

Supporting Choice and Control

Support Development Associates, LLC

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CMS (in the new final rule) expects that both choice and control are present

At its core the rule asks us to support people in making informed choices about:



1. Who provides the services and supports
2. Where the person lives
3. Who they live with
4. What they do with their time
5. What they do with their resources

What does NCI tell us?

Choice, Decision-making and control

Adjusted variables

Chose or had some input
in choosing where he/she
lives

57%



Chose or had some
input in choosing
housemates

47%



Chose or had some
input in choosing
daily schedule

84%



Chose or had some input
in choosing what to buy
with spending money

88%



How are we responding to the 11% who don't like where they live?

Satisfaction:
Percentage of respondents who report that...

They like where they live -- 89%

They like where they work in a paid community job --92%

Services are helping them to live a good life -- 91%

We all need choice to

- Have purpose and meaning, to be fulfilled
- Develop and maintain relationships
- Live in supportive environments that reflect our culture
- Manage our day to day lives

Control



- Choice without control is a road to depression (or aggression). Without control, choice is just a list of preferences.

The Challenge Of Choice

It seems simple –

- Everyone has preferences, likes and dislikes, things they want to be present or absent

So just

- Ask people what they want

Then

- Help them get it

But...

- Questions about how you want to live require exploration and reflection. If you have never been asked they are hard to answer
- You may need to try new things to determine what you want
- If you communicate differently, we need to listen differently
- Past trauma impacts expressed choices
- What you want may present a risk we should not support

And . . .

- Informed choice assumes
 - You know what you want
 - You know what is possible
 - What is possible includes what is desirable
 - You know about any “trade-offs” (e.g. getting this precludes having that)

The Quality Of Choice Versus The Quantity



- Quantity doesn't matter if none are desirable
 - Taking a vegetarian to a butcher shop
- Where what someone wants doesn't exist we may be able to develop it
 - But developing new services takes time

Too many choices can be overwhelming

- “...As the number of choices grows..., the negatives escalate until we become overloaded. At this point, choice no longer liberates but debilitates.”
 - The Paradox of Choice, Barry Schwartz (pg2)

Culture and choice architecture

- We see (and process) choice thru the lens of our culture
 - Those that support choice are challenged to understand and honor culture while mediating any conflicts that arise
- How choice is presented influences the choices that are made

Where The Person Has Others That Make Decisions



- Remember everyone wants to have control over what matters to them
- We are to use “substituted judgement” and “supported decision making”
 - We are to ask what would the person want and honor their wishes while accounting for issues of health and safety

Choice has Boundaries for Everyone

- Imposed by society
 - Laws
 - Expectations/values
- My values
 - What is and is not OK for me and those I trust
- Tradeoffs - One choice creates boundaries on other choices
 - My relationships
 - The work I do
 - Where I live
- Resource Driven
 - Financial – how much time or money I have available
- Risk involved

Of course, some risk is just not okay



Ralph and the seatbelt

Sometimes what is expressed as choice is actually an effort to solve a problem



The power of “bad” choices

- We learn by making choices and experiencing the consequences – good and bad
- We plan our future choices based on our past experiences
- To learn, we have to be able to make “bad” choices as well as good

