**
- Great big smile
    - Cute laugh
  - I give the best hugs
    - Big talker
    - Always happy
    - Cutie Pie
  - Mover and a Shaker

- How to support/comfort me**
- When I am tired I like to chill with my nuk and be held
    - If I get fussy you can rub your hands across the front part of my hair
  - Hold me upright and walk around a little, you may pat my back lightly or rub my back
    - Sing to me, or play music, its relaxing
    - Always talk to me- I enjoy having a conversation with you
      - Talk with me and play when you change my diaper
  - I will rub my eyes and yawn when I am tired. Sometime my eyes will look red. You can help me nap by holding me and have me use my nuk
  - If I am napping and I wake up to early and fuss, please help me by giving me my nuk and rubbing my tummy lightly or running your fingers around the front of my hair. If I still don't go back to sleep, you may need to hold me and rock me.
    - I need a little time to get up from my nap. I may use my nuk.
  - I do pace feeding with a bottle. Burp me and hold me upright after you give me a bottle

**This is Important TO Tyler:**

- Tyler likes physical activities such as wrestling with dad or running freely without restrictions
- Enjoys listening to Music -Coming Home by Diddy, Transformer Song New Divide, Travis Barber Soldier Boy and Show me what I'm Looking For by Carolina Liar
- Going outside to play is great especially on the trampoline
- Loves to watch Music Videos and YouTube - "the others" is the Land Before Time series or dinosaur thing.
- Dinosaurs, trains and action figures are some of Tyler's favorite toys
- Tyler loves to buff dogs
- Tyler is a great eater!
- He likes to be a big boy
- To have friends, to play and entertain others

**This is Important FOR Tyler:**

When away from main care staff, people who support Tyler best are energetic, happy, loving, caring, and can give him 100% of their time and attention

- Being well supervised at all times
- Tell Tyler what he needs to do with minimal words, show him and then let him do it
- Give Tyler breaks when his legs get tired

**Things You Should Know to Best Support Tyler:**

Tyler Cannot have MILK

If Tyler's lips begin to swell- Call Mom ASAP on cell phone. Should he be struggling to breathe - immediately call 911

- Sometimes when sitting, Tyler tends to sway side-to-side due to poor core strength and does not like sitting for more than 15 minutes at a time
- Tyler has trouble doing two tasks at once
- Tyler can remove his clothes independently, but requires assistance when putting them on
- If Tyler uses inappropriate words IGNORE him
- To make sure he is listening or to get his attention tell him "Quiet Hands" and wait until he claps hands together

In the event of an emergency, until family is able to come, please call the following people who can best assist Tyler.







**IT'S ALL ABOUT ME**  
ELIZABETH KATZ

**What we love about Elizabeth!**  
(see pages 4-5 for more info)

- She's a determined self-advocate – ask her about her rally speeches
- A gutsy gal
- Talk about organized!
- A true blue friend
- She lights up a room!
- She's a Fashionista

**A Few Things That Are Important TO Me...**  
(Please see pages 6-10 for more information)

- My independence
- A thriving social life
- Being organized and prepared
- School – Graduation in May 2011!
- Taking good care of myself
- Routines
- Planning for the future – including a job, an apartment, and a boyfriend
- Everything Michael Jackson
- Diet Coke
- Singing at church
- Fun with friends & family
- Writing in my journals
- Avoiding conflict
- Fashion
- Close relationships with Family & Friends

**...And A Few Things That Are Important FOR Me:**  
(Please see pages 11-13 for more information)

- CPap machine, plenty of sleep (may include naps)
- Seizure medications
- Healthy diet and exercise
- Writing in my journals
- Conflict free environments & relationships
- Avoiding a "fireball"

**Here's How You Can Support Me:**  
(Please see pages 12-14 for more information)

- Help me with time, money, cooking, shopping & some cleaning
- Help me find a job and job training
- Assist me to fix my hair & pick out cute outfits
- Help me make healthy food choices and to exercise
- Understand if I'm upset, I'm probably tired.
- Talk to me nicely & quietly. No bad words.
- When people around me are angry or there is conflict, help me get away
- Help me understand what's going on, what to expect

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Tammy's Description

*Tammy's One Page Description*

**What People Like and Admire about Tammy (Pg 6)**

- Is always smiling
- Totally accepts people
- WONDERFUL personality
- Stylish
- Accepting and forgiving
- Resilient
- Great sense of humor
- Friendly and social



**What is Important to Tammy (Pg. 7-8)**

- Being a part of things
- Having eye contact with everyone
- Looking stylish and having her hair and nails done
- Being comfortable and not having her tubes underneath her
- No roughness in personal care

