# Keeping the Person At The Center

Listening to the person can change everything

All photos provided are public domain or provided with permission by Skills of Central PA for use with this presentation



Selinsgrove Center: John lived here for many years and prefers not to comment, except that "he was not listened to at all." Through most of the 1980's-90's John lived in *"a non ambulatory Community Living Arrangement which is stable"* and attended a prevocational training program.

John's Individual Program/Plan of Care included 24 hour supervision with these goals:

- 1. "John does his exercise routine independently daily..."
- 2. "John uses a napkin without a reminder."
- 3. "John will increase his productivity by 10% by the next quarterly review."

His memories include the lack of privacy in the bathroom, living with people he did not know well; and not being paid, so he didn't have money to do the things he liked.

He wanted a home, not a non-ambulatory community living arrangement; and friends, not strangers living together.



#### **2003: Early person centered Planning results:**

- 1. John moved out of the group home, and into a place of his own.
- 2. 24 hour "supervision" with licensed home inspections;
- Continued focus on health and safety; Fire drills in the middle of the night required by his program (no one else in the building had fire drills) Goals continued around Mobility and addressing limitations

#### Life Today: Person Centered Planning results:

- 1. John Being listened To: He now lives in his own apartment, without constant staff presence.
- 2. Less than 6 hours of support per day
- 3. No need to license his home
- 4. Focus on his desires and what he is interested in learning/doing

## Today's John's outcomes are created with him and reflect what he wants out of life:

- 1. "John learns to use the new shredder at the courthouse so that he can be confident at work and earn the money he needs to live in his own apartment."
- "John stays connected with friends and family and participates in advocacy so that he continues live independently and contributes to his community."



#### What's Important TO John:

Staying connected to his family- Celebrating birthdays with his brother and nieces. Carrying lots of pictures of his family and talking to them on the phone

Being Treated as an equal/respected by others

Doing things for himself and making his own decisions

➢ Working and making money –his job shredding at the Courthouse and SASMG, contract work at VT and occasional opportunities to be a Person Centered Thinking Trainer, which he really loves!

Spending time with his girlfriend Cheryl and friends (David, Bobby and Richard)

oGoing out to eat, Movies, shopping

Cooking and baking (Pies, waffles)

#### **Desired Activities**

Meeting up with friends he knew from Club Connect

#### ≻Summer camp

Shopping, going out to eat, movies, sporting events, bowling, Outdoor Music Concerts
Community Events and Self-Advocacy Groups
Weathand tring, Vacation to El

>Weekend trips, Vacation to FL

#### John's One Page Profile



### What do people like and admire about John?

- ≻Devoted to his family
- ≻Daring and gutsy
- ≻A happy person who makes others smile
- Self Confident
- ≻Helpful
- >Devoted to his Work
- ≻Dependable
- ➢ Friendly and caring
- Courageous, trustworthy and kind

#### Important FOR John:

- Feeling safe for John this means having confidence he can safely evacuate his home in case of a fire
- > Having a wheelchair that folds
- Carrying ID and contact info in his pack
- Taking medication as prescribed What you need to know and do:
- John will let you know when he wants to call or visit his family/friends. Help him make the call and arrangements.
- Accessibility and adaptations (for fine motor tasks) are needed so that he can do as much for himself as possible.
- Help John look his best but wait until John asks for assistance. (Always assist with getting in/out of shower, washing his hair/back)
- Sometimes it is hard for other people to understand what John is saying, he is patient and will repeat what he is saying, but may need your help to translate with people that don't know him well.
- Help John use the stove/microwave as he is afraid of getting burned

### The First Two Sections of John's Electronic ISP

#### **Individual Preference**

#### Like and Admire

What do people like and admire about the individual? :

JOHN IS A PLEASANT AND OUTGOING MAN. HE IS A GOOD ROLE MODEL, DEPENDABLE, FRIENDLY AND CARING. HE ALWAYS ASKS HOW YOU ARE DOING WHEN HE SEES YOU. HE INSPIRES LOYALTY. HE IS A HAPPY PERSON WHO MAKES OTHERS SMILE. JOHN IS MAGNETIC AND FUNNY WITH A GOOD SENSE OF HUMOR. HE IS INTELLIGENT, DEVOTED TO HIS FAMILY, AND KNOWS WHAT HE WANTS. HE IS UNDERSTANDING. HE REMAINS POSITIVE AND MOTIVATED BY HIS DETERMINATION AND DRIVE. JOHN HAS BEEN DARING AND GUTSY. HE HAS PERSEVERANCE AND ENERGY; HE DOESN'T GIVE UP. HE IS SELF-CONFIDENT, COURAGEOUS, TRUSTWORTHY, AND KIND. HE IS ORGANIZED AND CREATIVE. HE IS HELPFUL AROUND HIS APARTMENT AND IS VERY INDEPENDENT. HE IS DEVOTED TO HIS WORK. JOHN HAS GOOD MANNERS AND A DESIRE TO EXPERIENCE NEW THINGS AND SHARE HIS ADVENTURES. JOHN ENJOYS BRINGING HAPPINESS TO OTHERS AND WILL STRIVE TO TELL JOKES AND MAKE OTHERS LAUGH.

