



PERSON CENTERED PRACTICES

An introduction

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Support Development Associates



SDA

Objectives

- To understand the role of Person Centered Thinking (PCT) in moving toward a shared vision and meeting the requirements of the HCBS Setting Rule
- To gain a basic understanding of the PCT skills and the use of each

COMMON TERMS



Common Terms

Term	Definition
HCBS	Home and Community-Based Services include residential and day/employment support but does not include room and board costs.
Waiver	A term used to refer to the federal program that funds the home and community-based services and supports. Terms such as 1915(c) or 1915(i) identify which section of the Social Security Act (another federal regulation) that created the HCBS program
CMS	Centers for Medicare and Medicaid Services is the federal agency responsible for the final rule.
Medicaid	Health insurance program which pays for medical services such as doctors, hospitalizations, medication, therapies, home and community-based services, nursing facility care, etc.
Medi-Cal	California's Medicaid program
Medicaid Authority	The term CMS uses to describe the type of HCBS program and its requirements
HCBS Settings Final Rule ("Final Rule")	Federal regulation from CMS which defines what an HCBS Setting should look like and how individuals should be supported in those settings.

Common Terms

Term	Definition
Remediation	Process of working with providers to make changes to come into compliance with the HCBS Settings Final Rule.
Heightened Scrutiny	A term used in the Final Rule to describe a process for identifying and correcting issues or problems found during the assessment process.
Person-Centered	A practice that makes sure the person receiving supports is integral to the planning, developing, and monitoring of his/her services and supports.
DDS	California's Department of Developmental Services is the state department that oversees the local regional centers.
Setting	Location where individuals receive services, such as residential or day/employment program.
Provider Owned and Controlled Settings	Settings where supports and services are provided (residential or day/employment) in a building that the provider agency owns or leases in the company name.
FAQ	Frequently Asked Questions.

Common Terms

Term	Definition
Individual	Someone that receives services. You might also hear, “consumer”, “participant”, or “client”.
Family member	A parent, sibling, child, or other relative of an individual that receives services.
Advocate	A person who speaks or writes in support or defense of a person or a group of people. An individual may advocate on their own behalf or agree to have another person do so.
Regional Center	A nonprofit private organization that contracts with DDS to provide or coordinate services and supports for individuals with developmental disabilities. They have offices throughout California to provide a local resource to help find and access the many services available to individuals and their families.
Service Provider	An organization that contracts with DDS to provide or coordinate services and supports for individuals with developmental disabilities.
Lanterman Act	California law that promises services and supports to all people with developmental disabilities and their families.
IPP – Program Plan	The agreement between the individual and the regional center that lists the goals of the individual and the services and supports the regional center will provide to support those goals.
ISP – Service Plan	The agreement between the individual and the service provider that lists the goals of the individual and the supports, activities, and resources planned to support those goals.

What does the Final Rule mean for California?

People in California with intellectual and developmental disabilities are provided services and supports because of the **Lanterman Act**.

Individuals receive services that are paid for with **state and/or federal money**.

California home and community-based settings must comply with the Final Rule for the state to continue receiving federal funds from CMS.

- **California has determined that this applies to settings that are funded by either state or federal dollars.**

What settings are impacted?

DD Waiver and 1915(i) State Plan

Adult Family Home

Family Teaching Home

Adult Residential Facility/Adult Residential Facilities for Persons with Special Health Care Needs

Certified Family Home/Foster Family Home/Small Family Home

Group Home

Residential Care Facility for the Elderly

Child Day Care

Child Day Care Facility/ Child Day Care Center/ Family Child Care Home

■ Day-Type Services

- Activity Center
- Adult Day Care Facility
- Adult Development Center
- Behavior Management Program
- Community-Based Training Provider
- Socialization Training Program
- Community Integration Training Program
- Community Activities Support Service

■ Supported Employment (Group Services)

■ Work Activity Programs

Person-Centered - Key Concepts to Understand

- **Person-Centered Thinking** is a way of thinking that helps create the means and resources for a person to live a life that they value.
- **Person-Centered Planning** is a way to assist people needing HCBS services and supports to construct and describe what they want and need to bring purpose and meaning to their life.
- **Person-Centered Practice** is the alignment of service resources that give people access to the full benefits of community living and ensure they receive services in a way that may help them achieve individual goals.

Person Centered System: one way to describe it

... is grounded in demonstrating respect for the dignity of all involved...seek to discover, understand and clearly describe the unique characteristics of the person, so that the person:

- Has positive control over the life he/she desires and finds satisfying;
- Is recognized and valued for their contributions to their communities (past, current and potential); and
- Is supported in a web of relationships, both natural and paid, within the desired community/neighborhood

At its core, the rule from CMS asks that we offer informed choice to each person in response to 5 questions:

1. Who provides my paid supports?
2. Where do I live?
3. Who do I live with?
4. What do I do with my time and do I want a paid job (or a different one)?
5. What do I do with my resources?



A system that reflects the vision:

- Supports informed choice in response to the CMS questions
- Requires change – in thinking and in structure



A system requires 7 parts – working together

1. Vision, mission, and values that are routinely used
2. Effective ways to learn the outcomes that each person wants
3. Effective use of the skills needed for implementation
4. Alignment of external and internal pressures to support the 1st 3

Requirements for a person centered system - continued

5. Advocacy – external and internal - for the vision and alignment. Including what does and does not get public funding

6. A quality management system that measures effectiveness and identifies areas for improvement

7. Leaders that understand all of the above and engage in sustained and consistent actions for their implementation

Today we will look at the contribution of person centered thinking in:

- Effective ways to learn the outcomes that each person wants
- Effective use of the skills needed for implementation

The Core Concept of Person Centered Thinking

**Without a solid
foundation, you'll
have trouble creating
anything of value.**

erikaoppenheimer.com

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)
- Purpose and Meaning
- 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