**Supports Tammy Needs to be Happy, Healthy and Safe (Pg. 10-14)**

- Always have her head elevated
- To be suctioned frequently (5-6 times per shift). Gurgling noises means she needs to be suctioned
- To have people be kind, sensitive, loving and have a gentle touch
- Be gentle with brushing her hair (she doesn't like it, but wants it to always look nice)
- Always make sure her clothes match and make sure it's not sweat clothes
- Tammy needs to be repositioned every two hours
- Always follow through with a promise or give an explanation of what is going on and when you can keep the promise if something comes up
- Be sure to have Tammy use her body to keep flexible

**Tammy's Picture Of A Life (Pg. 19-21)**

- Live in a big wheelchair accessible home with extra wide doors, close to her family
- Have a fun and social housemate
- Have a beautician she can go to regularly
- Have a social medical day program close to home
- Have specialized medical services and medical equipment (including backup generator)

Michael Smull  
Support Development Associates

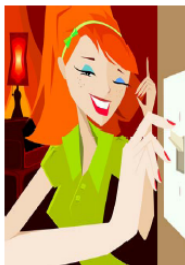
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~ Sara's One Page Description ~

**What People Like and Admire about Sara (Pg 5)**

- She has a passion and zest for life
- Friendly and fun
- Positive energy in wanting to advocate for others
- Likes to help and is protective of others
- Very independent
- Knows what she wants to do and is resourceful



**What is Important to Sara (Pg. 6-8)**

- Being respected and people not breaking their promises
- Being social, joking and doing things with friends
- Making a difference for people
- Being able to smoke without being bugged
- People not messing with her things

**Supports Sara Needs to be Happy, Healthy and Safe (Pg. 10-15)**

- One person to provide clear directions and expectations
- Give her choices to keep her from getting bored. Always have a "plan B" in case things don't work out
- To be supported unconditionally so she can gain trust in you to help when she moves
- Must have people be consistent with her and talk with her when she get upset or starts self-diagnosing herself
- Have consistent respite for Sara and others to relax and recharge
- ASK Sara to do something, rather than tell her.
- Always follow through with a promise or give an explanation of what is going on and when you can keep the promise if something comes up

**Sara's Picture Of A Life (Pg. 20-24)**

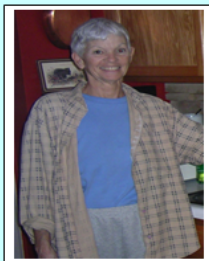
- Live in a Host Home where she can have her own living space and be able to smoke outside
- Have an active community that has good public transportation and advocacy opportunities
- Have a GED class that can lead to paid work for her
- Have mental health services to support Sara and her new provider



~ Liz's One Page Description ~

**What People Like and Admire about Liz**

- She knows everyone's birthday
- Has the gift of gab ~ can hold a lengthy conversation with anyone!!
- Has a green thumb and knows lots about plants and flowers
- Never gives up even through long bouts of serious illness
- LOVES animals!
- Her sense of adventure



**What is Important to Liz**

- Being in control of her life
- Living in her own home with her 3 cats
- Talking with her daughter frequently
- Having lots of information about her health, and any changes in her life
- Being active; doing things with her family and friends
- Staying in touch with friends

**Supports Liz Needs to be Content, Healthy and Safe**

- When really depressed, family needs to ask "what did you eat today" to help keep an eye on possible malnourishment
- Must be able to keep a small notebook to write notes and help her remember tasks; she will get confused when she is not well or when she is feeling overwhelmed
- When she is not well, it helps if she talks to her daughter every day
- Because of having Fibromyalgia, she needs someone to clean her house regularly for her
- When she isn't well, she needs someone who can grocery shop and run errands for her; or take her to run errands
- A skilled pet sitter to care for pets when Liz is away or unwell

**People Who Support Her Best:**

- Like to chit chat and are good listeners and processors of information
- Are consistent; punctual and dependable
- Like to share about their own life



### What we have done to address Liz's malnourishment

What have we Tried	What have we learned	What are we Pleased about	What are we concerned about
<ul style="list-style-type: none"> <li>● Healthy frozen meals</li> <li>● Daughter cooking a week's worth of food for her</li> <li>● High protein shakes 2x a day</li> </ul>	<ul style="list-style-type: none"> <li>● She doesn't like processed food</li> <li>● Will almost always eat daughter's home cooked food</li> <li>● Protein shakes work really well</li> <li>● If she is having a really bad day, might only drink one shake at best</li> </ul>	<ul style="list-style-type: none"> <li>● She is steadily gaining weight</li> <li>● Found at least two options that work for her</li> <li>● She is committed to eating when she can</li> </ul>	<ul style="list-style-type: none"> <li>● Stress on daughter to cook and drive 5 hours round trip every weekend</li> <li>● Only eating once a day</li> <li>● Will lose appetite again if depression comes back</li> </ul>

+1: Keep doing protein shakes; find someone local to cook occasionally; keep asking "what did you eat today, not just "did you eat today?"