But

- The outcome should be learning – not trauma or harm

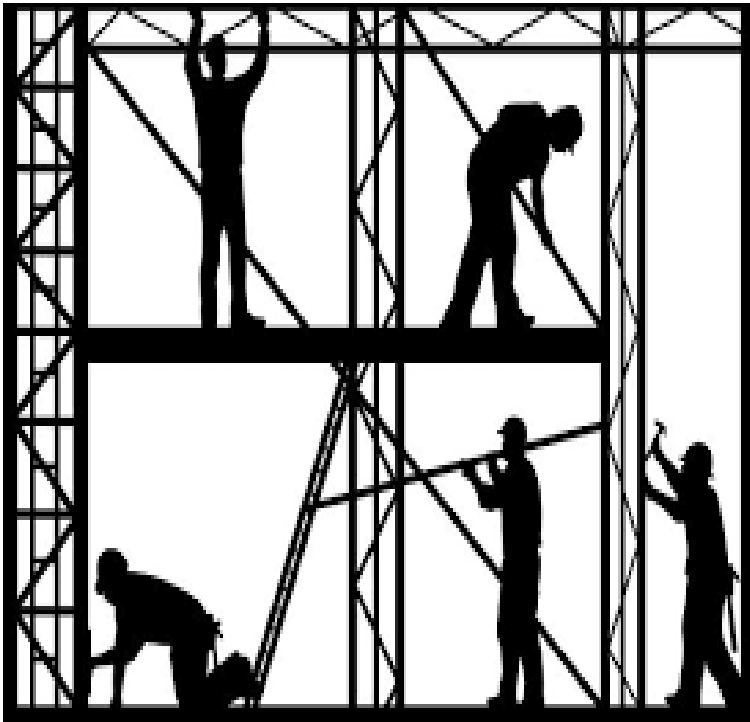
We need a frame for thinking about choice



- Frames are both windows on the world and lenses that bring the world into focus
- Frames are also tools for action and every tool has its strengths and limitations

Bolman and Deal
Reframing Organizations

The Core Concept of Person Centered Thinking



“Important To”
“Important For”
&
“The Balance Between”
Provide the framework
to help us look and act
in a different way

It begins with learning how people want to live their life: What's Important **TO**

What is important **to** a person includes what results in feeling satisfied, content, comforted, fulfilled, and happy.

- Relationships (People to be with)
- Status and control (valued role)
- Rituals & routines (cultural and personal)
- Rhythm or pace of life
- Things to do and places to go (something to look forward to)
- Things to have



Within that context, Important **FOR** is addressed

What others see as necessary to help the person

- Be valued (social rules, laws)
- Be a contributing member of their community (citizenship)

Issues of health

- Prevention of illness
- Treatment of illness/medical conditions
- Promotion of wellness (diet, exercise, sobriety)

Issues of safety

- Environment
- Well being (physical and emotional)
- Free from fear (threats, abuse)



Good person centered planning that is well implemented eliminates many behavioral risks and diminishes risk, especially when linked with positive interventions

But

Those who plan and train must avoid the trap of “either/or” that is: **happy or safe.**

A Good person centered plan assures
BOTH/AND

Important To and For Are Connected

- ‘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’*

Always begin with what we know and ask if we really understand



- Every time we consider choice and risk we should start with
 - Important to and important for
- Plus
- What else we need to learn

But do we recognize what we really need to learn?