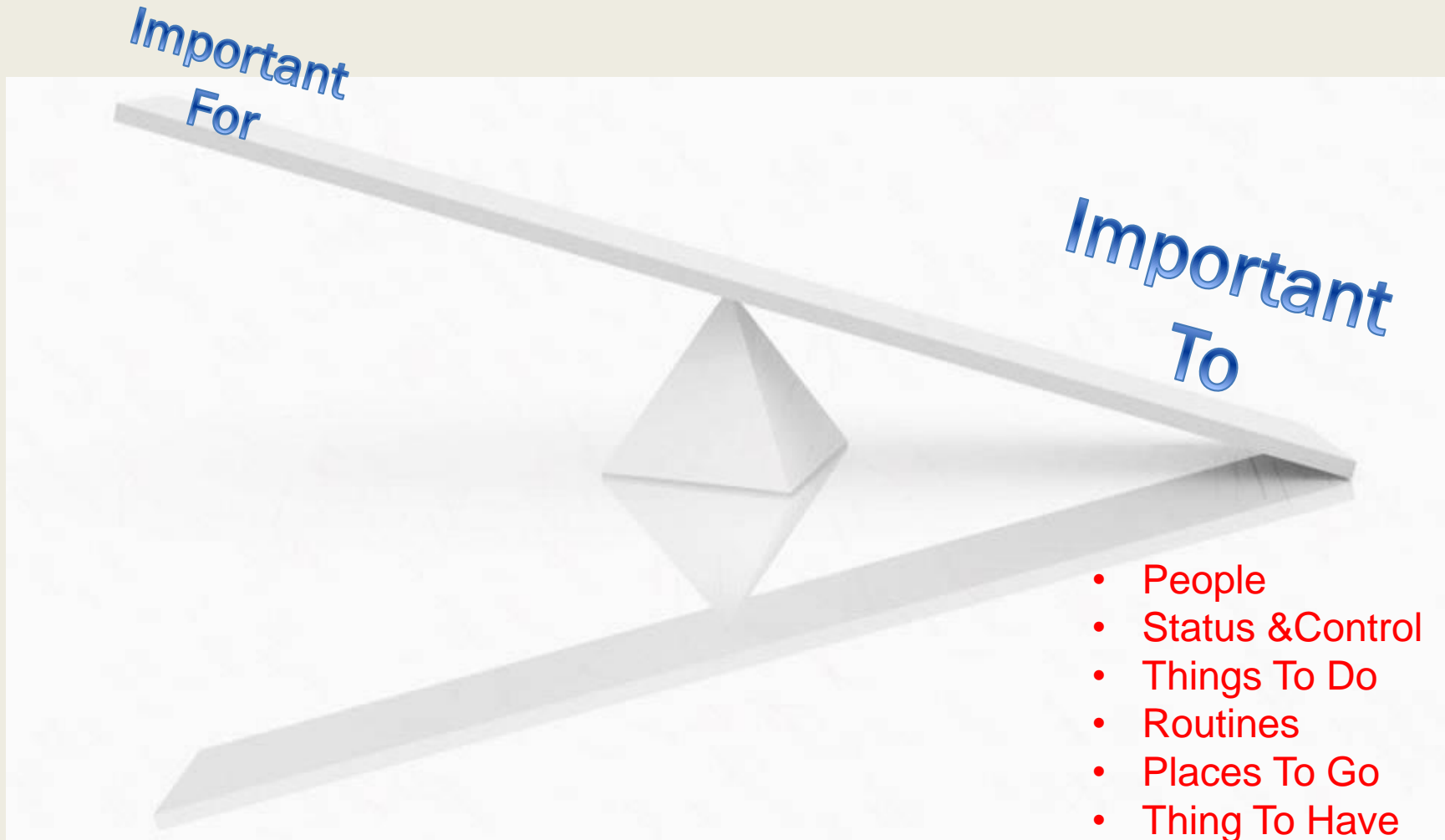
Those who plan and train must avoid the trap of “either/or” that is: **happy or safe.**

A Good person centered plan assures **BOTH/AND**

Health & Safety Dictates Lifestyle




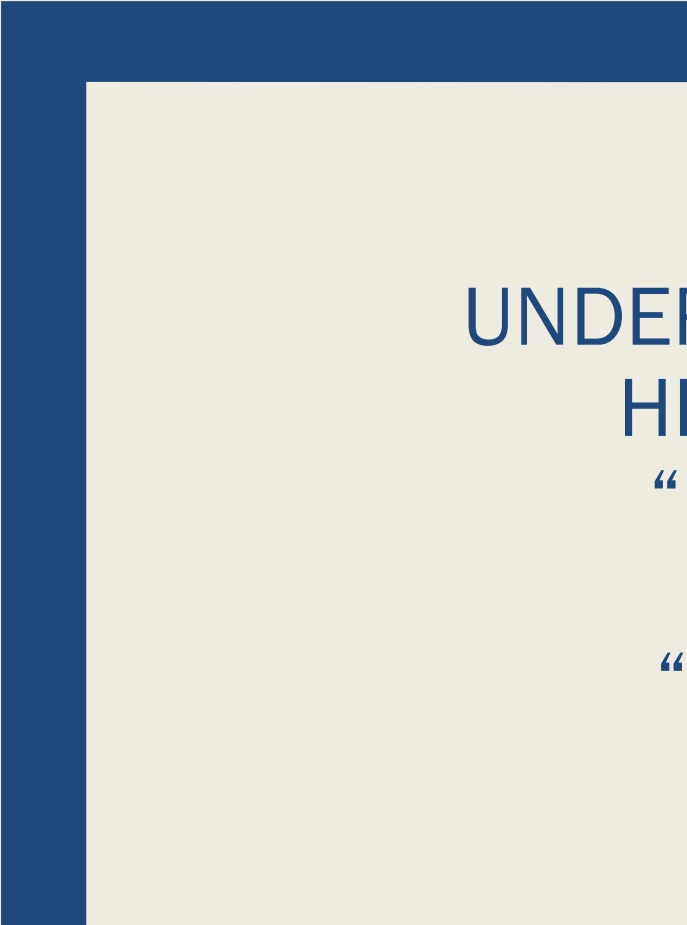
All Choice No Responsibility



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*
- Ripple effect - 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

The difference is when the boundaries are set for the convenience of the system therefore limiting choices that meet the person's desires: Operating hours, staff available, policies or procedures.



UNDERNEATH THE SINGLE FOCUS ON
HEALTH AND SAFETY IS THAT
“EITHER/OR” ASSUMPTION
NOT A
“BOTH/AND” ASSUMPTION
~MARY LOU BOURNE

Balance

Important
For

- Health & Safety
- Being Valued

Important
To

- People
- Status & Control
- Things To Do
- Routines
- Places To Go
- Things To Have