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Our friend & colleague: Shelley Dumas


**What's Important To Shelley During Her Recovery...**

- Avoiding "scary hospital hair" always!
- Keep hair untangled and unmatted.
- Being included in aspects of her care and plans for her recovery
- Having time to think about things; not having to make a commitment immediately.
- Planning things out after having the time to consider her decisions.
- Being dressed colorfully and comfortably – even if it's a hospital gown!
- Looking good – not in a vain kind of way, but in a stylish, lady-like way.
- Not being bored – she wants things to do and to think about.
- Having her privacy and modesty protected even in the midst of necessary medical procedures.

**How You Can Support Shelley During Her Recovery:**

- Before you leave the room, make sure she has her "Security System" within reach:
 

<ul style="list-style-type: none"> <li>○ IN HER LAP:                             <ul style="list-style-type: none"> <li>• her cell phone</li> <li>• the call light</li> <li>• the hospital phone</li> <li>• the TV Remote</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ ON THE TABLE TRAY:                             <ul style="list-style-type: none"> <li>*Hair brush</li> <li>*Hair clips</li> </ul> </li> </ul>
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- Remember she is an expert in supporting other people. She knows a lot and when she doesn't know the answer she knows people who do. Ask for her suggestions about her own care.
- Ask her directly when you have a question. Listen.
- Make sure she has time and assistance to look her best every day.
- Inform her about what you are doing and why. Let her tell you how she'd like it done.
- A sense of humor is always appreciated. Enjoy Shelley's too!



**What We Love About Shelley!**

She is quick to laugh; she helps us see the fun side of life! She wears really cool, sexy and artsy, stylish clothing.

She's a gracious southern lady who can be gracefully direct and straightforward.

She's an amazingly creative problem-solver.

Her priorities are clear: Donald, Katherine, Dana & Susan, and the Grandkids.

She's a very talented tailor and has much expertise in supporting people.

Shelley will crack you up!

She is generous and kind.

She is a Scrabble Shark. Don't let her sweat face fool you!

Shelley's glass is always half-full.

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~ Ruth's One Page Description (at home) ~

- What People Like and Admire about Ruth**
- Such a "grandmother"
  - A true lady
  - Has the gift of gab ~ can hold a conversation with anyone!
  - Always dressed so nice ~ everything always matches, right down to socks and earrings
  - Very liberal thinker for her age



- What is Important to Ruth**
- Living with granddaughter and grandson-in-law
  - Being warm and feeling safe with caregivers
  - Having "a little pour" before bed (rum and tea)
  - Being a part of whatever is going on at home ~ being in the middle of it!
  - Sweets during the day!

- Supports Ruth Needs to be Happy, Healthy and Safe**
- Needs people to ask frequently if she is warm enough and help her put on sweater/sweatshirt if she is not (she'll be cold when you're not)
  - Must have assistance with her medications ~ knows them by color but you need to dole them out and keep track of times
  - Needs assistance with bathing and dressing ~ will tell you what clothes she wants to wear for the day/event
  - When bathing, no water on face ~ she will wash with cloth
  - Must talk with daughter 2-3 times a week on the phone ~ will need you to dial for her
  - Must see her doctor right away if she has cough, fever or is "off balance" ~ indications of systemic infection that will grow quickly!

- People Who Support her Best**
- Like to chit chat
  - Are timely and stay busy
  - Polite and mannerly
  - Have a witty and dry sense of humor
  - Can be reassuring and help Ruth feel safe



~ Neldria's One Page Description ~

- What People Like and Admire about "Nell"**
- She is gentle
  - She loves to talk to people
  - She knows about plants and has a room full of beautiful tropical plants (she brings plants back from the dead)
  - She tells great stories
  - She speaks her mind and speaks up for others



- Things that are Important to Nell**
- Her lap shawl (she gets chilly)
  - Going WHEREVER she wants on her "rascal chair"
  - Getting to see people every day
  - Talking to daughter, Jennifer, daily
  - Her plants (she calls them "the ladies")
  - Her friend, Norma (room 117)


- Supports Nell needs to be Happy, Healthy and Safe**
- Assistance with filling her medicine keeper (day minder)...she has difficulty with the lids because she has severe arthritis
  - Someone to assist her with weekly shopping (because of her arthritis she needs someone to go along...but she wants to go to the store, too! She can do small runs on her "rascal chair" when she is feeling good.)
  - Support in dressing (she does not want to wear adaptive clothing and cannot manage zips, snaps, or buttons). Do not recommend adaptive clothing.
  - Someone must assist her in turning her plants ½ turn a month to make sure they get even light and don't grow crooked...additionally, she often has too much arthritis pain to water the plants and will instruct a helper in how to care for "the ladies"
  - She must have assistance with bathing when her arthritis pain is severe, but, she does not need assistance every day. She will let us know when support is desired.
  - She may need assistance with things related to crochet, but, on a good day her fingers are flying!
  - Ask Nell often if she is in pain...she sometimes lets the pain get overwhelming before she asks for medication (we think she has a high pain threshold as she does generally ask for anything she needs)
  - Nell cannot lift her oxygen tank. She will tell you when she needs assistance.



