



**QUEST**  
Integration

presents

# Discovering Practical Ways To Use Person-Centered Thinking (PCT) Skills

**Wednesday, June 21, 2017**

**9:00am to 11:00am HST**



Featuring Bob Sattler

# Expectations

Take a moment to agree upon expectations for your group's interactions today:

- Cell phones on vibrate or off
- No side bar chatter
- Limit multi-tasking (e.g., checking emails, rummaging through bag while watching videos)
- Ask questions - How has this worked? When would you use it? Are there circumstances when this doesn't work?
- Misery is optional ~ take care of yourself!

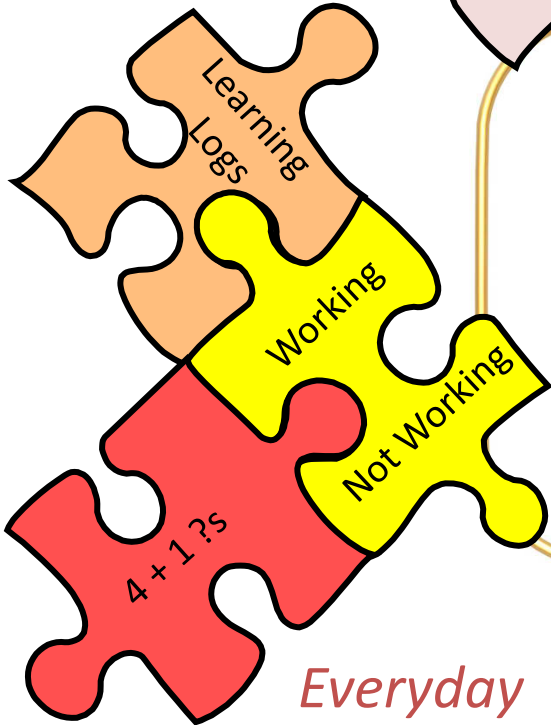
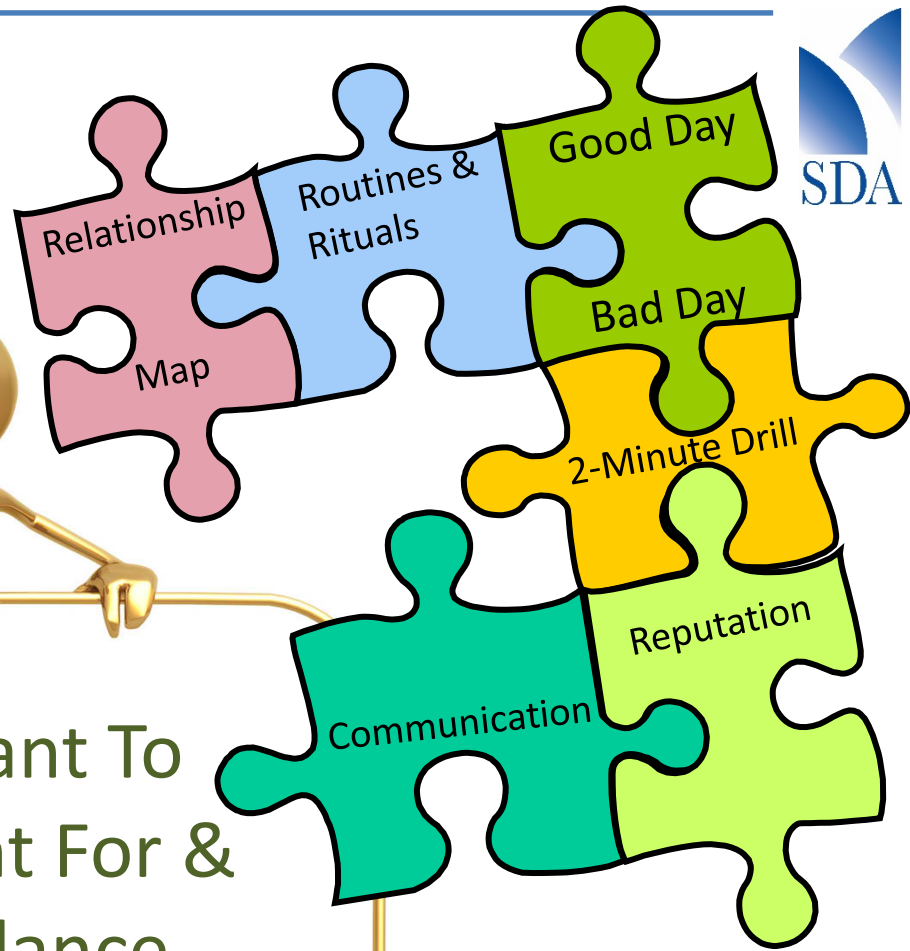
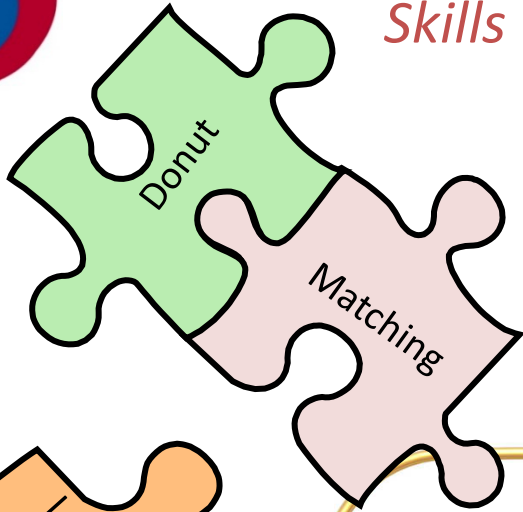
# As Service Coordinators You . . .