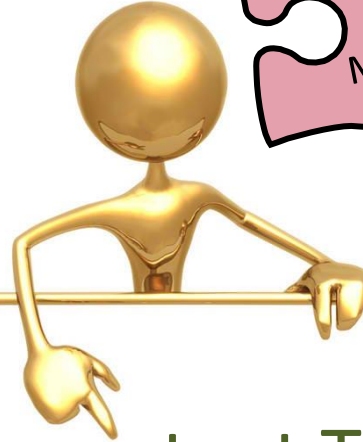
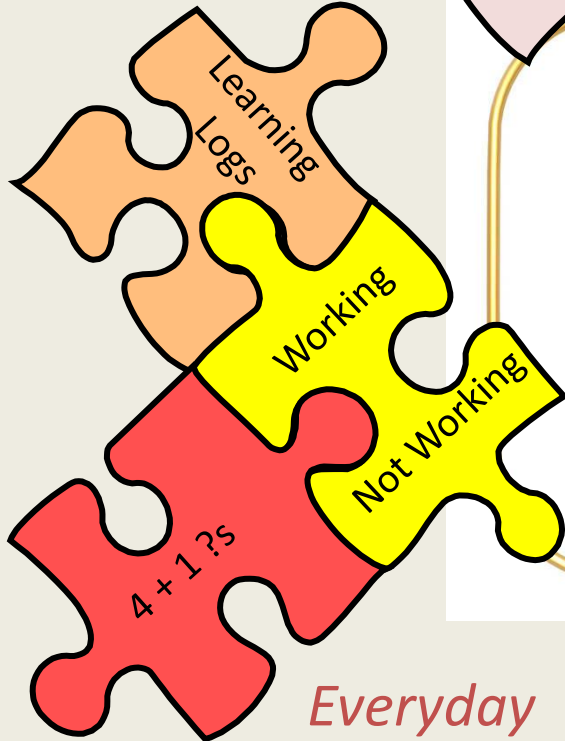
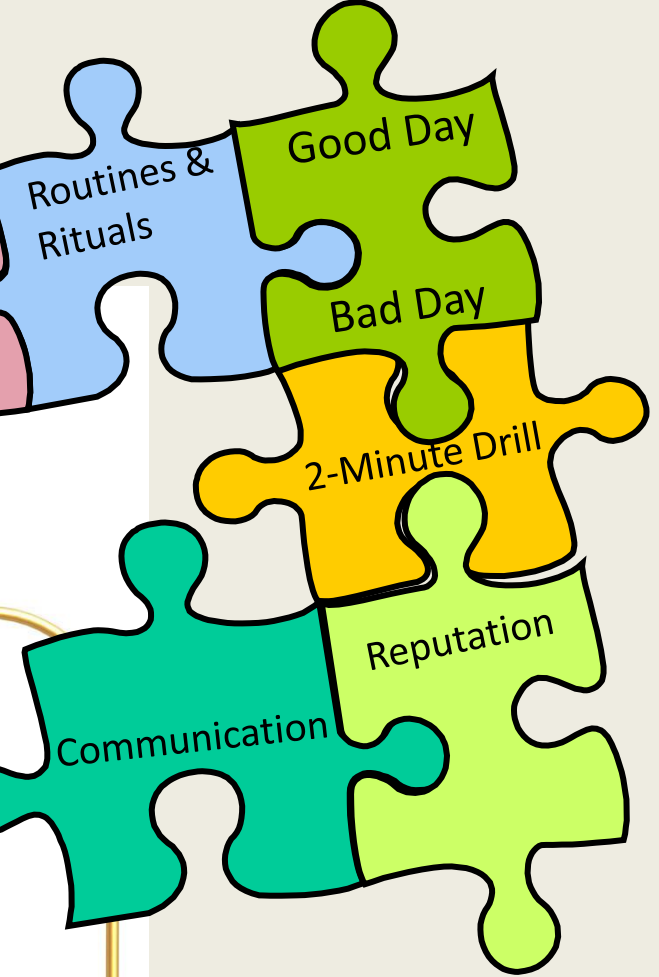
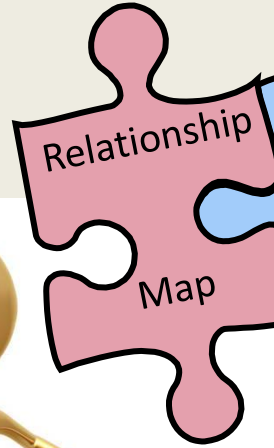
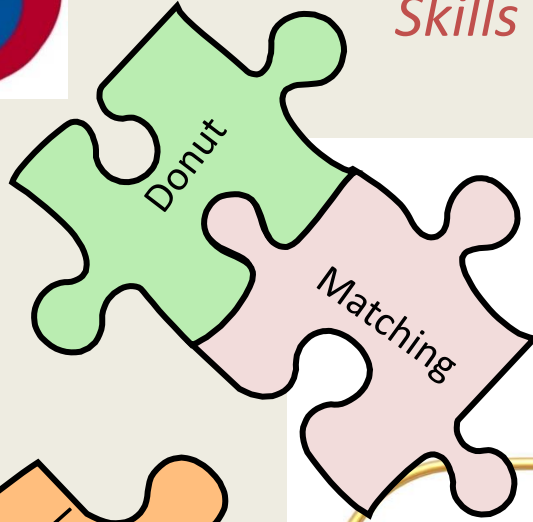
The Skill Challenge



- Developing good plans requires a set of skills (person centered planning skills)
- Implementing those plans requires many of the same skills (person centered thinking skills)



Management Skills



Important To
Important For &
The Balance
Between

*Discovery/
Listening Skills*

*Everyday
Learning Skills*

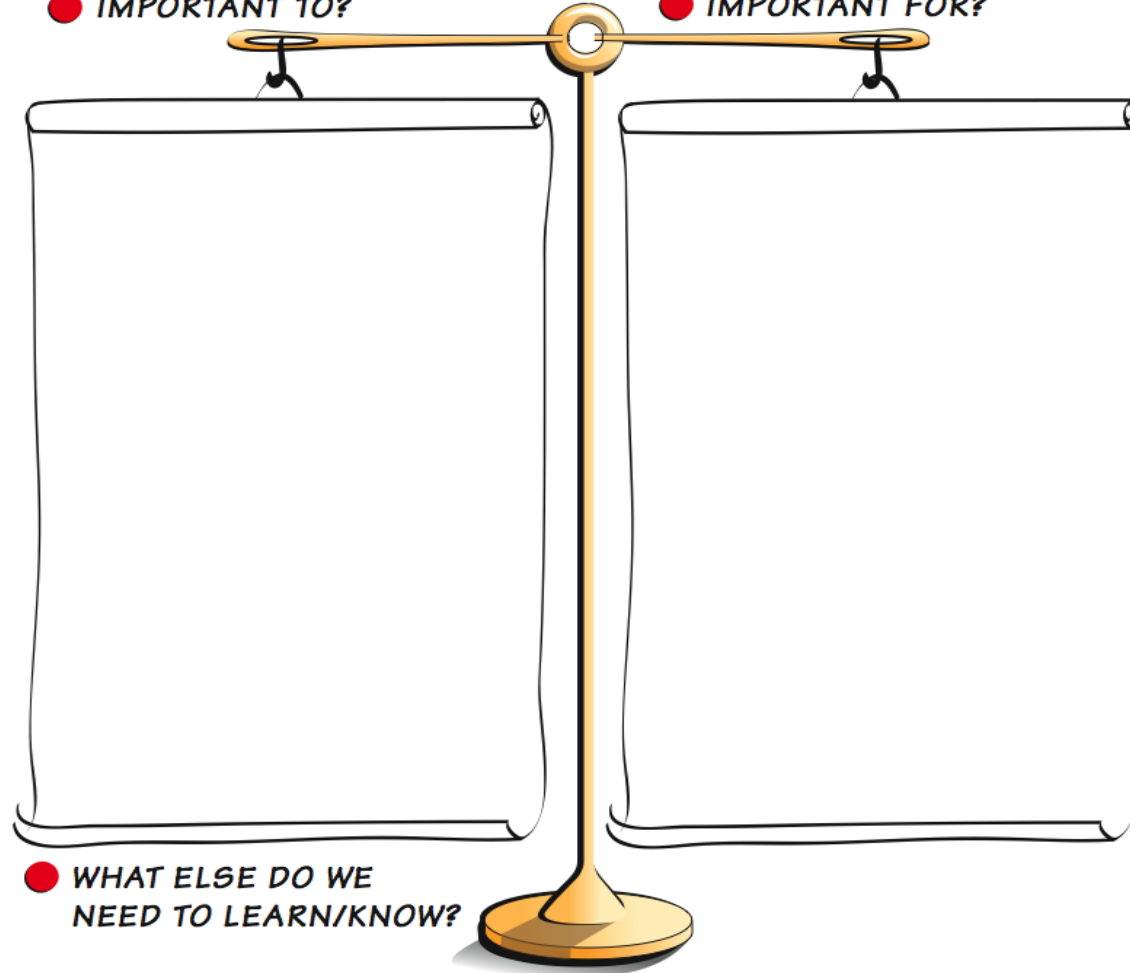
HOW SKILLS IMPACT THE PERSON AND ORGANIZATION