**Important to Sam**

- At least weekly calls from each of his 3 kids (Tina, Dixie, and Bobby).
- Getting to see people he likes every day
- Feeding the hummingbirds at the complex (the water for the food MUST come from Spring Creek)
- His friends, Bill and Vince
- Staying busy

**~ Sam's One Page Profile ~**



**What People Like and Admire about Sam**

- He always wants to help others before he takes care of himself
- He tells great, funny stories...some are pretty raunchy...get used to it.
- He can fix ANYTHING and will always offer to assist
- He is a jokester. Sam loves "Pierre and Boudreaux" jokes and must know 100's of them.
- He loves his family and friends and always has time for them

**Sam LOVES:**

Budweiser (his daughter has figured out how to make beer slushies (recipe on freezer door)...help him have a teaspoon or so every once in a while. He will spit it out if his throat is sore, but, he loves the taste

**Supports Sam needs to be Happy, Healthy and Safe**

- Assistance with his feeding tube (he will tell you how much to fill it by showing you with his thumb and forefinger).
- Someone to assist him with shopping (if he's too tired to cross the street)
- Support with taking the morphine through the feeding tube. He doesn't want enough so that he is sleepy, but, he needs enough to cut the pain. He'll show you how much he wants.
- Someone must assist in filling the hummingbird feeders. He is distressed if they are empty
- Rides to his medical appointments. It helps if you can check with the discharge desk for any special instructions. Sam doesn't hear well and gets frustrated.
- Help him remember to rest throughout the day, which may include limiting visits or length of visits. He falls when he is exhausted, but will choose company over safety



**Person Centered Planning results:**

1. Sam Being listened To: Sam moved to his own apartment, without constant caregiver presence. Friends and family provide transportation and other assistance.
2. Less than 2 hours of support per day (with the exceptions of days when he has a chemo treatment and may need a friend or family member to sleep over)
3. Focus on his desires and what he is interested in doing (fishing, talking, telling jokes, feeding hummingbirds)



Sam rang the bell at the cancer center on the day of his last chemo treatment. He is joined here in front of the bell by two family members. Sam died peacefully at home later this day. Ginny (pictured in blue) was listening to him tell a story when he passed.

### Michael as a TLC Board Chair



**What other Board member's like or admire**

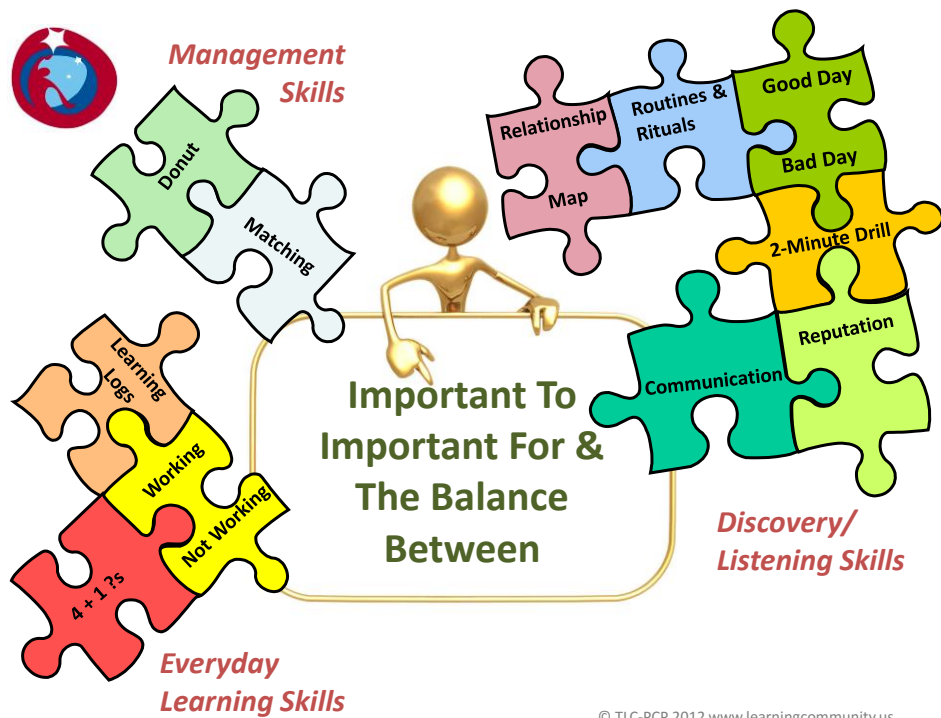
- His vision
- Being a beacon
- An original thinker
- Gives a clear message
- Has a clear and unwavering purpose
- Explains complex things with an economy of language