Sometimes it is simple Shelia and the chirpy people



Sometimes it is our assumptions

Ronald
and going
for a walk



And often it is more than one thing

John having choice and control

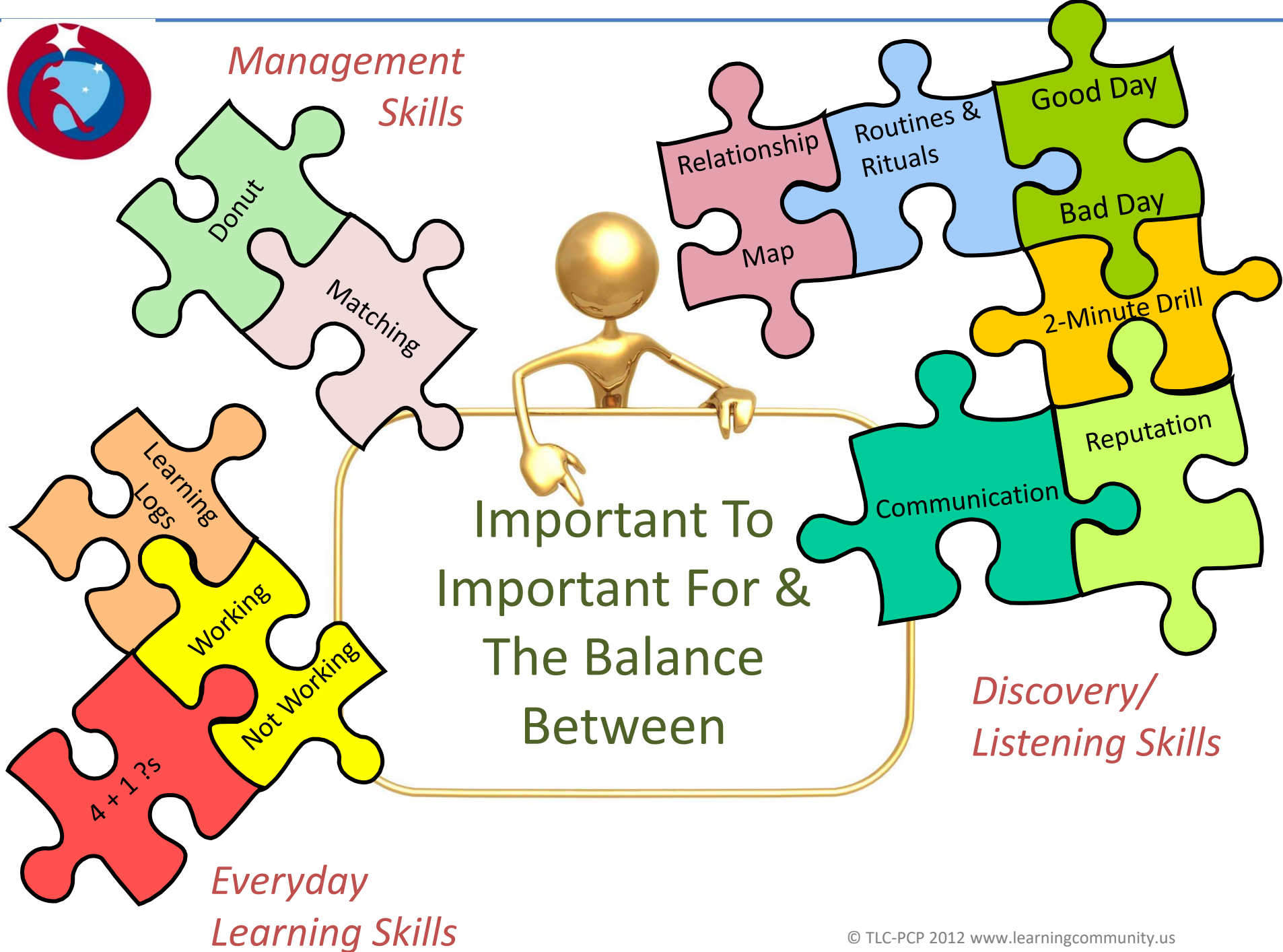
- Locks and keys
- Menus, food, “legal” cheats
- Matching staff



We need tools that support
the framework



Management Skills



*Discovery/
Listening Skills*

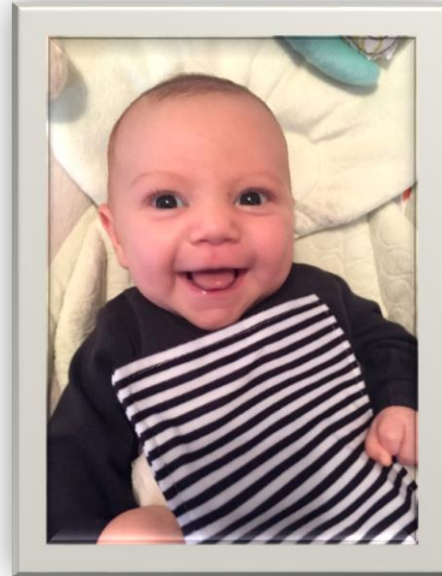
Everyday Learning Skills

Descriptions of who the person is and how to
support are critical
and
work for humans