SORTING IMPORTANT TO/FOR

● **IMPORTANT TO?**

● **IMPORTANT FOR?**



● **WHAT ELSE DO WE
NEED TO LEARN/KNOW?**

Helen Sanderson Associates/TLCCLP
Created by The Grove Consultants International

Important To/Important For

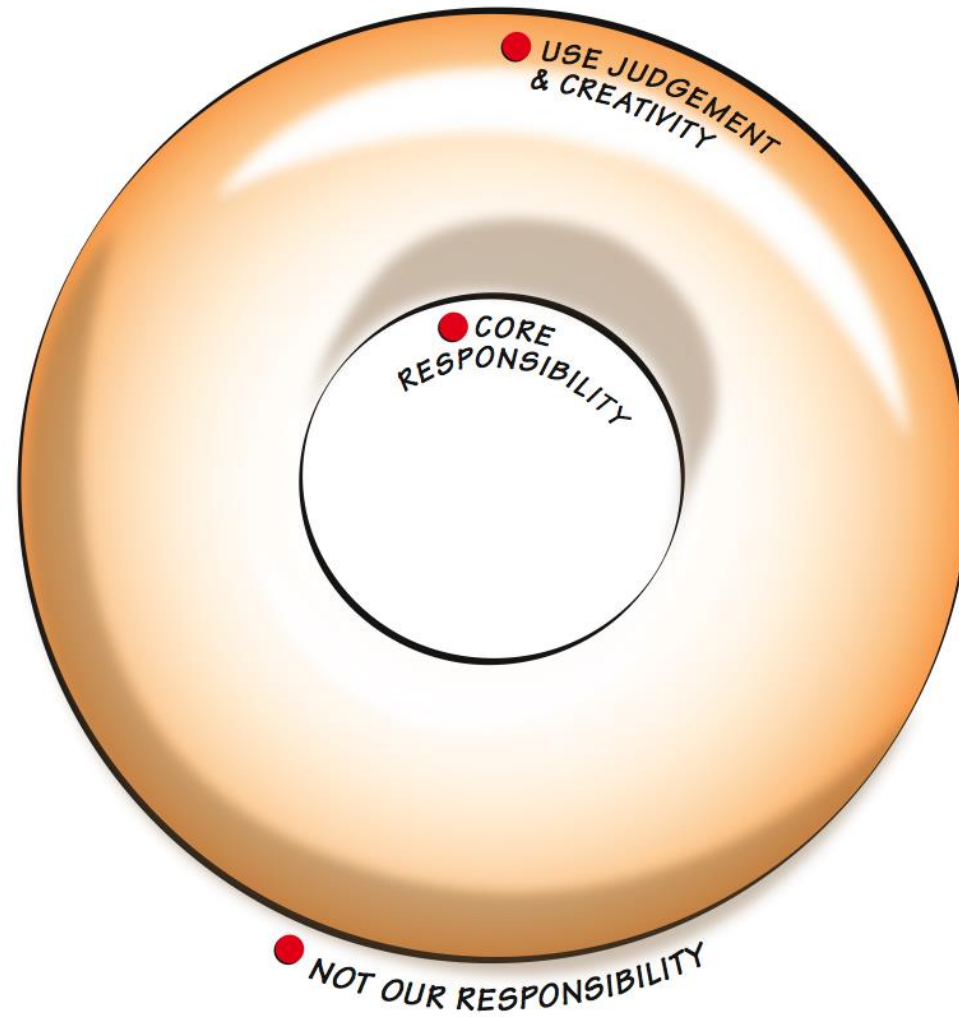
For the Person

- Helps people get more of what is important to them without ignoring important for
- Identifying what still needs to be learned
- Helps people make critical decisions only when the relevant information is present

For the Organization

- Teaches critical thinking
- Reinforces “think before you act”
- Helps people feel listened to
- Supports an active learning culture

THE DOUGHNUT



Defining roles and responsibilities – using the “donut”

For the person -

- Makes it more likely that those things that are most important (to or for) will happen
- People will be creative in support
- Those paid will “keep their noses out of” those things that are not their paid responsibility

For the organization -

- Builds a culture of accountability
- Clearly delineates who is responsible for what
- Supports being creative without fear

Communication Chart

A way to listen to behavior

What is happening	<u>Person</u> does	We think it means	<u>Person</u> wants us to

Communication chart

For the person -

- Use of the communication chart in day to day support insures that -
 - *There is an increase in the presence of what is important to the person*
 - *People using services feel listened to*
- There is a decrease in frustration and the behaviors that go with it

For the organization -

- Recognizes learning done by those who support
- Reinforces learning culture
- Provides new/relief staff with a quick way to get off to a good start
- Decrease in challenging behaviors and therefore a decrease in incidents
- Increases/reinforces observational skills

4 + 1 questions

- 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
 - *What should we try/do based on what we have learned?*

4 plus 1 questions

For the person -

- Provides a record of those things that have been tried and their efficacy
- Those who support are less likely to continue to do those things that are not working in support
- Figuring out better ways to support people are likely to happen faster