- See people in their homes
- Hold meetings with people
- Address issues over the phone

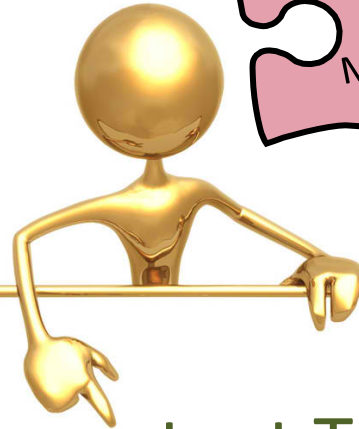
**What skills are useful in these situations?**



*Management Skills*



*Everyday Learning Skills*



Important To  
Important For &  
The Balance  
Between

*Discovery/  
Listening Skills*

# Your Opinion Please:



1) When I invite someone over, I prefer that they:

- a) Arrive a little early
- b) Arrive on time
- c) Arrive a little late

2) When someone I don't know well visits my home, I am:

- a) More aware of how I look and act
- b) More aware of how they look and act
- c) Aware equally of how I and they look and act

3) When I have company:

- a) I am not comfortable unless my home is perfectly clean
- b) I am ok with my home whatever the state

4) When I have guests:

- a) I always offer them food and/or drink
- b) I do not offer them food and/or drink

5) When guests eat at my home:

- a) I eat first
- b) My guests eat first

6) When I offer food/drink to my guests:

- a) I am offended if they refuse to accept it
- b) I don't mind if they refuse to accept it

7) When guests dine with me in my home:

- a) I expect them to stay for a while after the meal
- b) I expect them to leave as soon as the meal is eaten

8) When I see an old friend, I will mention it if she has put on weight

- a) Yes
- b) No

# Keep Culture in Mind



## ➤ Culture is:

- **About why you think things are right and wrong, good or bad, how things are supposed to be.**
- **Is learned and shared knowledge that specific groups use to generate their behavior and interpret their experience of the world. It includes, but is not limited to communication, rituals, and roles.**

Culture can be revealed in comments like:

- That is not how we do things in our family
- That is not right
- Nice people don't do that
- Women/men don't do that
- You will embarrass the family
- That is against my (our) religion
- People with disabilities shouldn't (cannot) do that
- That is not something we talk about

Service Coordinators should:

- Be aware of their own cultural assumptions
- Be prepared to express their own point of view in a transparent way when necessary

May need to:

- Think about what other person's cultural values might be and check with person
- Plan how to explain cultural issues--*be understood and respected yet flexible*
- Be prepared to have more than one conversation



# Let's Visit Margaret

Margaret lives with a Care Provider and is someone who requires total support. She is pleasant, has a big smile and long beautiful hair. She has a label of profound intellectual disabilities and does not use words to communicate. Margaret also has Scoliosis, G-tube, GERD, Reactive airway disease, Asthma, Osteopenia, and Muscle spasticity. There is a history of seizures, hypothermia and pneumonia.

She is medically stable, receives good care, and you want to learn more about what is important TO her. What skills would be helpful?

# In This Situation, Which Skills Would Be Helpful?

## Discovery Skills

- Relationship Map
- Routines/Rituals
- Good Day/Bad Day
- 2 Minute Drill
- Communication Chart
- Reputations

## Everyday Learning Skills

- 4+1 Questions
- Learning Log
- Working/Not Working

## Management Skills

- Donut
- Matching



# Answers

## Discovery Skills

- Relationship Map
- **Routines/Rituals**
- **Good Day/Bad Day**
- 2 Minute Drill
- Communication Chart
- Reputations

## Everyday Learning Skills

- 4+1 Questions
- Learning Log
- **Working/Not Working**

## Management Skills

- Donut
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# By Using These Skills We Would Learn



## Routines/Rituals

- She wakes up early and likes to be greeted when people come in around 7:00
- She likes to be the first one to get ready and will feel put out if others are ready before her
- She loves to be clean and it takes about 30 minutes to get a trolley bath and get ready
- She uses a Hoyer Lift to transfer to her wheelchair
- Margaret receives OT and PT services to help keep her limber. She enjoys this, especially when people are talking with her while doing Range of Motion exercises with her
- She starts to wind down around 7:30-8:00 and gets a bath before going to bed
- She does not like to have a lot of covers on her at night

## Good Day/Bad Day

- Margaret loves to be a part of things and have people talk with her
- She likes to be in small groups so she can listen to the conversation going on around her
- If people do not pay attention to her she will yell and scream
- She has long beautiful hair and loves people to brush it for her
- She enjoys listening to music (soft, instrumental) and books on tape (children's stories); watching TV and funny movies
- She likes to have soft items (ex. stuffed animals) she can touch
- Getting attention from men and being spoiled by anyone
- She likes being touched
- Margaret enjoys looking in mirrors

# Discovery/Listening Skills

- When we find there are gaps in what we know
- For updates to help people have positive control over their lives
- For deeper understanding

# Everyday Learning Skills

## Working

- Being touched and having her hair brushed
- Being involved in conversations and activities around her
- Being able to relax out of her chair; watch TV, funny movies, listen to soft instrumental music and children's books on tape
- Having working equipment (ex. Hoyer lift)

## Not Working

- Being isolated
- Not being first to get ready in the morning
- Not being clean
- Having lots of covers on at night
- No mirrors around

# Home Visits Happen For Different Reasons And Require Different Skills



- **Monitoring:** To evaluate services and supports provided
- **Initial Contact:** To determine needed/wanted services and supports
- **Concerns:** To assess health, safety and satisfaction issues

# For Further Information

- Support Development Associates
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