#### Know and Do

What does the consumer/family think someone needs to know to provide support?:

JOHN LIVES BY HIMSELF IN HIS OWN APARTMENT WITH STAFF SUPPORT AS NEEDED OR REQUESTED BY JOHN (JOHN SOMETIMES NEEDS REMINDERS FROM STAFF REGARDING THE RESPONSIBILITIES OF LIVING ON HIS OWN). JOHN IS VERY DETERMINED AND WORKS HARD TO GET WHAT HE WANTS. JOHN LIKES FEELING SAFE AND SECURE WHETHER IT BE IN THE COMMUNITY OR IN HIS HOME - KNOWING SUPPORT PERSON IS THERE FOR HIM IF HE NEEDS THEM. LATELY, JOHN ALSO SEEMS TO BE RELYING ON OTHERS WHO ARE NOT STAFF. (STAFF CONCERNED AT TIMES BY JOHN NOT BEING AS INDEPENDENT AS HE CAN BE. HE WILL SHOW AN INCREASE IN RELIANCE ON STAFF AT TIMES ESPECIALLY WHEN THERE IS NEW STAFF - JOHN NEEDS REMINDERS OF WHAT HE CAN DO FOR HIMSELF). JOHN RELIES ON HIS STAFF FOR THE MAJORITY OF HIS TRANSPORTATION FOR WORK AND LEISURE ACTIVITIES. AS OF 10/1/13, JOHN IS USING SKILLS TRANSPORTATION TO VTI AND DIRECT SUPPORT STAFF WILL BE TAKING HIM TO SHREDDING JOBS ON WEDNESDAYS.

JOHN DOES NOT HAVE FULL HAND STRENGTH AND NEEDS HELP BUCKLING HIS SEAT BELT AND TRANSFERRING IN AND OUT OF VEHICLES. JOHN ALSO NEEDS ASSISSTANCE WITH BUTTONS.

JOHN HAS ALONE TIME AND STAFF SHOULD BE AWARE THAT SOMETIMES JOHN IS NOT FORTHCOMING WITH INFORMATION ABOUT HIS ACTIVITIES WHEN HE IS ALONE.

CURRENTLY SUPPORTING JOHN BY ASSISTING HIM IN SOME PART OF ACTIVITIES THAT MAY USE A HIGH AMOUNT OF ENERGY, SUCH AS TAKING CLOTHING OFF AND ON PRIOR TO USING THE RESTROOM OR SHOWERING. JOHN AND HIS SUPPORT TEAM FEEL THAT JOHN SHOULD CONTINUE TO DO MOST PARTS OF THE ACTIVITIES TO MAINTAIN HIS DEXTERITY, STRENGTH AND ABILITIES, BUT NOT EXHAUST HIS ENERGY.

JOHN HAS HIS OWN VEHICLE, A WHEELCHAIR VAN, FOR HIS APARTMENT WHICH IS BETTER SUITED FOR HIS NEEDS. JOHN HAS AN INTEREST IN TRYING ALL SORTS OF JOBS, BUT CAN BE LIMITED AS TO THE TYPES OF JOBS HE IS ABLE TO COMPLETE BASED ON HIS LACK OF DEXTERITY IN HIS HANDS. JOBS THAT REQUIRE A GREAT DEAL OF FINE OR GROSS MOTOR SKILL CAN BE CHALLENGING FOR JOHN. JOHN USES A WHEELCHAIR TO MOVE ABOUT AT SKILLS VTI AND IN THE COMMUNITY.

JOHN TAKES HIS OWN MEDICATIONS FROM BLISTER PACKS - JOHN NEEDS SOMEONE TO CALL THEM IN FOR HIM WHEN HE NEEDS REFILLS.

JOHN ENJOYS DOING THINGS FOR HIMSELF AND WILL LET YOU KNOW WHEN HE NEEDS HELP (\*IT BOTHERS JOHN IF STAFF DO NOT ASK JOHN BEFORE HELPING HIM\*). BUT, AFTER A RELATIONSHIP IS ESTABLISHED WITH JOHN, HE PREFERS THAT WITH ROUTINE TASKS STAFF DO NOT ASK EVERYTIME). WHEN JOHN IS REALLY TIRED IT IS BEST TO ASSIST HIM WITH WHATEVER HE IS DOING. JOHN IS ABLE TO TRANSFER ON HIS OWN AND DRESS HIMSELF (JOHN NEEDS HELP WITH TYING HIS SHOES). JOHN NEEDS HELP WHEN TAKING A SHOWER; HE WEARS SHOWER SHOES AND HAS A BATH MAT ON SHOWER FLOOR WHEN IN THE SHOWER. STAFF ENCOURAGE AND ASSIST AS NEEDED WHEN HE IS GETTING IN AND OUT OF THE SHOWER. STAFF HELP WITH WASHING HIS HAIR AND BACK. JOHN WORRIES ABOUT FALLING WHEN GETTING OUT OF THE SHOWER, SO THE FLOOR MUST BE DRY.