For the organization -

- Everyone has a voice and feels listened to
- Collective learning/knowledge is gathered efficiently
- More effective use of meeting time
- Facilitates effective problem solving



GATHERING AND ORGANIZING WHAT WE LEARN

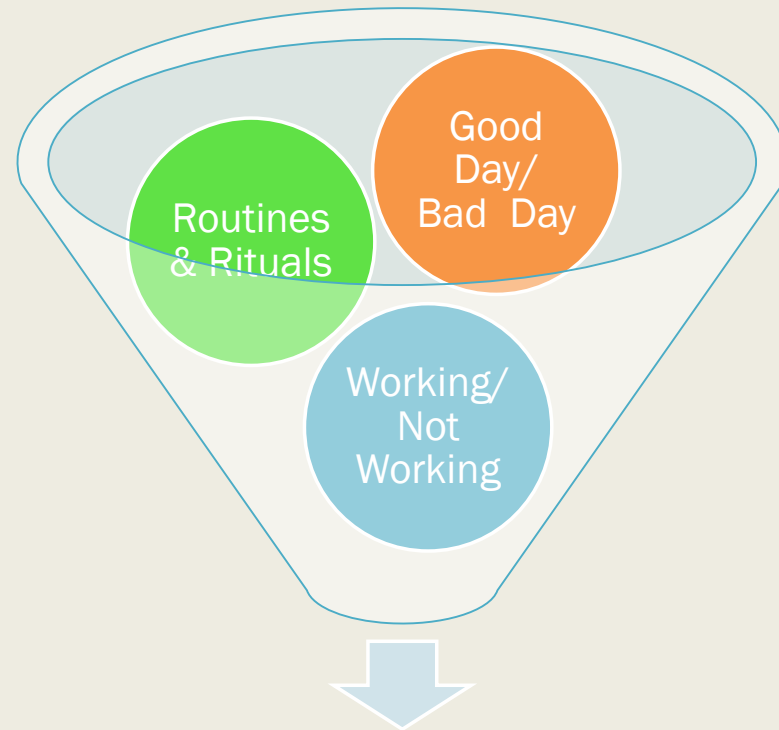
Using a few skills to develop a
One Page Profile



One Page Descriptions Are:

- Powerful documents
 - *For introductions (part of orientation for new staff)*
 - *For updates (at a physician or other specialist)*
 - *For everyone being on the same page*
- Concise information
- Used in many areas of someone's life, can be focused on home or work or health or ????
- Not a replacement for an IPP

Information Gathering



Important To/Important For



GOOD DAY/BAD
DAY



Bob's Good Day/Bad Day

Time Of Day	Typical	Better	Worse
Morning at home	Up and to the gym to workout. Time to myself to prepare my day (iron clothes, breakfast)	Up before the alarm and gym isn't packed. Good breakfast items with variety.	No workout due to needing to get work done/early call. Bad iron that doesn't work well
Commute	All goes according to GPS	No traffic and all goes smoothly	Lots of traffic/construction. Bad directions
Morning at work	Arrive an hour early to set up. Room doesn't require lots of moving furniture	Room is already set up and A/V equipment is good to go.	Unable to get into room to set up. Technology difficulties and being rushed
Lunch	Lunch on my own	Invited to lunch with others	Work through lunch, run errands, no time to eat

Afternoon at work	Group is engaged and participates	Group has good discussions and actively involved in looking at how to improve their work. They have the “lightbulb moments”	The afternoon lunch lull hits hard and people are tired. It’s been a long week and I am tired
Commute	Under 2 hour drive to the next location. Good music on the radio/iPod	Less than 30 minute drive; good food options close by; talk with coworkers on the commute	Long drives, lots of traffic/construction
Evening	Settle into my hotel, answer emails and relax in front of the TV	Have energy to get caught up on work	Needing to get things done because I need to meet deadlines/priorities; on the phone for long periods of time; staying up late
Overnight	Get to bed by 10 and sleep through the night	A comfortable bed	A hard bed, dry room; noisy hotel

Your Good Day/Bad Day

Time Of Day	Typical	Better	Worse
Morning at home			
Commute			
Morning at work			
Lunch			
Afternoon at work			
Commute			
Evening			
Overnight			

Some things to consider



Better Day *During Work Week*

A really good day

- What happened that contributed to your good day?
- What do you look forward to doing?
- Who do you look forward to seeing?
- What happens that gives you energy to deal with difficult situations?
- What motivates and interests you at work OR on a work day?

Worse Day *During Work Week*

A day that is too challenging

- What threw your day off?
- Made the day bad for you?
- Made you frustrated? Bored?
- Took the fun out of it?
- Be sure to include those daily frustrations

~ Bob's One Page Description ~

What People Like and Admire about Bob

.



What is Important to Bob

- Working out
- Being challenged
- Helping others
- Being prepared
- Spending time at home with family
-

How To Best Support Bob

- Build time into his day so he can workout
- Offer opportunities for him to learn new things and challenge himself
- Help him find time to get paperwork done
- Ask what you can do so he has time to prepare for his next trip
- Have a home cooked meal with him instead of going out to eat

What's Working/Not Working for Bob

.



WORKING/
NOT WORKING

Working/Not Working

▶ Negotiation tool

- All must feel listened to – accurately reflect perspectives
- Start with common ground
- Remain unconditionally constructive
- Done in partnership

▶ Peel the onion

- Always ask the question behind the question
- Dig deeper to find more meaningful information

▶ Reflects current reality

- What is working now, not what would or could work
- Focus on a specific issue or area of life

▶ Bridge to action planning

- What needs to be maintained/enhanced?
- What needs to change?

What Works and Makes Sense/Doesn't Work and Doesn't Make Sense With Bob's Work

Make Sense

- Working with a creative, inspirational team doing work I love
- Being able to travel to new places and meet cool people
- Making a difference
- Being challenged
- Never bored
- Having some alone time

Doesn't Make Sense

- Feeling like my schedule doesn't always work for family
- Not always getting enough sleep
- Eating out all the time
- Having less time to exercise
- Missing events at home and seeing friends
- Long weeks on the road without a break

From Bob's Perspective

What Works and Makes Sense/Doesn't Work and Doesn't Make Sense With Bob's Work

Make Sense

- Doing work that he loves
- Being able to meet lots of new people
- We get good travel deals
- Boomer gets to sleep on daddy's side of the bed

Doesn't Make Sense

- He's gone a lot
- It's hard to plan for things
- Stuff around the house doesn't always get done timely
- He still works when he is home
- Bob gets to sleep with dog hair when he gets home

From Bob's Family's Perspective

~ Bob's One Page Description ~

What People Like and Admire about Bob

.