**Best Support**

- I am a good leader but not a good manager – support my strengths
- There are always more things to do then there is time.
  - Action plans, with clarity about who does what by when, are needed
  - I appreciate being reminded about what is helpful and necessary.
  - Remember I am best at working on future concerns, but will help with what is needed now
- When you want feedback, ask
- I lose the balance between work and life, gentle reminders are helpful

**Important to me**

- Helping others to grow
- To be part of an organization that works on changing the system.
  - Where -
    - We work in partnership
    - I am part of the problem solving and testing the solutions
    - We learn how to do quality at scale
    - We share the learning and help our efforts spread
- To focus on the future, to work on “what is next”
- That TLC-PCP grows and prospers, now and after I am no longer directly contributing -
  - The longevity and integrity of the work
  - Creation of a true learning community



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## Important TO

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What is important to a person includes those things in life which help us to be satisfied, content, comforted, fulfilled, and happy. It includes:

- People to be with /relationships
- Things to do & places to go
- Rituals or routines
- Rhythm or pace of life
- Status & control
- Things to have

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## Important TO

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Workbook Pg. 14

- Includes what matters the most to the person – their own definition of quality of life.
- What is important to a person includes only what people “say”:
  - with their words
  - with their behavior

*When words and behavior are in conflict,  
pay attention to the behavior and ask “why?”*

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## Important FOR

Workbook Pg. 14

- Issues of health:
  - Prevention of illness
  - Treatment of illness / medical conditions
  - Promotion of wellness (e.g.: diet, exercise)
- Issues of safety:
  - Environment
  - Well being ---- physical and emotional
  - Free from Fear
- What others see as necessary to help the person:
  - Be valued
  - Be a contributing member of their community

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## Important To and For are Connected

Workbook Pg. 15

- ‘Important to’ and ‘important for’ influence each other
- No one does anything that is ‘important for’ them (willingly) unless a piece of it is ‘important to’ them

*Balance is dynamic (changing) and always involves tradeoffs:*

- Among the things that are ‘important to’;
- Between important ‘to’ and ‘for’

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Workbook Pg. 9

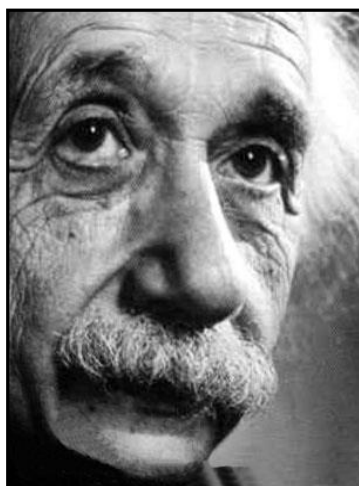
## Sorting Important to from Important for *(and finding a better balance between them)*

Important To	Important For

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## Ask Yourself “What do we know?” Before asking “What do we do?”



*If I had an hour to save  
the world, I'd spend 55  
minutes defining the  
problem.*

*~ Albert Einstein*

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## Nora's story

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### Nora's Answer Slide

What is important to Nora?	What is important for Nora?
<p>To be called Mrs. G until she gives you permission to call her Nora</p> <p>To visit with her family</p> <p>Spend time with babies and children</p> <p>Be dressed very nice ~ including make up and her "corset-like" undergarment</p> <p>To not be rushed ~ and to be early if possible for important events</p> <p>To wash with a cloth, no bath or shower</p>	<p>Having assistance with bathing and dressing</p> <p>Dignified and discreet assistance after using the bathroom</p> <p>Reminders to eat and drink so she doesn't get dehydrated; assistance with cutting food</p> <p>Assistance with her medications</p>

#### What else do you need to learn/know?

- What does Nora consider to be an important event?
- How best to assist her when she needs help after using the bathroom...what works for her?
- How often does she need to visit with her family? How and where?
- Any other important rituals?

## Nora

<u>What is Important to me</u>
To do what she wants to do when she wants to do it
Time with her family – <ul style="list-style-type: none"> <li>• Hanging out with Anne and Sarah, seeing her great grandchildren</li> <li>• Eating out and shopping with Bev and Carla</li> <li>• Daily phone calls from Jeff, visits from Jeff</li> </ul>
Being a "lady" <ul style="list-style-type: none"> <li>• Looking good – hair done, nice outfit</li> <li>• Being addressed as Mrs. G until she gives permission to call her Nora</li> </ul>
Not getting help she feels she doesn't need or doesn't want <ul style="list-style-type: none"> <li>• Dressing, undressing</li> <li>• Using the bathroom</li> <li>• Bathing</li> </ul>
Hates tub or shower baths – always "washes around"
Having people to chat with
Going shopping
Having everything in its place <ul style="list-style-type: none"> <li>• Only being in tidy, clean environments</li> <li>• Picking up (or trying to pick up) any specks of dirt or lint</li> </ul>
Feeling useful, a part of things <ul style="list-style-type: none"> <li>• Having a "job" to do when dinner is being set up and helping to clean up after</li> </ul>
Going out for a walk and to sit on sunny, nice days
Going for a ride most any day when feeling well