Zachary (3 months)

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



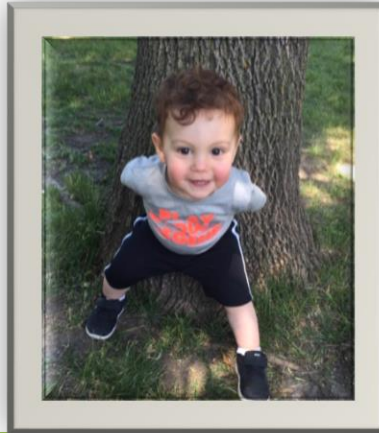
What others like about me

- 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

Zachary toddler



What's important to me

- Going outside and playing at the park
- Being with people I know, trust, and love
- Exploring and seeing what is going on
 - Being a part of the action
- Playing with cars, trains, and buses
- Reading books, playing blocks and puzzles
- Going for a walk or stroller ride
- Playing with my family and friends

What others like about me

Always Happy
Great smile
Contagious laugh
Explorer- always on the move
Loveable Cuddle bug
Loves interacting with others
Wild One

How to support me with sleep

- I nap with my nuk and my blanket as my cover. If I need help going to sleep, please rub my back. Say "shhhh." I may want to hold your hand and rub your fingers.
- If I wake up to early from a nap (after only one hour) give me my nuk and rub my back to help me go back to sleep. I will lay on my cot for a while before I get up.
 - I named my nuk - by making a clicking sound.

How to support me with Eating

- My Mommy and Daddy send me organic milk.
- I love to eat, but sometimes I am particular about what I want to eat and I will tell you.
- My favorite food is strawberries. If my friends have them and I don't, I may grunt.
 - I eat fast. My Mommy and Daddy tell me to eat "one at a time."
 - Remind me to use my words or signs (for more please)
- Give me my main dish first, then my veggies (which I sometimes don't eat) and my fruit last. I need encouragement to eat my veggies. Sometimes I will eat them with a fork.
 - I am learning to use a fork and spoon. I like using them to eat.

Other ways to support me

- Tell me to put my bottom down when standing in places that are not safe.
 - Remind me to take turns and share; and to slow down when running.
- If there is a sub teacher- I may be shy and cling to my teacher for a little bit.
- I don't always like my hands dirty, like from art projects. Help me clean them off.

What's important to my Mommy and Daddy

- To have great communication with the teachers who look after me
- To check in with his teachers at drop off (tell about morning) and pick up (hear about his day)
- To be kept involved of any changes in my routines
- To know Zachary is loved and cared for

For **Medical** Appointments

Liam's One Page Introduction



What people love and admire about Liam:

- Silly -Goes with the flow
- Eager to learn -A good hugger
- Bright, good, sweet, and loving boy
- Likes an adventure -Great memory



SUPPORT Liam needs to help him stay happy, healthy, and safe:

- Liam needs help knowing his surroundings to get around. Assist him in new environments so he does not get hurt. Ex: watch so he does not hit his head, get 'into stuff' he shouldn't, hold his hand.
- Liam uses his hands to communicate. It is important to be attentive to what he is saying or he will become frustrated. He uses tactile American Sign Language. (feels signs with his hands).
- Liam needs to know what is happening first before any procedure or task begins. For example: before you listen to his heart, let him feel the stethoscope and touch his chest where you are going to listen. Another example: if you want to weigh him, allow him to feel the scale.
- If he seems to be getting frustrated he may need a break. A break may include the following: walking in the hallway (assisted), checking out new toys/books, or introducing him to new friends.
- Liam is happiest and most cooperative, when he is not kept waiting long.



