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?
Important To Important For & The Balance Between

Management Skills

Everyday Learning Skills

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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**
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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

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