### What others like about me

- Funny
- Fiercely independent
- Loving
- Her sweetness

### How to support Nora

- If you are new, remember to call her Mrs. G until she tells you to call her Nora.
- Always ask if you can help her with something even if you know that she needs help
- If you are helping Nora do something where she doesn't want the help she will tell you to go away. Stop, back off for a minute then gently try to help again – while you tell her you are just there to help
- When she won't get up, won't get dressed, hits out, seems unusually disoriented, etc. she may have a urinary track infection and/or be dehydrated –
  - o Let Beverly or Carla know
  - o Give her sometime to getup, drink, etc. but keep encouraging her to be up and especially to drink
  - o When she feels bad she is less steady – she wants less help but needs more – so you need to make sure she gets the help while apologizing for having to be there when she doesn't want you to be
- For things Nora wants to do – help her get ready early (that is a life long pattern) but not too early. She gets confused about time and will want to get ready hours (or even a day) in advance.

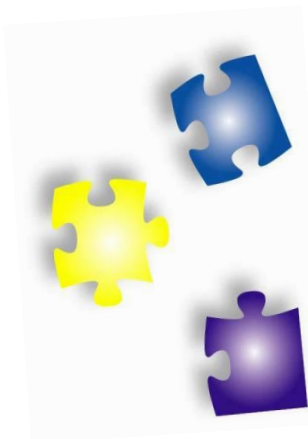


Workbook Pg. 9

## Discovery/Listening Skills

### 6 methods for collecting information

- ✓ Relationship Map
- ✓ Rituals and Routines
- ✓ Good Day/Bad Day
- ✓ Two Minute Drill
- ✓ Communication Chart
- ✓ Reputations



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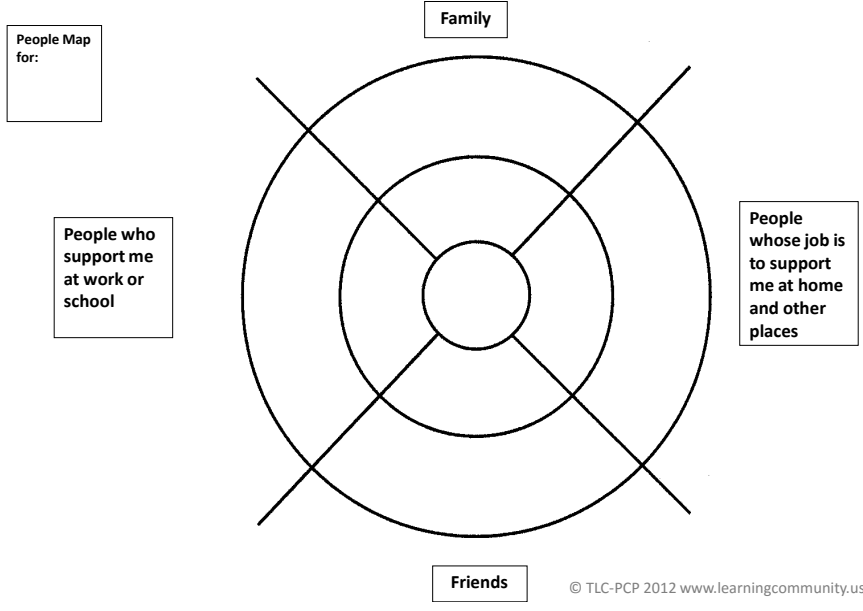




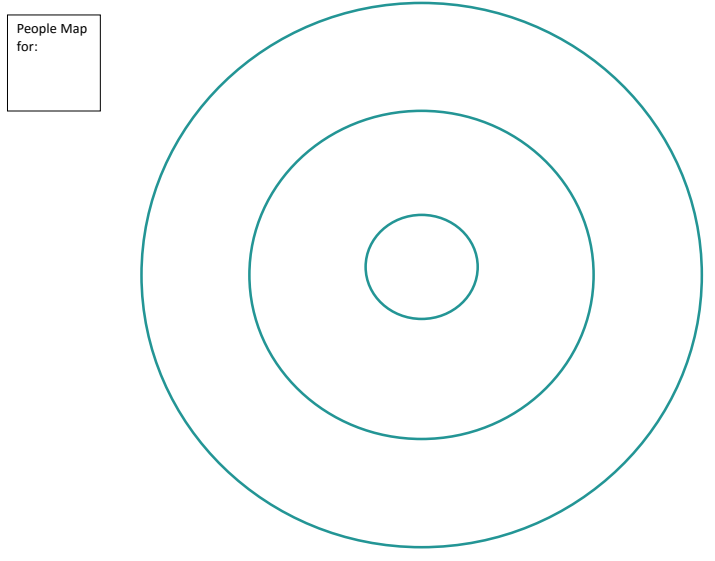
# The "Relationship Map"