What is Important to Bob

- Working out
- Being challenged
- Helping others
- Being prepared
- Spending time at home with family
- Having time to relax

How To Best Support Bob

- Build time into his day so he can workout
- Offer opportunities for him to learn new things and challenge himself
- Help him find time to get paperwork done
- Ask what you can do so he has time to prepare for his next trip
- Have a home cooked meal with him instead of going out to eat
- If going out to eat, encourage him to make healthy choices
- Build time into his schedule where he can be home one week a month

What's Working/Not Working for Bob

Working

- Being challenged
- Working with a creative, inspirational team
- Making a difference

Not Working

- Not being home for extended periods
- Not being able to consistently work out and eat healthy
- Finding time to get paperwork done



ROUTINES & RITUALS



Routines and Rituals:

- Guide us through our days and bring consistency, comfort and control
- Allow us to know what to expect and help inform others of how we may act (because our ritual and actions may be predictable)
- Understanding and supporting them is a critical skill in learning to listen to people we support

Bob's Transition To Work Routine

- 7:00** Check and respond to email
- 7:30** Organize and pack training materials
- 8:00** Arrive at training site (one hour prior to start time)
- 8:05** Set up computer – open training slideshow, turn on Bluetooth speakers, open internet programs, connect to Pandora and select music channels, determine which cables are needed for the projector
- 8:10** Develop flip charts for the day – meeting map, sheets to be completed during class
- 8:17** Get charts on the walls – determine how well they will stick and what can be used to make that happen
- 8:20** Make sure tables are set up for the focus of the day
- 8:30** Check emails again
- 8:35** Greet people as they arrive
- 8:45** Quick review of information needed for the day and time to mentally prepare myself for the day
- 9:00** Begin training

Other Routines/Rituals

Morning

Going to bed

Birthday

Cultural/Holiday

Not Feeling Well

Spiritual

Vacation

Comfort

Celebration

Grief/Loss

~ Bob's One Page Description ~

What People Like and Admire about Bob



What is Important to Bob

- Working out and being healthy
- Being challenged
- Helping others
- Being prepared
- Spending time at home with family
- Having time to relax
- Knowing what is going on
- Looking neat and presentable

How To Best Support Bob

- Build time into his day so he can workout
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WHAT OTHERS LIKE & ADMIRE



Great Things About. . .

- With your marker, walk around the room and write one thing on other's papers that you like or admire about the person
- Do not write on your own sheet

Think About. . .

- How you would want to be introduced to others
- What you would decide to share
- Who would provide that information

Using the Information:

Look at what others wrote on your sheet

- What would you like to see listed on your introduction?
- Move those items that make sense to your description
- Add or change things so it makes sense to you

~ Bob's One Page Description ~

What People Like and Admire about Bob

- Smart and knowledgeable
- Funny
- Easy going
- Great with names
- Creative
- Compassionate and caring
- Nice guy
- Dependable



What is Important to Bob

- Working out and being healthy
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What's Working/Not Working for Bob

Working

- Being challenged
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THE VERSATILITY OF ONE PAGE PROFILES

Looking Across The Lifespan

Joe Student

What others like and admire about Joe

- ✦ He is very sweet and knows how to make himself happy
- ✦ He finds things to entertain himself
- ✦ When he giggles it makes everyone else laugh

What is Most Important To Joe

- Having some control
 - Having his own space in the classroom
 - Being able to take his shoes off whenever he wants to
 - Being able to reject an activity when he wants to
 - Choosing when he eats and when he drinks, Having the ability to get up and wander around the room when he wants to.
- Having and doing the things that he likes (sensory)
 - *Not being around people who scream and yell*
 - Tapes, boxes, baskets, & containers. To carry them
- Listening to, and playing with musical toys (keyboards)
- Using mirrors to look at himself, looking at pictures of himself
- **Balls. Balls. Balls!** (carrying them, or hitting them to make noises)
- **WATER PLAY! SINKS, WATER TABLES, SMALL POOLS**



Supporting Joe's Sensory Needs

- Joe loves to sit in the net swing and being swung around in circles. It helps him calm when upset.
- Avoid large open spaces with high ceilings (like the gym) these are difficult for him
- Joe is very sensitive to noise, he gets upset when other students screams
 - When things are too loud for Joe, he will let you know by covering his ears
 - It's good to have earphones handy, both for Joe to try when things are loud, but also for staff when he gets loud.
 - Joe is very bothered by the sound of crying babies
 - Joe likes to see what sounds things make, he'll touch and try different things to hear the sounds. He'll find his favorites and repeat them.

Supporting Joe with Tasks/academics

- When Joe is in a good space, he can do up to three tasks before losing focus.
- When he is not in a good space, he may not be able to complete even a very simple and basic task.
- Pay attention to his mood and health when setting up work
- Be prepared to offer many sensory breaks and modify expectations if he is not able to perform
- Have many tasks available for Joe to work with
- Don't be surprised if one day he is very competent with a task, and another day he is not able to do it.



IT'S ALL ABOUT ME
ELIZABETH KATE

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

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)

~ 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 gets 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

~ 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



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.

Shannon's One Page Profile

My Life!

Important to Me:

- ★ Spending quality time with my family.
- ★ Having time to get organized.
- ★ Doing quality work that I can be proud of.
- ★ Thinking through things to make sure the best plan is in place.
- ★ Feeling valued.
- ★ Honesty about my work – I want to know the truth!
- ★ Flexibility.
- ★ Working in a learning environment where creativity is fostered.
- ★ To have clear expectations and deadlines.
- ★ To have fun!

Great things about me ...

I like to have fun!
I'm independent, loyal and caring.
I am quirky.
I always strive for perfection.
I'm dependable and always offer a shoulder to cry on.
I'm open & honest.
I have a mischievous streak!

Qualities people like and admire about me:

- **Clever**
- **Determined**
- **Passionate**
- **Sense of humor**
- **Good mom**
- **Flexible**
- **Creative**

Bob



My Girls!



My Boys!



How to Best Support Me:

- ★ Remind me to balance my home life and work life – sometimes I get to caught up in one or the other.
- ★ I am an "all or nothing" girl, so I need reminders that I can only do so much.
- ★ I may over-commit myself - make sure I have all the information.
- ★ Sometimes I get overwhelmed by projects – offer assistance, help me break it down and take one day at a time.
- ★ If I do something that hurts others it is never intentional – let me know so I don't do it again.
- ★ Like to start projects – can use assistance with ideas, tasks (details), & guidance to stay focused on the long range plan.
- ★ Using humor with me works well, especially when I am having difficulty "seeing the forest through the trees".

Future dreams/goals:

- **My kids growing up happy and healthy.**
- **Further my education – obtaining my degree.**
- **Being debt free!**

TIM JIN



What people like and admire about me...