STAFF NEED TO HAVE LISTENING SKILLS AND PAY ATTENTION WHEN JOHN IS SPEAKING. JOHN IS A PATIENT GUY AND IF PEOPLE ARE POLITE ABOUT IT, JOHN DOESN'T MIND REPEATING HIMSELF UNTIL STAFF UNDERSTANDS. PEOPLE NEED TO BE AWARE OF WHEN JOHN WANTS TO BE SOCIAL OR HAVE HIS OWN SPACE.

JOHN IS VERY OUTGOING, UPBEAT AND POSITIVE AND HE LIKES TO KEEP IN CONTACT WITH HIS FAMILY AND FRIENDS BY MAIL, PHONE, OR VISIT. HIS HOME PHONE IS PROGRAMMED WITH PHONE NUMBERS, SO HE IS ABLE TO CALL BY HIMSELF. IT IS IMPORTANT TO JOHN THAT HE SPENDS TIME WITH HIS GIRLFRIEND AND ALSO WITH HIS BROTHER, NEICES, AND

# John's Electronic ISP: What's important TO him, and desired activities

NEEDS YOU TO REALLY LISTEN AND WORK TO UNDERSTAND HIM. WHEN JOHN IS VERY ILL OR THERE IS AN EMERGENCY, JOHN'S BROTHER JULIUS SHOULD BE CALLED AND INFORMED. HIS NUMBER IS LOCATED AT THE BEGINNING OF JOHN'S PLAN AND KEPT IN JOHN'S PHONE LIST IN HIS BEDROOM AND PROGRAMMED IN LIVINGROOM PHONE.

JOHN ENJOYS OVERNIGHT TRIPS AND VACATIONS. JOHN UNDERSTANDS AND IS OK THAT HE IS RESPONSIBLE TO PAY FOR STAFF'S EXPENSES IF CHOOSES TO TAKE A TRIP.

#### **Desired Activities**

What are the activities that the individual would like to participate in or explore? :

JOHN CONTINUES TO ENJOY MEETING UP WITH FRIENDS, GOING TO CAMP OVER THE SUMMER, AND GOING TO WORK DURING THE WEEK. JOHN LIKES GOING SHOPPING, OUT TO EAT, AND TO COMMUNITY ACTIVITIES SUCH AS OUTDOOR MUSIC CONCERTS, ARC EVENTS, AND SELF ADVOCACY GROUPS. JOHN ENJOYS HAVING HIS FAMILY COME OVER TO HIS APARTMENT TO VISIT. JOHN IS ALWAYS READY TO LEARN MORE ABOUT SUB-CONTRACT JOBS AS THEY BECOME AVAILABLE AT SKILLS VTI. JOHN EXPRESSED AN INTEREST IN PRACTICING LABELING JOBS. JOHN ENJOYS HIS JOB PAPER SHREDDING AT THE COURTHOUSE AND SASMG. SUPPORT STAFF ARE ALWAYS LOOKING AT OPTIONS FOR JOHN FOR DAY OR WEEKEND TRIPS. HE IS SPENDING MORE TIME WITH HIS FRIENDS IN THE APARTMENT BUILDING BOTH IN THEIR APARTMENTS AND THE COMMUNITY ROOM. HE ENJOYS THE INCREASED TIME ALONE.

Important To	
Important to Individual:	
FEELING SAFE	
Priority:	Essential
Important to Individual:	
SELECTING HIS OWN CLOTHES TO BUY AND WEAR	
Priority:	Strongly Desired
Important to Individual:	
BIRTHDAYS WITH FRIENDS AND FAMILY-LIKES PRESENTS, CAKE AND ICE CREAM	
Priority:	Essential
Important to Individual:	
PHONE CALLS FROM HIS FAMILY AND CHERYL AND JOHN MAKING CALLS TO THEM	
Priority:	Strongly Desired
Important to Individual:	
HOLIDAYS-NICELY DECORATED HOME AND DRESSING FOR A PARTICULAR HOLIDAY	
Priority:	Strongly Desired
Important to Individual:	
CAMERA-ABLE TO TAKE PICTURES ON SPECIAL OCCASSIONS AND HOLIDAYS	
Priority:	Strongly Desired
Important to Individual:	
PEOPLE NOT SMOKING AROUND HIM	
Priority:	Strongly Desired
Important to Individual:	
NEEDLE CRAFT (AT WORK DURING DOWNTIME)	
Priority:	Strongly Desired
Important to Individual:	
SLEEPING IN ON SATURDAYS	
Priority:	Strongly Desired
Important to Individual:	

## As John's life has changed...

- It was a direct result of people listening to him
- His relationships with friends, family and Cheryl have gotten stronger
- The amount of paid and formal support has decreased
- He is invited to more events
- His health has remained exactly the same as it was ten years ago
- The cost of his support has decreased
- His satisfaction with day to day life has increased