1<sup>st</sup> Discovery Skill

Workbook Pg. 9



## The "Relationship Map" from another perspective



Support Development Associates with The Learning Community for Person Centered Practices 2015



## Rituals and Routines

Workbook Pg. 9

*Rituals guide us through our days and bring consistency, comfort and control*

- Morning
- Bedtime
- Mealtimes
- Transition
- Birthday
- Not Feeling Well
- Cultural/Holiday
- Spiritual
- Vacation
- Comfort
- Celebration
- Grief/Loss

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### Michael's Just Got Home Morning Ritual



**Around 6 AM** – wake up without alarm (regardless of when I got home). Say good morning to my wife, Andy. Put on outside clothes and take the 4 dogs out (Miss Pea, Arbus, Tank & T-Rex). Make sure nothing is amiss in the yard. Get Washington Post and retrieve barking dog. Convince the dogs to come inside.

**6:15** Finish making the French press coffee that my wife started. Give the dogs their pills (in cheese). Sit down and catch up. (My wife shares what happened while I was on the road.) While talking, have a cup of strong, black coffee, an orange, and a homemade biscotti. Read the Washington Post while watching the morning news (NBC affiliate). Get a 2<sup>nd</sup> cup of coffee

**6:45** Get the diet and regular dog food into the proper bowls. Feed the dogs and supervise so that the 2 fast eaters don't eat the slow eaters' food. Start drinking the 2<sup>nd</sup> cup of coffee, stretch. Let the 2 to 3 dogs who want to go out, out. Dog wrangling to get the reluctant dogs in.

**6:55** check email, respond to the short and the critical. Flag the ones I need to respond to that day.

**Between 7:15 and 7:30** (Depending on email) Get on the exercise bike and read the NY Times. Share relevant articles with SDA associates. Ride 5 or 10 indoor miles (depending on how much time I have)

**7:45** Weigh myself (blame any weight gain on air travel), shower, floss with glide dental floss, brush teeth with cold water, and decide if I need to shave. If yes to shave, use body shop shaving cream. Dress for whatever the day will bring

**8:05** Kiss my wife good bye as she goes off to work. Make another cup of coffee. Go to the desk in my home office. "Start" the work day.

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### \_\_\_\_\_ 'S MORNING RITUAL



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## Good Day/Bad Day

Workbook Pg. 9

**What is a good day like for this person?**

**What is a bad day like for this person (or a stressful or really difficult day)?**

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## Listening to Behavior...

Workbook Pg. 9

### A Communication Chart

<b>What is happening</b>	<b>_____ does</b>	<b>We think it means</b>	<b>And we should</b>

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## Everyday Learning Skills

Workbook Pg. 9

- 4 + 1 questions
- Learning Log
- Working/Not Working (also called “What Makes Sense/Doesn’t Make Sense”)



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## 4 + 1 Questions

Workbook Pg. 9

- Using the “4 questions” to focus on learning and acting on that learning –
  - What have we tried?
  - What have we learned?
  - What are we pleased about?
  - What are we concerned about?
- **And then the “+1” question -**
  - **What should we try/do based on what we have learned?**



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# Learning Log

Workbook Pg. 9

Using the learning log to replace typical progress notes

Date	What did the person do? (What, where, when, how long, etc.)	Who was there? (Names of staff, friends, others, etc.)	What did you learn about what worked well? What did the person like about the activity? What needs to stay the same?	What did you learn about what didn't work well? What did the person not like about the activity? What needs to be different?

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 The Learning Community	What works/ Makes sense	What doesn't work/ Doesn't make sense Workbook Pg. 9
Person's perspective		
Parent's perspective		
Staff's perspective		

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# Juan's story



## Juan - Answer Slide




<u>What is important to Juan?</u>	<u>What is important for Juan?</u>
<ul style="list-style-type: none"> <li>• Staying in his house</li> <li>• His family</li> <li>• Living according to his values                             <ul style="list-style-type: none"> <li>• Not having daughter control what he does</li> <li>• Not having a woman assist with bathing</li> <li>• Spending time with his friends doing what retired men do (talking, playing dominos, gambling, drinking)</li> </ul> </li> <li>• Having food that is spiced to his taste</li> <li>• Getting support "his way"</li> </ul>	<ul style="list-style-type: none"> <li>• Having his blood sugar and blood pressure under control                             <ul style="list-style-type: none"> <li>• Reducing salt intake and following a "diabetic diet"</li> <li>• Taking meds as prescribed</li> </ul> </li> <li>• Staying clean enough to avoid infections</li> <li>• Staying in his house</li> <li>• Maintaining relationships</li> <li>• Being connected with his culture</li> </ul>

### What else do you need to learn/know?

- Could someone else assist with bathing?
- How can we help Juan take his medications as prescribed?
- How do we help Juan see that if he is to stay in his house and be with his friends he needs to be reasonably healthy?