- An amazing positive attitude and a great sense of humor
- Did we mention funny?
- Determined and doesn't let obstacles stop him
- Super smart and well versed in variety of topics
- Generous, a great host, and has a big heart
- Very productive, active, self-motivated, and takes initiative
- Honest
- A great son, brother, and uncle
- Encouraging to those around him

What's Important to me...

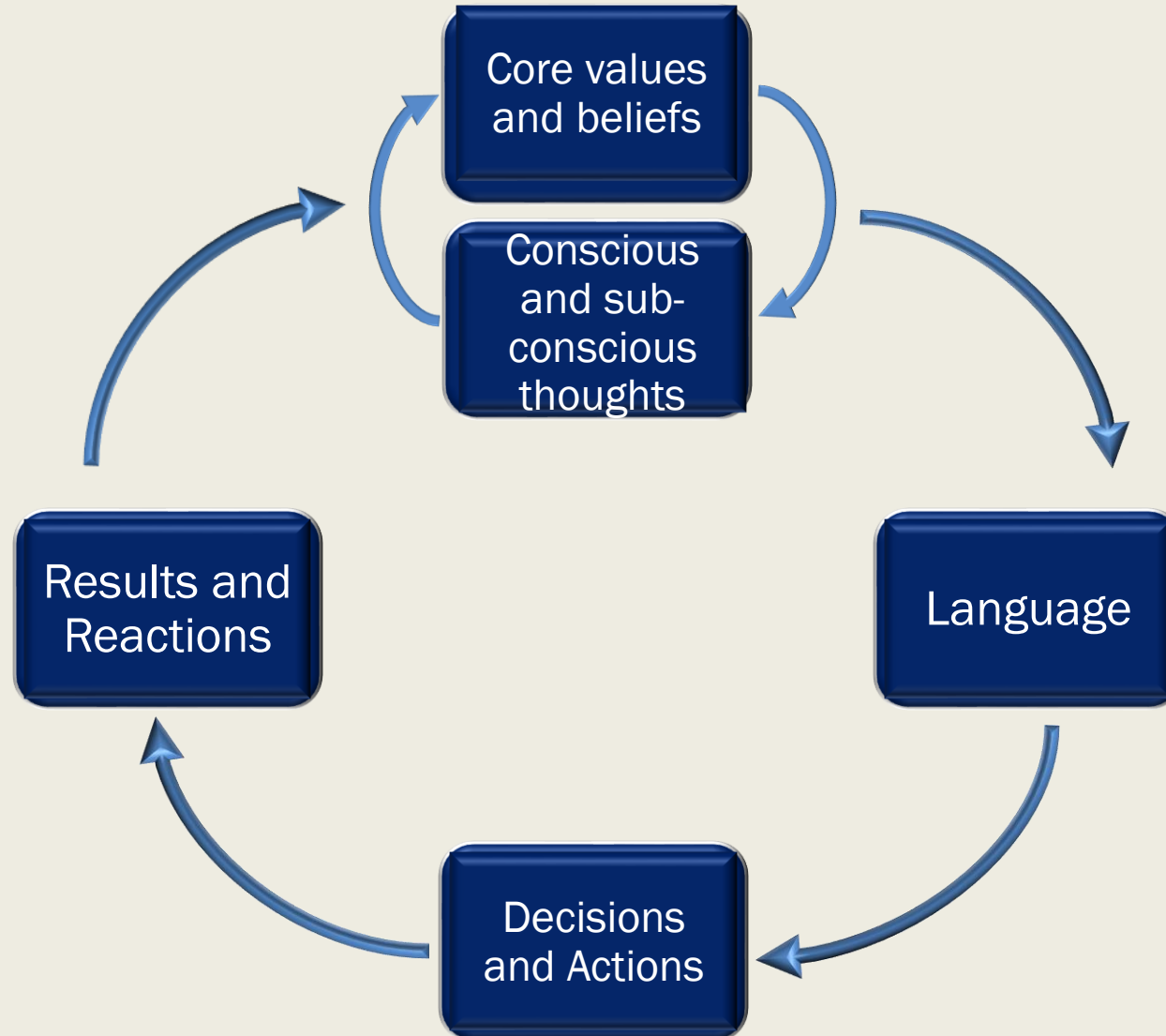
- Having access to my communication device when I leave my apartment and making sure that my phone, iPad and alarm button are on me before I leave the house
- Having trusting relationships with the people who support me
- Staying active and working out regularly. I love cycling and weightlifting
- My family and friends
- Being productive
- Not being stuck in the house! I love going out to see movies, concerts and eating at new restaurants
- Speaking of, I like to be adventurous with food and try new things. My favorites are Mexican, Kimchi, Japanese, Korean, Indian, BBQ, Burgers, and Italian
- Having variety in my life in all areas including people
- Having time to binge watch TV when I'm in the mood
- Listening to books on tape
- Making sure that people who are driving me are safe and thoughtful drivers
- Having staff that are trained properly

How to best support me...

- Don't predict what I'm trying to say when I'm typing on my iPad unless you know me well
- Before doing anything always wash your hands and wear gloves. I am not a germaphobe but I like to be clean
- I need support in the following areas: cooking, feeding, driving, gym, transfers, cleaning, and general hygiene (more details below)
- I like to keep the windows in my apartment open
- Because I always keep the windows open sometimes I get a lot of dust in the house. Please dust regularly around the house.
- He also likes his house to be in order so always put things away where you got them
- Over time I will tell you what I need and when I need it