Things that are IMPORTANT TO Liam:

- Know where Mom and Dad are☺
- Meeting new friends
- It is important to Liam to know who you are by feeling your identifier (a watch, ring, necklace, bracelet, name tag, etc..) and also letting Mom or Dad introduce you.
- Liam likes going to medical appointments. He likes to say hi to the doctors/nurses and feel new things.
- Liam likes to be heard and responded to. For example: if he signs something, he will expect an answer back.
- He enjoys toys that are cause and effect (push a button and they do something), shape sorter toys, a random collection of toys that are placed in a bin, books that have Braille or parts you can touch...
- snacks/drinks: Liam likes drinks of water (Dixie cups work great) and all different kinds of snacks or treats (crackers, cookies, suckers, fruit snacks, fruit etc.)





Hi my name is
TYLER

TYLER S [redacted] IS A SWEET KID WITH AN INFECTIOUS SMILE. HE IS RESILIENT, CARING, AND A PEOPLE LOVER.

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 king.
- Dinosaurs, trains and action figures are some of Tyler’s favorite toys
- Tyler loves stuffed 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 mom and dad, 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 Hank” and wait until he clasps 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

~ 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
- Always check in with others that support Sara to be sure you have the full story and can be consistent with the support she needs.

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

- 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

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)



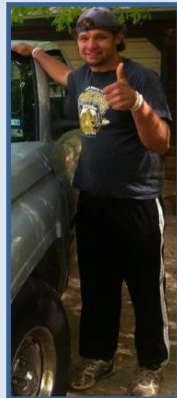
Great Things About Andrew:

- A loyal friend
- An incredibly hard worker
- A committed distance runner and athlete
- A good son & brother
- Persistent – will work for the things he wants
- An overcomer
- Sensitive to the feelings of others
- A role model
- A train expert
- Creative photographer
- A very careful driver



What matters to Andrew:

- My truck
- My independence & freedom
- Our dogs, Miss Pinson & Sam
- Music of all kinds – I really like classic rock
- Distance running & competition
- Spending time with friends at Starbucks & Chick Fil A
- My faith in God
- Celebrations with friends, family & food
- My zero-turn mower
- Wearing baseball caps, UT or Cross Country clothing
- \$\$ in my pocket



What it takes...

- Help me understand what you want me to do. You might have to show me.
- Give me plenty of space and time before asking me to "shift gears" (transition)
- Don't push me or lecture me ("bricks on my head").
- Help me manage my medications and diet
- Help me manage my spending \$\$ and still having some to save.
- Allow me to try new things but don't let me get hurt.
- Supervise my work from time to time to make sure I'm doing the job correctly.
- Use a silly sense of humor with me. It works a lot better than demanding.

ALL ABOUT ANDREW

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

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

What's Important To Sophia 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 Sophia During Her Recovery:

- Before you leave the room, make sure she has her "Security System" within reach:
 - IN HER LAP:
 - her cell phone
 - the call light
 - the hospital phone
 - the TV Remote
 - ON THE TABLE TRAY:
 - *Hair brush
 - *Hair clips
- 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 Sophia's

What We Love About Sophia!

She is quick to laugh; she helps us see the fun side of life! She wears really cool jewelry and artful, 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: Dan, Cathy, Rick & Sue, and The Grand-Boys.

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

Sophia will crack you up!

She is generous and kind.

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

Sophia's glass is always half-full.

Nora

What is Important to Nora

To do what she wants to do when she wants to do it

Time with her family –

- Hanging out with Anne and Sarah, seeing her great grandchildren
- Eating out and shopping with Bev and Carla
- Daily phone calls from Jeff, visits from Jeff

Being a “lady”

- Looking good – hair done, nice outfit
- Being addressed as Mrs. G until she gives permission to call her Nora

Not getting help she feels she doesn't need or doesn't want

- Dressing, undressing
- Using the bathroom
- Bathing

Hates tub or shower baths – always “washes around”

Having people to chat with

Going shopping

Having everything in its place

- Only being in tidy, clean environments
- Picking up (or trying to pick up) any specks of dirt or lint

Feeling useful, a part of things

- Having a “job” to do when dinner is being set up and helping to clean up after

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 Nora

- 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 –
 - Let Beverly or Carla know
 - Give her sometime to getup, drink, etc. but keep encouraging her to be up and especially to drink
 - 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.