### Juan - Answer Slide

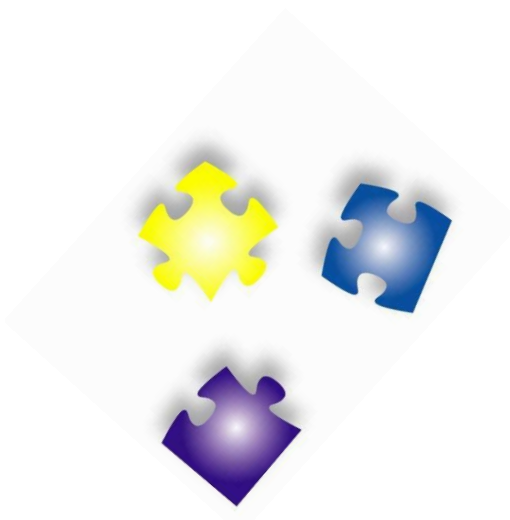
	What works/makes sense	What doesn't work/make sense
J u a n ' S	Visiting and gambling with friends Eating chips, drinking alcohol Taking care of himself, on his own Spicing up his food the way he likes it Chatting with Josephina about Columbia	Having Josephina help him with bathing or other personal tasks Following a diet low in salt and spice Waiting for Josephina to arrive in the morning before he bathes, eats and takes his meds
M a r y ' S	Having an aide to assist her father with daily tasks including meal preparation and medications Communicating with the physician w/out her father being present Paying for the services Juan needs	Dad being in poor health; not following his recommended diet Not being able to spend more time with her father Being made to feel guilty by the doctor
J o e s e p h i n ' a ' S	Treating Juan with respect as one does one's "elders" Respecting Juan's wishes about his schedule Discussing her tasks with Juan but not necessarily having "proof" they have been done	Getting in trouble for respecting Juan's wishes Prying into Juan's morning activities to find out what he does before she arrives



## Management Skills

Workbook Pg. 9

- Donut Sort
- Matching



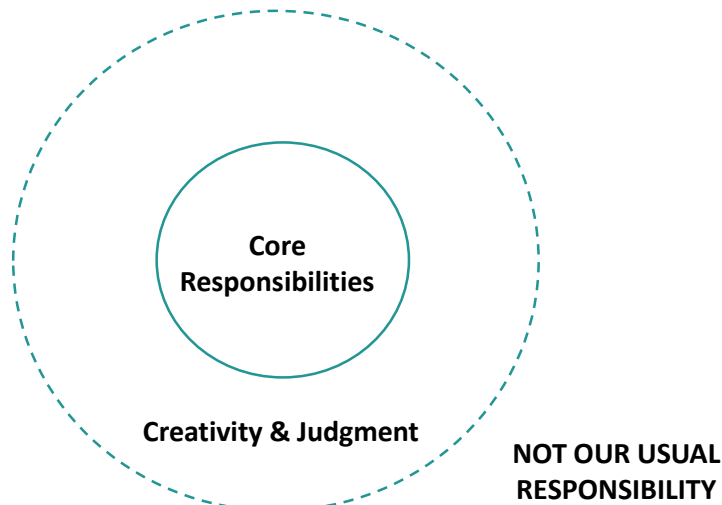
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# The Donut Sort

Workbook Pg. 9

## Defining Staff Roles and Responsibilities



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# A Matching Profile

Workbook Pg. 9

For each person – what are . . .

Supports Needed	Skills Required

PERSONALITY CHARACTERISTICS

NICE TO HAVE (SHARED INTERESTS)



**These two columns are related.**

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## Bob's Story



### Bob – Answer Slide

What is important to Bob?	What is important for Bob?
To be one of the guys To keep his friends To be in charge of his own life To have a "typical" life To stay healthy	To stay healthy - Take his medications as prescribed Stay out of the hospital/not cycle To be connected to his community

#### What else do you need to learn/know

- How dangerous is it for him to go off medication and have a couple of beers?
- Would it be OK for him to drink 1 or 2 beers and be on his medication?
- Is there another medication where 1 or 2 beers would be OK?
- How well does he understand the risks that he is taking?
- Would he be willing to drink non-alcoholic beer?
- What role does his girlfriend play in this?

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## For more information

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- Contact
  - > Michael Smull
  - > [michael@sdaus.com](mailto:michael@sdaus.com)
- Go to
  - > [www.sdaus.com](http://www.sdaus.com)
  - > [www.learningcommunity.com](http://www.learningcommunity.com)

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