March 2018

Person Centered Thinking



THE POWER OF CLEAR COMMUNICATION

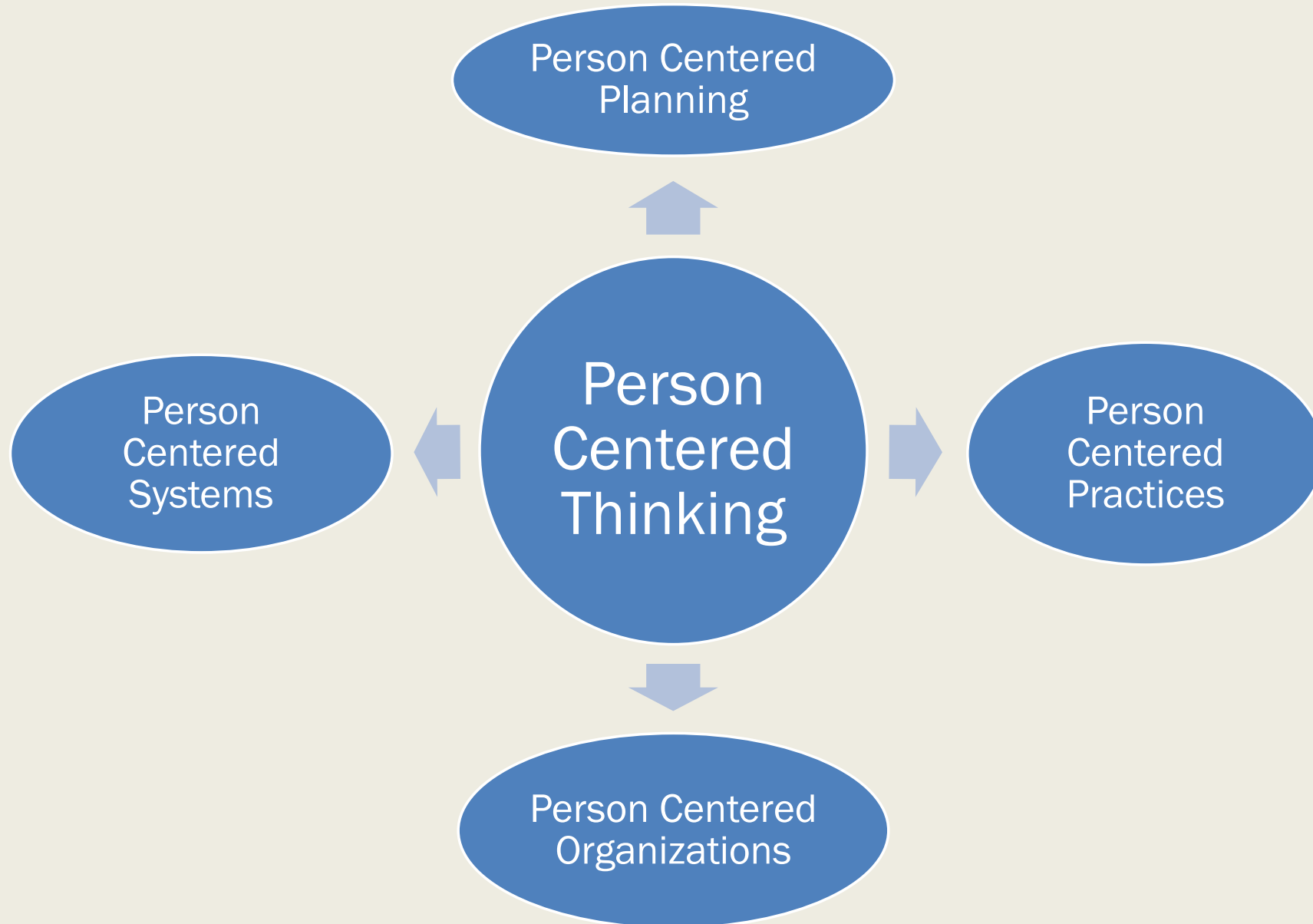
Words and Actions matter



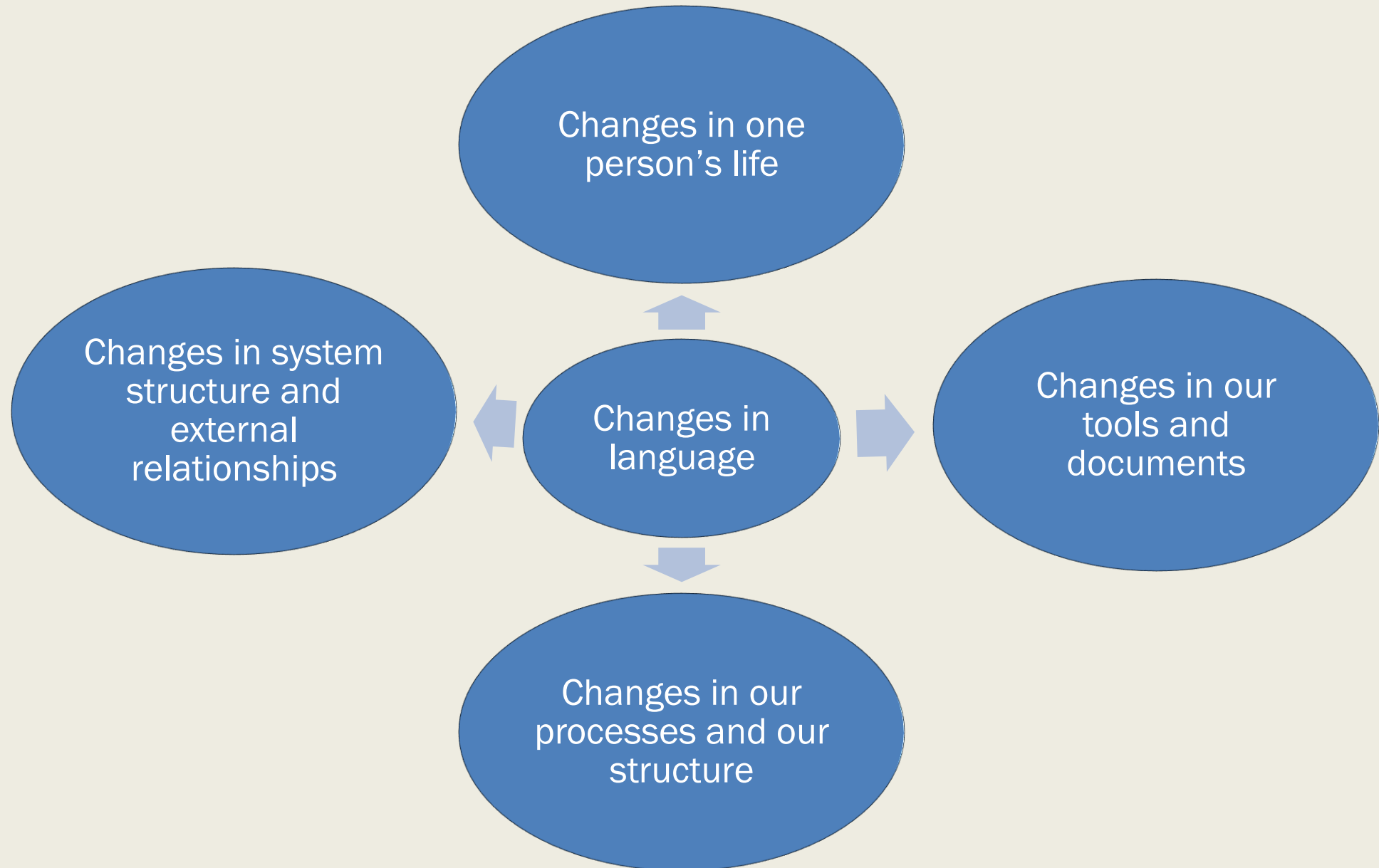
WORDS, WORDS, WORDS



It Goes Beyond Person Centered Planning...



What changes do we see in each level?



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