~ Sam's One Page Profile ~



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 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

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

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.



Karen's
One-Page Profile
Done after the loss of her partner
Brian
10/2010



What People Need to Know About Me
Now

- Most of the time I am OK
- When I am feeling sad or am grieving I will probably want to be alone.
- When I am feeling good I may still want to be alone or I may want company
- I will let people know when I want/need company and when I need to be alone
- I don't need any more books on how to grieve; I am writing one of my own every day.
- My attention span is not very long so please don't be offended if I cannot keep up a long conversation
- Short visits are best but try to call first
- Phone calls are good but texts and e-mails are even better.
- Sometimes I am up in the middle of night and might e-mail, text or play on Face Book, this is not a matter for concern but if you are up too feel free to respond

Things I Don't Need

- Food, I like to cook and need to do more of it
- Books on grief
- Taking sleeping aids, I would rather face the night even if it gets long



What Helps Me Feel Better Right Now

- Being in my home
- Prayer
- Listening to music, especially Van Morrison
- Spending time with my dogs and cats
- Being with, talking to, Tom's friends and my friends
- Working out at the Y
- Going out with friends but leaving when I need to
- Going to hear live music, especially people that Tom and I liked to listen to together
- Mystery novels
- Going back to work
- Texts and e-mails from friends



TANYA

What People Like and Admire about Tanya as a Mentor Trainer

- Knows her subjects well
- Takes time to get to know people
- CREATIVE and fun
- Patient
- Takes time to explain things-everyone gets what they need
- Friendly, approachable, and warm
- Good listener
- Loves to see others grow-gives credit
- Welcomes follow-up questions and responds quickly
- Works to keep people engaged
- Loves to make others laugh
- Tells great stories!



Favorite Flower: Mums

Favorite color: Orange
Favorite flavor: Cajun
Favorite music: ALL

Things that are Important to Tanya as a Mentor Trainer

- Making the training experience meaningful
- Making the training a safe place to share concerns and ask questions
- Being prepared
- Having fun
- Making each participant feel welcome
- Being approachable-leaving the "professor/expert hat" at the door-being a partner
- "Walking the Talk"-never training anything she doesn't believe in

Supports Tanya Needs to be Happy and Successful as a Mentor Trainer

- Clear expectations of the roles-hers and the trainer candidates
- Clear objectives for learning/teaching (always ask: "what should people walk away with?" "what should people know or be able to do as a result of time spent in training?")
- Honest feedback...a straightforward approach...and your willingness to listen
- Positivity and optimism - everyone can learn and grow (including the mentor trainer)
- Room to be creative...room to put a personal stamp on the curricula/lesson

A quote that highlights one of Tanya's beliefs:

"You are the embodiment of the information you choose to accept and act upon. To change your circumstances you need to change your thinking and subsequent actions."
-Adlin Sinclair

~SODAs One Page Description~



What People Like and Admire about SODA

- Our diversity, diversity of talent
- That we are outcome oriented, focused on accomplishments
- We are accountable
- Advocates for social justice
- Dedicated, committed energetic
- High performing

Supports SODA Needs and Appreciates

- Transparency on everyone's projects
- Clear communication
- Praise reports
- Celebrate small accomplishments
- Share success stories
- Motivation bank
- Access to training and development
- Being aware of SODA up dates
- Team building exercises and time for them
- Community service/team projects
- Build in no-working hanging out time

What is Important to SODA

- Making progress in improving the lives of the people we support
- Focus on the outcome of improving people's lives
- Connection to each other's work
- To be organized respected and acknowledged
- Making respectful change
- Have integrity in our work and make work meaningful
- Be given opportunity to continue to learn
- Open and honest communication
- Be honest and patient with each other
- Look for ways to empower each other
- Share our work in research and conferences



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